



Building Stronger Communities – Your Voice is Important

Emerging Stronger Research Survey

Funded by Victorian Government Emerging Stronger Grant, the purpose of this research survey is to listen to the voice of the public about their role in the community. The result will be used to guide the development of strategies to build stronger communities.

The Volunteer Lens – Engaging Potential Volunteers

Contents

Overview	3
Significance	3
Introduction	4
Methods	5
The Transtheoretical Model (TTM) of behaviour change	5
Figure 1 The Transtheoretical Model of behaviour change posits that individuals move through five stages of change: precontemplation, contemplation, preparation, action, maintenance.	5
Table 1 The Transtheoretical Model of Behaviour Change adapted to a person's willingness/readiness to volunteer.	5
Survey Development	6
Figure 2 Survey question map showing that respondents entered the survey portal and answered questions related to their demographic profile, volunteering history and antecedents of volunteering. respondents then chose one of seven options representing their 'stage of readiness to volunteer'. The respondents then proceeded through a series of questions related to their stage of readiness to volunteer.	
Survey Marketing	7
Results	8
Survey Respondents Snapshot	8
Table 2 The number of respondents who completed the survey in each category of 'readiness to volunteer' during phase 1 and phase 2 marketing.	8
Demographic Profile	9
Table 3 Demographic characteristics of respondents who have never volunteered and not interested in volunteering	9
Table 4 The social media platforms regularly used by the respondents.	10
Volunteer History	11
Antecedents to Volunteering	11
Table 5 Respondents attitude and beliefs related to communities in need.	11
Table 6 Respondents outlook towards the importance of understanding others, standing up for what is right and good citizenship.	11
Appendix	12-13
I. Demographic, volunteer history and antecedents for volunteering questions for all respondents	12-13
Pathway 1	14
Pathway 2	23
Pathway 3	40
Pathway 4	52
Pathway 5	85
Pathway 6	102
Pathway 7	118

Acknowledgments:

Victorian Government	Centre for Participation, Horsham
EV Inc	Bendigo Volunteer Resource Centre
Equality Media + Marketing	Volunteering Geelong
JAC Design	Kyabram District Health Service
	Volunteer West

Overview

The number of engaged volunteers has been in decline since the millennium, COVID-19 and associated illness. Lockdowns during 2019-2021 have been a significant event resulting in an increased rate of disengagement. COVID has decimated the older volunteers upon which the sector had heavily relied, people are returning but in different ways. Volunteering Victoria has stated, "COVID has accelerated volunteering disengagement by 64.1%. Even before the pandemic, the rate of formal volunteering had been steadily and worryingly declining, decreasing from 36.2% in 2010 to 28.8% in 2019. The assumption that volunteering will organically return to a sustainable level in the coming months without deliberate support threatens the viability of the whole sector." In some instances, there has been a loss of 80% of volunteers who show no interest in being re-engaged. While COVID-19 has had a significant impact the decline was inevitable due to the developing disconnect between the needs and wants of the contemporary volunteer, and the traditional volunteer offerings from Volunteer Involving Organisation (VIO) (Kappelides & Johnson, 2020¹ | Lachance, 2021² | Victorian Volunteer Strategy, 2022-2027³).

This research explores this contemporary volunteer-VIO disconnect through investigating each lens i.e., 'both sides of the coin'. The overarching question this project sought to shed light on was "How do we build a sustainable volunteer workforce?". More specifically, what are the strategies to increase and diversify our volunteer workforce, and support VIO's to offer volunteers opportunities, that suit the needs and wants of a contemporary volunteer as well as their own service delivery requirements.

The volunteer lens of this research focused on understanding how to identify potential volunteers, determine their readiness to engage in volunteering and how to best transition these individuals to volunteering. The VIO lens of this research focused on understanding the challenges VIO's faced, during and post COVID, how these organisations have responded to these challenges, and how they are positioning themselves to facilitate a sustainable volunteer workforce.

The three major objectives of this research were to develop understandings and strategies to:

1. Identify, connect, and engage individuals within the community who are most likely to convert to volunteering.
2. Re-connect and re-engage volunteers who have disengaged.
3. Support VIO's to build a sustainable volunteer workforce.

Significance

The significance of this study is underpinned by the comprehensive and compelling research that shows that a culture of volunteering is an indicator of a healthy and connected community. In its broadest sense a society where people help one another, by their very nature, is more resilient and robust and can rapidly mobilise and respond in an emergency or crisis (State of Volunteering in Victoria³). Volunteering offers environmental, social, cultural, health and wellbeing benefits that translate to the broader community. In addition, volunteering contributes significantly to the economy.

In 2019 it was estimated that it would cost \$19.4 billion to replace the labour that volunteers contribute to Victoria (VVS). If volunteer opportunities are not offered in a way that meet how people want to volunteer, in the short and longer term, then there will be a significant loss of services to community. In real terms, if the volunteer participation grew nationally by 10% of the nation's non-volunteers, volunteer numbers in Australia would increase by about 1.6 million people.

This report presents data related to Objective 1 and 2, whilst Objective 3 is addressed in the The VIO Lens. The Executive Summary brings the findings of both reports together in the presentation of functional and effective strategies to strengthen the sustainability of the volunteer workforce.

¹ Kappelides, P., & Johnson, T. (2020). A Heavy Load: Challenges and Current Practices for Volunteer Managers in the USA, Australia, and Canada. *Journal of Nonprofit & Public Sector Marketing*, vol. 32, 4-24.

² Lachance, E. L. (2021). COVID-19 and its Impact on Volunteering: Moving Towards Virtual Volunteering. *Leisure Sciences*, vol. 43, 104-110.

³ <https://www.vic.gov.au/victorian-volunteer-strategy-2022-2027/strategy-glance>

Introduction

People engaged in volunteering are demographically diverse and are motivated by a range of goals and causes. Notwithstanding this, antecedents to volunteer have been well documented and include characteristics such as:

- wanting to give back to the community
- to support a cause
- to contribute to an activity that aligns with their values
- for enjoyment
- for social connection.

(Volunteering Victoria 2020)

In addition, research from a large Australian sample identified that only 10% of the non-volunteer sample were most comparable to the characteristics of the volunteers in the sample. This suggests that while there may not be a 'typical volunteer', there are those in the community who have attributes that increase the likelihood of conversion to volunteering. This provides a convincing argument for volunteer recruitment campaigns to be focused and targeted towards those in the community who are most likely to convert to volunteering. This leads to the question, "How do we identify, connect, and engage individuals within the community, who are most likely to convert to volunteering (potential and disengaged volunteers)?"

In addition to the antecedents and characteristics common to volunteering, there are likely to be numerous other factors that influence a person's readiness to volunteer. Identification of these factors would provide important guidance for recruitment strategies, including, the pitch and optimal messaging, the conduit of the messaging and the type and amount of support offered.

There appears to be no research undertaken to determine or define a person's readiness to volunteer. Nor has there been research to determine how a recruitment campaign can be optimised to a person's 'readiness to volunteer'. In this research The Transtheoretical Model (TTM) of behaviour change was adapted to determine a person's 'readiness to volunteer'.

The major objective of this research was to determine strategies that enable organisations to identify potential and disengaged volunteers, and determine their readiness to engage in volunteering, and how to best transition these individuals to volunteering.

Methods

The Transtheoretical Model (TTM) of behaviour change

The TTM of Behaviour Change is based on more than 15 years of research, the TTM has found that individuals move through a series of five stages (precontemplation, contemplation, preparation, action, maintenance) in the adoption of healthy or cessation of unhealthy ones (Figure 1).⁴

In this study the TTM was adapted to align specifically to represent five stages of a person's 'readiness/willingness to volunteer'- precontemplation, contemplation, preparation, action, maintenance. From these five stages, seven categories were developed to reflect a person's position of their 'readiness to volunteer' more accurately (Table 1).

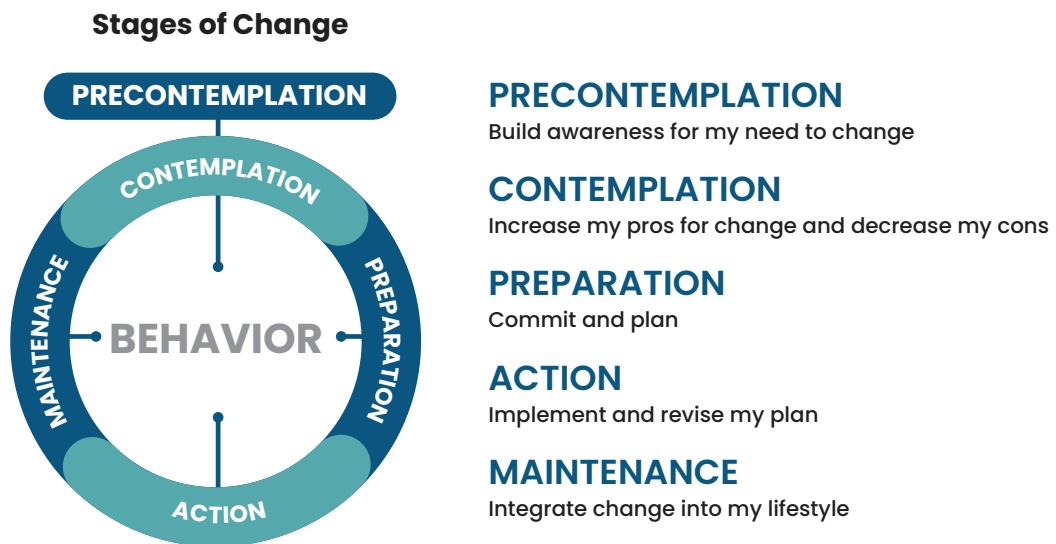


FIGURE 1 THE TRANSTHEORETICAL MODEL OF BEHAVIOUR CHANGE.⁴

TABLE 1 THE TRANSTHEORETICAL MODEL OF BEHAVIOUR CHANGE ADAPTED TO A PERSON'S WILLINGNESS/ READINESS TO VOLUNTEER.⁴

Stage of readiness to volunteer	7 categories of 'readiness to volunteer'
Precontemplation	1. I have never volunteered and not interested in volunteering
	2. I have volunteered in the past and not interested in volunteering again
Contemplation	3. Open to consider / learn / understanding about the concept / culture of volunteering
	4. I have volunteered in the past and open to reconsider volunteering
Preparation	5. I am starting to think about if and how volunteering may be part of my world
Action	6. Planning to start volunteering in the next month or have started volunteering in the past 6 months
Maintenance	7. I am currently volunteering and committed to volunteering for the next 12 months

⁴ <https://rilearning.com/blog/2020/5-stages-of-change>

Survey Development

The survey was developed in consultation with three experts in the field and was trialed using an extended range of volunteers, potential volunteers and VIO's (metro, regional and rural). Qualitative and quantitative data was captured in two main sections of the survey (Appendix I).

Section 1 questions were common to all respondents and captured data related to:

- Demographics
- Antecedents to volunteer
- Stage and category of readiness to volunteer.

Section 2 captured data related to the respondent's stage and category of 'readiness to volunteer'. That is, unique questions were developed for each category of 'readiness to volunteer'. Figure 2 shows the survey map and respondent journey, the complete survey questions for each of the seven pathways are included in the respective pathway chapters, examples of questions included but not limited to:

- Reasons why you no longer volunteer?
- What would it take for you to reconsider volunteering?
- What was it that made you think of volunteering?
- What made you want to start volunteering?
- What might start you thinking about volunteering?
- What would help you start to volunteer?
- Rate how likely you would explore these opportunities to learn about volunteering?
- What would be the idea way to learn about volunteering opportunities?
- What steps have you taken to learn about volunteering?
- Are you familiar with these volunteer websites?
- What are you looking forward to most about volunteering?

Emerging Stronger Potential and Disengaged Volunteer Survey Map

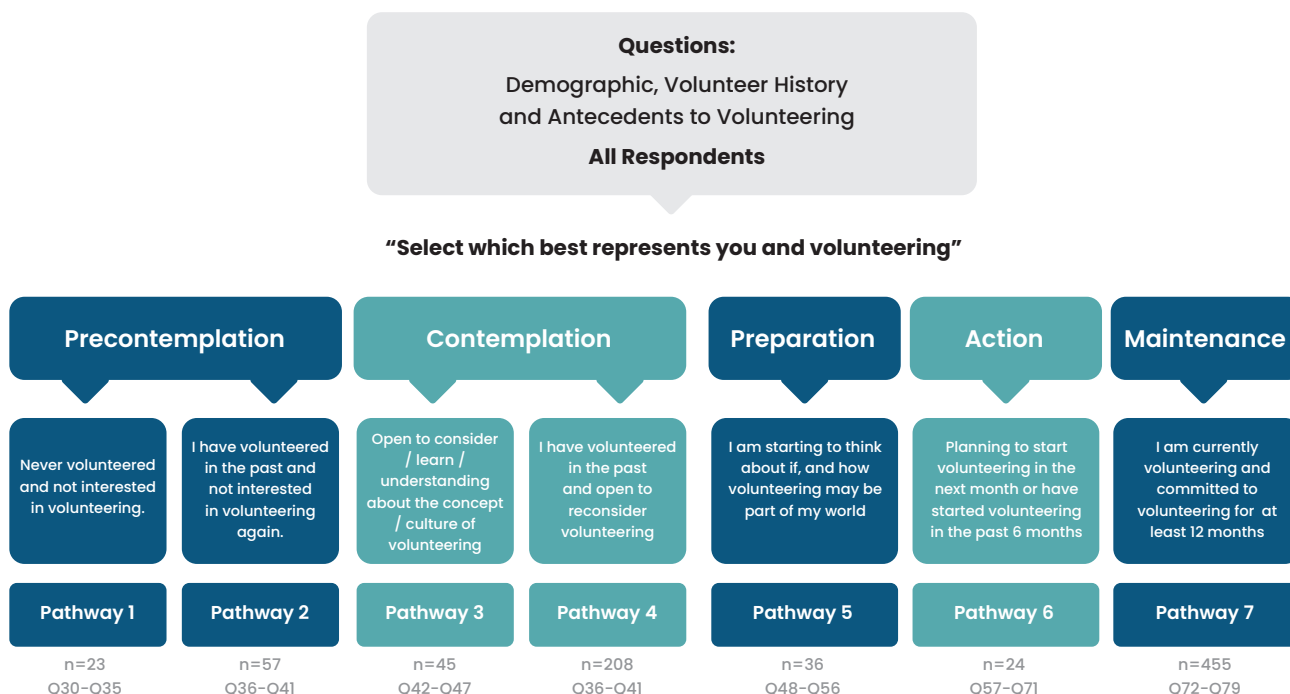


FIGURE 2 SURVEY QUESTION MAP SHOWING THAT RESPONDENTS ENTERED THE SURVEY PORTAL AND ANSWERED QUESTIONS RELATED TO THEIR DEMOGRAPHIC PROFILE, VOLUNTEERING HISTORY AND ANTECEDENTS OF VOLUNTEERING. RESPONDENTS THEN CHOSE ONE OF SEVEN OPTIONS REPRESENTING THEIR 'STAGE OF READINESS TO VOLUNTEER'. THE RESPONDENTS THEN PROCEEDED THROUGH A SERIES OF QUESTIONS RELATED TO THEIR STAGE OF READINESS TO VOLUNTEER.

Survey Marketing

Customised messaging and strategies were developed to engage respondents, in the seven categories of their readiness to volunteer, to complete the survey (Appendix 1). Marketing campaigns utilised direct contact and dissemination across social media platforms (Facebook, LinkedIn, newsletters, and digital hubs). Incentives to complete the questionnaire included a monthly and then weekly draw of \$100 vouchers. There were two phases in the marketing plan: the first phase messaging was disseminated through data and resources, and the second phase involved a paid digital marketing campaign.

The following dissemination strategies were adopted:

Phase 1 of the marketing plan utilised EV Inc's

- Existing volunteer and VIO base (700+ and 695 respectively)
- Network of partnerships with Volunteer Support Services (VSS) including three Metro (Volunteer West, Boroondara, Whitehorse), two regional (Geelong, Bendigo) and two rural (Horsham, Kyabram).

Several online meetings were held with the stakeholders where the research was presented, and the marketing plan explained. Organisations were provided support in the dissemination of the marketing material.

The messaging included requests for individuals to complete the survey and to share the survey link with friends and family. Messaging was delivered to the community several times through the same channels over the course of two months.

Phase 2 of the marketing plan utilised a paid advertising campaign.

The aim of the sponsored advertising campaign was to connect with the categories of 'readiness to volunteer' that were underrepresented in the Stage 1 response. Marketing tools utilised included the creation of 'look alike' audiences from existing volunteer databases, identifying common antecedents of volunteering and geo targeting.

The messaging for Stage 1 marketing was pitched around 'building communities' and 'your voice is important', 'volunteering' was intentionally not used in the messaging. This messaging was carried into the sponsored Stage 2 campaign. As the response slowed on Stage 2 the messaging was changed to be more directly aligned to volunteering (eg "Always wanted to

volunteer"). The sponsored campaign self-optimised for campaign messaging along with close monitoring of the number of respondents across the 'readiness to volunteer' categories. A summary of these strategies follows:

1. The campaign was initially setup with three core audiences:

- Charity Focussed | Philanthropy | Social Activists
- Interest targeting to qualify each segment – i.e., INTERESTED IN: Social movement, Activism, United Nations, NATO or Social change (all to people 18+ within Victoria)

2. As the campaign progressed the messaging was scoped by the intention of driving responses into segments that had less respondents. The following series of optimisations were made:

- Broader segment – without any interest targeting to reach those 'who haven't volunteered before'.
- Changing copy to include a different call to action around 'have you ever considered volunteering' to help prequalify someone who decided to click/fill out survey.
- Specific targeting on a younger demographic 18-24 years (who would be less likely to have volunteered).

These ongoing changes saw the responses in the low numbered segments start to increase.

Key Deliverables:

- Reach – 186,525
- Impressions – 795,890
- Clicks – 3,195
- Cost per click – \$1.19

Results

Survey respondents snapshot

Eight hundred and ninety-four respondents entered the survey portal, 847 respondents progressed past the question related to their “readiness to volunteer” and 822 (92%) completed all questions. The respondent numbers related to marketing Phase 1 and Phase 2 were 483 and 364 respectively (Table 2).

TABLE 2 THE NUMBER OF RESPONDENTS WHO COMPLETED THE SURVEY IN EACH CATEGORY OF ‘READINESS TO VOLUNTEER’ DURING PHASE 1 AND PHASE 2 MARKETING.

Stage of readiness to volunteer	Category of readiness to volunteer	Number of respondents in phase 1 and phase 2 marketing and total number of respondents		
		Stage 1	Stage 2	Total
Precontemplation	1. I have never volunteered and not interested in volunteering	5	18	23
	2. I have volunteered in the past and not interested in volunteering again	22	35	57
Contemplation	3. Open to consider / learn / understanding about the concept / culture of volunteering	20	25	45
	4. I have volunteered in the past and open to reconsider volunteering	98	110	208
Preparation	5. I am starting to think about if and how volunteering may be part of my world.	22	14	36
Action	6. Planning to start volunteering in the next month or have started volunteering in the past six months.	17	7	24
Maintenance	7. I am currently volunteering and committed to volunteering for the next 12 months.	300	155	455
Total		483	364	847

Results

Demographic profile

The respondents were represented across all age groups, 57% were in the older age categories (55–64, 65+ years), 16% in 45–55 years, 13% and 10% in 35–44 and 25–34 years respectively with 4% in 18–24 years (Table 3). The respondents were predominantly female (70%), non-Aboriginal nor Torres Strait Islander (95%), did not have a disability (86%) and spoke English at home (96%).

Twenty-one per cent of the respondents were not born in Australia, of these respondent's, almost two-thirds (59%) had lived in Australia for more than 20 years, and 16% less than 5 years.

The highest level of schooling for most respondents was a bachelor's degree, graduate diploma or a postgraduate degree (24%, 14% and 24% respectively).

More than one-third of respondents had attained an advanced diploma, certificate III/IV, year 12, year 11 or year 10 (13%, 8%, 8%, 4%, 4% respectively).

The most common mode of transport was car (88%) followed by train (15%), bus (8%), tram and bike (7% and 6% respectively), taxi/Uber or friend or family (both 3%). Most respondents had a current driver's licence (95%). The respondents predominantly lived in metropolitan Melbourne (59%), and the remainder lived in regional or rural locations (31% and 10% respectively).

More than three-quarters of respondents identified that they used Facebook regularly (78%), nearly half used Instagram (41%) and one-quarter, LinkedIn (24%). The remaining platforms were used by less than one-fifth of the group (Twitter 16%, Pinterest 11%, Snapchat 6%, Tik Tok 11% and WeChat 2%). Thirteen per cent indicated that they did not regularly engage with any of the listed social media platforms (Table 4).

TABLE 3 DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS WHO HAVE NEVER VOLUNTEERED AND NOT INTERESTED IN VOLUNTEERING

Demographic characteristics of total sample respondents n=894					
Age (Years)	Responses	Percentage	Highest Level of Schooling	Responses	Percentage
Under 18	1	0.1%	Postgraduate Degree	212	24%
18-24	36	4%	Graduate Diploma/Graduate Certificate	124	14%
25-34	89	10%	Bachelor's Degree	209	24%
35-44	114	13%	Advanced Diploma / Diploma	111	13%
45-54	141	16%	Certificate III/IV	73	8%
55-64	266	30%	Year 12	69	8%
65+	241	27%	Year 11	35	4%
Prefer not to say	6	1%	Year 10	35	4%
Total	894		Below Year 10	18	2%

Gender	Responses	Percentage	Location of Residence	Responses	Percentage
Male	251	28%	Metro	518	59%
Female	622	70%	Regional	273	31%
Other	21	2%	Rural	87	10%

Language Spoken at Home			Aboriginal or Torres Strait Islander: yes	49	5%
English	840	96%			
			Born in Australia: yes	707	79%
			Regular mode of transport: car	777	88%
Disability: yes	126	14%	Driver's licence: yes	843	95%

Results

TABLE 4 THE SOCIAL MEDIA PLATFORMS REGULARLY USED BY THE RESPONDENTS.

Social Media Platform		
	Yes	Percentage
Facebook	688	78%
Instagram	357	41%
Twitter	142	16%
LinkedIn	214	24%
Pinterest	93	11%
Snapchat	49	6%
Tik Tok	93	11%
WeChat	19	2%
none of the above	110	13%

Results

Volunteer history

A large proportion of respondents (64%) were not currently informally volunteering (taking a neighbour to the shops or help on the school BBQ). A similar proportion however identified that they formally volunteered (60%); once a week (30%), multiple times a week (41%), once a fortnight (10%), once a month (15%), once every six months (4%).

Antecedents to volunteering

The following sets of questions captured respondents' attitudes and characteristics considered to be antecedents to volunteering. The first set of questions related to respondents' attitude and beliefs related to communities in need. More than three-quarters of the whole group agreed or strongly agreed, it was important to have concern for and to support communities in need (Table 5). More than half

considered themselves to be an advocate for communities in need (64%).

The second set of questions related to whether the respondents were altruistic in their outlook towards the importance of understanding others, standing up for what's right and good citizenship (Table 6). The group strongly identified an altruistic outlook as over 82% either agreed or strongly agreed with all questions, except for being 'religious and/or spiritual' where only 23% agreed and 15% strongly agreed.

The third set of questions related to the respondent's connection to volunteering through family, friends, and their community. Nearly 60% of respondents' parents or family members were/are volunteers, while 89% knew someone who was a volunteer, 70% had attended a community event and 55% were currently a member of a community group (e.g., sport, leisure, art, education).

TABLE 5 RESPONDENTS ATTITUDE AND BELIEFS RELATED TO COMMUNITIES IN NEED.

Please indicate your level of agreement with the following statements.					
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
It is important to have concern about communities in need	15 (2%)	4 (0.5%)	33 (4%)	290 (34%)	504 (60%)
It is important to help members of communities in need	12 (1%)	2 (0.2%)	34 (4%)	270 (32%)	526 (62%)
I feel obligation to help communities	12 (1%)	33 (4%)	135 (16%)	375 (44%)	290 (34%)
I consider myself an advocate for communities in need	13 (1%)	60 (7%)	239 (28%)	317 (38%)	216 (26%)
It is important to get to know people in communities in need of support	9 (1%)	14 (2%)	118 (14%)	422 (50%)	281 (33%)

TABLE 6 RESPONDENTS OUTLOOK TOWARDS THE IMPORTANCE OF UNDERSTANDING OTHERS, STANDING UP FOR WHAT IS RIGHT AND GOOD CITIZENSHIP.

How would you relate the following in relation to you?					
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree
I am known for being compassionate, bringing comfort to, and understanding others	5 (1%)	17 (2%)	132 (15%)	481 (57%)	212 (25%)
I want to make the world a better place	4 (0.5%)	6 (1%)	58 (7%)	386 (46%)	391 (46%)
Standing up for what is right is very important to me	4 (0.5%)	3 (0.5%)	44 (5%)	372 (44%)	418 (50%)
I am spiritual and/or religious	148 (17%)	140 (17%)	243 (28%)	191 (23%)	125 (15%)
Community and loyalty are important to me	5 (1%)	11 (1%)	82 (10%)	461 (55%)	281 (33%)
I am a good citizen who is known for taking responsibility	5 (1%)	10 (1%)	130 (15%)	458 (54%)	240 (28%)
I often go out of my way to help another person	5 (1%)	18 (2%)	118 (14%)	463 (55%)	241 (29%)
When I see someone being taken advantage of, I feel kind of protective towards them	5 (1%)	9 (1%)	85 (10%)	489 (58%)	258 (31%)

Appendix

I. DEMOGRAPHIC, VOLUNTEER HISTORY AND ANTECEDENTS FOR VOLUNTEERING QUESTIONS FOR ALL RESPONDENTS

Demographic questions			
1	What is your age?	Select 1 option	
2	What is your gender identity?	Select 1 option	
3	Are you an Aboriginal or Torres Strait Islander?	Select 1 option	
4	Do you have a disability?	Select 1 option	
5	What language is most spoken at home?	Select 1 option	
6	Were you born in Australia	Yes, go to Q8	No go to Q7
7	How long have you lived in Australia	Select 1 option	
8	What is your highest level of schooling qualifications?	Select 1 option	
9	What is your regular mode of transport?	Select multiple	
10	Do you have a current drivers Licence?	Yes	No
11	Please select the location of where you live metro, regional, rural	Select 1 option	
12	What is your postcode?	Text Response	
13	What social media platforms do you regularly use?	Select multiple	
	Other	Text Response	

Volunteering history			
14	Do you currently informally volunteer (taking a neighbour to the shops or help on the school BBQ)?	Yes	No
	If yes, what do you do?		
15	Do you currently formally volunteer? (Organisations, Committees of Management, Sporting Groups)	yes, go to 16	no go to Q21
16	What organisation do you volunteer for?	Text response	
17	What is your volunteer role?	Text response	
18	On average, how often do you engage in your volunteer work?	Select 1 option	
19	Over your lifetime, what is the total time you have volunteered?	Select 1 option	Go to Q26
20	Have you previously volunteered?	yes, go to Q21	no go to Q26
21	What organisation did you last volunteer for?	Text response	
22	What was your last volunteer role?	Text response	
23	How long since you last volunteered?	Select 1 option	
24	Total time of volunteering	Select 1 option	

Appendix

Antecedents for volunteering			
26	Please indicate your level of agreeance with the following statements	Likert Scale 1-5	
	1. It is important to have concern about communities in need		
	2. It is important to help members of communities in need		
	3. I feel an obligation to help communities		
	4. I consider myself an advocate for communities in need		
	5. It is important to get to know people in communities in need of support		
27	How would you relate the following in relation to you	Likert Scale 1-5	
	1. I am known for being compassionate, bringing comfort to, and understanding others		
	2. I want to make the world a better place		
	3. Standing up for what is right is very important to me		
	4. I am spiritual and/or religious		
	5. Community and loyalty are important to me		
	6. I am a good citizen who is known for taking responsibility		
	7. I often go out of my way to help another person		
	8. When I see someone being taken advantage of, I feel kind of protective towards them		
28	Please indicate if the following applies to you	Yes	No
	1. My parents or family members were/are volunteers.		
	2. I know someone who is a volunteer.		
	3. I have attended an event related to a community cause (eg Walk for Cancer Cure)		
	4. I am currently a member of a community group (eg sport, leisure, art, education)		
29.	Select which best represents you and volunteering?	Select 1	Go to pathway questions

Pathway 1

Precontemplation Stage Of Readiness To Volunteer

**“I have never volunteered and
not interested in volunteering”**

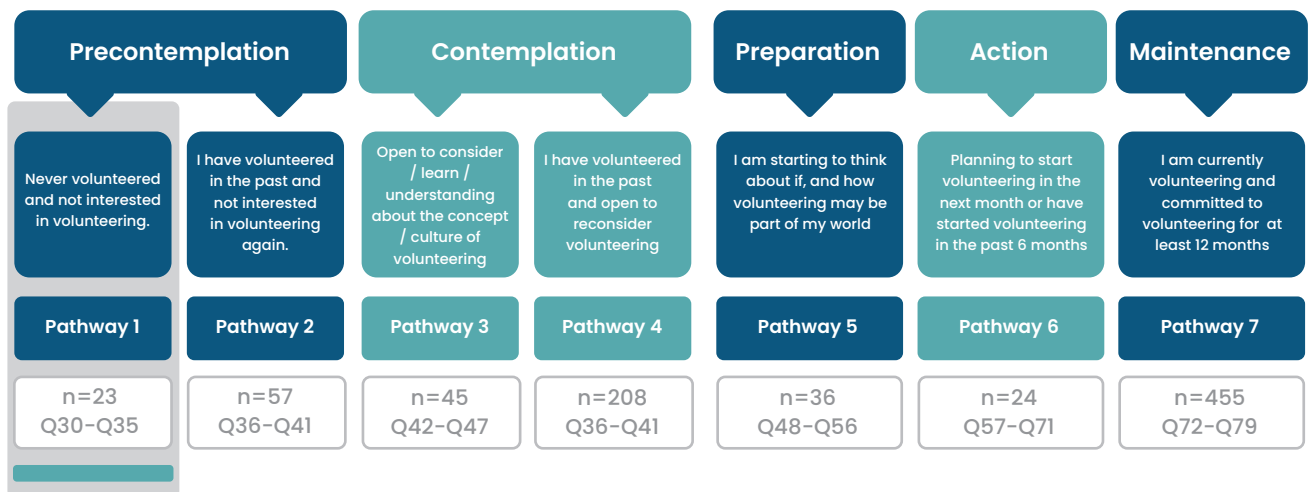
Pathway 1

Precontemplation stage of readiness to volunteer

Emerging Stronger Potential and Disengaged Volunteer Survey Map

Questions:
Demographic, Volunteer History
and Antecedents to Volunteering
All Respondents

"Select which best represents you and volunteering"



Pathway 1: I have never volunteered and not interested in volunteering.

Contents

Results	17
Demographic Profile Q1 - Q13	17
Table 1.1 Demographic characteristics of respondents who have never volunteered and not interested in volunteering (Pathway 1).	17
Table 1.2 The social media platforms regularly used by the respondents.	18
Volunteer History Q14 - Q25	18
Antecedents to Volunteering Q26 - Q28	18
Table 1.3 Respondents attitude and beliefs related to communities in need.	19
Table 1.4 Respondents outlook towards the importance of understanding others, standing up for what is right and good citizenship.	19
Table 1.5 Respondents connection to volunteering through family, FRIENDS, and their community.	19
Views, Experiences, and Insights of Volunteering Q30 to Q35	20
Table 1.6 Respondents view/perception of volunteering.	20
Table 1.7 Responses to why respondents don't volunteer.	21
Table 1.8 The likelihood that respondents would undertake different opportunities to learn about volunteering.	21
Table 1.9 Respondents familiarity with volunteer websites.	21
Table 1.10 Any further comments	21
SUMMARY & CONCLUSION	22
APPENDIX	22
I. Questions for respondents who have never volunteered and not interested in volunteering.	22

Results

Demographic profile Q1 – Q13

Twenty-three respondents entered the survey portal and 96% (n=21) progressed to the end of the survey. The respondent numbers 5 and 18 respectively, related to marketing phase 1 and phase 2. All age groups were represented (except under 18 years) and were evenly distributed across the ages 25–64 years (Table 1.1). The respondents were predominantly male (61%), non-Aboriginal nor Torres Strait Islander (77%), and did not have a disability (64%).

Most respondents were born in Australia (86%) and spoke English at home (96%). Nearly three-quarters of the group lived in metropolitan Melbourne (74%), the remaining were living in regional or rural locations (17% and 9% respectively) (Table 1.1).

The highest level of schooling, for approximately a half of the respondents, was a postgraduate degree or year 12 (22% and 26% respectively). The most common mode of transport was car (74%) followed by train (18%), tram (14%), bus (9%) and bike, taxi/Uber or other (all 5%). Most respondents had a current driver's licence (87%).

TABLE 1.1 DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS WHO HAVE NEVER VOLUNTEERED AND NOT INTERESTED IN VOLUNTEERING (PATHWAY 1).

Demographic characteristics of pathway 1 respondents n=23					
Age (Years)	Responses	Percentage	Highest Level of Schooling	Responses	Percentage
Under 18	0	0%	Postgraduate Degree	5	22%
18-24	2	9%	Graduate Diploma/Graduate Certificate	3	13%
25-34	4	17%	Bachelor's Degree	2	9%
35-44	4	17%	Advanced Diploma / Diploma	2	9%
45-54	6	26%	Certificate III/IV	2	9%
55-64	6	26%	Year 12	6	26%
65+	1	4%	Year 11	1	4%
Prefer not to say	0	0%	Year 10	2	9%
Total	23		Total	23	

Gender	Responses	Percentage	Location of Residence	Responses	Percentage
Male	14	61%	Metro	17	74%
Female	7	30%	Regional	4	17%
Other	2	9%	Rural	2	9%

Language Spoken at Home			Aboriginal or Torres Strait Islander: yes	4	18%
English	22	96%			
Vietnamese	1	4%	Born in Australia: yes	20	86%
			Regular mode of transport: car	17	74%
Disability: yes	7	32%	Driver's licence: yes	20	87%

Results

More than three-quarters of respondents identified that they used Facebook regularly (82%), approximately one-third identified Instagram and Tik Tok (32% and 27% respectively). Twitter and LinkedIn were only identified by 20% of respondents (18% and 14% respectively). Fourteen per cent indicated that they did not regularly engage with any of the listed social media platforms (Table 1.2).

TABLE 1.2 THE SOCIAL MEDIA PLATFORMS REGULARLY USED BY THE RESPONDENTS.

Social Media Platform		
	Yes	Percentage
Facebook	18	82%
Instagram	7	32%
Twitter	4	18%
LinkedIn	3	14%
Pinterest	1	5%
Snapchat	2	9%
Tik Tok	6	27%
WeChat	0	0%
none of the above	3	14%

Volunteer history Q14 – Q25

Two respondents reported that they currently informally and formally volunteer, however, they did not report any details on these roles (Q14 – Q20). None of the group reported that they had previously volunteered (Q21 – Q25).

Antecedents to volunteering Q26 – Q28

The following sets of questions captured respondents' attitudes and characteristics considered to be antecedents to volunteering. The first set of questions related to respondents' attitude and beliefs regarding communities in need. Approximately one-half of the whole group agreed or strongly agreed it was important to have concern for and to support communities in need (58 – 62%, Table 1.3). Approximately one-third considered themselves to be an advocate for communities in need (28%) and felt or obligation to help communities in need (33%).

The second set of questions related to whether the respondents were altruistic in their outlook towards the importance of understanding others and standing up for what right and good citizenship is (Table 1.4). The group did not identify strongly as having an altruistic outlook with 29% – 62% agreeing to questions and 5% – 43% strongly agreeing. A significant proportion responded as being neutral or "neither" (19% – 29%).

The third set of questions related to the respondent's connection to volunteering through family, friends, and their community (Table 1.5). Only 18% of respondents' parents or family members were/are volunteers, while approximately one-third either knew someone who was a volunteer or had attended a community event (36% and 27% respectively), while 23% were currently a member of a community group (e.g. sport, leisure, art, education).

Results

TABLE 1.3 RESPONDENTS ATTITUDE AND BELIEFS RELATED TO COMMUNITIES IN NEED.

Q26 Please indicate your level of agreement with the following statements.						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
It is important to have concern about communities in need	1 (5%)	2 (9%)	6 (27%)	9 (40%)	4 (18%)	22
It is important to help members of communities in need	1 (5%)	0 (0%)	7 (33%)	8 (38%)	5 (24%)	21
I feel obligation to help communities in need	1 (5%)	3 (14%)	10 (48%)	7 (33%)	0 (0%)	21
I consider myself an advocate for communities in need	1 (5%)	6 (29%)	8 (38%)	3 (14%)	3 (14%)	21
It is important to get to know people in communities in need of support	1 (5%)	4 (19%)	6 (29%)	10 (48%)	0 (0%)	21

TABLE 1.4 RESPONDENTS OUTLOOK TOWARDS THE IMPORTANCE OF UNDERSTANDING OTHERS, STANDING UP FOR WHAT IS RIGHT AND GOOD CITIZENSHIP.

Q27 How would you relate the following in relation to you?						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
I am known for being compassionate, bringing comfort to, and understanding others	3 (14%)	4 (19%)	5 (24%)	7 (33%)	2 (10%)	21
I want to make the world a better place	1 (5%)	1 (5%)	5 (24%)	13 (62%)	1 (5%)	21
Standing up for what is right is very important to me	2 (10%)	0 (0%)	4 (19%)	6 (29%)	9 (43%)	21
I am spiritual and/or religious	4 (19%)	4 (19%)	6 (29%)	4 (19%)	3 (14%)	21
Community and loyalty are important to me	1 (5%)	3 (14%)	3 (14%)	12 (57%)	2 (10%)	21
I am a good citizen who is known for taking responsibility	1 (5%)	1 (5%)	6 (29%)	12 (57%)	1 (5%)	21
I often go out of my way to help another person	1 (5%)	3 (14%)	4 (19%)	11 (52%)	2 (10%)	21
When I see someone being taken advantage of, I feel kind of protective towards them	2 (10%)	3 (14%)	4 (19%)	8 (38%)	4 (19%)	21

TABLE 1.5 RESPONDENTS CONNECTION TO VOLUNTEERING THROUGH FAMILY, FRIENDS, AND THEIR COMMUNITY.

Q28 Please indicate if the following applies to you.				
	Yes	No	Unsure	Total
My parents or family members were/are volunteers	4 (18%)	16 (73%)	2 (9%)	22
I know someone who is a volunteer	8 (36%)	13 (59%)	1 (5%)	22
I have attended a community event	6 (27%)	13 (59%)	3 (14%)	22
I am currently a member of a community group	5 (23%)	15 (68%)	2 (9%)	22

Results

Views, experiences, and Insights of volunteering Q30 to Q35

Two themes were revealed regarding respondents' view/perception of volunteering: that volunteering is considered as free labour/unpaid work, and that it is the government's responsibility to fulfill the volunteer's role (Table 1.6, Q30).

TABLE 1.6 RESPONDENTS VIEW/PERCEPTION OF VOLUNTEERING.

Q30 What is your view/perception of volunteering?
Those that want to do it can. There is enough money for government to help all
Free labour
Unpaid work
I don't
Waste of time
Charity starts at home
I have no time
Excellent for people who are able to assist
Too little time to do all the activities expected of me in a week already
It's a necessity, and well done by people who are physically/mentally capable of doing so
For oldies to fill in the time
Not for me
I have no idea
Fills the gap for services our tax dollars are supposed to be paying for but the government prefers to funnel that money into their own pockets and buying poisonous labdrugs for illegal mandates
That it good to help others and give your skills to help others to volunteer.
I think volunteer need to be paid at minimum rate

In response to the questions related to why the respondents don't volunteer, approximately one-third responded as 'neither', while 45% agreed that 'it was not their thing', and nearly one-third (27%) did not consider volunteering as being worthwhile, none of their family or friends volunteered (32%), and personal expenses involved (27%) (Table 1.7, Q31).

Seventy per cent of the group were not interested in learning about volunteering (Q32). Of the remaining

30%, more than half would be likely to chat with a volunteering information person or participate in a trial volunteer opportunity (both 67%), while nearly 66% were likely or very likely to read or listen to information online, or visit a volunteer job website (Table 1.8, Q33). Most respondents (74% - 95%) were not familiar with commonly used volunteer websites (Table 1.9, Q34). There were only two further comments at the end of the survey (Table 1.10, Q35).

Results

TABLE 1.7 RESPONSES TO WHY RESPONDENTS DON'T VOLUNTEER.

Q31 What best represents why you don't volunteer?						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
Time	1 (5%)	3 (14%)	6 (27%)	4 (18%)	8 (36%)	22
Not interested / not my thing	0 (0%)	3 (14%)	9 (41%)	10 (45%)	0 (0%)	22
I don't view volunteering as worthwhile	3 (14%)	7 (32%)	6 (27%)	6 (27%)	0 (0%)	22
No information on where and how to start or what to do	1 (5%)	7 (32%)	8 (36%)	3 (14%)	3 (14%)	22
Lack of confidence	4 (18%)	5 (23%)	7 (32%)	3 (14%)	3 (14%)	22
None of my family or friends volunteer	1 (5%)	5 (23%)	8 (36%)	7 (32%)	1 (5%)	22
No opportunities close to where I live	1 (5%)	6 (27%)	10 (45%)	3 (14%)	2 (9%)	22
Personal expenses involved	1 (5%)	5 (23%)	8 (36%)	6 (27%)	2 (9%)	22
Associated administrative requirements	1 (5%)	7 (32%)	8 (36%)	4 (18%)	2 (0%)	22

TABLE 1.8 THE LIKELIHOOD THAT RESPONDENTS WOULD UNDERTAKE DIFFERENT OPPORTUNITIES TO LEARN ABOUT VOLUNTEERING.

Q33 How likely would you participate in the following to learn about volunteering?						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
Attend a group information session about volunteering	2 (33%)	1 (17%)	2 (33%)	1 (16%)	0 (0%)	6
Chat with a volunteering information person	0 (0%)	0 (0%)	2 (33%)	4 (67%)	0 (0%)	6
Participate in a trial volunteer opportunity	1 (17%)	0 (0%)	1 (17%)	4 (67%)	0 (0%)	6
Volunteer with a family member or friend	2 (33%)	0 (0%)	2 (33%)	1 (17%)	1 (17%)	6
Read or listen to information online	0 (0%)	1 (17%)	1 (17%)	2 (33%)	2 (33%)	6
Visit a volunteer job website	0 (0%)	0 (0%)	2 (33%)	2 (33%)	2 (33%)	22

TABLE 1.9 RESPONDENTS FAMILIARITY WITH VOLUNTEER WEBSITES.

Q34 Familiarity with volunteer websites			
	Yes	No	Total
Seek Volunteer	5 (26%)	14 (74%)	19
Go Volunteer	2 (11%)	17 (89%)	19
Volunteering Victoria	1 (5%)	18 (95%)	19
Ethical Jobs	4 (21%)	15 (79%)	19
Time Out	3 (16%)	16 (84%)	19

TABLE 1.10 ANY FURTHER COMMENTS

Q35 Any other comments?
I can't volunteer because of my mental health issues
The government are criminals

Summary & Conclusion

In summary, nearly half the group reported that it was important to have concern for and support communities in need, however there was little indication that they as individuals would contribute to this through advocacy or obligation. On average, less than a half (and in many cases less than one-quarter) of the group agreed or strongly agreed with having an altruistic outlook. The group's view of volunteering as being unpaid work and the government's job, along with 70% not being interested in learning about volunteering,

further consolidates the notion that the individuals in this group would be very unlikely to convert to volunteering.

In conclusion, this group would not be successfully targeted by any volunteer recruitment campaigns. The critical message arising from these responses is the notion of being an advocate or having some active accountability for community and those in need is essential. People who do not value this will not volunteer. This notion can inform recruitment messages for those who may volunteer.

Appendix

I. QUESTIONS FOR RESPONDENTS WHO HAVE NEVER VOLUNTEERED AND NOT INTERESTED IN VOLUNTEERING.

Precontemplation stage of readiness to volunteer Pathway 1: Never volunteered and not interested in volunteering			
30	What is your view/perception of volunteering?	Text Response	
31	Which of the following best represents why you don't volunteer?	Likert Scale 1-5	
	1. Time		
	2. Not interested / not my thing		
	3. I don't view volunteering as worthwhile		
	4. No information on where and how to start or what to do		
	5. Lack confidence		
	6. None of my family or friends volunteer		
	7. No opportunities close to where I live		
	8. Personal expenses involved		
	9. Associated administration requirements		
32	Would you be interested in learning about volunteering?	Yes	No go to Q34
33	How likely would you participate in the following to learn about volunteering?		
	1. Attend a group information session about volunteering	Likert Scale 1-5	
	2. Chat with a volunteering information person		
	3. Participate in a trial volunteer opportunity		
	4. Volunteer with a family member or friend		
	5. Read or listen to information online		
	6. Visit a volunteer job website		
34	Are you familiar with any of these volunteer job websites?	Yes	No
	1. Seek Volunteer		
	2. Go Volunteer		
	3. Volunteering Victoria		
	4. Ethical Jobs		
	5. Time Out		
35	Do you have any comments?	Yes Text Response	No

Pathway 2

Precontemplation Stage Of Readiness To Volunteer

**“I have volunteered in the past and
not interested in volunteering again”**

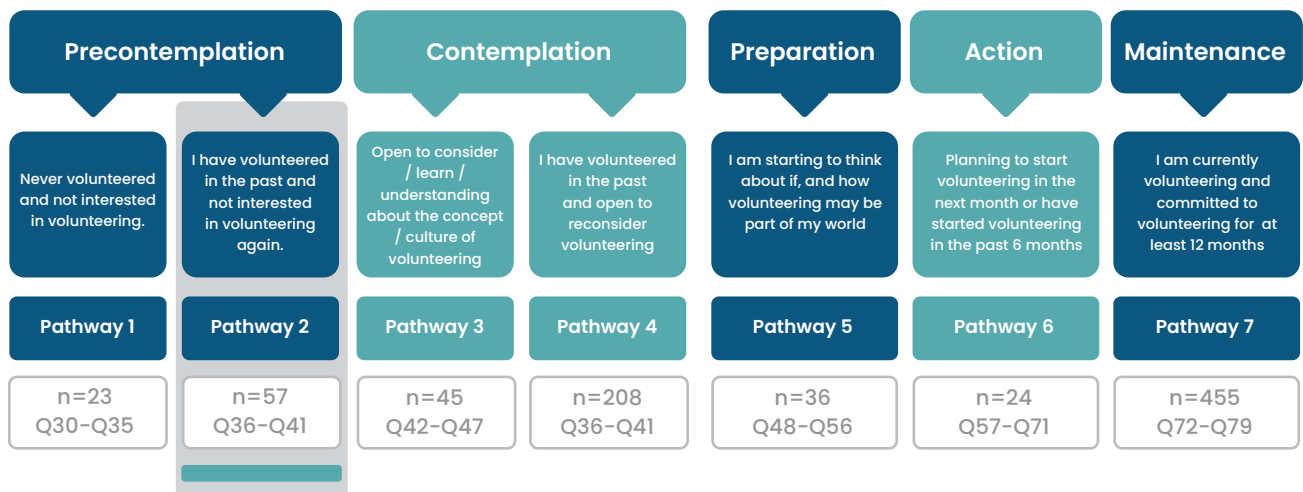
Pathway 2

Precontemplation stage of readiness to volunteer

Emerging Stronger Potential and Disengaged Volunteer Survey Map

Questions:
Demographic, Volunteer History and Antecedents to Volunteering
All Respondents

"Select which best represents you and volunteering"



Pathway 2: I have volunteered in the past and not interested in volunteering again.

Contents

Results	26
Demographic Profile Q1 – Q13	26
Table 2.1 Demographic characteristics of respondents who have volunteered in the past and not interested in volunteering again (Pathway 2).	26
Table 2.2 Social media platforms regularly used by the respondents.	27
Volunteer History Q14 – Q25	27
Antecedents to Volunteering Q26 – Q28	27
Table 2.3 Respondents attitude and beliefs related to communities in need.	28
Table 2.4 Respondents outlook towards the importance of understanding others, standing up for what is right and good citizenship.	28
Table 2.5 Respondents connection to volunteering through family, friends, and their community.	29
Views, Experiences, and Insights of Volunteering	29
Table 2.6 Respondents response to which best represents why you no longer volunteer.	30
Table 2.7 What is important in relation to the respondents and volunteering.	30
Table 2.8 Respondents familiarity with volunteer websites.	30
Summary & conclusion	31
Appendix	32
I. Questions for respondents have volunteered in the past and not interested in volunteering again.	32
II. Responses to questions related to informal and formal volunteering.	33
III. Responses related to “have you previously volunteered”.	34
IV. Responses to the question “How would you describe your volunteer experiences?”	35–36
V. Responses to “Why you no longer volunteer?”	37
VI. Responses to “What is important to you in relation to volunteering?”	37
VII. Responses to “What would encourage you to reconsider volunteering?”	38
VIII. Do you have any further comments?	39

Results

Demographic profile Q1 – Q13

Fifty-seven respondents entered the survey portal and 91% (n=52) progressed to the end of the survey. The respondent numbers, 22 and 35 respectively, related to marketing phase 1 and phase 2. All age groups were represented (except under 18 years) and were predominantly in the older age categories 55–64 years and 65+ years (32% and 28% respectively), and there was a similar proportion of males (42%) and females (53%) (Table 2.1). The respondents were predominantly non-Aboriginal nor Torres Strait Islander (84%) and did not have a disability (61%).

Most respondents were born in Australia (81%) and spoke English at home (100%), those who were not born in Australia had lived in Australia for more than 11 years. Approximately two-thirds of the group lived in metropolitan Melbourne (61%), the remaining were living in regional or rural locations (28% and 11% respectively) (Table 2.1).

The highest level of schooling, for approximately a half of the respondents, was a bachelor's degree or higher (Table 2.1), 10% of the group had not achieved year 12. The most common mode of transport was car (88%) followed by train and bus (19% and 18% respectively), taxi/Uber or bike (both 10%). Most respondents had a current driver's licence (96%).

TABLE 2.1 DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS WHO HAVE VOLUNTEERED IN THE PAST AND NOT INTERESTED IN VOLUNTEERING AGAIN (PATHWAY 2).

Demographic characteristics of Pathway 2 Respondents n=57					
Age (Years)	Responses	Percentage	Highest Level of Schooling	Responses	Percentage
Under 18	0	0%	Postgraduate Degree	11	19%
18–24	1	2%	Graduate Diploma/Graduate Certificate	7	12%
25–34	10	18%	Bachelor's Degree	11	19%
35–44	5	9%	Advanced Diploma / Diploma	5	9%
45–54	5	9%	Certificate III/IV	10	18%
55–64	18	32%	Year 12	8	14%
65+	16	28%	Year 11	1	2%
Prefer not to say	2	4%	Year 10	2	4%
Total	57		Certificate I/II	0	0%
			Year 9 or below	1	2%
			Never attended school	1	2%
			Total	57	

Gender	Responses	Percentage	Location of Residence	Responses	Percentage
Male	24	42%	Metro	35	61%
Female	30	53%	Regional	16	28%
Other	3	4%	Rural	6	11%

Language Spoken at Home			Aboriginal or Torres Strait Islander: yes	5	9%
English	56	100%			
			Born in Australia: yes	46	81%
			Regular mode of transport: car	50	88%
Disability: yes	16	28%	Driver's licence: yes	55	96%

Results

Nearly three-quarters of respondents reported that they used Facebook regularly (72%), approximately one-half regularly used Instagram and one-third Tik Tok (54% and 23% respectively). Less than one-quarter used Twitter, LinkedIn or Tik Tok (23%, 16% and 16% respectively). Eighteen per cent indicated that they did not regularly engage with any of the listed social media platforms (Table 2.2).

TABLE 2.2 SOCIAL MEDIA PLATFORMS REGULARLY USED BY THE RESPONDENTS.

Social media platform		
	Yes	Percentage
Facebook	41	72%
Instagram	31	54%
Twitter	13	23%
LinkedIn	9	16%
Pinterest	7	12%
Snapchat	4	7%
Tik Tok	9	16%
WeChat	3	5%
none of the above	10	18%

Volunteer history Q14 – Q25

Sixteen per cent of the group informally volunteered but did not report their roles (Q14) and approximately one-quarter reported that they formally volunteered (23%). Data on organisation, role, time, frequency of volunteering are reported in Appendix II (Q16 – Q19). Most of the group reported that they had previously volunteered (86%, Q21). Details for previous volunteer roles are reported in Appendix III (Q22 & Q23). In this group, approximately one-half had not volunteered for either, more than 10 years or for 1 to 3 years (22% and 27% respectively), and 14% had not volunteered for 3 to 5 years (Q24). Nearly one-half of the group had previously volunteered for more than 10 years (42%) (Q25) and approximately 75% had a total lifetime of volunteering of between 1 to 3 years, 3 to 5 years, or 5 to 10 years (27%, 26% and 20% respectively, Q25).

Antecedents to volunteering Q26 – Q28

The following sets of questions captured respondents' attitudes and characteristics considered to be antecedents to volunteering. The first set of questions related to respondents' attitude and beliefs regarding communities in need. Three-quarters of the whole group agreed or strongly agreed it was important to have concern for and to support communities in need (Table 2.3, Q26). One-third considered themselves to be an advocate for communities in need (34%) and 42% felt obligation to help communities in need. The second set of questions related to whether the respondents were altruistic in their outlook towards the importance of understanding others and standing up for what right and good citizenship is (Table 2.4, Q27). On average, two-thirds of the group identified as agreeing or strongly agreeing to having an altruistic outlook (range 56% – 90%), and approximately one-third responded as being neutral or "neither" (11% – 40%). Very few disagreed or strongly disagreed with an altruistic outlook (range 0% – 4%).

Results

TABLE 2.3 RESPONDENTS ATTITUDE AND BELIEFS RELATED TO COMMUNITIES IN NEED.

Q26 Please indicate your level of agreement with the following statements.						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
It is important to have concern about communities in need	1 (2%)	1 (2%)	12 (21%)	20 (35%)	23 (40%)	57
It is important to help members of communities in need	1 (2%)	2 (4%)	11 (19%)	20 (35%)	23 (40%)	57
I feel obligation to help communities in need	1 (2%)	7 (13%)	25 (45%)	16 (29%)	7 (13%)	56
I consider myself an advocate for communities in need	1 (2%)	6 (11%)	30 (53%)	14 (25%)	5 (9%)	57
It is important to get to know people in communities in need of support	1 (2%)	2 (4%)	24 (42%)	21 (37%)	9 (16%)	57

TABLE 2.4 RESPONDENTS OUTLOOK TOWARDS THE IMPORTANCE OF UNDERSTANDING OTHERS, STANDING UP FOR WHAT IS RIGHT AND GOOD CITIZENSHIP.

Q27 How would you relate the following in relation to you?						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
I am known for being compassionate, bringing comfort to, and understanding others	0 (0%)	0 (0%)	18 (32%)	30 (53%)	9 (16%)	57
I want to make the world a better place	0 (0%)	2 (4%)	14 (26%)	26 (46%)	15 (26%)	57
Standing up for what is right is very important to me	0 (0%)	0 (0%)	6 (11%)	25 (44%)	26 (46%)	57
I am spiritual and/or religious	10 (18%)	9 (16%)	11 (19%)	17 (30%)	10 (18%)	57
Community and loyalty are important to me	1 (2%)	1 (2%)	22 (40%)	20 (36%)	11 (20%)	57
I am a good citizen who is known for taking responsibility	0 (0%)	1 (2%)	18 (32%)	29 (51%)	9 (16%)	57
I often go out of my way to help another person	2 (4%)	0 (0%)	19 (33%)	25 (44%)	11 (19%)	57
When I see someone being taken advantage of, I feel kind of protective towards them	1 (2%)	0 (0%)	12 (21%)	30 (53%)	14 (25%)	57

The third set of questions related to the respondent's connection to volunteering through family, friends, and their community (Table 2.5, Q28). Forty-four per cent of respondents' parents or family members were/are volunteers, while more than two-thirds knew someone who was a volunteer (68%), and approximately one-third had attended a community event and/or were currently a member of a community group (31% and 35% respectively).

Results

TABLE 2.5 RESPONDENTS CONNECTION TO VOLUNTEERING THROUGH FAMILY, FRIENDS, AND THEIR COMMUNITY.

Q28 Please indicate if the following applies to you.				
	Yes	No	Unsure	Total
My parents or family members were/are volunteers	25 (44%)	25 (44%)	7 (12%)	57
I know someone who is a volunteer	39 (68%)	9 (16%)	9 (16%)	57
I have attended a community event	54 (31%)	23 (40%)	23 (40%)	57
I am currently a member of a community group	20 (35%)	34 (60%)	34 (60%)	57

Views, experiences, and insights of volunteering Q36 – Q41

Respondents were asked to describe their volunteer experiences (Q36). These responses reported in Appendix IV were categorised into three broad groups: (i) “positive, rewarding, satisfying, (ii) not positive or (iii) neutral. Of the 42 responses, more than two-thirds (68%) reported experiences that were positive, rewarding, satisfying, while approximately one-quarter reported experiences that were not positive. Common themes in those who did not have a positive experience included take all and give little, bullying, politics, lack of credit/acknowledgment.

The major reason why this group no longer volunteered was lack of time (46%) (Table 2.6, Q37). Approximately one-third listed reasons as limited support and communication, personal expenses involved, associated administrative requirements, and not my thing (range 29% - 31%). One-quarter of the group indicated that a lack of confidence strongly influenced why they did not volunteer. Nearly one-half of the group either disagreed or strongly disagreed with the statements “I don’t view volunteering as worthwhile” and “I did not enjoy my volunteer experience” (53% and 49% respectively).

Fourteen recorded a response in ‘other reasons’, these responses reflected the responses in Table 2.6, health and/or ability, time, money, and administration burden were all listed as reasons people no longer volunteered (Appendix V). Of interest, there were responses related to the implications of COVID.

Giving back to the community, personal sense of achievement, and personal connection with family and/or friends were identified to be important by half the group, while a third listed making new friends, not currently working and improve my skills as important (35%, 28% and 31% respectively) (Table 2.7, Q38).

Approximately half (47%) the group responded to the question “What would encourage you to reconsider volunteering?” Responses varied between nothing, improved health, more professionally run organisations, time, improved health, purposeful opportunities, getting paid, reduced COVID restrictions (Appendix VII).

Most respondents (range 55% - 85%) were not familiar with commonly used volunteer websites (Table 2.9, Q40). Seek Volunteer was the website that respondents were most familiar with (45%).

There were six entries in the “Any further comments” at the end of the survey, these responses were varied and did not represent a consistent theme, they are recorded in Appendix VIII.

Results

TABLE 2.6 RESPONDENTS RESPONSE TO WHICH BEST REPRESENTS WHY YOU NO LONGER VOLUNTEER.

Q37 Which best represents why you no longer volunteer?						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
Time	4 (9%)	5 (11%)	16 (35%)	11 (24%)	10 (22%)	46
Not interested / not my thing	3 (6%)	9 (18%)	23 (47%)	9 (18%)	5 (10%)	49
I don't view volunteering as worthwhile	16 (33%)	10 (20%)	12 (24%)	6 (12%)	5 (10%)	49
No information on where and how to start or what to do	10 (20%)	13 (27%)	21 (43%)	4 (8%)	1 (2%)	49
Lack of confidence	13 (27%)	12 (24%)	12 (24%)	7 (14%)	5 (10%)	49
None of my family or friend's volunteer	11 (23%)	11 (23%)	16 (33%)	8 (17%)	2 (4%)	48
No opportunities close to where I live	16 (33%)	12 (24%)	12 (24%)	6 (12%)	3 (6%)	49
I did not enjoy my volunteer experience	14 (29%)	10 (20%)	12 (24%)	5 (10%)	8 (16%)	49
Limited support and communication	8 (16%)	11 (22%)	15 (31%)	8 (16%)	7 (14%)	49
Personal expenses involved	8 (17%)	7 (15%)	18 (38%)	10 (21%)	5 (10%)	48

TABLE 2.7 WHAT IS IMPORTANT IN RELATION TO THE RESPONDENTS AND VOLUNTEERING.

Q38 How important are the following in relation to you and volunteering?						
	Not at all important	Low important	Neutral	Important	Very Important	Total
Want to give back to the community	2 (4%)	3 (6%)	20 (40%)	22 (44%)	3 (6%)	50
Personal sense of achievement	5 (10%)	2 (4%)	18 (36%)	13 (26%)	12 (24%)	50
Personal connection with family and/or friends	2 (4%)	1 (2%)	22 (44%)	19 (38%)	6 (12%)	50
Make new friends	6 (12%)	4 (8%)	23 (45%)	14 (27%)	4 (8%)	51
Not currently working	9 (18%)	3 (6%)	23 (47%)	10 (20%)	4 (8%)	49
Pathway to employment	14 (29%)	3 (6%)	22 (45%)	6 (12%)	4 (8%)	49
Improve my skills	10 (21%)	6 (13%)	17 (35%)	11 (23%)	4 (8%)	49

TABLE 2.8 RESPONDENTS FAMILIARITY WITH VOLUNTEER WEBSITES.

Q40 Familiarity with volunteer websites.			
	Yes	No	Total
Seek Volunteer	23 (45%)	28 (55%)	51
Go Volunteer	8 (17%)	40 (83%)	48
Volunteering Victoria	13 (26%)	37 (74%)	50
Ethical Jobs	14 (28%)	37 (73%)	51
Time Out	6 (12%)	44 (88%)	50

Summary & Conclusion

In summary, this group tended to be represented in older age groups (55+ years), there were a similar proportion of men and women, half the group had achieved higher than a bachelor's degree while 10% had not achieved year 12. Despite not being interested in volunteering again, there was overall concern for community and altruistic views and beliefs. Volunteering was generally considered to be worthwhile and important.

Nearly one-half of this group had volunteered for more than 10 years, suggesting that the group had been significant contributors to volunteering and that overall, the groups' volunteering experiences had been positive, rewarding, and satisfying (68%). Contrary to this position, approximately one-quarter reported experiences that were not positive. Common themes in those who did not have a positive experience included "take all and give little", "bullying", "politics", "lack of credit/acknowledgment".

The major reason reported as to why this group no longer volunteered was lack of time (46%).

Approximately one-third listed reasons as limited support and communication, personal expenses involved, associated administrative requirements, and not my thing (range 29% - 31%). Most respondents (range 55% - 85%) were not familiar with commonly used volunteer websites. Seek Volunteer was the website that respondents were most familiar with (45%).

In conclusion, these results suggest that there are polarised groups in this pathway; a larger proportion (68%) who enjoyed a positive volunteering history and a smaller group (25%) who reported negative experiences and appear to be disgruntled with volunteering. This group was characterised by being an older age group who had previously volunteered for more than 10 years, and that now lack of time was a major barrier to their continued volunteering.

Importantly there were elements of this group who were disillusioned by the volunteer experiences due to the lack of professionalism of the VIO's and limitations in culture, limited support and communication, and the costs of volunteering and compliance hurdles.

Appendix

I. QUESTIONS FOR RESPONDENTS HAVE VOLUNTEERED IN THE PAST AND NOT INTERESTED IN VOLUNTEERING AGAIN.

Precontemplation stage of readiness to volunteer Pathway 1: Never volunteered and not interested in volunteering			
36	How would you describe your volunteer experiences?	Text Response	
37	Which of the following best represents why you no longer volunteer?	Likert Scale 1-5	
	1. Time		
	2. Not interested / not my thing		
	3. I don't view volunteering as worthwhile		
	4. No information on where and how to start or what to do		
	5. Lack confidence		
	6. None of my family or friends volunteer		
	7. No opportunities close to where I live		
	8. Personal expenses involved		
	9. Associated administration requirements		
	10. Personal expenses involved		
	11. Associated administration requirements		
32	Would you be interested in learning about volunteering?		
33	How likely would you participate in the following to learn about volunteering?		
	1. Wanting to give back to the community	Likert Scale 1-5	
	2. Personal sense of achievement		
	3. Personal connection with family and/or friends		
	4. Make new friends		
	5. Not currently working		
	6. Pathway to employment		
	7. Improve my skills		
39	What would encourage you to reconsider volunteering?	Text Response	
40	Are you familiar with any of these volunteer job websites?	Yes	No
	1. Seek Volunteer		
	2. Go Volunteer		
	3. Volunteering Victoria		
	4. Ethical Jobs		
	5. Time Out		
41	Do you have any comments?	Yes Text Response	No

Appendix

II. RESPONSES TO QUESTIONS RELATED TO INFORMAL AND FORMAL VOLUNTEERING.

Do you currently informally volunteer? What do you do?	Do you currently formally volunteer? What organisation do you volunteer for? What is your volunteer role?	
Care for older relatives		
Charity	Coast guard	Trainer
Drive neighbours to and from outings		
I have sold my car and no longer drive		
Mind your	VolunteersRus	Chief volunteer
Occasionally help out my Neighbour who has a shoulder injury		
Take elderly (89) to shops once a week		
Take my neighbour shopping occasionally		
Virtual support to Blind Sports Victoria and Blind Tennis International and Melbourne East Disability Advocacy	Blind Sports Victoria	Virtual assistance
	Victoria Chorale	Committee Member
	Volunteer Australia	The role in the organization is leadership.
	Bendigo Health and Sunshine Bendigo	Bendigo Health - collecting patients from the wards when they're ready for discharge and taking them to their discharge transport. Sunshine Bendigo - accepting donations of baby & children's furniture, toys, clothing, etc and sorting, cleaning and preparing them for rehoming.

Appendix

III. RESPONSES RELATED TO “HAVE YOU PREVIOUSLY VOLUNTEERED”.

What organisation did you last volunteer for?	What was your last volunteer role?	How long since you last volunteered?
Sydenham Hillside Football Club	Canteen Manager	5-10 years
Neighbourhood House	Committee Member	5-10 years
State Emergency Service	Officer in charge of communications	10+ years
McAuley Community Services for Womens	Assisted at women's shelter cooking meals	1-3 years
School council	School council	10+ years
Meals on Wheels Wahgunyah	Delivering meals	3-5 years
Hampton bowls club	Committee member	1-3 years
Leadership Victoria & AMES	Mentor with AMES	5-10 years
RVEEH	Board member	3-5 years
doodaa		10+ years
Kinder committee	Pony club secretary	10+ years
Salvation Army	volunteer	3-5 years
Wendouree west exodus		1-3 years
Peninsula ostomy Association	Recording orders and packing orders	1-3 years
Several - within a religious community	Various	5-10 years
Christmas Food drive	Delivery	3-5 years
Football club	President	5-10 years
Kids' school	Baking for a cake stall	5-10 years
Cfa	4th Leftenant	5-10 years
School	Tuckshop	10+ years
Kindergarten	Fund-raising and cleaning and attending excursions. I also used to help clean the river near our house	1-3 years
School	Board Member	10+ years
Ocean rescue	Search and rescue	10+ years
Donvale kindergarten	President - kinder committee	5-10 years
Courthouse youth arts	Board	1-3 years
Trentham Golf	Coach	10+ years
Terra firma	Chair	10+ years
Local footy club	Team manager	10+ years
Primary school High school Girl Guides, Soccer club		10+ years
Vision Australia/Whitehorse Council Gallery	Gallery attendant	Less than 1 year
The Social Studio		3-5 years
Centre for Participation	Bus	Less than 1 year
Disability Discrimination Legal Service	legal assistant	1-3 years
Eastern Volunteers	Data Entry and Modelling	1-3 years
Albion park youth service	Committee member	10+ years

Appendix

IV. RESPONSES TO THE QUESTION “HOW WOULD YOU DESCRIBE YOUR VOLUNTEER EXPERIENCES?”

Q36 How would you describe your volunteer experiences?		Code
1	It's been rewarding and a greater understanding in different personalities.	Positive, rewarding, satisfying
2	Very satisfying when I achieved a positive outcome and frustrating when required outcome not achieved	Positive, rewarding, satisfying
3	As expected	Neutral
4	Satisfying	Positive, rewarding, satisfying
5	As a learning experience.	Positive, rewarding, satisfying
6	Positive, I enjoyed the company and the work I did. It wasn't hard and I was able to do what I could within my limitations. I have always enjoyed my volunteer work.	Positive, rewarding, satisfying
7	Positive	Positive, rewarding, satisfying
8	When I volunteered it was for religious reasons. I no longer believe in the religion. So my experience is tainted by that.	Neutral
9	Proactive & rewarding	Positive, rewarding, satisfying
10	Bullying is rife	Not positive
11	All take and no give	Not positive
12	You give everything and then find when you stop nobody will take over and grow what has been build.	Not positive
13	I found the volunteer group uses people some people do all the work and get no credit while the people that do nothing get all the credit	Not positive
14	Surrounded by people who made me uncomfortable	Not positive
15	Enjoyable to a point. Then politics got involved	Not positive
16	Positive and rewarding	Positive, rewarding, satisfying
17	Ok	
18	Wonderful. I got to see instant results for my volunteer time and effort	Positive, rewarding, satisfying
19	Hard work	
20	Good actively involved in various aspects	Positive, rewarding, satisfying
21	Time consuming, stressful	Not positive
22	OK but time consuming	Neutral
23	Good	Positive, rewarding, satisfying
24	None	Neutral
25	Not very good	Not positive
26	Rewarding	Positive, rewarding, satisfying
27	Blah	Neutral

Appendix

Q36 How would you describe your volunteer experiences?		Code
28	Rewarding and satisfying	Positive, rewarding, satisfying
29	My friends around me have a lot of volunteers. I think it's very honorable and I like it very much. So I think volunteering is a great	Positive, rewarding, satisfying
30	Extremely satisfying	Positive, rewarding, satisfying
31	Enjoyed volunteering for a longtime & helped a lot of people	Positive, rewarding, satisfying
32	Enjoyable, rewarding, beneficial to my mental and physical well-being, appreciated, fulfilling.?	Positive, rewarding, satisfying
33	Rewarding	Positive, rewarding, satisfying
34	Okay, I enjoyed it at the time, but I have volunteered a lot with kindergarten committees, Primary school & Secondary school, Parents Club & School Council Committees, also I taught Sunday School at our Church & I coordinated a Netball Club & coached girls Netball for 5 years. So I have done enough Volunteer work over my lifetime & want to use my time now to be available for my own family & my Grandchildren.	Positive, rewarding, satisfying
35	I have volunteered in many and varied positions over 40+ years. As well as general volunteering, my volunteer activities has included holding a variety elected positions with a wide variety of community organisations, eg, church, political, refugee resettlement, First Nations, policy work, single mothers, disability, etc. I have enjoyed doing all these positions and believe I have made a difference in people's lives with my volunteering as well as making wonderful friendships. All these positions were unpaid. I paid for all the related expences myself even though I am far from being a wealthy person.	Positive, rewarding, satisfying
36	Generally good volunteering experiences. However, I did not appreciate the way in which I was forced out of a paid work arrangement and into volunteering by dysfunctional Centrelink requirements prior to my reaching retirement age and am now happy to be retired. I also did not appreciate that Centrelink denied any consideration for my disability and was told by them that I couldn't even apply for DSP as I hadn't been disabled 'long enough'. I was a health care professional in the USA before coming to Australia and received my degree from and American medical school. So, I know enough of neurology to know that my disability is a permanent disability regardless of how long I had the disability at any point in time. This has also been corroborated by my Australian doctors.	Positive, rewarding, satisfying
37	Satisfying	Positive, rewarding, satisfying
38	overall a positive experience. gave me an insight into certain fields of work before i started working.	Positive, rewarding, satisfying
39	Hard work.	Neutral

Appendix

V. RESPONSES TO “WHY YOU NO LONGER VOLUNTEER?”

Q37 Which of the following best represents why you no longer volunteer? ‘Other’	Code
Poor health and can't stand the bullshit involved in helping people today. Was going to be a volunteer driver for nursing home until I saw all the crap I had to go through to prove I wasn't a killer, child molester etc. there is no trust in Australia today and so many people are out to destroy it so why bother	Administration
The paperwork and documentation involved is enormous. I've run a neighbourhood house. Devoted years of my life. Never are you recognised by anyone in government who funds these agencies ie CFA coast guard cancer council etc	Administration
Being forced to have a vaccination and/or wear a muzzle to be able to volunteer. Shove that were the sun don't shine.	COVID
I was banned from volunteering (even outside cleaning the creek or fixing the play equipment or raking leaves at kinder) due to vaccine mandates.	COVID
Due to a medical condition and ongoing issues, I physically can't anymore or I struggle with it. The last time I volunteered needed a few days to recover after a few hours volunteer work so unfortunately it has had to go. I continued till the place closed down and everyone was transferred to another organisation as it was providing medical supplies to ostomates. They do struggle to find volunteers plus most who volunteer there are ostomates or elderly themselves so can't do as much.	Health &/or Ability
I am now elderly and disabled. I am on the Aged Care Program and unfortunately I no longer have the physical capacity to volunteer.	Health &/or Ability
I feel I am not in good enough health to volunteer	Health &/or Ability
I have health issues.	Health &/or Ability
I can barely earn enough to cover living costs. There is no way I can afford to use my time in an unpaid capacity.	Money
Suffer from osteoarthritis can't commit as a single person I rely on my sole income and work full time	Money
I am a carer. time is extremely limited	Time
Spouse would not support it	Neutral

VI. RESPONSES TO “WHAT IS IMPORTANT TO YOU IN RELATION TO VOLUNTEERING?”

Q38 Responses to what is important to you in relation to volunteering ‘Other’	Code
I believe that taking volunteers for ‘pathways to employment and experience’ is taking advantage of people.	NA
The environment but not the way the politicians and woke lefties are going about it. I actually work in H2O ICE development and have years experience in power generation. But the government never seek the advice of people with experience.	NA

Appendix

VII. RESPONSES TO “WHAT WOULD ENCOURAGE YOU TO RECONSIDER VOLUNTEERING?”

What would encourage you to reconsider volunteering?	Code
I was publicly humiliated when I was told not to assist in my previous volunteer jobs due to vaccination status. An apology from them would make me consider returning. I was allowed to walk past the creek but not allowed to join others picking up rubbish. I was allowed to collect my child from kinder playground but not to re-paint the wall or help weed the veggie patch. Volunteer organisations obviously do not want me to volunteer	COVID regulations
No muzzle, no jab	COVID regulations
Getting paid for my time!!	Getting paid
Spouse's support	Getting paid
A reversal in my health issues	Health
Nothing. I am just now too lacking in the physical capacity to volunteer.	Health
Nothing	Nothing
Nothing	Nothing
NOTHING	Nothing
Nothing	Nothing
Nothing at this time, I'm happy being 'quietly' retired.	Nothing
Nothing now. As i am too old with health problems	Nothing
Nil	Nothing / Health
If I had enough income to live off I might consider volunteering but I would be very selective if the organisation. So many are run poorly or take advantage of people.	Professionally run
Remove the politics	Professionally run
The bullying is accepted as you work for free. It would not be tolerated in paid employment. All volunteer agencies need paid people in them somewhere for accountability	Professionally run
Being invited to use my experience in meaningful ways.	Purposeful opportunities / right field
The right field	Purposeful opportunities / right field
If I had more time	Time
No time at the moment. I'm too busy looking after and helping family.	Time
Retirement	Time
Not sure	Unsure
If I lived by myself.	

Appendix

VIII. DO YOU HAVE ANY FURTHER COMMENTS?

Any other comments?
I enjoyed my experiences at Eastern Volunteers and the inequity I feel was behind Centrelink policy/decisions that affected me certainly was in no way a reflection on Eastern Volunteers. In fact, I was very glad to be of some help at Eastern Volunteers and very happy that they could make a space for me at the time. For now, I am happy to spend my time with family responsibilities, and my local bowling club. For the first time in years, I have some time to read and learn about new topics related to my professional training and not (e.g. Modern Monetary Theory, Music Theory and Ukuleles, Linux desktop usage).
Just need to be made aware of activities that may suit me
I am a bit burnt out of Volunteering now as I get too involved & then let my own commitments fall behind.
I wish I could still volunteer and have many opportunities to do this but I no longer have the physical capacity to do so. I try to help out family and friend if I can but am most limited in what I can do.
Stop trying to brainwash people into thinking they should be volunteering! People have enough on their plate with work and study !! Pay people properly for their time!! This is a disgusting survey with an obvious agenda.
Not really but did enjoy when I was a volunteer but it took a lot of my time .

Pathway 3

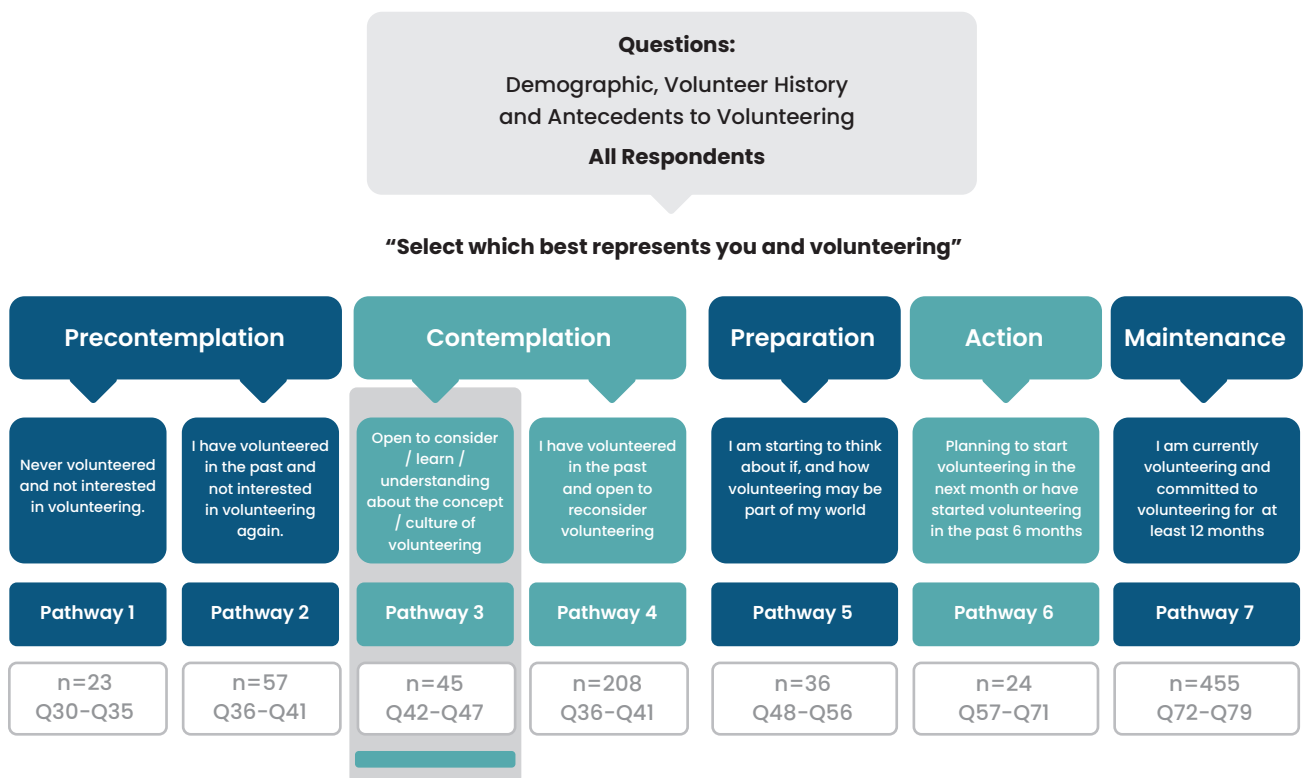
Contemplation Stage Of Readiness To Volunteer

**“I am open to consider/learn/understand
about the concept/culture of volunteering”**

Pathway 3

Contemplation stage of readiness to volunteer

Emerging Stronger Potential and Disengaged Volunteer Survey Map



Pathway 3: I am open to consider/learn/understand about the concept/culture of volunteering.

Contents

Results	43
Demographic Profile Q1 - Q13	43
Table 3.1 Open to consider/learn/understand about the concept/culture of volunteering (Pathway 3).	43
Table 3.2 Social media platforms regularly used by the respondents.	44
Volunteer History Q14 - Q25	44
Antecedents to Volunteering Q26 - Q28	45
Table 3.3 Respondents attitude and beliefs related to communities in need.	45
Table 3.4 Respondents outlook towards the importance of understanding others, standing up for what is right and good citizenship.	46
Table 3.5 Respondents connection to volunteering through family, FRIENDS, and their community.	46
Views, EXPERIENCES, and Insights of Volunteering Q42 - Q47	46
Table 3.6 Likelihood of exploring different opportunities to learn about volunteering.	47
Table 3.7 the areas of volunteering that respondents found most appealing.	47
Table 3.8 Respondents familiarity with volunteer websites.	48
Summary & conclusion	48
Appendix	49
I. Questions for respondents who are open to consider/learn/understand about the concept/culture of volunteering.	49-50
II. Responses to the questions (i) What might start you thinking about volunteering? And (ii) What would help you most to start volunteering?	51

Results

Demographic Profile Q1 – Q13

Forty-five respondents entered the survey portal and 80% (n=36) progressed to the end of the survey. The respondent numbers, 20 and 25 respectively, related to marketing phase 1 and phase 2. The age groups were predominantly spread across the 25–64 year age range (13% to 31% age category) and more than two-thirds of the group were female (67%) (Table 3.1). The respondents were predominantly non-Aboriginal nor Torres Strait Islander (87%) and did not have a disability (89%). Most respondents were born in Australia (71%) and spoke English at home (98%), the majority of those

who were not born in Australia had lived in Australia for 20+ years (85%). Nearly three-quarters of the group lived in metropolitan Melbourne (73%), the remaining were living in regional or rural locations (16% and 11% respectively) (Table 3.1).

The highest level of schooling, for one-third of the group, was a bachelor's degree (31%), while 22% had a postgraduate degree. The remaining was spread from certificate I/II to advanced diploma/ diploma (range 2% to 16%). The most common mode of transport was car (88%) followed by train (11%) and bus, taxi/Uber, tram, family/friend, or bike (all under 10%). All respondents had a current driver's licence (100%).

TABLE 3.1 OPEN TO CONSIDER/LEARN/UNDERSTAND ABOUT THE CONCEPT/CULTURE OF VOLUNTEERING (PATHWAY 3).

Demographic Characteristics of Pathway 3 Respondents n=45					
Age (Years)	Responses	Percentage	Highest Level of Schooling	Responses	Percentage
Under 18	0	0%	Postgraduate Degree	10	22%
18–24	2	4%	Graduate Diploma/Graduate Certificate	1	2%
25–34	10	22%	Bachelor's Degree	14	31%
35–44	10	22%	Advanced Diploma / Diploma	4	9%
45–54	6	13%	Certificate III/IV	7	16%
55–64	14	31%	Year 12	5	11%
65+	3	7%	Year 11	1	2%
Prefer not to say	0	0%	Year 10	2	4%
Total	45		Certificate I/II	1	2%
			Year 9 or below	0	0%
			Never attended school	0	0%
			Total	45	

Gender	Responses	Percentage	Location of Residence	Responses	Percentage
Male	15	33%	Metro	33	73%
Female	30	67%	Regional	7	16%
Other	0	4%	Rural	5	11%

Language Spoken at Home			Aboriginal or Torres Strait Islander: yes	6	13%
English	43	98%			
	1	2%	Born in Australia: yes	32	71%
			Regular mode of transport: car	50	88%
Disability: yes	5	11%	Driver's licence: yes	45	100%

Results

Nearly three-quarters of respondents reported that they used Facebook regularly (73%), approximately one-half regularly used Instagram (44%) and one-third Twitter and LinkedIn (29% and 36% respectively), and 22% used Tik Tok. Other forms of social media were 11% or less. Eleven per cent reported that they did not regularly engage with any of the listed social media platforms (Table 3.2).

TABLE 3.2 SOCIAL MEDIA PLATFORMS REGULARLY USED BY THE RESPONDENTS.

Social Media Platform		
	Yes	Percentage
Facebook	33	73%
Instagram	20	44%
Twitter	13	29%
LinkedIn	16	36%
Pinterest	5	11%
Snapchat	3	7%
Tik Tok	10	22%
WeChat	1	2%
none of the above	5	11%
Total	45	

Volunteer History Q14 – Q25

Twenty per cent of the group reported that they currently informally volunteered (taking a neighbour to the shops or help school BBQ) and included the following as activities:

- Political affiliation volunteer
- Help at BBQ
- Make garments for needy
- Volunteer at school for reading groups, excursion helper etc.
- Purchase cat food and occasionally groceries for an elderly person who lives in the next village and who doesn't have transportation
- Help at school activities
- Check in on a socially isolated, elderly neighbour
- Supporting the local under 7's mini ball basketball team with team manager duties
- Assist local church youth group and young adults get together.

Twenty five percent of the group reported that they currently formally volunteered (Organisations, Committees of Management, Sporting Groups) and reported the following:

- Handed out pamphlets on Election Day. Letter drops.
- School
- Lifesaving club – Committee member, uniform shop
- Wilderness society – volunteer leader
- QENDO – policy
- SCYC – Team Manager
- Eastern Volunteers – Driver.

Twenty six percent reported that they had previously volunteered and reported the following roles:

- Vic schools – Marshall
- Schools – scoring for netball every Saturday
- Schools – parent helper in classrooms
- Children's Hospital – cash donation counter
- Old peoples home – look after the elderly
- AMEP – tutor
- Animal shelter – cleaning.

More than two-thirds (70%) of those who have volunteered (currently or previously) had a total lifetime of volunteering of three years or less, and 40% of this group had volunteered for one year or less.

Results

Antecedents to volunteering Q26 - Q28

The following sets of questions captured respondents' attitudes and characteristics considered to be antecedents to volunteering. The first set of questions related to respondents' attitude and beliefs related to communities in need. Most of the group agreed or strongly agreed it was important to have concern for and to

support communities in need (89% and 91% respectively) (Table 3.3). Almost two-thirds felt obligated to help communities in need and that it was important to get to know people in need of support. Under half considered themselves to be an advocate for communities in need (43%).

TABLE 3.3 RESPONDENTS ATTITUDE AND BELIEFS RELATED TO COMMUNITIES IN NEED.

Q26 Please indicate your level of agreeance with the following statements.						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
It is important to have concern about communities in need	1 (2%)	0 (0%)	4 (9%)	19 (42%)	21 (47%)	45
It is important to help members of communities in need	1 (2%)	0 (0%)	3 (7%)	17 (38%)	24 (53%)	45
I feel obligation to help communities in need	1 (2%)	1 (2%)	14 (31%)	20 (44%)	9 (20%)	45
I consider myself an advocate for communities in need	1 (2%)	9 (20%)	16 (36%)	12 (27%)	7 (16%)	45
It is important to get to know people in communities in need of support	0 (0%)	0 (0%)	14 (31%)	19 (42%)	12 (27%)	45

The second set of questions related to whether the respondents were altruistic in their outlook towards the importance of understanding others and standing up for what right and good citizenship is (Table 3.4). Most of the group (83%+) agreed or strongly agreed to having an altruistic outlook regarding being compassionate and understanding others, wanting the world to be a better place, and standing up for what is right. More than two-thirds of the group identified as agreeing or strongly agreeing to having an altruistic outlook in relation to taking responsibility, going out of their way to help others, and feeling protective of others (range 69% - 82%).

Approximately one-third or less responded as being neutral or "neither" (7% - 33%). Very few disagreed or strongly disagreed with an altruistic outlook (range 0% - 4%).

The third set of questions related to the respondent's connection to volunteering through family, friends, and their community (Table 3.5). Thirty-nine per cent of respondents' parents or family members were/are volunteers, while more than two-thirds knew someone who was a volunteer (71%) or had attended a community event (60%), while approximately half were currently a member of a community group (49%).

Results

TABLE 3.4 RESPONDENTS OUTLOOK TOWARDS THE IMPORTANCE OF UNDERSTANDING OTHERS, STANDING UP FOR WHAT IS RIGHT AND GOOD CITIZENSHIP.

Q27 How would you relate the following in relation to you?						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
I am known for being compassionate, bringing comfort to, and understanding others	0 (0%)	0 (0%)	8 (18%)	25 (56%)	12 (27%)	45
I want to make the world a better place	0 (0%)	0 (0%)	5 (11%)	24 (53%)	16 (36%)	45
Standing up for what is right is very important to me	0 (0%)	0 (0%)	3 (7%)	20 (44%)	22 (49%)	45
I am spiritual and/or religious	8 (18%)	6 (13%)	15 (33%)	12 (27%)	4 (9%)	45
Community and loyalty are important to me	0 (0%)	0 (0%)	10 (22%)	26 (58%)	9 (20%)	45
I am a good citizen who is known for taking responsibility	1 (2%)	1 (2%)	12 (27%)	22 (49%)	9 (20%)	45
I often go out of my way to help another person	0 (0%)	2 (4%)	10 (22%)	26 (58%)	7 (16%)	45
When I see someone being take advantage of, I feel kind of protective towards them	0 (0%)	0 (0%)	8 (18%)	28 (62%)	9 (20%)	45

TABLE 3.5 RESPONDENTS CONNECTION TO VOLUNTEERING THROUGH FAMILY, FRIENDS, AND THEIR COMMUNITY.

Q28 Please indicate if the following applies to you				
	Yes	No	Unsure	Total
My parents or family members were/are volunteers	17 (39%)	22 (50%)	5 (11%)	44
I know someone who is a volunteer	32 (71%)	8 (18%)	5 (11%)	45
I have attended a community event	27 (60%)	16 (36%)	2 (4%)	45
I am currently a member of a community group	22 (49%)	21 (47%)	2 (44%)	45

Views, experiences, and insights of volunteering Q42 – Q47

The next two questions were designed to seek a personal insight into what might start an individual, who is in the contemplation stage of readiness, to think about volunteering, and what would help this group to start volunteering (Q42 & Q43). The responses to both questions had a similar vein and hence were coded into four categories: engagement, money, time, information knowledge (Appendix II). Twenty-one responded to the first question and 27 to the second question. Needing more time to volunteer was a significant factor in thinking about and starting volunteering (29% and 40% respectively). Understanding how to access information and knowledge about volunteering

was also a significant factor (38% and 30% questions 1 and 2 respectively). Less than a quarter (24% and 15% respectively) listed engagement and responses included “getting connected with people”, “local community”, “friends”, “starting in small chunks”, and “personal interest”.

The respondents then identified how likely they would be to explore opportunities to learn about volunteering (Q44 Table 3.6). More than half of the respondents were either likely or very likely to participate in any of the opportunities listed (range 51% – 69%). Approximately one-third were undecided (22% – 31%). Approximately one-fifth would be unlikely or very unlikely to attend a group information session, chat with a volunteer information person or participate in a trial (14% – 20%).

Results

TABLE 3.6 LIKELIHOOD OF EXPLORING DIFFERENT OPPORTUNITIES TO LEARN ABOUT VOLUNTEERING.

Q44 How likely would you explore the following opportunities to learn about volunteering?						
	Very Unlikely	Unlikely	Undecided	Likely	Very Likely	Total
Attend a group information session about volunteering	2 (6%)	4 (11%)	8 (22%)	18 (50%)	4 (11%)	36
Chat with a volunteering information person	1 (3%)	6 (17%)	10 (29%)	12 (34%)	6 (17%)	35
Participate in a trial volunteer opportunity	1 (3%)	4 (11%)	11 (31%)	16 (44%)	4 (11%)	36
Volunteer with a family member or friend	0 (0%)	1 (3%)	10 (28%)	17 (47%)	8 (22%)	36
Read or listen to information online	1 (3%)	1 (3%)	11 (31%)	14 (39%)	9 (25%)	36
Visit a website advertising volunteer opportunities	0 (0%)	3 (8%)	10 (28%)	15 (42%)	8 (22%)	36

The areas of volunteering that most appealed to this group were education and training, and welfare and community (47% and 56% respectively) (Table 3.7, Q45). Approximately one-third identified animal welfare, sport and recreation, health care, environmental management and arts and culture (25% – 33%).

TABLE 3.7 THE AREAS OF VOLUNTEERING THAT RESPONDENTS FOUND MOST APPEALING.

Q45 Please indicate which areas most appeal to you to volunteer. n=36		
	number	percentage
Education and Training	17	47%
Welfare and Community	20	56%
Animal Welfare	12	33%
Tourism	5	14%
Sport and Recreation	9	25%
Health Care	12	33%
Environmental Management	10	28%
Arts and Culture	10	28%
Emergency Services	6	17%

More than two-thirds (range 61% – 86%) of the respondents were not familiar with commonly used volunteer websites (Table 3.8, Q46). Seek Volunteer was the website that respondents were most familiar with (39%).

Results

TABLE 3.8 RESPONDENTS FAMILIARITY WITH VOLUNTEER WEBSITES.

Q40 Familiarity with Volunteer Websites.			
	Yes	No	Total
Seek Volunteer	14 (39%)	22 (61%)	36
Go Volunteer	5 (14%)	31 (86%)	36
Volunteering Victoria	10 (28%)	26 (72%)	36
Ethical Jobs	11 (31%)	24 (68%)	35
Time Out	6 (18%)	28 (82%)	34

There were two entries in the “any further comments” section at the end of the survey (Q47):

- I think it’s harder for people to afford to be able to volunteer and people have less time as they’re often working longer or more hours. Also, it needs to a flexible arrangement where people can drop in and out as their needs change due to life events or health impacts.
- I feel very comfortable that volunteering is amazing and that I will do it again in the future.

Summary & Conclusion

In summary, this group represented a greater range of ages, more females than males, and more than half being educated at bachelors’ level or above. The group demonstrated strong altruistic views and beliefs. They rated very highly in regards their attitude and beliefs towards communities in need. Despite selecting Pathway 3 “Open to consider/learn/understand about the concept/ culture of volunteering”, a quarter of the group reported that they currently volunteered and/or previously volunteered.

The finding that one-quarter of this group had some form of volunteer exposure (many one year or less), suggests that they are seeking to learn more about volunteering opportunities that may enhance their conversion to volunteering. This is also supported by the finding that two-thirds of the group were not familiar with commonly used volunteer websites.

In conclusion, this evidence highlights the importance to place easily accessible and visible information about volunteering opportunities. In addition, the capacity to match opportunities to the persons requirements is critical, especially since time, affordability and values alignment are so critical to successful engagement and sustainability.

Appendix

I. QUESTIONS FOR RESPONDENTS WHO ARE OPEN TO CONSIDER/LEARN/UNDERSTAND ABOUT THE CONCEPT/CULTURE OF VOLUNTEERING.

Contemplation Stage of Readiness to Volunteer Pathway 3: Open to consider/learn/understand about the concept/culture of volunteering			
42	What might start you thinking about volunteering?	Text Response	
43	What would help you most to start volunteering?	Text Response	
44	How likely would you explore the following opportunities to learn about volunteering?	Likert Scale 1-5	
	1. Attend a group information session about volunteering		
	2. Chat with a volunteering information person		
	3. Participate in a trial volunteer opportunity		
	4. Volunteer with a family member or friend		
	5. Read or listen to information online		
	6. Visit a website advertising volunteer opportunities		
45	Which areas would most appeal to you to volunteer?	Multiple Select	
	1. Education and Training	Likert Scale 1-5	
	2. Welfare and Community		
	3. Animal Welfare		
	4. Tourism		
	5. Sport and Recreation		
	6. Health Care		
	7. Environmental Management		
	8. Arts and Culture		
	9. Emergency Services		
46	Are you familiar with any of these volunteer job websites?	Yes	No
	1. Seek Volunteer		
	2. Go Volunteer		
	3. Volunteering Victoria		
	4. Ethical Jobs		
	5. Time Out		
47	Do you have any comments?	Yes Text Response	No

Appendix

I. QUESTIONS FOR RESPONDENTS WHO ARE OPEN TO CONSIDER/LEARN/UNDERSTAND ABOUT THE CONCEPT/ CULTURE OF VOLUNTEERING.

Q42 What might start you thinking about volunteering?		Q43 What would help you most to start volunteering	
Response	Code	Response	Code
To engage more	Engagement	More platforms to show me	Information / knowledge
Money	Money	Money	Money
Yes		Yes	
Future events involving my kids - sport etc	Engagement	When I have more free time available	Time
Knowing more about where the need is	Information / knowledge	Research on a community group that needs volunteers	Information / knowledge
Getting connected with people	Engagement	The people or team around	Engagement
If I had more time	Time	Time	Time
A close friend affected, change in circumstances		Knowledge of what was available	Information / knowledge
Knowing how it helps	Information / knowledge	Start with small chunks	Engagement
Free time	Time	Friends	Engagement
I already volunteer		More time. Currently work fulltime and have 4 dependent children at home. Three still primary school age	Time
I've tried to volunteer at my local Salvos but the woman in charge is quite nasty and officious.		Being allowed to. I've been very sick this year and been in and out of hospital. I'd like to volunteer at a primary school but I'm worried about Covid after having had cancer treatment this year.	Health
Time availability	Time	Time	Time
Having the time and health to	Time / Health	Time	Time
Can afford to on a monetary level	Money	Not needing to work	Time / Money
Getting information on what groups are out there that need volunteers at the moment and how people can help	Information / knowledge	Knowing how people can help, what would be a reasonable time commitment, what training is required	Information / knowledge
Local community	Engagement	Time and cost	Time / Money

Appendix

Q42 What might start you thinking about volunteering?		Q43 What would help you most to start volunteering?	
Response	Code	Response	Code
Most of my friends around me are volunteers. I think volunteers can help a lot of people. I like helping others, so I have been a volunteer		Volunteering is amazing and that I will do it again in the future	
Contact by someone regarding volunteering.	Information / knowledge	Again speaking to someone about volunteering.	Information / knowledge
I have free time on my hands and would like to give back to the community.		Motivation to do it.	
Contribute to the community.		N/A	
Exercise yourself.		Make friends.	engagement
Free time	Time	reducing my work hours	Time
More education around volunteering	Information / knowledge	Information	Information / knowledge
Information	Information / knowledge	Time - not sure I have the time at this stage	Time
Understanding what opportunities are available to me.	Information / knowledge	Understanding the role I would have and how it can contribute to better someone/a group's wellbeing	Information / knowledge
Don't know		Poverty	Money
Just seeing people out and about and thinking how awful it must be to be always lonely, to have no one to talk to, do the gardening with or go to places with-- I've experienced some loneliness but not to the degree of some people.		More knowledge, a better understanding of what would be required of me, and flexibility (I work full time Mon-Fri).	Information / knowledge
Personal interest	Engagement	Not sure	
Knowing about an organisation in need	Information / knowledge	Time	Time
Available time	Time	Available time	Time

Pathway 4

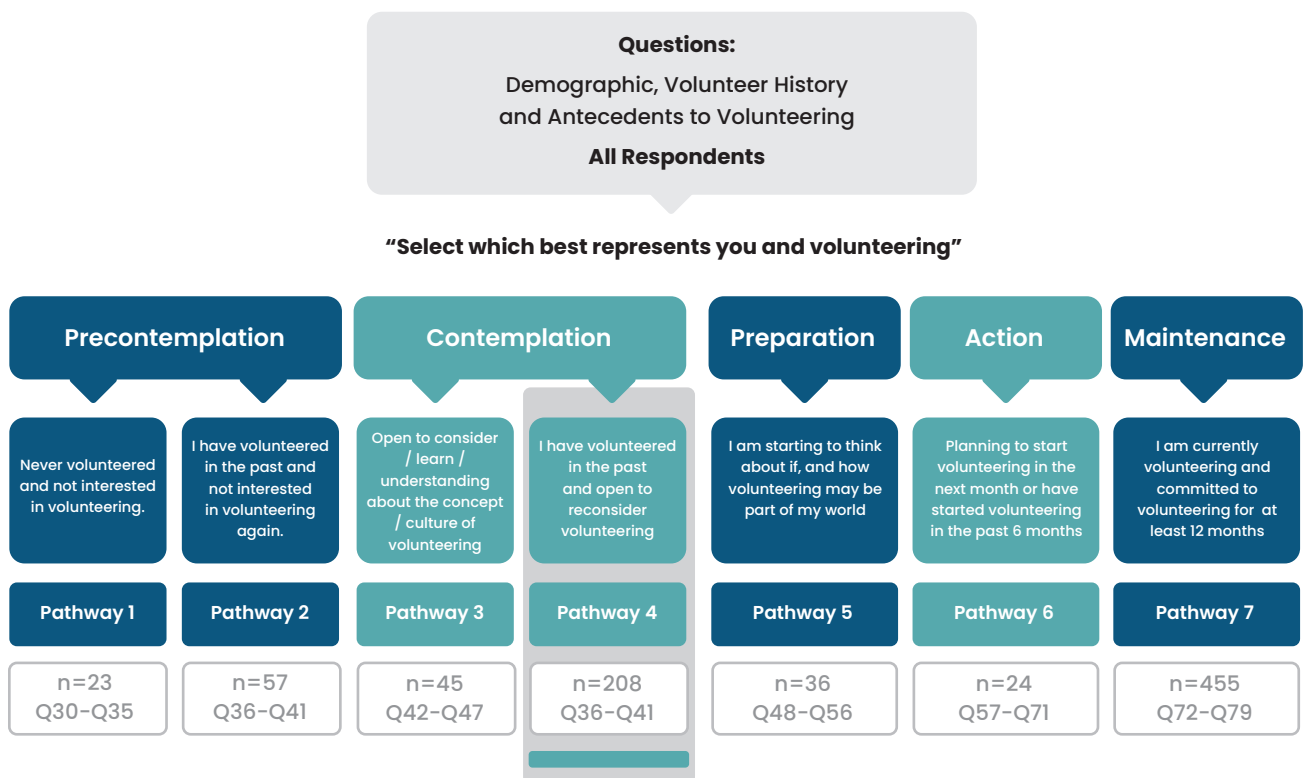
Contemplation Stage Of Readiness To Volunteer

**“I have volunteered in the past and
open to reconsider volunteering”**

Pathway 4

Contemplation stage of readiness to volunteer

Emerging Stronger Potential and Disengaged Volunteer Survey Map



Pathway 4: I have volunteered in the past and open to reconsider volunteering

Contents

Results	55
Demographic Profile Q1 - Q13	55
Table 4.1 Demographic characteristics of respondents who have volunteered in the past and open to reconsider volunteering (pathway 4).	55
Table 4.2 Social media platforms regularly used by the respondents.	56
Volunteer History Q14 - Q25	56
Antecedents to Volunteering Q26 - Q28	56
Table 4.3 Respondents attitude and beliefs related to communities in need.	57
Table 4.4 Respondents outlook towards the importance of understanding others, standing up for what is right and good citizenship.	57
Table 4.5 Respondents connection to volunteering through family, FRIENDS, and their community.	58
Views, Experiences, and Insights of Volunteering Q36 - Q41	58
Table 4.6 Respondents response to which best represents why you no longer volunteer.	59
Table 4.7 What is important in relation to the respondents and volunteering.	59
Table 4.8 Respondents familiarity with volunteer websites.	60
Summary & conclusion	60
Appendix	61
I. Questions for respondents who have volunteered in the past and open to reconsider volunteering	61
II. Responses to questions related to informally and formally volunteering.	62-64
III. Responses related to have you previously volunteered.	65-68
IV. How would you describe your volunteer experience?	69-78
V. Why you no longer volunteer?	76-77
VI. What is important to you in relation to volunteering?	77
VII. What would encourage you to reconsider volunteering?	78-83
VIII. Do you have any further comments?	84

Results

Demographic Profile Q1 – Q13

Two hundred and eight respondents entered the survey portal and 91% progressed to the end of the survey. The respondent numbers, 98 and 110 respectively, related to marketing phase 1 and phase 2. All age groups were represented (except under 18 years), nearly three-quarters were in the three age categories from 35–64 years (18%, 21% and 32% respectively), and nearly three-quarters were females (73%) (Table 4.1). The respondents were predominantly non-Aboriginal nor Torres Strait Islander (94%) and did not have a disability (84%).

Most respondents were born in Australia (82%) and spoke English at home (95%). Nearly half of those, who were not born in Australia, had lived in Australia for 20+ years (42%) and one-quarter less than five years (26%). Two-thirds of the group lived in metropolitan Melbourne (66%), the remaining living in regional or rural locations (25% and 8% respectively) (Table 4.1).

The highest level of schooling for two-thirds (66%) of the respondents was a bachelor's degree or higher (Table 4.1), 8% of the group had not achieved year 12. The most common mode of transport was car (86%) followed by train and bus (17% and 10% respectively), tram or bike (6% and 5% respectively). Most respondents had a current driver's licence (96%).

TABLE 4.1 DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS WHO HAVE VOLUNTEERED IN THE PAST AND OPEN TO RECONSIDER VOLUNTEERING (PATHWAY 4).

Demographic Characteristics of Pathway 4 Respondents n=208					
Age (Years)	Responses	Percentage	Highest Level of Schooling	Responses	Percentage
Under 18	0	0%	Postgraduate Degree	45	22%
18–24	7	3%	Graduate Diploma/Graduate Certificate	33	16%
25–34	26	13%	Bachelor's Degree	59	28%
35–44	37	18%	Advanced Diploma / Diploma	22	11%
45–54	44	21%	Certificate III/IV	15	7%
55–64	66	32%	Year 12	17	8%
65+	27	13%	Year 11	9	4%
Prefer not to say	1	0.5%	Year 10	6	3%
Total	208		Certificate I/II	0	0%
			Year 9 or below	2	1%
			Never attended school	0	0%
			Total	208	

Gender	Responses	Percentage	Location of Residence	Responses	Percentage
Male	48	23%	Metro	138	66%
Female	152	73%	Regional	53	25%
Other	8	4%	Rural	17	8%

Language Spoken at Home			Aboriginal or Torres Strait Islander: yes	13	6%
English	189	95%			
other	9	5%	Born in Australia: yes	170	82%
			Regular mode of transport: car	179	86%
Disability: yes	34	16%	Driver's licence: yes	199	96%

Results

Most respondents reported that they used Facebook regularly (84%), approximately one-half regularly used Instagram (49%) and one-quarter LinkedIn (25%). Less than 20% were regular users of Twitter, Pinterest, Snapchat, WeChat or Tik Tok. Six percent indicated that they did not regularly engage with any of the listed social media platforms (Table 4.2).

TABLE 4.2 SOCIAL MEDIA PLATFORMS REGULARLY USED BY THE RESPONDENTS.

Social Media Platform		
	Yes	Percentage
Facebook	175	84%
Instagram	101	49%
Twitter	38	18%
LinkedIn	51	25%
Pinterest	21	10%
Snapchat	15	7%
Tik Tok	30	14%
WeChat	5	14%
none of the above	13	6%

Volunteer History Q14 – Q25

Approximately one-third of the group (32%) informally volunteered and 21% formally volunteered (Q14 & Q15). Data on organisation, role, time, frequency of volunteering are reported in Appendix II (Q16 – Q19). In this small group of ‘current volunteers’ 37% had a total lifetime volunteering of 10+ years, and a quarter had volunteered for 1 to 3 years and 5 to 10 years (26% and 21% respectively). Most reported that they had previously volunteered (93%, Q21). Details for previous volunteer roles are reported in Appendix III (Q22 & Q23). Approximately one-quarter of the group had volunteered for 1 to 3 years, 3 to 5 years or 5 to 10 years (24%, 25% and 20% respectively Q24). Approximately 25% had a total lifetime of volunteering of between 1 to 3 years, 3 to 5 years or 5 to 10 years (27%, 26% and 20% respectively, Q25).

Antecedents to Volunteering Q26 – Q28

The following sets of questions captured respondents’ attitudes and characteristics considered to be antecedents to volunteering. The first set of questions related to respondents’ attitude and beliefs in relation to communities in need. Most of the group agreed or strongly agreed it was important to have concern for and to support communities in need, they felt obliged to help, to advocate for, and to get to know people in communities in need (range 82% to 97%) (Table 4.3, Q 26). Two-thirds considered themselves to be an advocate for communities in need (62%).

The second set of questions related to whether the respondents were altruistic in their outlook towards the importance of understanding others and standing up for what right and good citizenship is (Table 4.4, Q27). Most of the group (81%+) agreed or strongly agreed to having an altruistic outlook in regard to all questions being compassionate and understanding others (86%), wanting the world to be a better place (96%) and standing up for what is right (94%), community and loyalty (89%), taking responsibility (86%), going out of their way to help others (81%), and feeling protective of others (92%). Less than 16% responded as being neutral or “neither” (4% to 16%). Very few disagreed or strongly disagreed with an altruistic outlook (range 0% – 2%).

Results

TABLE 4.3 RESPONDENTS ATTITUDE AND BELIEFS RELATED TO COMMUNITIES IN NEED.

Q26 Please indicate your level of agreement with the following statements						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
It is important to have concern about communities in need	3 (1%)	1 (0.5%)	2 (1%)	78 (38%)	123 (59%)	207
It is important to help members of communities in need	2 (1%)	0 (0%)	7 (3%)	67 (32%)	132 (63%)	208
I feel obligation to help communities in need	3 (1%)	6 (3%)	29 (14%)	116 (56%)	54 (26%)	208
I consider myself an advocate for communities in need	0 (0%)	14 (7%)	65 (31%)	85 (41%)	43 (21%)	207
It is important to get to know people in communities in need of support	2 (1%)	2 (1%)	22 (11%)	122 (59%)	59 (29%)	207

TABLE 4.4 RESPONDENTS OUTLOOK TOWARDS THE IMPORTANCE OF UNDERSTANDING OTHERS, STANDING UP FOR WHAT IS RIGHT AND GOOD CITIZENSHIP.

Q27 How would you relate the following in relation to you?						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
I am known for being compassionate, bringing comfort to, and understanding others	0 (0%)	3 (1%)	26 (13%)	125 (60%)	54 (26%)	208
I want to make the world a better place	1 (0.5%)	0 (0%)	9 (4%)	99 (48%)	99 (48%)	208
Standing up for what is right is very important to me	0 (0%)	2 (1%)	10 (5%)	101 (49%)	93 (45%)	206
I am spiritual and/or religious	33 (16%)	41 (20%)	66 (32%)	44 (21%)	23 (11%)	207
Community and loyalty are important to me	0 (0%)	2 (1%)	20 (10%)	132 (63%)	54 (26%)	208
I am a good citizen who is known for taking responsibility	1 (0.5%)	2 (1%)	26 (13%)	125 (60%)	54 (26%)	208
I often go out of my way to help another person	0 (0%)	5 (2%)	33 (16%)	111 (53%)	59 (28%)	208
When I see someone being take advantage of, I feel kind of protective towards them	0 (0%)	2 (1%)	16 (8%)	126 (61%)	64 (31%)	208

The third set of questions related to the respondent's connection to volunteering through family, friends, and their community (Table 4.5, Q28). More than half of respondents' parents or family members were/are volunteers (57%), while 91% reported knowing someone who is a volunteer, approximately three-quarters had attended a community event, while only 40% were members of a community group.

Results

TABLE 4.5 RESPONDENTS CONNECTION TO VOLUNTEERING THROUGH FAMILY, FRIENDS, AND THEIR COMMUNITY.

Q28 Please indicate if the following applies to you.				
	Yes	No	Unsure	Total
My parents or family members were/are volunteers	118 (57%)	77 (37%)	13 (6%)	208
I know someone who is a volunteer	190 (91%)	11 (5%)	7 (3%)	208
I have attended a community event	153 (74%)	43 (21%)	12 (6%)	208
I am currently a member of a community group	83 (40%)	117 (57%)	6 (3%)	206

Views, experiences, and insights of volunteering Q36 – Q41

Respondents were asked to describe their volunteer experiences (Q36), these responses reported in Appendix IV were categorised into three broad groups: (i) “positive, rewarding, satisfying, (ii) not positive or (iii) neutral”. Of the 171 responses more than three-quarters (78%) reported experiences that were positive, rewarding, satisfying, while 14% were neutral and 8% reported experiences that were not positive. Common themes in those who did not have a positive experience included financially draining, exhausting, hard work little rewards, not appreciated.

Three-quarters of the group reported that the lack of time was why they no longer volunteered (72%) (Table 4.6, Q37). Approximately one-quarter listed reasons as lack of confidence, personal expenses involved and associated administration requirements (23%, 28% and 24% respectively). Approximately three-quarters of the group either disagreed or strongly disagreed with the statements “not interested/not my thing”, “I don’t view volunteering as worthwhile” and “I did not enjoy my volunteer experience” (71%, 87% and 75% respectively). Thirty-seven recorded a response in ‘other reasons’, these responses reflected the responses in Table 4.6, time and health being the major reasons (Appendix V). Of interest there were responses related to the lack of professionalism in volunteer organisations and implications of COVID.

Most respondents listed giving back to the community as important/very important in relation to volunteering (86%), while three-quarters listed a personal sense of achievement as important (74%) (Table 4.7, Q38). Approximately 50% of the group listed personal connection, making new friends and improve one’s skills as important/very important (50%, 50% and 43% respectively). Less than one-third listed not currently working and pathway to employment as being important/very important (19% and 28% respectively). Ten recorded a response in ‘other reasons’ that were important relative to volunteering, most responses related to contributing to the community (Appendix VI).

Approximately half (55%) of the group responded to the question “What would encourage you to reconsider volunteering?” The responses were broad and were categorised into nine groups: engagement, flexibility, matching skills and interests, improved health and ability, money, more respect, reduced administration on joining, and more time (Appendix VII). Over one-third of the group reported having more time as a factor for re engaging with volunteering. Similar proportions reported more flexibility in volunteering opportunities (14%) and engagement (15%). Engagement was a broad category that represented responses characterised by “making new friends”, “knowing what is available”, “if I was personally asked to be involved”, “more confidence”. Increased flexibility of volunteering opportunities was reported to be a factor in 14% of the cases. Matching skill set and interests, and health and ability, were both reported by 9% of the respondents.

Results

TABLE 4.6 RESPONDENTS RESPONSE TO WHICH BEST REPRESENTS WHY YOU NO LONGER VOLUNTEER.

Q37 Which best represents why you no longer volunteer?						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
Time	14 (8%)	18 (10%)	19 (10%)	73 (40%)	58 (32%)	182
Not interested / not my thing	49 (27%)	80 (44%)	34 (19%)	17 (9%)	2 (1%)	182
I don't view volunteering as worthwhile	106 (57%)	56 (30%)	19 (10%)	5 (3%)	0 (0%)	186
No information on where and how to start or what to do	49 (26%)	54 (29%)	49 (26%)	30 (16%)	4 (2%)	186
Lack of confidence	56 (31%)	58 (32%)	27 (15%)	34 (19%)	8 (4%)	183
None of my family or friend's volunteer	60 (33%)	77 (42%)	23 (13%)	17 (9%)	6 (3%)	185
No opportunities close to where I live	55 (30%)	62 (34%)	39 (21%)	23 (12%)	6 (3%)	185
I did not enjoy my volunteer experience	78 (42%)	60 (33%)	23 (13%)	21 (11%)	2 (1%)	184
Limited support and communication	50 (27%)	50 (27%)	47 (26%)	29 (16%)	7 (4%)	183
Personal expenses involved	42 (23%)	54 (30%)	35 (19%)	38 (21%)	12 (7%)	181

TABLE 4.7 WHAT IS IMPORTANT IN RELATION TO THE RESPONDENTS AND VOLUNTEERING.

Q38 How important are the following in relation to you and volunteering?						
	Not at all important	Low importance	Neutral	Important	Very Important	Total
Want to give back to the community	0 (0%)	3 (2%)	24 (13%)	94 (49%)	71 (37%)	192
Personal sense of achievement	3 (2%)	11 (6%)	36 (19%)	108 (56%)	34 (18%)	192
Personal connection with family and/or friends	14 (7%)	14 (7%)	69 (36%)	72 (38%)	23 (12%)	192
Make new friends	9 (5%)	19 (10%)	52 (27%)	89 (47%)	22 (12%)	191
Not currently working	43 (23%)	17 (9%)	73 (38%)	42 (11%)	15 (8%)	190
Pathway to employment	62 (33%)	29 (15%)	46 (24%)	40 (21%)	13 (7%)	190
Improve my skills	30 (16%)	26 (14%)	51 (27%)	65 (34%)	18 (9%)	190

Approximately one-half of the respondents were familiar with Seek Volunteer and Volunteering Victoria (55% and 49% respectively, Table 4.8). Less were familiar with Ethical Jobs, Go Volunteer and Time Out (41%, 31% and 11% respectively).

Results

TABLE 4.8 RESPONDENTS FAMILIARITY WITH VOLUNTEER WEBSITES.

Q40 Familiarity with Volunteer Websites.			
	Yes	No	Total
Seek Volunteer	105 (55%)	85 (45%)	190
Go Volunteer	58 (31%)	129 (69%)	187
Volunteering Victoria	93 (49%)	98 (51%)	191
Ethical Jobs	77 (41%)	111 (59%)	188
Time Out	21 (11%)	162 (89%)	183

There were 22 entries in the “any further comments” at the end of the survey (Q40), these are recorded in Appendix VIII. Most of these statements support the common themes throughout the survey e.g., the burden of administration (Appendix V). Of interest there were several positive comments related to being introduced to the volunteer websites and comments related to regional and rural communities not having similar services.

Summary & Conclusion

In summary, this group can be identified as being advocates of volunteering, as demonstrated by strong altruistic views and beliefs, their previous commitment to volunteering, and their extremely positive experiences through volunteering. The reasons emerging for no longer volunteering were lack of time and poor health. Other common themes were the need for more flexibility in volunteer opportunities, reduced burden of administration, costs of volunteering and more professionalism in volunteering organisations.

In conclusion, these results provide evidence to support the notion that many of this group are likely to be successfully re-engaged into volunteering through greater flexibility of opportunities and a reduced burden on time, administration, and access to opportunities.

Appendix

I. QUESTIONS FOR RESPONDENTS WHO HAVE VOLUNTEERED IN THE PAST AND OPEN TO RECONSIDER VOLUNTEERING.

Precontemplation Stage of Readiness to Volunteer Pathway 1: Never volunteered and not interested in volunteering			
36	How would you describe your volunteer experiences?	Text Response	
37	Which of the following best represents why you no longer volunteer?	Likert Scale 1-5	
	1. Time		
	2. Not interested / not my thing		
	3. I don't view volunteering as worthwhile		
	4. No information on where and how to start or what to do		
	5. Lack confidence		
	6. None of my family or friends volunteer		
	7. No opportunities close to where I live		
	8. I did not enjoy my volunteer experience		
	9. Limited support and communication		
	10. Personal expenses involved		
	11. Associated administration requirements		
38	How important are the following in relation to you and volunteering?	Likert Scale 1-5	
	1. Wanting to give back to the community		
	2. Personal sense of achievement		
	3. Personal connection with family and/or friends		
	4. Make new friends		
	5. Not currently working		
	6. Pathway to employment		
	7. Improve my skills		
39	What would encourage you to reconsider volunteering?	Text Response	
40	Are you familiar with any of these volunteer job websites?	Yes	No
	1. Seek Volunteer		
	2. Go Volunteer		
	3. Volunteering Victoria		
	4. Ethical Jobs		
	5. Time Out		
41	Do you have any comments?	Yes Text Response	No

Appendix

II. RESPONSES TO QUESTIONS RELATED TO INFORMALLY AND FORMALLY VOLUNTEERING.

Q14 Do you currently informally volunteer (taking a neighbour to the shops or help on the school BBQ)? What do you do?	Q15 What organisation do you volunteer for? Q16 What is your role?	
Cook for neighbour	Sandringham Hospital	General Admittance
What organisation do you volunteer for?		
Help at the local bowls club.		
	Sport	Committee
Visit neighbours with compromised health	Local council Reserves Committee	Secretary
Volunteer through my work we sometimes go to St Vincents or other op shop organizations.		
	Pahar Foundation Nepal	Fund raiser
Work full-time	Bayswater cricket club	Loyal supporter and helper
Help where help is needed	Lions Clubs International	Service club member
Support a single older man nearby with company, rides, information, etc		
Support in my street, support to an immigrant family		
Cooking for friends who have been in hospital, transport for same.		
Man the visitors information desk. Our town is a major holiday destination.		
	womens shed	committee
	Serpentine Football Club	Canteen Helper
Local community events		
	Rich River Equestrian Club	Committee
Volunteer Cabrini Malvern in the ed		
Help neighbour with heavier work.		
Help elderly friend with house tasks		
Community centre		
School activities Kids sports canteen		
School		
Help people with their IT things. Unpaid volunteer childcare. Help women fleeing domestic abuse, physically by helping them move and emotionally by endless listening.		
Kids sports clubs, school fair/bbqs, watering neighbours garden		
	I do voluntary work at the church I go to	Sometimes I help out with looking after young children at my church. I also assist in buying groceries to be distributed to homeless and people who are on low incomes or are socially isolated.

Appendix

Q14 Do you currently informally volunteer (taking a neighbour to the shops or help on the school BBQ)? What do you do?	Q15 What organisation do you volunteer for?	Q16 What is your role?
Buy meals for individual homeless people I see on the streets; occasionally pick up litter at the local park		
Help my elderly neighbour		
School related help		
	Landcare	Maintenance of our local park
Help at school events & grocery drop offs to neighbours/family.	Special Olympics Opening Eyes Program	Optometrist
Help an elderly neighbour out with things around her house.		
Help my elderly mother		
	MIFF, Open House	
Carer	Rotary	Board member
Check on elderly neighbours		
Help at pony club Help at local school		
	Anglican church	General
help neighbor		
Childcare for family members		
Help with school activities		
Hockey club bbq		
Help neighbours		
I help out anyone who needs assistance		
Help out at events		
No	Alvie football netball club	Coach, cleaner, canteen, support staff for game - primary cater, team manager
Parent reader at primary school		
Taking neighbor on bus		
Shop for my neighbor		
Help run community events First aid		
Help neighbours		
	McCrae Yacht Club	Training Centre Principal
chruch		
	Melbourne pyrotechnic	Teaching
	Community Centre	Assisting Chef
Share/ assist/ collaborate with/on independent art/ design projects with no budget		
Water a neighbours garden while they are away on holidays		
	Committee 4 Warrenheip	Assistant Secretary

Appendix

Q14 Do you currently informally volunteer (taking a neighbour to the shops or help on the school BBQ)? What do you do?	Q15 What organisation do you volunteer for?	Q16 What is your role?
	Ballarat arts alive	Committee
	Ballarat Regional Beekeepers	Committee, education, swarm collection
	Creswick Cemetery	gardening
Help neighbour to clean	Travellers Aid Australia	Help people with disability
Cricket club and school	Villa Maria Catholic Homes	General - where they need me
School events, sporting events		
school kids sports		
Mums Supporting Families In Need	Mums Supporting Families In Need	Warehouse Packer
School reading and excursions.	Through sporting venues	Teacher
I sometimes help nurses or help kids grow trees on weekends	Friendline	Inbound call operator
	Friends For Good	Chatline volunteer
Help out at the Guildford Grumpies occasionally.	Nordic Pole walking in Castlemaine	assistant to pole walking leaders
	Bendigo Health	palliative care
	meal on wheels	deliver meals
Mentor	Centre of participation	Mentor
Social engagement		
assist neighbours who are elderly.. assist other carers.. and many other examples	Western Health	committee member, fundraising, social support/information provision
Walking the neighbour's dog.		
Supply meal to friends who are unwell		
Support neighbours		
Scoring at junior basketball		
	Raise	Youth Mentor
	Manningham bowls group	management committee
Help my elderly neighbour, pro bono work for the not-for-profit I work for.		
shop for a neighbour		
Assist a family friend with "life admin"		
Help Friends and Neighbours		
Participant in local Cub's Group fundraising activities		
	Committee of management	Committee member
Cricket Club		
	a local dance school	social media/admin
Help out at my children's schools		
	Hampton Bowls & Community Club	President / Youth & Schools Program Convenor

Appendix

III. RESPONSES RELATED TO HAVE YOU PREVIOUSLY VOLUNTEERED.

Q17 Have you previously volunteered? What organisation did you last volunteer for?	Q18 What was your last volunteer role?	Q19 How long since you last volunteered?
Community church Op shop	Sorting donations and ironing for sales	1-3 years
Future medial imagine group	Front desk	1-3 years
Kinder committee	committee member	10+ years
Caulfield Lacrosse Club	Treasurer	1-3 years
St Vincents	sorting clothes	1-3 years
Southern Peninsula Masters Athletics	Photographer and Social Media	1-3 years
Not an organisation.	Assisting non-native English speakers with written assignments for their University studies.	1-3 years
Renewables group	President	Less than 1 year
Awamaki	Communications and engagement	3-5 years
Palliative Care at Warrnambool base hospitsl	Pastoral care in palliative care	3-5 years
Local op shop	Sorting and serving	5-10 years
Prefer not to say	Assist where i could	3-5 years
Sports Club	Executive Committee	10+ years
ANZAC day event		Less than 1 year
Vinnies	Shop assistant	1-3 years
Whittlesea Community Connections	Community Information Worker	5-10 years
Tourist information centre and emergency housing	Many things	10+ years
St Vincent de Paul	Retail assistant	5-10 years
Pied Pipers	Donation collector	5-10 years
Various as part of annual Corporate Day of Caring	various	10+ years
People Outdoors	Taking kids with disabilities on a day out to do fun activities	3-5 years
Fitted for Work	2019	3-5 years
Oakliegh chargers football team (tac cup)	Trainer	5-10 years
Carevan Wangaratta	Fundraising coordinator	5-10 years
Clean as casper	Helped with mobile shower for homeless	1-3 years
Kid's basketball coach	As above	1-3 years
UJEB	TREASURER	1-3 years
Upper Ferntree Gully Football club	Sports trainer under 15 boys	Less than 1 year
Victorian School of Languages	Event assistant	Less than 1 year
A government group that oversees conditions in group homes for the disabled	To go with another worker and visit the group homes and speak privately with individual residents and write up reports	3-5 years
Fig tree community house	Committee	5-10 years
Morang south primary school	Sausage sizzle	1-3 years
Wildlife Shelter	Wildlife Carer	3-5 years

Appendix

Q17 Have you previously volunteered? What organisation did you last volunteer for?	Q18 What was your last volunteer role?	Q19 How long since you last volunteered?
Variety the Children's Charity	Administration support	10+ years
Diamond Valley Basketball Club	Team manager	3-5 years
Big Group Hug	Sorting clothing	Less than 1 year
Elbow Room Theatre	Board member	3-5 years
Indigenous Reading Program	Digital Librarian	1-3 years
Southern Area Concert Band	Vice President	5-10 years
Salvation Army	Op shop assistant	1-3 years
Lifeblood Redcross, Croydon District Obedience Dig Club	Gave blood/ instructor	1-3 years
Lions Club	International youth camp leader	10+ years
Lavers Hill P-12 College	Canteen helper	5-10 years
Gardening group	Participant and secretary	Less than 1 year
Impact	Packing for fv survivors	1-3 years
Diamond Valley Archers	Registrar	3-5 years
Ryan Gatgens Charity	Raffle seller	Less than 1 year
Lions Australia	Member	1-3 years
Vinnies	Shop assistant	1-3 years
The Australian Greens	Voter Contact	3-5 years
School	Canteen assistant	10+ years
Salvation. army	H	5-10 years
Community Market	Organiser	10+ years
Arts council, Swimming club, School Council	Arts council	5-10 years
Within australia	2020	1-3 years
opshop	help sorting	3-5 years
School	Reading with students	5-10 years
Rspca	Animal carer	5-10 years
Rspca	Animal carer	1-3 years
Cleanup Aus	Pickup rubbish	10+ years
Cfa	Firefighter	10+ years
High School canteen and uniform shop	Assistant at canteen and uniform shop	10+ years
Oxfam	Supervising	5-10 years
Anglicare	Foster carer	3-5 years
Wildlife rescue	Wildlife rehabilitation	Less than 1 year
Morwell Neighbourhood House	Program Coordinatir	5-10 years
Kbh hockey club, dogs for life	Vice president, foster puppy carer in 2021/2	3-5 years
Diamond Valley Legal Service	Providing free legal advice	3-5 years

Appendix

Q17 Have you previously volunteered? What organisation did you last volunteer for?	Q18 What was your last volunteer role?	Q19 How long since you last volunteered?
School	Fundraising	10+ years
Adult literacy class	Teacher	10+ years
Salvation army	Thrift shop worker	Less than 1 year
Midsummer	Marshall	10+ years
Local citizen advice bureau	Providing food vouchers \$\$ for bills and school uniforms etc	10+ years
South Mildura Sporting Club Netball Committee	Treasurer	Less than 1 year
Solas	Board member	5-10 years
Community Health Service	Board Member	3-5 years
School	Parents and friends	3-5 years
Clean up Australia	Clean up Australia	1-3 years
Family Life		1-3 years
Fronitha Care	Public Relations	5-10 years
Fareshare	Cooking	Less than 1 year
Salvation army	Serving meals	3-5 years
Soccer club	Parent helper	5-10 years
scouts	newspaper editor	Less than 1 year
School	Sorting and returning lost clothing	10+ years
School	Reader	Less than 1 year
Mansfield District Hospital	one on one companionship	1-3 years
St Mary's House of Welcome	Christmas lunch host	5-10 years
CEH	Community Volunteer	1-3 years
West Footscray Neighbourhood House. St Albans Youth Club.	Committee member/ treasurer	Less than 1 year
School group	Painted schools in developing country	10+ years
AMES Australia	Interpreter	1-3 years
Community house sector	reception	10+ years
AMEP	Volunteer Tutor	Less than 1 year
Geelong Mums	Home Bundler	Less than 1 year
World Vision	Project support officer	3-5 years
Volunteer West	Referral Volunteer - Volunteer Support Services	1-3 years
Education	Help to prepare foods	Less than 1 year
Orphan help	Medical practitioner	1-3 years
Creeds Farm Neighbourhood House	Board Member	1-3 years
Community organisation	Mentor for youth at risk of homelessness	5-10 years
Community volunteer.	Volunteer.	Less than 1 year

Appendix

Q17 Have you previously volunteered? What organisation did you last volunteer for?	Q18 What was your last volunteer role?	Q19 How long since you last volunteered?
Surf Life Saving	Life guard	5-10 years
COTA	Administration	Less than 1 year
Sports Group	2010	5-10 years
The Big Umbrella	Helping give out food	3-5 years
South east community links	Emergency relief officer	1-3 years
Pets Haven	Once off helping hand	5-10 years
Local Primary School	Parent helper	3-5 years
Kindergarten	Secretary of Committee	5-10 years
Labor Party / AEC	Handing out pamphlets for people to vote for Labor Party during an election	3-5 years
primary school	health and wellbeing	5-10 years
MarketForces	Researcher	3-5 years
aus kick	social support	3-5 years
Bendigo Health	Greeter	1-3 years
Scouts Victoria	Scout leader	1-3 years
All abilities cricket (western)		Less than 1 year
Salvation Army	Community Support Interviewer	1-3 years
Zonta	Advocacy	3-5 years
Better Impact	Assisting with webinars	Less than 1 year
Bendigo Health	Driver	1-3 years
School Committee	Duty at a Tuck Shop	3-5 years
RSPCA	Events Assistant	3-5 years
Eastern Volunteers	E-mail Marketing Specialist	Less than 1 year
Leukemia Foundation	Xmas gift wrapper	3-5 years
Op shop	Service	1-3 years
JOY radio	On air presenter	5-10 years
Southwest Baptist Church, Christchurch, NZ	Volunteer catering and cafe	5-10 years
Templestowe Park Primary School	School Council member	5-10 years
preschool	as above	5-10 years
Coonara Community House	Gardening, Outdoor assistance.	Less than 1 year
Nunawading Swim Club	Time jeeper	5-10 years
Eastern Palliative Care	Home Support	10+ years
St Vincent De Paul	Soupd Van Volunteer	10+ years
Basketball Club	Coach	3-5 years
Queensland Program of Assistance to Survivors of Torture and Trauma	Ucan2 Mentor	3-5 years
school	in a school library	10+ years

Appendix

IV. HOW WOULD YOU DESCRIBE YOUR VOLUNTEER EXPERIENCE?

Q36 How would you describe your volunteer experiences?	Code
Board member	Neutral
Patient and persistent	Neutral
Eye opening	Neutral
Had both good and bad experiences	Neutral
I didn't volunteer much and didn't do much.	Neutral
I have never volunteered	Neutral
I used to be a community volunteer, but I didn't continue to do it for some reasons.	Neutral
I work in the community sector so limited direct volunteering. I currently manage volunteers. I have sat on many boards - peek bodies, legal centres, and volunteer locally on school council ect	Neutral
If volunteer works is your interest is the best.	Neutral
In my country I did some translation for Iran Autism NGO	Neutral
Interesting, challenging	Neutral
It would be a satisfying way of the spiritual aspects.	Neutral
Loved volunteering as a dog instructor. Get pretty bruised and sore after donations, had a nurse for three that left me pain and bruise free, they left, tried going back twice but too sore when I now know it doesn't have to be like that.	Neutral
Mixed Depends on op shop manager	Neutral
mostly satisfactory	Neutral
Short, however, I'm looking to volunteer in areas of interest.	Neutral
Spasmodic and aligned to my own interests	Neutral
Spasmodic. Rewarding. Frustrating.	Neutral
Undertaken overseas hard being disabled	Neutral
Unfortunately this last term has been difficult for me as I have had a lot of pain with a leg injury. I have recently had a steroid injection but this has not proven as effective as I hoped. I intend to try to get my legs working better so will not volunteer next year in Term 1. After that I will see if I am fir enough to continue.	Neutral
Volunteer while I studied or was unemployed. Having a full time work means I can't commit to volunteering	Neutral
Ad hoc	Neutral
Sometimes satisfying, sometimes thankless	Neutral
Mixed. Sometimes used and abused. You only get out of it what you put in.	Neutral / Not positive

Appendix

Q36 How would you describe your volunteer experiences?	Code
Disappointing	Not positive
Exhausted	Not positive
Exhausting, drama filled and excessively stressful. Financially draining!	Not positive
Extensive	Not positive
Hard work little rewards	Not positive
I loved working with the animals but felt used and unappreciated at the end	Not positive
I tend to do things myself that I think need doing. I have only aligned myself with volunteer organisations to get a reference for employment. It is easy to become disillusioned when the CEO of the volunteer organisation drives an expensive car. I want my time and money to go straight to people who need it.	Not positive
Minimal	Not positive
My most recent experiences of volunteering were awful, disrespectful and abusive.	Not positive
My volunteering experience of helping an elderly neighbour was fine for some time until: 1) he became very demanding of my time, 2) used inappropriate language and 3) accused me of spending more time with my 3-year-old son when I had driven them both up to the Dandenongs for a walk (this is when I stopped seeing him). I felt bad for him being a lonely old man, but the challenge is where you draw the line. It perhaps should be left of organisations to oversee such activities and ensure it is safe for the volunteers as well as the people in need.	Not positive
okay not always positive when led by volunteers too many power games	Not positive
Usually fabulous. Occasionally boring. Rarely illegal.	Not positive / Positive
volunteering is a big part of my life. I've been volunteering continuously for the past 47 years. I've been awarded Citizen of the Year by my LGA in recognition of my volunteering. I am currently having a break from volunteering because a) the volunteering I did at my local hospital is still suspended, due to covid and b) the other place I regularly previously volunteered, i.e. 3 days per week, there's been a change of management and I feel my time as a volunteer there is no longer being respected or valued and the organisation's values no longer align with my own, hence I've left after more than 5 years there	Not positive / Positive
Very rewarding . Over my lifetime my working life has mostly involved unpaid work. It is so lovely to help people out and make a difference in this world. Sometimes due to life time experiences it has been important to have breaks and try other options to look after my own health and well being. On the whole I've really enjoyed helping to make this world a better place. I still have more to learn and once I'm ready I will take up volunteering again.I just need to take my time and not be rushed. I'm passionate also about looking after the little people in the community who have no voice.	Positive
Absolutely 100% worthwhile - even with challenges.	Positive
Amazing. Love the interaction with other volunteers and feeling that I have made some impact in the community	Positive
Committed	Positive
Enjoyable	Positive

Appendix

Q36 How would you describe your volunteer experiences?	Code
Enjoyable and a good way to learn new skills and meet other people.	Positive
Enjoyable and worthwhile	Positive
Enjoyed it most of the time. I found 3 years in any group was enough.	Positive
Enriching	Positive
excellent overall	Positive
Fulfilling	Positive
Fulfilling and rewarding. Getting to know the youth of today has been a great experience for me.	Positive
Fulfilling, challenging, fun	Positive
Fulfilling, expands my group of friends and acquaintances	Positive
Fun and eye-opening. It gave me another perspective on others' lives.	Positive
Fun and worthwhile	Positive
fun, growth	Positive
Giving back feels good	Positive
Good	Positive
Good	Positive
Good	Positive
Good	Positive
Good experience. Lots of support from the leader of volunteers when I volunteered at a hospital.	Positive
Good to help communities in need	Positive
Good, difficult to manage with full time work	Positive
good, enjoyable experiences where I learnt, grew and connected with the community	Positive
Good, felt as if I was contributing to the organisation	Positive
Gratifying.	Positive
Great	Positive
Great	Positive
Great, Couldn't read the statements in the previous question	Positive

Appendix

Q36 How would you describe your volunteer experiences?	Code
Great time with patients and staff.	Positive
Great, I learned a lot and gained experience I couldn't find anywhere else.	Positive
Have always been pleasant experiences and very enjoyable.	Positive
Haven't done much, but rewarding	Positive
Helpful. Enjoying and fulfilling.	Positive
I enjoy helping and being a part of things, so I get fairly into it	Positive
I have enjoyed all of my volunteering experiences, I've gained references, friendships and joy from volunteering.	Positive
I have really enjoyed my experiences and I found they enriched my life.	Positive
I really enjoyed being able to offer my time in support of the community store.	Positive
I really enjoyed thrift shop volunteering in my small country town.	Positive
I was a volunteer when I was a university student. It was a non-profit organization to support children with cancer. It was a good opportunity and experience for me.	Positive
I was only young and it started me on my journey to where I am now.	Positive
Improve yourself.	Positive
injoying	Positive
Interesting and fulfilling	Positive
It gave me peace of mind, relaxing my inner soul.	Positive
It has been uplifting and learning things every day	Positive
It is very rewarding and also help me upskill.	Positive
It satisfies me and makes my day.	Positive
It was a good experience for me to build my confidence	Positive
It's positive and helps me understand our society more	Positive
Life changing	Positive
Most great except last time at op shop saw so many dishonest people taking things that didn't belong to them theft	Positive
Mostly good. I feel I've made a difference in several different ways with the volunteering I've done.	Positive
Mostly very rewarding	Positive
Overall positive with challenges involving personalities that don't work well with others	Positive

Appendix

Q36 How would you describe your volunteer experiences?	Code
Pleasant and rewarding	Positive
Pleasant	Positive
Positive	Positive
Positive	Positive
Positive	Positive
Positive	Positive
positive	Positive
Positive	Positive
Positive	Positive
Positive	Positive
Positive	Positive
Positive Learned alot Fulfilling Helped community Tiring Overwhelmed	Positive
Positive - took a lot of my time	Positive
Positive and rewarding	Positive
Positive and want to get back into it however family duties have taken my time away from that	Positive
Positive but had to give up due to competing work/study commitments	Positive
Positive in that it is a group of like minded individuals with a common purpose in mind. I would do more volunteering but haven't found anything of interest	Positive
Positive mostly	Positive
positive, rewarding.	Positive
Positive.	Positive
Positive. I had a chance to meet new people and learned new things.	Positive
Providing ears and joy.	Positive
Quite satisfyingly	Positive
Rewarding	Positive
Rewarding	Positive
Rewarding	Positive

Appendix

Q36 How would you describe your volunteer experiences?	Code
rewarding	Positive
rewarding	Positive
Rewarding	Positive
Rewarding	Positive
Rewarding	Positive
Rewarding	Positive
Rewarding	Positive
Rewarding	Positive
Rewarding	Positive
Rewarding	Positive
Rewarding and fulfilling. It is great to give back and meet new people, build connections and learn new skills.	Positive
Rewarding care for dogs.	Positive
Rewarding important and meaningful	Positive
Rewarding, community contribution, social values met.	Positive
Rewarding, joyous.	Positive
Rewarding. Possibly too long gaps between official volunteering.	Positive
Rewarding. skill building	Positive
Satisfying	Positive
Satisfying	Positive
So far so good. Though there was little structure and mostly best efforts	Positive
some good bits and some challenges, but overall rewarding	Positive
Specific and opportunistic. Most experience volunteering has been with young people and it helped me to get work in the field	Positive
Uplifting	Positive
Usually positive.	Positive
Valuable	Positive
Valuable to the community I was in and to me as I learned a lot about myself	Positive
Valuable, fun	Positive

Appendix

Q36 How would you describe your volunteer experiences?	Code
Very enjoyable, a great way to meet people from all walks of life and understand a little more how the world works.	Positive
Very fulfilling	Positive
Very good	Positive
very positive	Positive
Very Positive	Positive
Very positive and fulfilling.	Positive
Very positive and perspective changing.	Positive
Very Positive. Sometimes Board slows processes	Positive
Very rewarding	Positive
Very rewarding	Positive
Very rewarding	Positive
Very satisfying. Great community of volunteers	Positive
Volunteering was definitely an eye opener for me. I worked with an extremely diverse range of people.	Positive
Well worth while	Positive
Wonderful	Positive
Wonderful	Positive
wonderful	Positive
Wonderful. I have travelled overseas and interstate because of my commitment	Positive
Worthwhile and fulfilling	Positive
A difficult juggle but rewarding	Positive
Demanding, challenging & rewarding	Positive
Rewarding but with limited resources, active volunteers are often called on to do more and more.	Positive

Appendix

V. RESPONSES TO “WHY YOU NO LONGER VOLUNTEER?”

Q37 Which of the following best represents why you no longer volunteer? ‘Other’	Code
I do voluntary work at my church where I feel supported and respected. The problem with applying for ongoing volunteering is this There is too much pressure and it isn't fair to have to apply on line and go through many police checks and working for children checks. Having said that I do have a current working with Children's permit because like I said I help out at my church with younger people. Back in time it was easier to do volunteering and not have to go through so much red tape. After all volunteers are just trying to help . There needs to be less applications through only going on Zoom or going on line .which is impersonal and not everyone has the facilities . At times I struggle to have access to applying for voluntary work because I feel intimidated by not talking to someone over the phone or being given a chance to show that I'm capable of learning through just doing the work over a period of time	Administration requirements and confidence
Feel bit isolated when doing official volunteering – don't usually know the people before attending/applying. Travel & time logistics bit challenging.	Confidence
I have to improve my English to communicate better, this is my obstacle.	Confidence
C19 vaccine requirements stop me from volunteering	COVID
Covid	COVID
Covid - volunteering at sport is difficult with Covid.	COVID
Covid put restrictions on since 2019	COVID
Have a wound on my foot which currently trying to get healed. When that happens very likely to return to volunteering.	Health
Health issues	Health
Health issues prevent me from volunteering	Health
Health reasons	Health
I am chronically ill	Health
Mental health is the reason I don't volunteer presently (and for donating a lack of qualified nurses to tend to easily bruised people like myself)	Health
The cold, wet weather this year has seemed to have exacerbated my leg injury. I need to attend to my own physical well-being before I go back to volunteering.	Health
Unfortunately I now have a disability which severely limits my energy, so volunteering isn't possible.	Health
Personal mental health and wellbeing issues. Time and financial considerations as volunteering would take away from potential paid work opportunities.	Health, Time and money
The right fit for me	Matching skills and interests
Haven't found anything that I'm interested in which matches with time I have available	Matching skills and interests / Flexibility
i am currently volunteering and would like to consider some more	Neutral
It was made illegal by the Victorian Government	Neutral
My job's contract does not allow me to do any volunteering.	Neutral
None of the above apply as I strongly believe in volunteering.	Neutral

Appendix

Q37 Which of the following best represents why you no longer volunteer? 'Other'	Code
I experienced abuse, bullying and stress. Losing faith in the organisation and the leadership. My values and ethics did not align with the staff or other committee members.	Professionalism
Personal safety	Professionalism
poor volunteer management - e.g. lack of communication to volunteers, lack of consistency with instruction, no security for my belongings (e.g. no locker for my handbag)	Professionalism
Some organisations and charities are run by self interested individuals for the money	Professionalism
Currently work in community sector and find it difficult to do both	Time
Family duties have taken the time away from me to volunteer	Time
I did not have enough time to spend as a volunteer. Because I had a full time job.	Time
I have a high needs child of my own to care for now. He is first priority for me.	Time
I started full time job.	Time
I wish I had more time to volunteer, but my time is mostly taken up with working.	Time
Little time with work and family commitments	Time
Time constraints	Time
Time limited work 4 days and family require support	Time
Too many other commitments, unable to consistently donate time.	Time
Unable to volunteer as I am full time carer for my husband who is on kidney dialysis and has had a stroke	Time

VI. WHAT IS IMPORTANT TO YOU IN RELATION TO VOLUNTEERING?

Q38 Responses to what is important to you in relation to volunteering 'Other'	Code
I also want to make the point of the financial costs to me to volunteer. i.e. bus fares x3 per week - this adds up, over the 5 years I was with this organisation, when I only have a Centrelink Carer Pension for income	Financial burden
I love learning new things. I love listening to the life stories told by random different people.	Learning
Learning	Learning
A sense of community and feeling that the volunteer work is appreciated and making a difference.	Making a contribution
Communities need volunteers to prosper	Making a contribution
Feels like I can make a contribution that is deliberate and that makes a specific, measurable difference. I don't have a lot of \$ so being able to "donate" my time felt more significant and useful.	Making a contribution
It's about being wanted, rewarded for your efforts.	Making a contribution
More share the skills I have acquired	Making a contribution
Satisfaction of making a difference.	Making a contribution
Wanting to be valued, respected and treated as human	Making a contribution

Appendix

VII. WHAT WOULD ENCOURAGE YOU TO RECONSIDER VOLUNTEERING?

Q39 What would encourage you to reconsider volunteering?	Code
Probably if friends or work wanted to organise something, I wouldn't go out and do it by myself	Engagement
If I was personally asked to be involved	Engagement
A good kick up the backside!	Engagement
Knowing that I can make a significant contribution	Engagement
Knowing what's available	Engagement
Make new friends	Engagement
More advertisements	Engagement
More confidence in myself. Behind the scenes type of volunteering	Engagement
pathway to new career, improve my skills, make new connections and friends	Engagement
Review in 2023	Engagement
Sense of belonging to community and being useful.	Engagement
Someone asking for help	Engagement
someone asking me!	Engagement
The right people	Engagement
Willing to volunteer when required.	Engagement
Working with disadvantaged people	Engagement
Just finding something to do	Engagement
The simple reward of knowing you may have made a difference.	Engagement
Need time to consider volunteering again, have recently retired from a very demanding career	Engagement
Help other people who are needed	Engagement
Being responsible for my society.	Engagement
To contribute to our society	Engagement
Having the opportunity to help others succeed	Engagement
More information. Flexible opportunities.	Engagement / Flexibility
A nearby organisation which has a timeslot which suits my work commitments	Flexibility
A role I could do from home would be great.	Flexibility

Appendix

Q39 What would encourage you to reconsider volunteering?	Code
Casual opportunities, the commitment required to volunteer regularly is often too great.	Flexibility
Ease of access and flexible timing	Flexibility
Finding an opportunity that was flexible enough to fit around full time work	Flexibility
Flexibility and not having a weekly commitment.	Flexibility
Flexibility on time and location, hybrid volunteering	Flexibility
Flexible shifts or one-time events that don't require travel by car and isn't too far from home.	Flexibility
If an opportunity became available which worked with my current life/commitments.	Flexibility
Less travel (caravaning) -regular availability	Flexibility
Local groups being more open to varied timelines - ie weekend work.	Flexibility
Shorter commitments. Casual volunteering options.	Flexibility
Something I could do online from home or on the phone.	Flexibility
Something nearby.	Flexibility
An opportunity which interests me and suits time I'm available	Flexibility / Match skill and interest
Knowing I can commit to a worthwhile cause with minimal/flexible time commitment	Flexibility / Match skill and interest
Knowing that I'm free to take my time and thinking about what I'd like to do. Because I have a kind heart	Flexibility / Match skill and interest
An improvement in my physical condition.	Health / Ability
Being able to. I can only work or volunteer given my disability. So I choose to work instead because I need to survive. Society still needs to go a long way with removing the barriers for disabled person. The world isn't built for people like me.	Health / Ability
Better health	Health / Ability
Better health.	Health / Ability
change in health	Health / Ability
Covid levels dropping	Health / Ability
Health	Health / Ability
Health improvement	Health / Ability
I'm currently recuperating health wise. I will find something when I'm ready to	Health / Ability

Appendix

Q39 What would encourage you to reconsider volunteering?	Code
Improvement in health	Health / Ability
Improvement in my mental health.	Health / Ability
My health	Health / Ability
Vaccine mandates	Health / Ability
When I'm well enough to do so and volunteering hours balance in with the rest of my life	Health / Ability
Having my disability and health issues taken into consideration	Health / Ability
Being involved in something that is relevant towards my career and will build my skills, while giving back to communities or individuals that need support that I know I can provide.	Match skill and interest
A role that really helps people. A well organised properly run service. Acknowledgement of my existing skills.	Match skill and interest
Anywhere my skills and experience would be recognised to add value	Match skill and interest
Finding the right group and cause	Match skill and interest
Interesting activities, relatively close to where I live.	Match skill and interest
Seeing an opportunity which 'grabs' me	Match skill and interest
something which appeals and a group wanting to be helped	Match skill and interest
A worthwhile opportunity that I would enjoy.	Match skill and interest
The right position	Match skill and interest
Locality, useful skills, disability friendly	Matching skill and interest
When my children are older and I am not struggling so much with money and life generally, it would be possible to consider it again.	Money
More skills and a pathway to be paid for doing what we love doing	Money
change of management with the place I previously volunteered and more respect there for my time and skills	More respect
Culture change in the rowing club. The men do not encourage female coaches or officials. They prefer them to take on catering and secretarial duties.	More respect
Support and appreciation. Feeling of what I am doing being totally worthwhile. Not having the silly bureaucratic regulatory constraints which limit opportunities to make a real contribution.	More respect
Trust. Values that align with my values. A safe place- free from abuse, bullying and power games.	More respect
Don't know	Neutral
It is with an organisation.	Neutral
Providing assistance to someone	Neutral

Appendix

Q39 What would encourage you to reconsider volunteering?	Code
Still active volunteer	Neutral
To relax me and my mind.	Neutral
Yes	Neutral
I don't want to volunteer	Neutral
N/A	Neutral
I already do	Neutral
Not sure	Neutral
not sure	Neutral
Not sure.	Neutral
Easy to join up	Reduced admin to join
Less admin for application	Reduced admin to join
less red tape	Reduced admin to join
Making the process easier	Reduced admin to join
Not having to disclose my full medical history	Reduced admin to join
A less demanding job	Time
Being able to create more time in the week!	Time
finding the time, carer responsibilities take up spare time. full time work commitments. When i reduce working hours i would consider volunteering	Time
Having more time	Time
Having more time as I work full time	Time
Having more time outside of my full time employment	Time
Having more time to put towards volunteering (a calendar that is not so full)	Time
Having more time!	Time
Having spare time	Time
I am a consultant and don't have much time. I regularly donate to charities in lieu of time.	Time
I don't have the time at the moment	Time

Appendix

Q39 What would encourage you to reconsider volunteering?	Code
I work 5 days a week so timing is important	Time
I would need to have more time, as I already do pro bono work through my employment and use my spare time to do other things I enjoy and spend time with family and friends.	Time
If I had more time available	Time
If I had more time!!	Time
If I had more time.	Time
If I had the time to give	Time
if I had more time	Time
Just having time	Time
Less work hours	Time
More hours in the day. Currently in the 'sandwich' generation. Have ageing parents as well as small grand-children. Feel like my volunteering is done at home.	Time
more time	Time
More time	Time
More time	Time
more time	Time
More time - not needing to work and travel for work.	Time
more time - support from my workplace to volunteer in worktime	Time
More time (I am a professional artist, work full time in Education Support and also have a side hustle dog sitting/walking)	Time
Nothing at the moment no time	Time
Nothing at the moment. I have 3 children under 6 and work as a lawyer part-time so it is really a time barrier for me.	Time
Nothing at this stage. I am working full time and study part time.	Time
Nothing at this time. Plan to volunteer in the future when time is not an issue	Time
retirement	Time
Retirement	Time
The right place and free time	Time
Time	Time

Appendix

Q39 What would encourage you to reconsider volunteering?	Code
Time	Time
Time available	Time
Time energy resourcesurces	Time
Time is the main thing. At present I have a full load of work and family commitments	Time
Time to do it	Time
Time!	Time
Times	Time
when i have the time	Time
When I retire, reduce hours	Time
When my children grow up.	Time
Working very long hours , unable to find time currently.	Time
If I had more time, or there was something I was really interested in getting involved with	Time / match skill set and interest
Opportunity I was interested in as well as having the time.	Time / match skill set and interest
need time to volunteer - unable to make the commitment	Time and Flexibility
Not working full time and more job flexibility	Time and Flexibility
Time and availability that is flexible with my family and lifestyle.	Time and Flexibility
Time and flexible volunteering arrangements	Time and Flexibility
Balancing time with other priorities and money concerns due to cost of living at the moment therefore having to focus on work at the moment	Time and Money
If I got paid a higher hourly rate in my paid work, I could afford to volunteer. I can't afford to work less with the rising cost of living.	Time and Money
Paid employment first,	Time and Money
Having the time to do it. Financially not viable to take time off work to do it.	Time and Money
Having time. Having to work full time and raise 2 children makes it difficult.	Time and Money

Appendix

VIII. DO YOU HAVE ANY FURTHER COMMENTS?

Q40 Do you have any comments?
By volunteering you will gain more in life satisfaction than you give.
Full-time work
I am not familiar with the above websites; but I am now. I'm not interested in personal care.
I have volunteered in the past in clubs where my children were playing sport. I find at the moment, I don't have the time.
I love my volunteering work. I have done a wide variety of things including Christmas wrapping for koala kids to volunteering at Cabrini hospital and managing international sporting gry
I no longer consider myself part of the general community so would be unlikely to volunteer in that field again. Happy to volunteer in my own community once the threat of government retaliation is removed
I'd rephrase Q25. Assumes I don't volunteer
I'm not aware that these services operate in regional Victoria. Beyond a volunteer resource bureau in Albury I'm not sure there is any other common listing place
If I feel I'm not respected and my time valued, I won't remain with an organisation
N/A
Not relevant to our small remote community
Of the 3 facilities that I have been involved with, one required a Police Check which I have no problem with. But not at my cost.
Often people volunteer through personal networks.
people ought to volunteer and help others its also a good way of making new friends
Sick of being asked for a resume to volunteer. Disability and phobia of forms
Thank you so much for offering me this chance to provide feedback about ways volunteering can be helpful and rewarding not just for me but for all people who want to help. I've been happy to do the survey. To be honest the survey has been a little long to complete today. At the same time thank you for contacting me. Good luck in allowing me and others to have a day in helping out the community in whatever way we can.
Thanks for introducing the Volunteer Job websites. Wonder if any rural networks for volunteering accessible or widely known?
The link was an ad on Facebook. I had to go searching to find out who EV was. There needs to be more information on the ad on what EV is about. There are a couple of derogatory comments on the post that aren't even related to volunteering because what you're about isn't clear.
Volunteering was only possible for me when I was young and enjoyed parental support. As a single parent myself, I am too overwhelmed to be able to volunteer and don't see that society is structured to allow people such as me to contribute in this way.
Volunteers need support, more funding to support volunteers
When i volunteered at Big Group hug i felt so welcomed & if i didn't work full time i would love to help them again.
Working full time, still running a house hold and grand children to support

Pathway 5

Preparation Stage Of Readiness To Volunteer

**“I am starting to think about if and how
volunteering may be part of my world”**

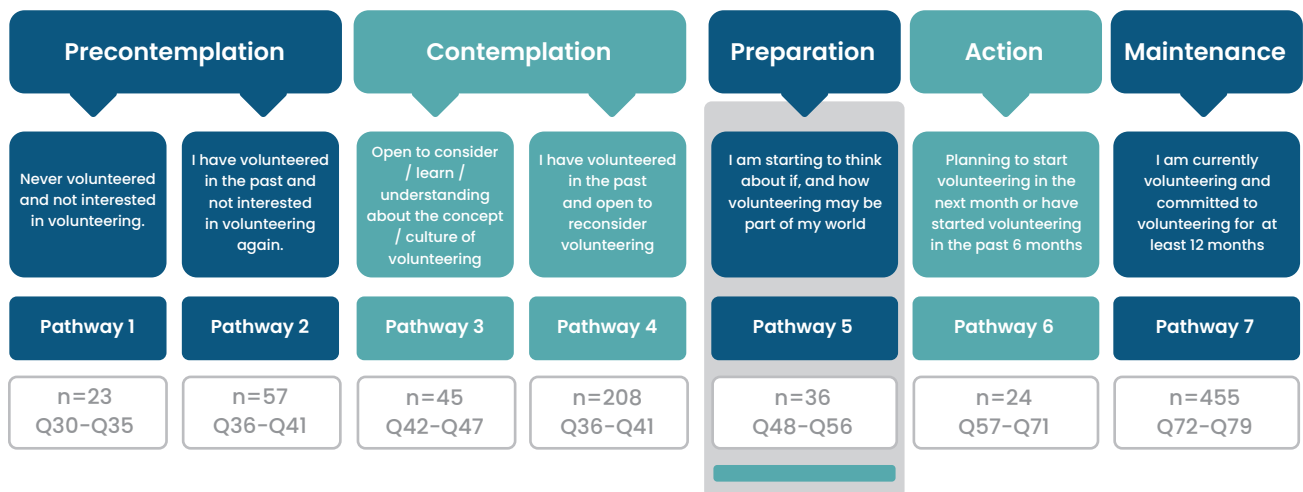
Pathway 5

Preparation stage of readiness to volunteer

Emerging Stronger Potential and Disengaged Volunteer Survey Map

Questions:
Demographic, Volunteer History
and Antecedents to Volunteering
All Respondents

“Select which best represents you and volunteering”



Pathway 5: I am starting to think about if and how volunteering may be part of my world.

Contents

Results	88
Demographic Profile Q1 – Q13	88
Table 5.1 Demographic characteristics of respondents are starting to think about if and how volunteering may be part of their world (Pathway 5)	88
Table 5.2 Social media platforms regularly used by the respondents.	89
Volunteer History Q14 – Q25	89
Antecedents to Volunteering Q26 – Q28	89
Table 5.3 Respondents attitude and beliefs related to communities in need.	90
Table 5.4 Respondents outlook towards the importance of understanding others, standing up for what is right and good citizenship.	90
Table 5.5 Respondents connection to volunteering through family, FRIENDS, and their community.	91
Views, Experiences, and Insights of Volunteering Q48 – Q56	91
Table 5.6 Respondents main motivators to start thinking about volunteering.	92
Table 5.7 Likelihood of exploring different opportunities to learn about volunteering.	92
Table 5.8 Respondents familiarity with volunteer websites.	92
Summary & conclusion	93
Appendix	94
I. Questions for respondents who are starting to think about if, and how volunteering may be part of their world.	94
II. Responses to questions related to informally and formally volunteering.	95
III. Responses related to have you previously volunteered.	96
IV. What made you think about volunteering?	97
V. What steps have you taken?	98
VI. What would help you most to start volunteering?	99
VII. What are you doing next?	100
VIII. Any further comments	101

Results

Demographic Profile Q1 – Q13

Thirty-six respondents entered the survey portal, and all progressed to the end of the survey. The respondent numbers, 22 and 14 respectively, related to marketing phase 1 and phase 2. Just under two-thirds (64%) were older than 55 years and almost one-third (31%) were aged between 25-44 years, and nearly three-quarters were females (72%) (Table 5.1). The respondents were predominantly non-Aboriginal nor Torres Strait Islander (94%) and did not have a disability (86%).

Nearly three-quarters of the respondents were born in Australia (69%) and spoke English at home (94%).

Of those who were not born in Australia, approximately one-third had lived in Australia for each category of 6 to 10 years, 11 to 20 years, or 20+ years (27%, 27% and 36% respectively). Approximately two-thirds of the group lived in metropolitan Melbourne (61%) and one-third in regional locations (39%) (Table 5.1).

The highest level of schooling for approximately two-thirds (63%) of the respondents was a bachelor's degree or higher (Table 5.1), 17% of the group had not achieved year 12. The most common mode of transport was car (81%) followed by tram (11%), train, bus, and bike (8% each). Most respondents had a current driver's licence (89%).

TABLE 5.1 DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS ARE STARTING TO THINK ABOUT IF AND HOW VOLUNTEERING MAY BE PART OF THEIR WORLD (PATHWAY 5)

Demographic Characteristics of Pathway 5. Respondents n=36					
Age (Years)	Responses	Percentage	Highest Level of Schooling	Responses	Percentage
Under 18	1	3%	Postgraduate Degree	7	19%
18-24	0	0%	Graduate Diploma/Graduate Certificate	4	11%
25-34	5	14%	Bachelor's Degree	12	33%
35-44	6	17%	Advanced Diploma / Diploma	3	8%
45-54	1	3%	Certificate III/IV	1	3%
55-64	18	50%	Year 12	3	8%
65+	5	14%	Year 11	3	8%
Prefer not to say	0	0.0%	Year 10	1	3%
Total	36		Certificate I/II	2	6%
			Year 9 or below	0	0%
			Never attended school	0	0%
			Total	36	

Gender	Responses	Percentage	Location of Residence	Responses	Percentage
Male	10	28%	Metro	22	61%
Female	26	72%	Regional	14	39%
Other	0	0%	Rural	0	0%

Language Spoken at Home			Aboriginal or Torres Strait Islander: yes	2	9%
English	34	94%			
Other	2	6%	Born in Australia: yes	6%	69%
			Regular mode of transport: car	29	81%
Disability: yes	5	14%	Driver's licence: yes	32	89%

Results

Most respondents reported that they used Facebook regularly (89%), one-half regularly used Instagram (50%) and one-third LinkedIn (33%). Less than 20% were regular users of Twitter, Pinterest, Snapchat, WeChat or Tik Tok. Six percent indicated that they did not regularly engage with any of the listed social media platforms (Table 5.2).

TABLE 5.2 SOCIAL MEDIA PLATFORMS REGULARLY USED BY THE RESPONDENTS.

Social Media Platform	Yes	Percentage
Facebook	32	89%
Instagram	18	50%
Twitter	7	19%
LinkedIn	12	33%
Pinterest	7	19%
Snapchat	2	6%
Tik Tok	5	14%
WeChat	2	6%
none of the above	2	6%

Volunteer History Q14 – Q25

Approximately one-third of the group (28%) informally volunteered and 11% (n=4) formally volunteered (Q14 & Q15). Data on organisation, role, time, frequency of volunteering are reported in Appendix II (Q16 – Q19). In this small group of ‘current volunteers’, two respondents had volunteered for more than 10 years.

Approximately two-thirds reported that they had previously volunteered (58%, Q21). Details for previous volunteer roles are reported in Appendix III (Q22 – Q23), more than a third of this group had not volunteered for at least 10 years (37%) and approximately 20% had not volunteered for either less than one year or for 1 to 3 years (26% and 21% respectively) (Q24). Approximately one-third (32%) of this group had a total lifetime of volunteering of less than one year, and the remaining spanned a lifetime volunteering from 1 to 3 years, 3 to 5 years, 5 to 10 years or 10+ years (16%, 21%, 16% and 16% respectively) (Q25).

Antecedents to Volunteering Q26 – Q28

The following sets of questions captured respondents’ attitudes and characteristics considered to be antecedents to volunteering. The first set of questions related to respondents’ attitude and beliefs related to communities in need. All the group (100%) agreed or strongly agreed, it was important to have concern for and to support communities in need, 78% felt obliged to help, and 58% considered themselves an advocate for those in need and nearly all (94%) felt it important to get to know people in communities in (Table 5.3, Q26).

The second set of questions related to whether the respondents were altruistic in their outlook towards the importance of understanding others and standing up for what right and good citizenship is (Table 5.4, Q27). Most of the group (81%+) agreed or strongly agreed to having an altruistic outlook in regard to all questions; being compassionate and understanding others (86%), wanting the world to be a better place (89%) and standing up for what is right (95%), community and loyalty (91%), taking responsibility (84%), going out of their way to help others (81%) and feeling protective of others (89%). Less than 20% responded as being neutral or “neither” (6% to 19%). Very few disagreed or strongly disagreed with an altruistic outlook (range 0% to 3%).

Results

TABLE 5.3 RESPONDENTS ATTITUDE AND BELIEFS RELATED TO COMMUNITIES IN NEED.

Q26 Please indicate your level of agreeance with the following statements.						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
It is important to have concern about communities in need	0 (0%)	0 (0%)	0 (0%)	15 (42%)	21 (58%)	36
It is important to help members of communities in need	0 (0%)	0 (0%)	0 (0%)	15 (42%)	21 (58%)	36
I feel obligation to help communities in need	0 (0%)	0 (0%)	8 (22%)	17 (47%)	11 (31%)	36
I consider myself an advocate for communities in need	0 (0%)	2 (6%)	13 (36%)	12 (33%)	9 (25%)	36
It is important to get to know people in communities in need of support	0 (0%)	0 (0%)	2 (6%)	18 (50%)	16 (44%)	36

TABLE 5.4 RESPONDENTS OUTLOOK TOWARDS THE IMPORTANCE OF UNDERSTANDING OTHERS, STANDING UP FOR WHAT IS RIGHT AND GOOD CITIZENSHIP.

Q27 How would you relate the following in relation to you?						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
I am known for being compassionate, bringing comfort to, and understanding others	0 (0%)	1 (3%)	4 (11%)	22 (61%)	9 (25%)	36
I want to make the world a better place	0 (0%)	1 (3%)	3 (8%)	13 (36%)	19 (53%)	36
Standing up for what is right is very important to me	0 (0%)	0 (0%)	2 (6%)	11 (31%)	23 (64%)	36
I am spiritual and/or religious	7 (19%)	7 (19%)	7 (19%)	7 (19%)	8 (22%)	36
Community and loyalty are important to me	0 (0%)	1 (3%)	2 (6%)	21 (58%)	12 (33%)	36
I am a good citizen who is known for taking responsibility	0 (0%)	0 (0%)	6 (17%)	19 (53%)	11 (31%)	36
I often go out of my way to help another person	0 (0%)	0 (0%)	7 (19%)	19 (53%)	10 (28%)	36
When I see someone being take advantage of, I feel kind of protective towards them	0 (0%)	0 (0%)	4 (11%)	18 (50%)	14 (39%)	36

Results

The third set of questions related to the respondent's connection to volunteering through family, friends, and their community (Table 5.5). More than half of respondents' parents or family members were/are volunteers (53%), while 83% reported knowing someone who is a volunteer, approximately one-half had attended a community event (56%), while only 40% were members of a community group.

TABLE 5.5 RESPONDENTS CONNECTION TO VOLUNTEERING THROUGH FAMILY, FRIENDS, AND THEIR COMMUNITY.

Q28 Please indicate if the following applies to you.				
	Yes	No	Unsure	Total
My parents or family members were/are volunteers	19 (53%)	16 (44%)	1 (3%)	36
I know someone who is a volunteer	30 (83%)	5 (14%)	1 (3%)	36
I have attended a community event	20 (56%)	15 (42%)	1 (3%)	36
I am currently a member of a community group	14 (40%)	21 (60%)	0 (0%)	35

Views, experiences, and insights of volunteering

Respondents were asked “What was it that made you think about volunteering?” (Q48) and “What are your main motivators to start thinking about volunteering?” (Q49). These responses are reported in Appendix IV and Table 5.6 respectively. Half the group reported altruistic reasons for starting to think about volunteering that were categorised as “giving back” and “helping those in need”. Approximately one-quarter (23%) listed retirement as the key impetus. These results are aligned with the main motivators reported with 72% reported giving back to community as very or extremely important. While 81% reported a personal sense of achievement being as very or extremely important. Less than half the group reported the following motivators as being very or extremely important; personal connection with family and/or friends, make new friends, not currently working, and improve skills (range 42% - 45%). Few listed pathways to employment (14%) as being very or extremely important.

This group listed a variety of steps they have undertaken to learn about volunteering (Appendix V, Q50). Approximately three-quarters of the group reported that they would be likely or very likely to undertake the following activities to explore volunteering opportunities (Q51); chat with a volunteering information person, participate in a trial volunteer opportunity, read or listen to information online, visit a website advertising volunteer opportunities (range 74% - 82%). Less popular options were to attend a group information session about volunteering (64%) and volunteer with a family member or friend (47%).

Respondents reported a variety of responses to the question “What would help you most to start volunteering?” (Appendix VI, Q53). Responses that were consistently reported were categorised as knowledge and resources (27%), more time (23%) and matching skills and interests (13%), and retirement (13%). Respondents reported a variety of things that they were intending to do next about volunteering (Appendix VI, Q53).

Approximately one-half of the respondents were familiar with Seek Volunteer and Volunteering Victoria (50% and 61% respectively Q55). Less were familiar with Ethical Jobs, Go Volunteer and Time Out (33%, 31% and 11% respectively). Five respondents made further comments (Appendix VIII, Q56).

Results

TABLE 5.6 RESPONDENTS MAIN MOTIVATORS TO START THINKING ABOUT VOLUNTEERING.

Q49 Your main motivators to think about volunteering.						
	Not Important	Low Importance	Moderately Important	Very Important	Extremely Important	Total
Wanting to give back to the community	0 (0%)	2 (6%)	8 (22%)	21 (58%)	5 (14%)	36
Personal sense of achievement	0 (0%)	2 (6%)	5 (14%)	23 (64%)	6 (17%)	36
Personal connection with family and/or friends	0 (0%)	4 (11%)	16 (44%)	11 (31%)	5 (14%)	36
Make new friends	2 (6%)	6 (17%)	12 (33%)	12 (33%)	4 (11%)	36
Not currently working	10 (28%)	7 (19%)	4 (11%)	10 (28%)	5 (14%)	36
Pathway to employment	16 (44%)	7 (19%)	8 (22%)	3 (8%)	2 (6%)	36
Improve my skills	6 (17%)	6 (17%)	9 (25%)	11 (31%)	4 (11%)	36

TABLE 5.7 LIKELIHOOD OF EXPLORING DIFFERENT OPPORTUNITIES TO LEARN ABOUT VOLUNTEERING.

Q51 How likely would you explore the following opportunities to learn about volunteering?						
	Very Unlikely	Unlikely	Undecided	Likely	Very Likely	Total
Attend a group information session about volunteering	3 (8%)	3 (8%)	7 (19%)	19 (53%)	4 (11%)	36
Chat with a volunteering information person	4 (11%)	3 (9%)	2 (6%)	20 (57%)	6 (17%)	35
Participate in a trial volunteer opportunity	2 (6%)	4 (11%)	2 (6%)	19 (54%)	8 (23%)	35
Volunteer with a family member or friend	3 (8%)	8 (22%)	8 (22%)	14 (39%)	3 (8%)	36
Read or listen to information online	4 (11%)	1 (3%)	3 (9%)	14 (40%)	13 (37%)	35
Visit a website advertising volunteer opportunities	4 (12%)	1 (3%)	1 (3%)	15 (44%)	13 (38%)	34

TABLE 5.8 RESPONDENTS FAMILIARITY WITH VOLUNTEER WEBSITES.

Q55 Familiarity with Volunteer Websites.			
	Yes	No	Total
Seek Volunteer	15 (50%)	15 (50%)	30
Go Volunteer	10 (31%)	22 (69%)	32
Volunteering Victoria	20 (61%)	13 (39%)	33
Ethical Jobs	10 (33%)	20 (67%)	30
Time Out	3 (11%)	25 (89%)	28

Summary & Conclusion

In summary, this small group of respondents were in the preparation phase of readiness to volunteer. Two-thirds had previously volunteered, and one-third of this group had not volunteered for at least 10 years. This group identified as being very strongly altruistic in their views and beliefs. Few in the group were interested in volunteering for intrinsic reasons such as pathway to employment or learning new skills. This was also supported by their motivation to start thinking about volunteering as “giving back” and “helping those in need”.

This is a group who are very likely to convert to volunteering and a key factor identified as barriers to this conversion was lack of knowledge and resources; how to get started, what was available, how would they find an opportunity to match their interest and skills.

The lack of knowledge of volunteering opportunities was also reflected in the low numbers being aware of common volunteer websites. Lack of time was also a barrier to conversion to volunteering.

In conclusion, these results provide evidence to support the notion that this is a highly prospective group that would be likely to convert to volunteering through targeted education and resources alongside volunteer opportunities that offer flexibility and a reduced burden on time. This evidence provides compelling support for the importance of place-based, easily accessible, and visible information about volunteering opportunities. In addition, the capacity to match opportunities to the persons requirements is critical, especially since time, affordability and values alignment are so critical to successful engagement and sustainability.

Appendix

I. QUESTIONS FOR RESPONDENTS WHO ARE STARTING TO THINK ABOUT IF, AND HOW VOLUNTEERING MAY BE PART OF THEIR WORLD.

Preparation Stage of Readiness to Volunteer Pathway 5: Starting to think about if, and how volunteering may be part of my world			
48	What was it that made you think about volunteering?	Text Response	
49	What are your main motivators to start thinking about volunteering?	Likert Scale 1-5	
	1. Wanting to give back to the community		
	2. Personal sense of achievement		
	3. Personal connection with family and/or friends		
	4. Make new friends		
	5. Not currently working		
	6. Pathway to employment		
	7. Improve my skills		
50	Have you taken any steps towards learning about volunteering?	Yes text response	No
51	How likely would you explore the following opportunities to learn about volunteering?	Likert Scale 1-5	
	1. Attend a group information session about volunteering		
	2. Chat with a volunteering information person		
	3. Participate in a trial volunteer opportunity		
	4. Volunteer with a family member or friend		
	5. Read or listen to information online		
	6. Visit a website advertising volunteer opportunities		
52	Which areas would most appeal to you to volunteer?	Multiple Select	
	1. Education and Training		
	2. Welfare and Community		
	3. Animal Welfare		
	4. Tourism		
	5. Sport and Recreation		
	6. Health Care		
	7. Environmental Management		
	8. Arts and Culture		
	9. Emergency Services		
53	What would help you most to start volunteering?	Text response	
54	What are you intending to do next about volunteering?	Text response	
55	Are you familiar with any of these volunteer job websites?	Yes	No
	1. Seek Volunteer		
	2. Go Volunteer		
	3. Volunteering Victoria		
	4. Ethical Jobs		
	5. Time Out		
56	Do you have any comments?	Yes Text Response	No

Appendix

II. RESPONSES TO QUESTIONS RELATED TO INFORMALLY AND FORMALLY VOLUNTEERING.

Q14 Do you currently informally volunteer (taking a neighbour to the shops or help on the school BBQ)?	Q15 What organisation do you volunteer for? Q16 What is your role?	
Pick up rubbish, intervene in disputes, help put on events	Chamber / community association	Committee member/ outgoing president
Provide care to an ageing parent and my children who themselves have young children		
Occasional grocery shopping for neighbour		
Caring for people who are unwell. Opportunistic volunteering.		
Generally helping others		
Help my neighbor take their dog out.		
Not sure if it counts but I am president of our local chapter of CWA.		
Sit in on local resident group meetings		
	Vinnies OP shop	Assistant of shop
Make meals for Neighbours and Family in need		
Helping out an elderly neighbour after she moved house.		
	Bendigo Health and Sunshine Bendigo	Bendigo Health - collecting patients from the wards when they're ready for discharge and taking them to their discharge transport. Sunshine Bendigo - accepting donations of baby & children's furniture, toys, clothing, etc and sorting, cleaning and preparing them for rehoming.

Appendix

III. RESPONSES RELATED TO HAVE YOU PREVIOUSLY VOLUNTEERED.

Q21 Have you previously volunteered? Q22 What organisation did you last volunteer for? Q23 What was your last volunteer role?		Q24 How long since you last volunteered?	Q25 Over your lifetime, what is the total time that you have volunteered?
Big group hug	Funding submissions	1-3 years	1-3 years
Landcare	Bush regeneration	Less than 1 year	5-10 years
Library	Library assistant	10+ years	Less than 1 year
School	School Council	5-10 years	1-3 years
I can't seem to go back a page. I am actually currently a member of a charitable trust	Member of charitable trust (current but can't get the survey to go back a page!)	Less than 1 year	10+ years
Mont Park	Assistant	10+ years	Less than 1 year
	Cook	3-5 years	5-10 years
Ballarat & District Suicide Prevention Network	Deputy Chair	3-5 years	10+ years
Yooralla	Aider	10+ years	Less than 1 year
Lighthouse Foundation	fundraising	10+ years	3-5 years
		1-3 years	3-5 years
Impact for Women	Packer	Less than 1 year	Less than 1 year
Salvation Army	Casual, delivery of goods	10+ years	1-3 years
Hobsons bay city council	helping with a bird survey	1-3 years	10+ years
Redcross	RN	1-3 years	3-5 years
Para Quad	20 years	10+ years	3-5 years
	school committee when my children when younger (a while ago!)	10+ years	Less than 1 year
CBM Australia and daughters Schools	Data entry and Parents Association	Less than 1 year	5-10 years
No organisation	September	Less than 1 year	Less than 1 year

Appendix

IV. WHAT MADE YOU THINK ABOUT VOLUNTEERING?

Q48 What made you think about volunteering?	Q48 Code
I work with volunteers	Connection with volunteers
I have been Studying at Fed University here in Horsham in Vic. The course I am studying is Diploma of Community Services it is 2 year course, this is my first year. I have been getting behind in my assignments, so my teacher suggested volunteering here in Hosham Centre for Paricipation. I will be starting with them next year 2023.	Future opportunities
Giving back	Giving back
Giving back to the community is important to me and to pay it forward. I'm the type of person who loves to spend time with the elderly. I love listening to their stories.	Giving back
Having the time to do something out of my ordinary experience, whilst giving back to the community.	Giving back
Need to give	Giving back
I have got helped by many people, so I want help everyone.	Giving back
When I retire I want to give back.	Giving back
Help those who are struggling, particularly those who are in the older age groups.	Help those in need
Doing something worthwhile to help.	Help those in need
Looking for meaningful things to do that are in line with. Y values	Help those in need
Wanting to do more for others. Christian duty.	Help those in need
To help a new growing community i moved into.	Help those in need
To help the community	Help those in need
Personal struggles, wanting to help others with the same struggles	Help those in need
Helping others	Help those in need
I wanted to help the disabled as they needed more help then Staff can provide.	Help those in need
Actually, there wasn't an appropriate response to choose from. I have been extremely active as a volunteer since primary school and am taking some time for me now...	Neutral
Have to	Requirement
Retirement and having more time	Retirement
Approaching retirement	Retirement
I am retired now and wanted to utilise my teachers training and years of experience to help others	Retirement
Retirement	Retirement
Right now? More time on my hands with early retirement imminent. Previously, because it felt right, not everyone is as lucky as I have been.	Retirement
Retirement from full time work at some point in the future	Retirement
Retirement	Retirement
Timing and availability	More time
Unsure have time I guess	More time
A means of sharing my cultural capital, in turn hopefully reducing inequality	Values
Instilling these values in my kids	Values
Being a good person	Values

Appendix

V. WHAT STEPS HAVE YOU TAKEN?

Q50 Have you taken any steps towards learning about volunteering?
Attending groups
Internet search
Internet search, emails
Looked at volunteering websites
Numerous trainings
Online research
Reading on websites
Registered for volunteering at a volunteer data base
Travelled from outback community to attend volunteer workshop in Sydney years ago now but I was able to gather a team and create a rural arts council that brought many benefits to individuals and wider community... Most recent was a fabulous work shop run by argh...can't recall...um..made an OAM from WA...
Very minor steps (eg researching possible organisations, courses). I have just finished working so at an early stage
Volunteer expo
Websites, talking to others

Appendix

VI. WHAT WOULD HELP YOU MOST TO START VOLUNTEERING?

Q53 What would help you most to start volunteering?	Code
simple pathway	Ease of starting
Getting paid for the work	Getting paid
Good filters on websites	Knowledge and resources
To connect with someone who Can guide me	Knowledge and resources
A clear plan of what's required and an idea of a backup plan	Knowledge and resources
Being provided resources information	Knowledge and resources
With the help of the eastern Volunteers.	Knowledge and resources
Talking to someone with more information	Knowledge and resources
Knowing where to find volunteering opportunities.	Knowledge and resources
Ideas where I can get my children involved	Knowledge and resources
Finding a role I can fulfil	Match skills and interests
Finding the right fit for what I can bring to the volunteering role.	Match skills and interests
finding a good place	Match skills and interests
Community Gardens, Visiting the Elderly, OP shops, Dog walking.	Match skills and interests
Funding	Money
me	Neutral
Retirement	Retirement
if i retired	Retirement
retirement	Retirement
My interest is in literacy and I want to make an informed contribution. I would appreciate a short course on supporting adult literacy. There may actually be one I am just at the beginning of my research	Starting to look
I am starting next year 2023	Starting to look
Support from employer.	Support from employer
Timing of availabilities	Time
Ability to fit in schedule between working full time plus childcare	Time
Time. Then opportunity	Time
have a free time	Time
Time available	Time
The time to do it	Time
having time	Time
Not sure	Unsure

Appendix

VII. WHAT ARE YOU DOING NEXT?

Q54 What are you intending to do next about volunteering?
register
U sure
Find out if there is a local volunteer resource centre
Check healthcare volunteering options
Thinking of volunteering in Aged Care, or becoming a foster carer for small dogs.
search online for organisations who utilise volunteers in their primary work endeavours.
Continue with my current Volunteer work.
Hopefully someone will give me a call and explain exactly how I might be most useful and comfortable doing.
Talking to friends already involved.
Keep an eye out for opportunities
Ring op shop
Have not decided.
more search
Nothing at the moment, waiting to retire. Working 5-6 days a week and dont have time right now.
Wait and see
wait a little
Retire from working to enable more time to get involved.
assist the local community action group
nothing until I'm not working full time
Investigate courses in supporting adopt literacy, exploring options for voluntary work.
I have gone through all the paper work
Looking for an organisation that aligns with my values. But also has hours that work around my family commitments
Environmental, community of health care
Not sure
Talk to someone in the field
wait
Continue to research interests and opportunities
Nothing right now
wait until I retire
Not much at the moment

Appendix

VIII. ANY FURTHER COMMENTS

Do you have any comments?
I am aware there are websites. Last time I looked nothing very relevant for my region
Work 2 x children under 5
Thanks for the list of websites for volunteering!
Volunteering is very important> The communities would really struggle, without volunteers Thank you
I am currently a volunteer manager, and even though I am working at this at the moment, I am still encouraged to volunteer when I retire.

Pathway 6

Action Stage Of Readiness To Volunteer

“Planning to start volunteering in the next month or have started volunteering in the past 6 months”

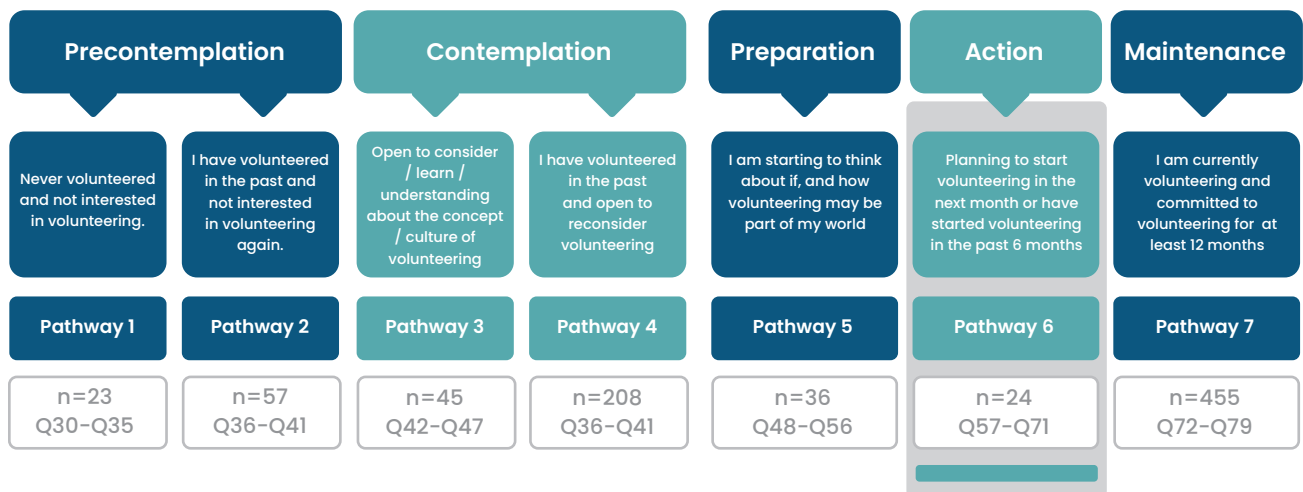
Pathway 6

Action stage of readiness to volunteer

Emerging Stronger Potential and Disengaged Volunteer Survey Map

Questions:
Demographic, Volunteer History
and Antecedents to Volunteering
All Respondents

"Select which best represents you and volunteering"



Pathway 6: Planning to start volunteering in the next month or have started volunteering in the past 6 months.

Contents

Results	105
Demographic Profile Q1 - Q13	105
Table 6.1 Demographic characteristics of respondents are planning to start volunteering in the next month or have started volunteering in the past 6 months (pathway 6).	105
Table 6.2 Social media platforms regularly used by the respondents.	106
Volunteer History Q14 - Q25	106
Antecedents to Volunteering Q26 - Q28	106
Table 6.3 Respondents attitude and beliefs related to communities in need.	107
Table 6.4 Respondents outlook towards the importance of understanding others, standing up for what is right and good citizenship.	107
Table 6.5 Respondents connection to volunteering through family, FRIENDS, and their community.	108
Views, Experiences, and Insights of Volunteering Q57 - Q71	108
Table 6.6 What is important in relation to the respondents and volunteering.	108
Table 6.7 Respondents familiarity with volunteer websites.	109
Table 6.8 Questions for respondents who had secured or not secured a volunteer position	109
Table 6.9 How did you find your current volunteer role?	110
Table 6.10 Those who had secured a volunteer position response to their ideal way to learn about volunteering, what they are looking forward to most about volunteering and further comments.	111
Table 6.11 Those who had not secured a volunteer position response to have you undertaken any of the following activities to find a position?	112
Table 6.12 Those who had not secured a volunteer position response to what would be the ideal way to learn, what would help you most and what are you looking forward to most?	112
Summary & conclusion	113
Appendix	114
I. Questions for respondents who have volunteered in the past and open to reconsider volunteering.	114-115
II. Responses to questions related to informally and formally volunteering.	116
III. Responses related to have you previously volunteered.	116
IV. What made you want to start to volunteer?	117

Results

Demographic Profile Q1 – Q13

Twenty-four respondents entered the survey portal, and all progressed to the end of the survey. The respondent numbers 17 and 7 respectively, related to marketing phase 1 and phase 2. All age groups were represented (except under 18 years) and nearly one-third were aged between 45–54 years (29%) and nearly three-quarters were females (71%) (Table 6.1). The respondents were predominantly non-Aboriginal nor Torres Strait Islander (96%), and did not have a disability (75%).

Most respondents were born in Australia (79%) and spoke English at home (96%), those who were not

born in Australia approximately two-thirds had lived in Australia for less than five years (60%) and one-third for more than 20 years (40%). Most of the group lived in either in metropolitan Melbourne (54%) and regional areas (42%), the remaining living in rural locations (4%) (Table 6.1).

The highest level of schooling for approximately half the group (46%) was a bachelor's degree or higher (Table 6.1), 12% of the group had not achieved year 12. The most common mode of transport was car (75%) followed by train and tram (both 13%), friend/family member or bus (both 8%). Most respondents had a current driver's licence (88%).

TABLE 6.1 DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS ARE PLANNING TO START VOLUNTEERING IN THE NEXT MONTH OR HAVE STARTED VOLUNTEERING IN THE PAST 6 MONTHS (PATHWAY 6).

Demographic Characteristics of Pathway 6 Respondents n=24					
Age (Years)	Responses	Percentage	Highest Level of Schooling	Responses	Percentage
Under 18	0	0%	Postgraduate Degree	4	17%
18–24	3	13%	Graduate Diploma/Graduate Certificate	1	4%
25–34	2	8%	Bachelor's Degree	6	25%
35–44	4	17%	Advanced Diploma / Diploma	4	17%
45–54	7	29%	Certificate III/IV	4	17%
55–64	4	17%	Year 12	2	8%
65+	4	17%	Year 11	1	4%
Prefer not to say	0	0%	Year 10	1	4%
Total	24		Certificate I/II	0	0%
			Year 9 or below	1	4%
			Never attended school	0	0%
			Total	24	

Gender	Responses	Percentage	Location of Residence	Responses	Percentage
Male	7	29%	Metro	13	54%
Female	17	71%	Regional	10	42%
Other	0	0%	Rural	1	4%

Language Spoken at Home			Aboriginal or Torres Strait Islander: yes	1	4%
English	22	96%			
Other	1	4%	Born in Australia: yes	19	79%
			Regular mode of transport: car	18	75%
Disability: yes	6	25%	Driver's licence: yes	21	88%

Results

Three-quarters of the respondents reported that they used Facebook regularly (75%), one-half regularly used Instagram (50%) and one-quarter LinkedIn (25%). Less than 20% were regular uses of Twitter, Pinterest, Snapchat WeChat or Tik Tok. Eight percent indicated that they did not regularly engage with any of the listed social media platforms (Table 6.2, Q13).

TABLE 6.2 SOCIAL MEDIA PLATFORMS REGULARLY USED BY THE RESPONDENTS.

Social Media Platform	Yes	Percentage
Facebook	18	75%
Instagram	12	50%
Twitter	4	17%
LinkedIn	6	25%
Pinterest	3	13%
Snapchat	3	13%
Tik Tok	3	13%
WeChat	2	8%
none of the above	2	8%

Volunteer History Q14 – Q25

One-third of the group informally volunteered (33%) and approximately half formally volunteered (46%) (Q14 & Q15). Data on organisation, role, time, frequency of volunteering are reported in Appendix II (Q16 – Q19). In the small group of ‘current volunteers’, 36% had a total lifetime volunteering of less than one year, 27% for more than 10 years and 36% for between 3 to 10 years. Just over half reported that they had previously volunteered (54%, Q21). Details for previous volunteer roles are reported in Appendix III (Q22 & Q23). Of this group, those who had previously volunteered, nearly two-thirds had not volunteered for 10 or more years (57%) and a third had not volunteered for up to three years (Q24). Approximately three-quarters of the group had a total lifetime of volunteering of five or more years (71%) and a third for less than three years (Q25).

Antecedents to Volunteering Q26 – Q28

The following sets of questions captured respondents’ attitudes and characteristics considered to be antecedents to volunteering. The first set of questions related to respondents’ attitude and beliefs related to communities in need. All the group either agreed (25%) or strongly agreed (75%) it was important to have concern for and to support communities in need. While approximately three-quarters of the group agreed or strongly agreed that they felt obliged to help, to advocate for, and to get to know people in communities in need (75%, 62% and 75% respectively) (Table 6.3, Q26).

The second set of questions related to whether the respondents were altruistic in their outlook towards the importance of understanding others and standing up for what right and good citizenship is (Table 6.4, Q27). Most of the group (80%+) agreed or strongly agreed to having an altruistic outlook in regard to all questions being compassionate and understanding others (80%), wanting the world to be a better place (91%) and standing up for what is right (88%), community and loyalty (92%), taking responsibility (84%), going out of their way to help others (83%) and feeling protective of others (92%). Less than 18% responded as being neutral or “neither” (4% to 17%). Very few disagreed or strongly disagreed with an altruistic outlook (range 0% to 8%).

Results

TABLE 6.3 RESPONDENTS ATTITUDE AND BELIEFS RELATED TO COMMUNITIES IN NEED.

Q26 Please indicate your level of agreement with the following statements.						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
It is important to have concern about communities in need	0 (0%)	0 (0%)	0 (0%)	6 (25%)	18 (75%)	24
It is important to help members of communities in need	0 (0%)	0 (0%)	0 (0%)	7 (29%)	17 (81%)	24
I feel obligation to help communities in need	0 (0%)	1 (4%)	5 (21%)	7 (29%)	11 (46%)	24
I consider myself an advocate for communities in need	0 (0%)	1 (4%)	8 (33%)	8 (33%)	7 (29%)	24
It is important to get to know people in communities in need of support	0 (0%)	0 (0%)	6 (25%)	6 (25%)	12 (50%)	24

TABLE 6.4 RESPONDENTS OUTLOOK TOWARDS THE IMPORTANCE OF UNDERSTANDING OTHERS, STANDING UP FOR WHAT IS RIGHT AND GOOD CITIZENSHIP.

Q27 How would you relate the following in relation to you?						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
I am known for being compassionate, bringing comfort to, and understanding others	0 (0%)	1 (4%)	4 (17%)	9 (38%)	10 (42%)	24
I want to make the world a better place	0 (0%)	1 (4%)	1 (4%)	8 (33%)	14 (58%)	24
Standing up for what is right is very important to me	0 (0%)	0 (0%)	3 (13%)	6 (25%)	15 (63%)	24
I am spiritual and/or religious	7 (29%)	3 (13%)	4 (17%)	6 (25%)	4 (17%)	24
Community and loyalty are important to me	0 (0%)	1 (4%)	1 (4%)	13 (54%)	9 (38%)	24
I am a good citizen who is known for taking responsibility	0 (0%)	2 (8%)	2 (8%)	10 (42%)	10 (42%)	24
I often go out of my way to help another person	0 (0%)	1 (4%)	3 (13%)	12 (50%)	8 (33%)	24
When I see someone being take advantage of, I feel kind of protective towards them	0 (0%)	0 (0%)	2 (8%)	12 (50%)	10 (42%)	24

Results

The third set of questions related to the respondent's connection to volunteering through family, friends, and their community (Table 6.5). More than half of respondents' parents or family members were/are volunteers (58%), while 96% reported knowing someone who is a volunteer, approximately two-thirds had attended a community event (65%), while only 42% were members of a community group.

TABLE 6.5 RESPONDENTS CONNECTION TO VOLUNTEERING THROUGH FAMILY, FRIENDS, AND THEIR COMMUNITY.

Q28 Please indicate if the following applies to you				
	Yes	No	Unsure	Total
My parents or family members were/are volunteers	14 (58%)	8 (33%)	2 (8%)	24
I know someone who is a volunteer	23 (96%)	1 (4%)	0 (0%)	24
I have attended a community event	15 (65%)	5 (22%)	3 (13%)	24
I am currently a member of a community group	10 (42%)	13 (57%)	1 (4%)	24

Views, experiences, and insights of volunteering

Respondents were asked "What was it that made you think about volunteering?" (Q57) two-thirds (63%) responded in the theme of contribution/giving back, in addition approximately one-third listed forms of development (skills and confidence building) and looking for social connectedness (Appendix IV). These sentiments were consistent with their responses to the question "How important are the following in relation to you and volunteering" (Q58). Most respondents listed giving back to the community, personal sense of achievement and making new friends as important/

very important in relation to volunteering (86%, 90%, and 81% respectively) (Table 6.6). Three-quarters listed a personal connection (77%) and 57% wanted to improve their skills. One-third listed not working or pathway to employment (33% and 29% respectively).

Less than one-half of the respondents were familiar with Seek Volunteer and Volunteering Victoria (40% and 41% respectively) and one-quarter or less were familiar with Go Volunteers, Ethical Jobs, and Time Out (25%, 24% and 10% respectively) (Table 6.7).

TABLE 6.6 WHAT IS IMPORTANT IN RELATION TO THE RESPONDENTS AND VOLUNTEERING.

Q38 How important are the following in relation to you and volunteering?						
	Not at all Important	Low Important	Neutral	Important	Very Important	Total
Want to give back to the community	1 (5%)	1 (5%)	1 (5%)	10 (45%)	9 (41%)	22
Personal sense of achievement	0 (0%)	2 (10%)	0 (0%)	8 (38%)	11 (52%)	21
Personal connection with family and/or friends	0 (0%)	2 (10%)	3 (14%)	6 (29%)	10 (48%)	21
Make new friends	1 (5%)	1 (5%)	2 (10%)	10 (48%)	7 (33%)	21
Not currently working	2 (10%)	2 (10%)	10 (48%)	4 (19%)	3 (14%)	21
Pathway to employment	6 (29%)	0 (0%)	9 (43%)	4 (19%)	2 (10%)	21
Improve my skills	0 (0%)	2 (10%)	7 (33%)	8 (38%)	4 (19%)	21

Results

TABLE 6.7 RESPONDENTS FAMILIARITY WITH VOLUNTEER WEBSITES.

Q55 Familiarity with Volunteer Websites			
	Yes	No	Total
Seek Volunteer	8 (40%)	12 (60%)	20
Go Volunteer	5 (25%)	15 (75%)	20
Volunteering Victoria	9 (41%)	13 (59%)	20
Ethical Jobs	5 (24%)	16 (76%)	20
Time Out	2 (10%)	18 (19%)	20

Pathway 6 included those who were planning to start volunteering in the next month or had started volunteering in the past six months. Both groups were asked questions relative to whether they had or had not secured a volunteer position (Table 6.8).

TABLE 6.8 QUESTIONS FOR RESPONDENTS WHO HAD SECURED OR NOT SECURED A VOLUNTEER POSITION

Q61 – Q65 Started a volunteer position in the past 6 months	Q66 – Q71 Planning to start volunteering in the next month
<ul style="list-style-type: none"> • How did you find your current role? Q61 • What area is your volunteer position? Q62 • What would be the ideal way for you to learn about volunteering positions? Q63 • What do you enjoy most (or are looking forward to most) about volunteering? Q64 • Do you have any further comments? Q65 	<ul style="list-style-type: none"> • Have you undertaken any of the following activities to find a position? Q66 • What would be the ideal way for you to learn about volunteering positions? Q67 • What area would you like to volunteer in? Q68 • What would help you most to find a volunteering position? Q69 • What are you looking forward to most about volunteering? Q70 • Do you have any further comments? Q71

Results

Started a volunteer position in the past 6 months. Q61 – Q65

Just under one-half of the respondents had found a volunteer position (43%). The source of engagement was varied and there appeared to be no predominant pathway to engagement (Table 6.9). The volunteer positions were in welfare and community, health care, and arts and culture (50%, 40% and 10% respectively).

When asked “What would be the ideal way for you to learn about volunteering positions?”, the responses were varied (Table 6.10, Q63). This group was looking forward to being helpful and interacting with others. (Table 6.10, Q64).

TABLE 6.9 HOW DID YOU FIND YOUR CURRENT VOLUNTEER ROLE?

Q61 How did you find your current volunteer role?	
	Response
Attend a group information session about volunteering	1
Chat with a volunteering information person	2
Participate in a trial volunteer opportunity	1
Volunteer with a family member or friend	0
Read or listen to information online	1
Word of mouth	4
Website advertising volunteer opportunities	0
Social media	2
Other	5
<ul style="list-style-type: none"> • Participated in the Pain Management Program and was asked back as a Peer Support Officer to reach a different demographic. • Dropping donations into BSL Store and noticed posters up on wall advertising for Volunteers. • Google search for volunteer roles in mental health, this organisation was also advertised by my university. • A friend of a friend volunteers at this organisation and I followed up with the organisation after talking with them. • Via eastern volunteer 	

Results

TABLE 6.10 THOSE WHO HAD SECURED A VOLUNTEER POSITION RESPONSE TO THEIR IDEAL WAY TO LEARN ABOUT VOLUNTEERING, WHAT THEY ARE LOOKING FORWARD TO MOST ABOUT VOLUNTEERING AND FURTHER COMMENTS.

Q63 What would be the ideal way for you to learn about volunteering positions?	Q64 What do you enjoy most (or are looking forward to most) about volunteering?	Q65 Do you have any comments?
Email	Being Helpful to others	
Speak to organisations to volunteer	Connection Networking Development	
Text	Sense of purpose	Opportunities for clients to receive assistance are not widely known and people are going without because they don't know what's available.
Through social media	Interacting with people from diverse backgrounds	
Newsletters	Interaction with the other wonderful volunteers at the store, and the sense of working together for a common cause.	
Don't know	Being helpful and satisfy a need in myself to be useful in the community.	
Local website with info about opportunities and organisations - that allowed me to browse what is available and of interest rather than me having to sell myself before I can even see opportunities.	Don't enjoy a lot of it.	
Interview	Usefulness and community help	
Attending training and information workshops at charities and local councils	Interacting with others	Post lockdown not doing as much as I use to do before. I am looking at a number of options for next year. I know that the more I give the more I receive as it is very rewarding. Good for peoples mental health, including myself.

Results

Those who had NOT found a volunteer position. Q66 – Q71

Just over one-half of the group had not secured a volunteer position (57%), however, there is an indication that this group had begun researching for volunteer positions across a range of engagement pathways (Table 6.11). The responses in table 6.12 indicate that many in this group would be open to

more direct connection to volunteer positions, as many of the responses included; email, advocate, phone call or guidance from an expert. They are mostly looking forward to making a difference and social connectedness (meeting new people) (Table 6.12, Q67, Q69 & Q70). This group were most interested in volunteering in welfare and community, and health care. Others indicated interest in animal welfare, sport and recreation, and arts and culture.

TABLE 6.11 THOSE WHO HAD NOT SECURED A VOLUNTEER POSITION RESPONSE TO HAVE YOU UNDERTAKEN ANY OF THE FOLLOWING ACTIVITIES TO FIND A POSITION

Q66 Undertaken the following activities to find a position	
	Response
Attend a group information session about volunteering	2 (18%)
Chat with a volunteering information person	4 (36%)
Participate in a trial volunteer opportunity	1 (9%)
Volunteer with a family member or friend	4 (36%)
Read or listen to information online	7 (64%)
Website advertising volunteer opportunities	7 (64%)
Social media	5 (46%)
Other	3 (27%)
Other	5
<ul style="list-style-type: none"> • N/A • Not as yet • Limbs for life 	

TABLE 6.12 THOSE WHO HAD NOT SECURED A VOLUNTEER POSITION RESPONSE TO WHAT WOULD BE THE IDEAL WAY TO LEARN, WHAT WOULD HELP YOU MOST AND WHAT ARE YOU LOOKING FORWARD TO MOST?

Q67 What would be the ideal way for you to learn about volunteering positions?	Q69 What would help you most to find a volunteering a position?	Q70 What are you looking forward to most about volunteering?
What I'm interested in		
Social media	Unsure	Community involvement
Social media	Advocate	Meeting new people
Email	Local connections	Making a difference
My own research	Knowing what is available and where and time requisites	Meeting people and giving back to the community
Email		Empower Amutees
Via email or phone	Some guidance from an expert in volunteering. Attending a meeting with someone who has connections in the volunteering world and can help me apply for positions.	Helping others and a sense of accomplishment.
Community forums	Individual health service websites	Helping others

Summary & Conclusion

In summary, this group can be identified as being advocates of volunteering as demonstrated by strong altruistic views and beliefs with 100% either agreeing or strongly agreeing that it was important to have concern for, and to support communities in need. While approximately three-quarters of the group agreed or strongly agreed that they felt obliged to help, to advocate for, and to get to know people in communities in need.

Just over half of this group had previously volunteered, and in this group nearly two-thirds had not volunteered for 10 or more years. Of interest, there was no volunteer engagement pathway that stood out for this group, although there was indication that engagement success may be increased by direct personal communication. Education regarding common

volunteer websites and portals would also enhance exposure as less than one-half were aware of common volunteer websites.

The key motivations to start volunteering centred around giving back to those in need and social connectedness. There were no differences identified between those who had secured and not secured a volunteer position.

In conclusion, this group is in the action stage of readiness to volunteer and thus are highly motivated to transition to volunteering. A key enabler identified for this group was facilitated access to knowledge and resources and the desire for more direct/personalised pathways to volunteering opportunities. These data provide evidence for a high investment return on place-based volunteering support.

Appendix

I. QUESTIONS FOR RESPONDENTS WHO HAVE VOLUNTEERED IN THE PAST AND OPEN TO RECONSIDER VOLUNTEERING.

Action Stage of Readiness to Volunteer Pathway 6: I am planning to start volunteering in the next month or have started volunteering in the past 6 months			
57	What was it that made you want to start volunteering?	Text Response	
58	How important are the following in relation to you and volunteering?	Likert Scale 1-5	
	1. Wanting to give back to the community		
	2. Personal sense of achievement		
	3. Personal connection with family and/or friends		
	4. Make new friends		
	5. Not currently working		
	6. Pathway to employment		
	7. Improve my skills		
59	Are you familiar with any of these volunteer job websites?	Yes	No
	1. Seek Volunteer		
	2. Go Volunteer		
	3. Volunteering Victoria		
	4. Ethical Jobs		
	5. Time Out		
60	Have you found a volunteer position?	Yes	No go to 66
	Questions 61 to 66 for those who have secured a volunteer position		
61	How did you find your current volunteer role?		
	1. Attend a group information session about volunteering		
	2. Chat with a volunteering information person		
	3. Participate in a trial volunteer opportunity		
	4. Volunteer with a family member or friend		
	5. Read or listen to information online		
	6. Word of mouth		
	7. Website advertising volunteer opportunities		
	8. Social Media		
	9. Other (please specify)		
62	What area is your volunteering position?	Select 1 option	
	1. Education and Training		
	2. Welfare and Community		
	3. Animal Welfare		
	4. Tourism		
	5. Sport and Recreation		
	6. Health Care		
	7. Environmental Management		
	8. Arts and Culture		
	9. Emergency Services		

Appendix

63	What would be the ideal way for you to learn about volunteering positions?	Text response	
64	What do you enjoy most (or are looking forward to most) about volunteering?	Text response	
65	Do you have any comments – End survey for this group	Yes text response	No
	Questions 66 to 71 for those who have not secured a volunteer position		
66	Have you undertaken any of the following activities to find a position?		
	1. Attend a group information session about volunteering		
	2. Chat with a volunteering information person		
	3. Participate in a trial volunteer opportunity		
	4. Volunteer with a family member or friend		
	5. Read or listen to information online		
	6. Website advertising volunteer opportunities		
	7. Social Media		
	8. Other (please specify)		
67	What would be the ideal way for you to learn about volunteering positions?	Text response	
68	What area would you like to volunteer?		
	1. Education and Training		
	2. Welfare and Community		
	3. Animal Welfare		
	4. Tourism		
	5. Sport and Recreation		
	6. Health Care		
	7. Environmental Management		
	8. Arts and Culture		
	9. Emergency Services		
69	What would help you most to find a volunteering position?	Text response	
70	What are you looking forward to most about volunteering?	Text response	
71	Do you have any comments	Yes text response	No

Appendix

II. RESPONSES TO QUESTIONS RELATED TO INFORMALLY AND FORMALLY VOLUNTEERING.

Q14 Do you currently informally volunteer (taking a neighbour to the shops or help on the school BBQ)?	Q15 Do you currently formally volunteer? (Organisations, Committees of Management, Sporting Groups) Q16 What organisation do you volunteer for? Q17 What is your volunteer role?
Occasionally help a wildlife shelter with feeding	Mens shed Anything required
Shopping doctors appointment	MHPN Coordinator
School	Eastern Health Ambulatory Pain Management Clinic Peer support
Drop food around to an elderly local	My son's Parents and Citizens' Association President
Do things on my own time for my employment organisation	Traveller Aids Transport disabled people
Cycling coach	BSL Retail Store Assistant
Caring for aging parents, neighbours and other family. Bake for various organisations.	Friends for Good Friendline volunteer
School activities	Limbs for Life Peer support
	Bendigo Health Wheeling patients between wards and discharge; palliative care biography
	Central Ringwood Community Centre, Kilsyth Community Action group Craft, community member

III. RESPONSES RELATED TO HAVE YOU PREVIOUSLY VOLUNTEERED.

Q21 Have you previously volunteered? Q22 What organisation did you last volunteer for? Q23 What was your last volunteer role?	Q24 How long since you last volunteered?	Q25 Over your lifetime, what is the total time that you have volunteered?
Yes St Vincent de Paul Soup Van	1-3 years	5-10 years
Yes Animal aid Took care of animals	5-10 years	10+ years
Yes Scouts Australia Cub Leader assistant	10+ years	1-3 years
Yes Kids primary school School Council President	10+ years	5-10 years
Yes Salvation Army. Uniting Church. Eastern Park Bowling Club Geelong Op Shop. Catering. and Treasurer	10+ years	5-10 years
Yes Several Caring for disadvantaged youth	Less than 1 year	10+ years
Yes Hilal Ahmar medical doctor	10+ years	Less than 1 year

Appendix

IV. WHAT MADE YOU WANT TO START TO VOLUNTEER?

Q57 What was it that made you want to start volunteering?	Code
Need to contribute to local community	Contribute
I had the capacity to help those who works benefit from my assistance	Contribute
Making a difference	Contribute
Helping people	Contribute
Because it makes me feel alive and useful.	Contribute
I am passionate about the welfare of the disadvantaged. Like to share my skills. I find it rewarding	Contribute
Feeling the need to do more, and encouraged by a friend.	Contribute
Work needed to be done and I could help	Contribute
Giving back and I am very fortunate and grateful for what I have	Contribute
Support people with amputation	Contribute
Getting professional experience whilst helping others in the field of mental health, working for an organisation I really believe in.	Skill development / contribution
A desire to help others and to give myself some confidence and a purpose.	Skill development / contribution
Develop personally and professionally	Skills development
I feel isolated and lonely after caring for family members and children and want to get involved	Social connectedness
to engage with my community	Social connectedness
To reconnect with community especially post-covid lockdowns.	Social connectedness
Now retired and have the time	Retired & Time
Way I grew up	Values
Inspired by my parents and community.	Values

Pathway 7

Maintenance Stage of Readiness to Volunteer

“I am currently volunteering and committed to volunteering for at least 12 months”

Pathway 7

Maintenance Stage of Readiness to Volunteer

Emerging Stronger Potential and Disengaged Volunteer Survey Map

Questions:
Demographic, Volunteer History and Antecedents to Volunteering
All Respondents

"Select which best represents you and volunteering"



Pathway 7: I am currently volunteering and committed to volunteering for at least 12 months.

Contents

Results	121
Demographic Profile Q1 – Q13	121
Table 7.1 Demographic characteristics of respondents who have never volunteered and not interested in volunteering (Pathway 7).	121
Table 7.2 The social media platforms regularly used by the respondents.	122
Volunteer History Q14 – Q25	122
Table 7.3 Frequency of current volunteer role.	123
Table 7.4 Time in current volunteer role.	123
Table 7.5 Total lifetime of volunteering.	123
Antecedents to Volunteering Q26 – Q28	124
Table 7.6 Respondents attitude and beliefs related to communities in need.	124
Table 7.7 Respondents outlook towards the importance of understanding others, standing up for what is right and good citizenship.	125
Table 7.8 Respondents connection to volunteering through family, friends, and their community.	125
Views, Experiences, and Insights of Volunteering Q72 to Q79	126
Table 7.9 Respondents motivation to volunteer.	126
Table 7.10 Respondents familiarity with volunteer websites.	126
Table 7.11 Respondents found their current volunteer role.	127
Table 7.12 Sectors that respondents were currently volunteering in.	127
Summary & conclusion	128
Appendix	129
I. Questions for respondents who are currently volunteering and committed to volunteering for at least the next 12 months	129
II. Current Volunteer organisation and role.	130-140
III. What was it that made you want to start volunteering?	141-149
IV. How did you find your volunteer role?	150-152
V. Ideal way to learn about volunteering positions and sector you volunteer in.	153-162
VI. What do you enjoy most about volunteering?	163-170
VII. Do you have any further comments?	171-175

Results

Demographic Profile Q1 – Q13

Four hundred and fifty five respondents entered the survey portal and 99% (n=449) progressed to the end of the survey. The respondent numbers 300 and 155 respectively, related to marketing phase 1 and phase 2. All age groups were represented (except under 18 years) and were predominantly in the 55–64 and 65+ years age groups (27% and 38% respectively). The respondents were predominantly female (71%), non-Aboriginal nor Torres Strait Islander (97%), and did not have a disability (90%).

Most respondents were born in Australia (79%) and spoke English at home (96%). Half the group lived in metropolitan Melbourne (53%), the remaining were living in regional or rural locations (35% and 12% respectively) (Table 7.1).

The highest level of schooling for two-thirds of the respondents, was a bachelor's degree or higher (64%). The most common mode of transport was car (90%) followed by train (16%), bus and tram (each 7%) and bike, taxi/Uber or other (all less than 4%). Most respondents had a current driver's licence (95%).

TABLE 7.1 DEMOGRAPHIC CHARACTERISTICS OF RESPONDENTS WHO HAVE NEVER VOLUNTEERED AND NOT INTERESTED IN VOLUNTEERING (PATHWAY 7).

Demographic Characteristics of Pathway 4 Respondents n=208					
Age (Years)	Responses	Percentage	Highest Level of Schooling	Responses	Percentage
Under 18	0	0%	Postgraduate Degree	121	27%
18–24	18	4%	Graduate Diploma/Graduate Certificate	73	16%
25–34	27	6%	Bachelor's Degree	96	21%
35–44	44	10%	Advanced Diploma / Diploma	62	14%
45–54	66	15%	Certificate III/IV	31	7%
55–64	125	27%	Year 12	26	6%
65+	173	38%	Year 11	19	4%
Prefer not to say	2	1%	Year 10	18	4%
Total	455		Certificate I/II	3	1%
			Year 9 or below	5	1%
			Never attended school	1	0.5%
			Total	208	

Gender	Responses	Percentage	Location of Residence	Responses	Percentage
Male	124	27%	Metro	243	53%
Female	325	71%	Regional	159	35%
Other	6	1%	Rural	53	12%

Language Spoken at Home			Aboriginal or Torres Strait Islander: yes	14	3%
English	430	96%			
other	16	4%	Born in Australia: yes	359	79%
			Regular mode of transport: car	408	90%
Disability: yes	44	10%	Driver's licence: yes	434	95%

Results

More than three-quarters of respondents identified that they used Facebook regularly (76%), approximately one-third identified Instagram and LinkedIn (34% and 25% respectively). Other platforms were used by 13% or less. Sixteen per cent indicated that they did not regularly engage with any of the listed social media platforms (Table 7.2).

TABLE 7.2 THE SOCIAL MEDIA PLATFORMS REGULARLY USED BY THE RESPONDENTS.

Social Media Platform		
	Yes	Percentage
Facebook	345	76%
Instagram	155	34%
Twitter	58	13%
LinkedIn	113	25%
Pinterest	46	10%
Snapchat	18	4%
Tik Tok	27	6%
WeChat	6	1%
none of the above	74	16%

Volunteer History Q14 – Q25

Forty-three percent reported that they currently, informally volunteer (Q14) and 93% currently formally volunteer (Q15). The volunteer organisation and role are reported in Appendix II (Q16 & Q17). This group reported regularly volunteering engagement – volunteering either multiple times a week or once per week (44% and 30% respectively (Table 7.3). A third of the group had been in this role for 1-3 years (31%) and half for more than three years (51%) (Q19, Table 7.4). Approximately two thirds had a total lifetime volunteering of more than 10 years (59%), and 37% had volunteered for either 1 to 3 years, 3 to 5 years, or 5 to 10 years (11%, 12% and 14% respectively) (Table 7.5, Q20).

Results

TABLE 7.3 FREQUENCY OF CURRENT VOLUNTEER ROLE.

Q18 How often do you engage in your volunteer work? (n=421)		
	Responses	Percentage
Once per week	127	30%
Multiple times per week	185	44%
Once per fortnight	40	10%
Once per month	59	14%
Once every 6 months	10	2%

TABLE 7.4 TIME IN CURRENT VOLUNTEER ROLE.

Q19 How long volunteering in current role? (n=419)		
	Responses	Percentage
Less than 6 months	0	0%
Less than 1 year	78	19%
1-3 years	128	31%
3-5 years	68	16%
5-10 years	56	13%
10+ years	89	21%

TABLE 7.5 TOTAL LIFETIME OF VOLUNTEERING.

Q20 Over your lifetime, what is the total time you have volunteered? (n=417)		
	Responses	Percentage
Less than 6 months	0	0
Less than 1 year	16	4%
1-3 years	47	11%
3-5 years	48	12%
5-10 years	61	14%
10+ years	245	59%

Results

Antecedents To Volunteering Q26 – Q281

The following sets of questions captured respondents' attitudes and characteristics considered to be antecedents to volunteering. The first set of questions related to respondents' attitude and beliefs regarding communities in need (Q26). Nearly all the group agreed or strongly agreed it was important to have concern for and to help communities in need (96% and 97% respectively, Table 7.6). A large proportion felt obliged to help those in need and that it was important to get to know people in these communities (86% and 88% respectively). Approximately three-quarters considered themselves to be an advocate for communities in need (71%).

The second set of questions related to whether the respondents were altruistic in their outlook towards the importance of understanding others and standing up for what right and good citizenship is (Table 7.7, Q27). Nearly all of the group agreed or strongly agreed to having an altruistic outlook in regard to all questions being compassionate and understanding others (84%), wanting the world to be a better place (95%) and standing up for what is right (96%), community and loyalty (94%), taking responsibility (85%), going out of their way to help others (89%) and feeling protective of others (90%). Less than 14% responded as being neutral or "neither" (5% to 14%). Very few disagreed or strongly disagreed with an altruistic outlook (2%).

TABLE 7.6 RESPONDENTS ATTITUDE AND BELIEFS RELATED TO COMMUNITIES IN NEED.

Q26 Please indicate your level of agreement with the following statements.						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
It is important to have concern about communities in need	9 (2%)	0 (0%)	9 (2%)	143 (31%)	294 (65%)	455
It is important to help members of communities in need	7 (2%)	0 (0%)	6 (1%)	136 (30%)	304 (67%)	453
I feel obligation to help communities in need	6 (1%)	15 (3%)	44 (10%)	192 (42%)	198 (44%)	455
I consider myself an advocate for communities in need	9 (2%)	22 (5%)	99 (22%)	183 (40%)	142 (31%)	455
It is important to get to know people in communities in need of support	5 (1%)	6 (1%)	44 (10%)	226 (50%)	173 (38%)	454

Results

TABLE 7.7 RESPONDENTS OUTLOOK TOWARDS THE IMPORTANCE OF UNDERSTANDING OTHERS, STANDING UP FOR WHAT IS RIGHT AND GOOD CITIZENSHIP.

Q27 How would you relate the following in relation to you?						
	Strongly Disagree	Disagree	Neither	Agree	Strongly Agree	Total
I am known for being compassionate, bringing comfort to, and understanding others	2 (0.5%)	8 (2%)	63 (14%)	263 (58%)	116 (26%)	452
I want to make the world a better place	2 (0.5%)	1 (0.2%)	21 (5%)	203 (45%)	227 (50%)	454
Standing up for what is right is very important to me	2 (0.5%)	1 (0.2%)	16 (4%)	203 (45%)	230 (51%)	452
I am spiritual and/or religious	79 (17%)	70 (15%)	129 (29%)	101 (22%)	73 (16%)	452
Community and loyalty are important to me	3 (1%)	3 (1%)	24 (5%)	237 (53%)	184 (41%)	451
I am a good citizen who is known for taking responsibility	2 (0.5%)	3 (1%)	60 (13%)	241 (53%)	146 (32%)	452
I often go out of my way to help another person	2 (0.5%)	7 (2%)	42 (9%)	259 (57%)	144 (32%)	454
When I see someone being taken advantage of, I feel kind of protective towards them	2 (0.5%)	4 (1%)	39 (9%)	267 (59%)	143 (31%)	455

The third set of questions related to the respondent's connection to volunteering through family, friends, and their community (Table 7.8, Q28). Two-thirds of the respondents' parents or family members were/are volunteers (65%), while most knew someone who was a volunteer and three-quarters had attended a community event (97% and 77% respectively), while 70% were currently a member of a community group (e.g. sport, leisure, art, education).

TABLE 7.8 RESPONDENTS CONNECTION TO VOLUNTEERING THROUGH FAMILY, FRIENDS, AND THEIR COMMUNITY.

Q28 Please indicate if the following applies to you.				
	Yes	No	Unsure	Total
My parents or family members were/are volunteers	296 (65%)	147 (32%)	11 (2%)	454
I know someone who is a volunteer	438 (97%)	10 (2%)	5 (1%)	453
I have attended a community event	348 (77%)	91 (20%)	15 (3%)	454
I am currently a member of a community group	313 (70%)	121 (27%)	15 (3%)	449

Results

Views, Experiences, and Insights of Volunteering Q72 to Q79

Respondents were asked “What was it that made you want to start volunteering?” (Q72). The majority of the group responded and strongly indicated that their motivations were driven by a desire to help communities, their value of giving back and a sense of purpose (58%), while social connections was reported by 15% of the group (Appendix III). These sentiments were consistent with their responses to the question

“how important are the following in relation to you and volunteering” (Table 7.9 Q73). Most respondents listed giving back to the community, personal sense of achievement as important/very important in relation to volunteering (88%, and 80% respectively). Approximately two-thirds listed a personal connection (70%) and making new friends (60%). Half wanted to improve their skills, and less than one-quarter listed not working or pathway to employment as important (23% and 18% respectively).

TABLE 7.9 RESPONDENTS MOTIVATION TO VOLUNTEER.

Q73 How important are the following in relation to you and volunteering?						
	Not at all important	Low important	Neutral	Important	Very Important	Total
Want to give back to the community	3 (1%)	4 (1%)	44 (10%)	168 (37%)	230 (51%)	449
Personal sense of achievement	5 (1%)	18 (4%)	69 (15%)	219 (49%)	137 (31%)	448
Personal connection with family and/or friends	11 (2%)	25 (6%)	102 (23%)	190 (43%)	119 (27%)	447
Make new friends	11 (2%)	32 (7%)	137 (31%)	196 (44%)	71 (16%)	447
Not currently working	114 (26%)	55 (13%)	170 (39%)	63 (14%)	38 (9%)	440
Pathway to employment	208 (47%)	61 (14%)	95 (22%)	60 (14%)	17 (4%)	441
Improve my skills	67 (15%)	59 (13%)	95 (21%)	166 (37%)	57 (13%)	444

One-half of the respondents were familiar with Seek Volunteer and Volunteering Victoria (52% and 59% respectively) and less were familiar with Go Volunteer and Ethical Jobs (28% and 37% respectively) (Table 7.10, Q74). Few were familiar with Time Out (7%).

TABLE 7.10 RESPONDENTS FAMILIARITY WITH VOLUNTEER WEBSITES.

Q74 Familiar with Volunteer Websites			
	Yes	No	Total
Seek Volunteer	226 (52%)	208 (48%)	434
Go Volunteer	117 (28%)	297 (72%)	414
Volunteering Victoria	258 (59%)	180 (41%)	438
Ethical Jobs	156 (37%)	261 (63%)	417
Time Out	30 (7%)	377 (93%)	407

The most common pathway to volunteer engagement was word of mouth (38%) and all other pathways had not been significant in engaging volunteers in this group (all 15% or less, Table 7.11, Appendix IV, Q75). The group was asked “What would be the ideal way for you to learn about volunteer positions?” (Q76), these responses are reported in Appendix V. Nearly half of the group were involved in volunteering in the welfare and community sector (46% Table 7.12, Q77). The respondents were asked “What do you enjoy most about volunteering?” (Q78). There were 413 responses which are reported in Appendix VI. Further comments are reported in appendix VII (Q79).

Results

TABLE 7.11 RESPONDENTS FOUND THEIR CURRENT VOLUNTEER ROLE.

Q75 How did you find your current volunteer role? (n=444)		
	Responses	Percentage
Attend a group information session about volunteering	44	10%
Chat with a volunteering information person	50	11%
Participate in a trial volunteer opportunity	14	3%
Volunteer with a family member or friend	57	13%
Read or listen to information online	65	15%
Word of mouth	171	38%
Website advertising volunteer opportunities (eg Seek Volunteer)	63	14%
Social Media	52	12%
Other	141	31%

TABLE 7.12 SECTORS THAT RESPONDENTS WERE CURRENTLY VOLUNTEERING IN.

Q77 What area do you volunteer in? (n=444)		
	Responses	Percentage
Education and Training	53	12%
Welfare and Community	206	46%
Animal Welfare	13	3%
Tourism	7	2%
Sport and Recreation	35	8%
Health Care	51	11%
Environmental Management	24	5%
Arts and Culture	39	9%
Emergency Services	16	4%

Summary & Conclusion

In summary, this Pathway was the largest group by far (n=455), 52% of the group were in the 55 to 65+ years with a high representation of older volunteers over 65 years of age. Women made up 71% of the group and 96% spoke English at home and 79% had been born in Australia. Education wise, 64% had a bachelor's degree or above. There was roughly equal representation of those living in metropolitan areas (53%) to rural and regional Victoria (47%) with 90% having had access to a car.

This group viewed themselves as advocates (71%), and most (86%) thought it important to get to know people from communities in need, so emphasis on relationship-based engagement. They saw themselves as being compassionate (84%) and 95% wanted to make the world a better place. Nearly all indicated that they would stand up for those who were being taken advantage of (90%). This equates with the group valuing community and loyalty (93%). This group wanted agency and impact over their world.

In conclusion, this group are the messengers. They are the ambassadors in community spreading the word about volunteering to their friends and connections, and maybe more formally as promoters of volunteering. These are the story tellers who, with support and a sense of organised strategy, can speak to people in Pathways 3-6, to engage and re-engage them. Place-based volunteer support services are best placed to co-ordinate and take advantage of the power of this group. It is unlikely a centralised online strategy could achieve this level of empowerment and engagement in promoting volunteering on an ongoing basis.

Appendix

I. QUESTIONS FOR RESPONDENTS WHO ARE CURRENTLY VOLUNTEERING AND COMMITTED TO VOLUNTEERING FOR AT LEAST THE NEXT 12 MONTHS

Action Stage of Readiness to Volunteer Pathway 7: I am currently volunteering and committed to volunteering for at least the next 12 months			
72	What was it that made you want to start volunteering?	Text response	
73	How important are the following in relation to you and volunteering?	Likert Scale 1-5	
	1. Wanting to give back to the community		
	2. Personal sense of achievement		
	3. Personal connection with family and/or friends		
	4. Make new friends		
	5. Not currently working		
	6. Pathway to employment		
	7. Improve my skills		
74	Are you familiar with any of these volunteer job websites?	Yes	No
	1. Seek Volunteer		
	2. Go Volunteer		
	3. Volunteering Victoria		
	4. Ethical Jobs		
	5. Time Out		
76	What would be the ideal way for you to learn about volunteering positions?	Text response	
77	What area do you volunteer in?	Select option	
	1. Education and Training		
	2. Welfare and Community		
	3. Animal Welfare		
	4. Tourism		
	5. Sport and Recreation		
	6. Health Care		
	7. Environmental Management		
	8. Arts and Culture		
	9. Emergency Services		
78	What do you enjoy most about volunteering?	Text response	
79	Do you have any comments?	Yes text response	No

Appendix

II. CURRENT VOLUNTEER ORGANISATION AND ROLE.

Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?	Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?
New community church	Customer service in their op shop	Eastern Volunteers	driver
Zoos Victoria	Zoos - horticulture, visitor host	St Vincent de Paul Blackburn Conference, Probus	President, Treasurer
Pical	Cassarole coordinator	Eastern Volunteers	Driving
Phillip Island Community Orchard & Garden	Gardener	ST. GREGORY THE GREAT CATHOLIC CHURCH	CHILDREN LITURGY TEACHER ASSISTANT
Law nbowls	Selector/ Manager. For a Region women's bowls team	Office of the Public Advocate	Community Visitor, Regional Convener
Vinnies	Home visitor, deliver aid	Eastern Volunteers	Office/Driver
BCER - Community Emergency Relief	Sorting and packing emergency supplies for women and children fleeing domestic violence	EV	DRIVER
Hampton lawn bowls club	Various	The Needlework Tapestry Guild of Victoria	Secretary
Phillip Island Community Orchard	Help at working bees	Neighbourhood House, Friends Gardening Group	Committee, Worker, Justice of the Peace
Parkdale Beach Patrol	Refuse cleanup	Eastern Volunteers	Driver & admin
Empower Australia	Refugee support, food relief, and English classes	Eastern Volunteers	Transport
Red Cross	Patient transfer	Eastern Volunteers, L2P Ringwood & Lilydale	Driver training and passenger transport
Lort Smith Animal Hospital. Muslim Women's Council of Victoria, Melbourne Polytechnic	Volunteer, volunteer driver, tutor	neighbourhood watch U3a Manningham	Deliver newsletter, Take walks, Organuse talks on health, interest and general knowledfe
Footy club	committee	FOMDAC, Park Orchards Community House, ALP	FOMDAC: President, Community House: Board Member, ALP: acting branch president
Rotary, RSL, Legacy, Fire Brigade	Varies with each organisation.	Eastern Volunteers.library	Driving for EV and delivering books for the Library
Fitzroy Legal Service; JOY 94.9	Volunteer legal adviser; news reader	CFA	secretary, treasurer
Landcare, Echuca Moama Arts Initiative	Chairperson memver of committee	Neighbourhood Watch	Secretary of NHW Victoria and Chair of Manningham NHW
Doll Association, Upper Yarra Museum	Treasurer, researcher	Bocce Australia	President
Leos	Treasurer	Women's Health East, Victoria Legal Aid	Lived experience expert
Sharing Hopr	Director	Knox City Council	Knox Active Ageing Advisory Committee

Appendix

Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?	Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?
Ocean grove coastcare	Communications and commitment member	Borandah council	Teachi g learner drivers
	Board director for two nfps	EV	Driver
Seabreeze Quilters	President	Eastern Volunteers	Driver
Arts Festival and a charity	Board/committee member	Raise & Animal Aid Victoria	Mentor a high school student & working in an animal shelter
Out for Australia	Career Mentoring	Eastern Volunteers	Volunteer Assessing
Long Gully Neighbourhood Centre	Admin	Founder of Doncaster All Abilities Basketball Manningham Inclusive Community HousinManningham Transition House, ALKIRA Adult Support Program	Off the DAAB committee now but go up every game night to help. Committee member of other Programs families and players who need some guidance
School of Philosophy	Co- Tutor	Eastern Volunteers	
Heide art gallery	Gardening	Office of the Public Advocate	Community Visitor
Whitehorse community information centre	Finance officer	School P&C, Historical Society, Film Society	Vice President of P&C, committee members of others.
Epilepsy Foundation	Op Shop worker	Eastern volunteers and flight squadron	Admin and mentor
3199FrankstonBeachPatrol	Group Leader	Whitehorse Emergency Relief & Support: The National Trust: & Royal Historical Society	I am the Manager at Whitehorse E.R; a house guide for th National Trust & a researcher for RHSV
Blazeaid	Fencing and catering	The Leo Bacek Centre	Archivist
Sikh Community Connections	President	Melbourne Development Circle	Communications Manager
Ballarat Tool Library	Volunteer coordinator	SES	Active Member
Parkrun	Multiple depending on what is needed	Lions Club	Volunteer Helper at social/ community functions
Learning Co-operative	Teaching, administration, committee meetings, HR	Rotary, Geelong Revival Festival	Meet and greet tent, Assist with BBQ
Ice Hockey	Coach	Bendigo Easter Fair Society	Vice- President
Social services, community services	Social work	St Marys	Treasurer/p&f committee
Eastern Emergency Relief Network	Warehouse & Customer support	Secretary of Junior Sporting Club, assistant at schools garden club, member of School Board, Committee member on Schools - part of Fundraising team	Secretary. Fundraising Team. Helper at garden club.
Geelong Library	Home Library Service	PCAF	Board member, playgroup coordinating
Hope City Church	Prayer Team	St Mary's primary school	President of parents and friends committee

Appendix

Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?	Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?
Church	Musician	disability organisation, sporting organisation	administration
Vinnie's	Customer service	March4Justice, HerHagueStory, LifeLine	Director, Spokesperson, Administrator
Two: indigenous hospitality house and Dwell	Business committee member and leadership team	Port Phillip Pioneers Group Incorporated	Committee member
The Women's Spirit Project	Managing Director	Marong Neighbourhood House	Op shop
Safer Care Victoria	Participant on advisory committee	CourtNetwork	Court support worker
Lowana craft shop, ambulance auxiliary	Shop salesperson, committee member	Bendigo health and St. John of God	Emergency and medical
Church, Tennis Club, Eco group, The Greens, GRLC	Music provision, property committee, eco group, Tennis club fundraising,	RDA and Bendigo Health	Horse lead/side walker and discharge lounge assistant
A political party	Branch treasurer, social media admin	Yarrowonga Mulwala Community Learning Centre	Board member
Greater City Geelong	Home Library Service	The Violet Initiative	Violet Guide
1. Langwarrin Community Centre			
2. Neighbourhood Connect	1. Community development projects		
2. Research and promotion	Benwerren	Household Assistant	
Share the Dignity	collect and distribute donations	Migrant Settlement Committee, Communities Council of Ethnic Issues, Victorian Multicultural Commission, Boroondara Health & Wellbeing Advisory Committee, Whitehorse Council, Knox Council - Bright Ideas over 55 network	Member and previously secretary of committee of management, advice and feedback to council and other networks meeting
QueersInScience	Committee Member	Friends of Bellarine Rail Trail;	Secretarial role ensuring compliance requirements are met; Undertake Working Bees and maintenance of the Rail Trail;
Lions / TABA / Gippsland United Basketball/ Gippsland Carer's Association'	Zone Chair / President / Board Member / Treasurer	Whitehorse Disability Committee	Committee member
Christchurch and Geelong regional Library	Home Library service and Breakfast maker	Red Cross	Emergency Services
Home Library Service	Deliver and collect reading material	Eastern Volunteer Resource Centre	Transport
Geelong Regional Libraries	Home Library Service	Yarra Ranges council	Meals on wheels driver

Appendix

Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?	Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?
GRLC	Home library service	2 organisations: PMI Victorian History Library, National Ageing Research Institute	President of Library & Board Chair; visitor to aged care for NARI
St Vincent De Paul	Working in Vinnies Op Shop Ferntree Gully	North Richmond Community Health	Homework Assistant
Pakenham Floorball club	Vice President	Mullum MULLUM Indigenous Gathering Place MMIGP. Communities Council On Ethnic Issues Eastern Melbourne CCOEI	MMIGP- Pantry, Fund Raising, Yeng Gali Mullum Singers, CCOEI assist as requested including assiiting in arranging Harmony Day activity
Vision Australia	Facilitator for Teleling programs	Cherished Pets	Walking dog / social visit
Exemplar Global	Technical subcommittee	Kew High	Manage second hand shop, assist with events for school and local church communities
Parks Victoria, City of Melbourne library, Melbourne Symphony Orchestra Chorus	Volunteer guide, English conversation class facilitator, chorus committee member and singer	LionsClubs - Youth - CrimeVictims- FamilySupport - Refugees (7 Life Memberships)	CommunityFund raising - past 20 years - retirement - exceeding \$.5m
Vinnies, Geelong Library, EdConnect, Local church, Food service, Aged care	Vinnies..shop assistant, GRL..A home library volunteer. And Heritage centre ,data entry, Church morning tea, church Sunday school, volunteer, at Food service for homeless serving meals and drinks, Aged care .. visit and conduct monthly service,	Birth For Humankind	Director
Neighbourhood houses	Varied	Eastern VolunTERS	Driver
Sunbury agricultural society	Pavilion steward	Eastern Volunteers	administration
APS College of Clinical Psychologists and INCC Yarra Paddlers	State Chair College of Clinical Psychologists and Committee Member - Compliance Officer	Healesville Community Garden, U3A, Healesville Living and Learning Centre, Healesville Music Festival	Committee member
Local council	Art n craft	U3A nunawading	President
Home Library Service	Delivery books	Eastern Volunteers and English Classes for Migrants	Office Volunteer (EV), English Support
U3A and NIBS	U 3a committee member, NIBS customer service	Basscare	Digital mentor

Appendix

Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?	Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?
Geelong Regional Library Geelong Relief Foodbank	With the library- selecting books for an elderly lady who is unable to go to the library & delivering the books to her home. At the Foodbank I stack shelves, serve clients, price label products, process food vouchers	Neighbourhood House	Board Member
Pakenham Arthritis Self Help Group and Seventh Day Adventists Pathfinders	Secretary	Eastern Volunteers	Driver
home library service	selecting and delivering library materials and returning materials to the library for clients in a nursing home	Foster the Future	English tutor
Geelong Regional Library Corporation, and Outpost	Delivery of books to elderly; provision of meals to needy	Ringwood Church of Christ	Sunday worship help
Geelong Regional Library	Home Library Services	Yarra Ranges council	Meals on wheels deliveries
Geelong library	Book delivery	Eastern Volunteers	Volunteer Drivers
Geelong Regional Library Corporation	Home deliveries of audio books	Eastern Volunteers	Driver
Barwon Health, Bapcare, Catholic care Red Cross	One on on visiting, book delivery, homework club	Rotary Club Forest Hill	Club Member - whatever is needed.
Geelong Home Library Service	choose and deliver books	South Gippsland Citizens Advice Bureau and Information Centre	addressing community and visitors needs and enquiries face-to-face and by phone
Geelong regional library	Home library service	Eastern Volunteers	Community Driver
Geelong Home Library Service	Select and deliver reading material to clients	Eastern Volunteers	Community transport driver
Geelong Home Library Service	Choosing and delivering library books	Girl Guides Vic, toy library	Leader of youth program, president
Geelong Home Library Service, Geelong U3A	Book deselection and delivery, tutor	Eastern Volunteers	Driver
Feros Care - In Great Company	Community companion	Eastern Volunteers	Driver
Life Church Benalla Inc	Board member, public speaker, barista, musician, assist elderly, volunteer transport	Scouting	Casual leader
Surf coast shire council	Library	Eastern volunteers	Driver
Geelong Library Services	Home Library Service volunteer - facilitating borrowing for those unable to for themselves	Eastern Volunteers	Driver

Appendix

Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?	Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?
BeachPatrol Australia	Committee member and group leader	Maribyrnong River Rubbish Club	organiser
Stawell Performing Arts Company inc	Committee member- activity leader	Centre for Participation	Patient Transport and Community Meal Delivery
Heathmont Hornets basketball team	Team manager	Football Victoria	Committee Chairperson
Wyndham Netball Association.	Mentor	Bendigo Health and a Military Museum	Nurture role in SCN Bendigo Health. Cataloguing in museum
None profit organisations	Various	Centre for Participation	Community service driver
Catholic Education Sandhurst Council for the Arts	Advisory Council member	Centre for participation	Driver
Kilsyth Festival Committee	Planning event and delivery of sound	Vinnies, Melb City Mission, Eastern Palliative Care	food packer, community visitor, biographer,
Tracking club of Victoria	Committee member	Csv	Secretary
Golf club	Look after pro shop after staff hours	Quarry Hill croquet club	Member of committee
Heathcote tennis club	President	Centre for participation, Horsham	Home meal delivery
Warrandyte Neighbourhood House	President	Centre for Participation , Horsham Neighbourhood House & Vicotria Regional Multicultural Council Cp	Meals on Wheels , Assistance to Migrants
Anglicare, Edgar's Mission Farm Sanctuary, Melbourne Chicken Rescue, Amazing Greys Greyhound Rescue	mentor, transport driver, outreach officer	CFA, Scouts, Primary School, Farmers Market	
I was recently a volunteer for Melbourne Fringe, at the moment the only regular volunteering I do is to help coordinate an online gaming group	Admin/membership coordinator	adra	Allrounder
Not for profit	Committee in one, and admin on another	A social foundation in Indonesia	Board advisor
I jusy signed up at pur community multicultural discussions and organising events. I volunteer at our local church and raised gunds for a cause as well as gathering of multicultural groups	Organizer	Western Region All Capabilities Cricket	Supporting the Indoor & outdoor players & their families
Family Inclusion Network Victoria	advocate, coordinator, committee secretary	inspiro	Member of Community Advisory Group
Holy Fools Inc	Community Worker	Western Health and Hobsons Heathcare	Consumer advisor
Adoption Search Australia (Facebook)	DNA search angel	City of Melbourne Tourism	Tourism information

Appendix

Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?	Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?
CFA	MEMBER	Parkrun. Driving	Driving as a volunteer local hosp. Many different vol roles at parkrun. Listen to reading
Fishing	Hrlp out	Chirp community Health	Help with admin with Community Health. And help & assist with Walking Group .
Little Athletics, also Whittlesea Neighbourhood House	Making food, serving food	L2P Program, Neighbourhood Watch Victoria	Mentor Driver, Board Member
Family 1st	Father	Castlemaine Health	Patient Transport Driver
Red Cross	Emergency Services	Castlemaine Health	Nordic Walker Leader
Royal children's hospital, primary school parent association	Secretary of board, parent volunteer	Landcare, Political Party	Weed management, Secretary
Choir, local govt, landcare	Landcare: on site coordination planting & maintenance, committee: Choir: Organise supper & maintain website, usher & help with events,	Melbourne City Mission and Uniting	Community Visitor and Emergency Relief
IABC APAC	Board member and treasurer	Wyndham Victory Netball Club	President & Coach
Church, sports club	Worship production, music, set up for tennis comp	Cricket Club; Foodbank	committee; breakfast club
Australian Red Cross	Emergency services - mentor	Zonta International	Board Member/Secretary
NCJWA VIC	Board member	Lane Cove Rugby Club	Social media coordinator
CFA	Lieutenant	youth group	Meal prep at camps
Department of Environment Land water and planning; Canteen	Flood resource creator; local advisor member	Many local sporting groups	President/Coach
AARE	Committee member	Landcare	Committee Member
VCC Emergency Ministries	Chaplain/Person Support	Castlemaine Health	Pet therapy in Aged Care
Kinglake Historical Society	computer and digistisation manager	Jazz Festival Committee, Community Lunches, Affordable Housing	Sponsorship, Kitchenhand, Committee Member
Footy club, fire brigade	Trainer, lieutenant	Community Health	Helping for everything
Scouts Australia, Warrandyte Basketball and AFL club, fundraising for Cancer Council and Wildlife Society	Fundraising and team support	CWA, VIEW club, Uniting Church	Non-specific

Appendix

Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?	Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?
Meander... a group caring for the Menzies Creek and Emerald Tourist Track	Coordinator	Bendigo Health, Golden Dragon Museum, Uniting Church	Spiritual Care worker, Gallery meet and greet, help with a weekly lunch program
Cat People of Melbourne and Boroondara Hard Rubbish Rehome	Committee member (cats) and Secretary	Bendigo Health	Assistance in aged care centre
Local community centre	Committee of management sub committee	Community Health	Help for everything
Scout	Leader	MiCare, Bendigo Health, Church ministries, share music and sing with choirs	Spiritual Care with Bendigo Health, spending time with MiCare clients, in listening, sharing, singing, taking them out for a coffee etc.
Wellbeing in Schools Australia	Varied	Bendigo Health	Patient feedback
Walhalla Heritage and Development League	President and general volunteer	Vinnies, Emergency Dept at local hospital and Guide at our Cathedral	Sorting and pricing homewares at Vinnies and helping with patients and visitors when ask to by the nurses
Malmsbury Village Fayre committee	Media	Bendigo Health	Meet and greet
Merricks Yacht Club	Social committee	Bendigo Health	Hospice patient support.
City on a hill	Production	Bendigo Health	Support person in Carer Respite
Pyramid Hill Neighbourhood House and Pyramid Hill Vommunity Op shop	Vice President, Community Car Driver and shop assistant	Bendigo Health	Biographer in Hospice
Uniting AgeWell, ACOSS	Volunteer Social Support Scheme- visiting older people. Involved in advocacy, raise the Rate of Jobseeker, Ageism and Discrimination Campaigner,	Bendigo Health	Volunteer Services and Foundation
CFA, Wangaratta Dragons Hockey Club, Neighbourhood watch	Brigade Captain & aircraft officer, delegate on 4 cfa committees, hockey management committee, general member of NW.	Bendigo Health	aged Care
Surfrider Foundation Surf Coast Branch	President	Bendigo health	Support & companionship
School	Parent helper	Bendigo Health & St John of God Hospital	Support person, patient companion, Family support
Mornington Peninsula Shire	Committee member Disability Advisory committee	Sandhurst Football Netball Club	netball club
Melrose Primary School	Vice president of school council	School PTFA	Committee member
Building management	Committee member	Friend for Good	Friendline call taker

Appendix

Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?	Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?
Warrnambool Community Garden	Committee member	Rotary, & Scouts	Help
Boroondara Neighbourhood Watch	Chairperson	Centre for Participation	Mentor Driver,
Harding Miller Education foundation	Coach	Eastern Volunteers	Volunteer Assessor
Grovedale Toy Library	President	Wonga Park Cricket Club	Treasurer
Barwon Health	Consumer advocate	Centre for Participation	Social support
Inverloch Netball Club	Social Media	Centre for Participation	Meals on wheels. Driving people to appointments.
Mercy Palliative Care	Home visitor	Friends of Stony creek	Vice president
Emmanuel Christion Church Melbourne	Media Support	Rotary	Assistant Govenor and club member
Smythesdale Progress Association	Deputy manager of the all things great and small needed doing	Aberfeldie Jets Basketball Association & Keilor Basketball Association	Coaching
Melbourne AMEP, Darebin Intercultural Centre	Volunteer Tutor, Community Reference Member	Beacy Bandits Basketball Club	Team Manager
vinnies	tutoring kids	B24 liberator Restoration Museum	committee Member, Guest speaker, Aviation Engineer
AMES/Melbourne Uni	mentoring	Bendigo Health	Helping people in day surgery
gardens for Wildlife, Bungalook, Strathdon House (Whitehorse Council) St Vincent de Paul welfare call centre.	At St Vincent de paul I work in the volunteer call centre answering the phones. AtBungalook Nursery I propagate indigenous plants, At Gardens for Wildlife I provide advice to registrants and write reports, At Strathdon, I help out in the productive garden.	Western Region All Abilities Cricket	Coordinator
Victoria State Emergency Service	Member - ordinary	The Outpost Inc.	Vice President
Meals on Wheels for Centre of Participation Horsham	Delivery of meals to the elderly	Friends for Good	Engaging in conversation with people who feel lonely
Ballarat Women's Shed	Workshop Program Coordinator	Centre for Participation Horsham Vic	Vicroads Learner Driver Mentor, Meals on Wheels Program, Medical Transports to other Towns/ Cities, Social Support (Centres Bus driver)
AMEP and Swinburne University	Assisting with migrant English classes	Centre for participation/ public advocate office/ Western health Horsham	Driver / office work / committee member
Australian Wildlife Conservation Volunteers	Resident backbone	Friends for good	Help line volunteer

Appendix

Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?	Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?
Fundraising for charity	Can help patients	Centre For Participation	Meal delivery
One2one Church of Christ	Community support, occasional cleaning, coffe/tea making	Castlemaine Health, Maldon Neighbourhood Centre	Patient Transport, Community Bus driver
Ballarat Grouo Training	Coordinator of volunteers	Centre for participation	CMD and L2P
Food is Free Ballarat	Gardening	lions	secretary meals on wheels attend most working bees
Ballarat Permaculture Guild	Committee Member	ses cfa redcross good friday appeal open house + adhoc	various. emergency responder. customer service
The Hidden Orchard, HiveMind Community Apiary, Victorian Recreational Beekeeping Alliance, Ballarat Neighbourhood Centre Garden	Harvest Leader, Beekeeper and Secretary, Committee Member, Summer Garden Watering Volunteer	Friends for Good	Friendline Phonenumber
Westgate Multiple Birth Association	Committee President	Fair choice	Gardening duties 3 hours/week
Ballarat Pink Phoenix Breast Cancer Support Group	Secretary	Friends For Good	Phonenumber operator
North Ballarat	Board Member	Bendigo Health	Visit and provide faith-based ministry
Girl Guides Victoria	Region Manager, Trainer, Unit Leader	St Vincent de Paul	A member of a conference (group) and president of a region
Compassionate Hearts On The Bellarine	Secretary and home visitor	Friends for good	Friendline call taker
Travellers Aid	Buggy driver	SCAR	Animal Attendant
Travellers aid	Transport assistant	Collingwood Childrens Farm	Admin
RSPCA	Op shop assistant	Friends for Good and Anxiety Recovery Centre Victoria	Helpline Volunteer
Salvos	Back of house	Friends for good	Call taker
RSPCA	Kennels assistant	Friends For Good	Administration recruitment
Lions club	General	Friends for Good	Call Line
Basketball club	Coach, Committee member	Centre for Participation, Serviceton Bowling Club.	Community bus passenger service. General work around the bowling Club.
Girls from Oz Ltd	Finance & Governance Support	Horsham Uniting Church	Finance Committee Member
Melton Botanic Gardens	General hand	Western Region Football League / Street Libraries Australia	Trainer / Street Librarian

Appendix

Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?	Q16 What organisation do you volunteer for?	Q17 What is your volunteer role?
Travellers Aid	Buggy driver	Wimmera Mallee umpires	Umpire
Essendon football clic	Community ambassador	Horsham Cemetery Trust, Horsham Centre of Participation, Grampians Health- Horsham and Dimboola	Doing the work
Travellers Aid	Assisting mobility	Castlemaine Health	Patient Transport Driver
Travellers Aid, Puffing Billy, Public transport users Assn	TravAid - Customer service, PuffBilly- train conductor, PTUA - Committee	Western Health	Consumer Advisor
TAA	Mobility Assistant	Friends of Melton Botanic Garden	Help at clean ups, events, was on committee til Sept 2022.
Travellers Aid, Girl Guides Victoria, Australia Migration English Program	Event volunteer, Unit Volunteer, English Tutor	Eastern Volunteers - Community Transport Section	Office administration and sometime drive
Travellers Aid	Helper - general factotem	Centre for Participation. Christian Emergency Food Centre	L2P Mentor, medical appt driver, meals on wheels. Food room
Griefline	Helpline volunteer	Centre for Participation	Education Support (Adult General Education)
Baptcare Westhaven aged care	Lifestyle volunteer support	Caladenia Dementia Care	Board member
Springvale South Cricket Club	Chairman	Girl Guides, Meals on Wheels	Leader
The Dual Identity Leadership Program	Program Director	centre for participation horsham	meals on wheels
local community org	Board memeber and Secretary	Church of Christ, U3A, Returement Village Residents Committee	Service, musician, President, Tutor, Chairman, Confidante
Aman Cara	anything that needs doing	Bowling club ,Bordertown Field Naturalists , a hostess on the Community busHorsham Centre of Participation ,	gardening, write newspaper bowls reports to 5 newspapers, Look after Harding's Springs Conservation park, Help people on and off the bus , collect bus fare money
1)Advance Care Planning Australia, & 2)Older Person Advocacy Network	1) ACPA Community ambassador & 2) Member OPAN National Older persons resource group	Bendigo Health, Royal Flying Doctors	Driver
compassionate hearts on the bellarine and uniting church	story writer for the dying and serving food at events	Friends of Williamstown Botanic Gardens	Committee member, raking the garden paths
L2P	Mentor	National Trust & Goodness Gracious	Gardening & Food Collection/Organisation and moral support to clients
Latitude	Committee on Management Secretary	Heathmont Bowls Club Inc.	Board Secretary

Appendix

III. WHAT WAS IT THAT MADE YOU WANT TO START VOLUNTEERING?

Q72 What was it that made you want to start volunteering?	
To help others and gain work experience	My interest
Centre link on	My passion to help others and giveback to communities
Centrelink requirement	Organisation asked for volunteers. Also you get a T shirt once you have volunteered 25 times
I started volunteering as a part of my placement but now I enjoy it.	Passion for a cause. Seeing where there is a need. Contributing to the community.
Increase my employability, help others in the community, and meet likeminded people	realised I had a bit of time and others were in need of help.
Keep skills up to date, have a reference when seeking paid employment, to fill a gap in my resume	Recognition of inequality and social injustice in the world
I wanted to help people	Second nature
I wanted to help people.	Second nature to me
I can help	Seeing a need in the environment
I enjoy helping people and there is always time to give back	Seemed like an obvious thing to do
I have always volunteered despite working full time.	Seen a need and knew that I could help.
I lost my job at 63 and felt it was time to start giving back to life.	Support climate action. Improve an area of the food industry that requires help
A commitment to community and helping others	Support the elderly.
A desire to be a part of the local community	The lack of help for people with disabilities. I was a Special School Teacher.
A desire to be helpful to others supporting a good cause. A desire to better understand my community group.	Those who are blessed need to bless others less fortunate than themselves
a desire to build a healthier community	Time on my hands and awareness of my privelege
A desire to help make the world a kinder more inclusive place to live.	To contribute to something worthwhile and to purse my own interests
A desire to help our community be stronger and to help those less able to help themselves (e.g. elderly people, migrants)	To help elderly shop and visit appointments.
A desire to help the community and be involved	To keep a community club going plus ensuring members are not being taken advantage .
A desire to make the world a better place	To raise funds and to raise awareness
A gratuitous service to the community	To support needy in the community, provide a service to those who are unable to obtain services themselves
A sense of giving back to the Community and wanting to help others	To support the Elderly in Nursing Homes.
A sense of my capacity to contribute in community leadership roles.	Volunteering is helping and helping is caring. I want to help people who are in need. I used to work with many people before and I know that how important of volunteering in a society.
A want to give back to the community	volunteering is my calling, i like helping people.
Ability to give back to community	Want to allow those unable to get to library, the option of reading hence home delivery of books
An obligation to contribute to society	Wanted to do something to give back to the natural environment.
As now retired I wanted now to continue to be a part of the community and meet new help to help others in need.	Wanted to give back my time for the care I received when I was sick and to improve for others

Appendix

Q72 What was it that made you want to start volunteering?	
Assisting others and learning more	Wanted to improve the lives of others
Be part of the community	Wanting to support an organisation I cared about.
Being a genuine hand for people and connecting communities	Anger and frustration that as a community/society we tolerate racism, poverty, violence, discrimination etc....
Being an active part of my community	As a disabled person, I was frustrated with the lack of access in my community. And opportunity arose to join a disability advisory committee and I applied.
Care for the community	Concern and wanting to be involved
Care for the community and contributing to the Multicultural society	Concern for others
Cause, Community	Concern for others
Commitment to community	Concern for the natural and built environment
Community	Dan Andrews locking down Victoria, shutting the schools & putting vaccine mandates on underaged children
community	Desire to improve my town, frustration with lack of Council and government action.
Community	Don't like what's happening to Australia
Community and friendships are important	Government not fulfilling a need
Community and wanting to give back to my community.	When I saw how terrible government systems like child protection treated families; especially parents
Community Contribution	A need to feel needed and valued.
Community is very important to me and i enjoy making the world a better place.	A sense of doing something positive for the coast/planet, meeting people, protecting the environment and nature.
Community is very important to me. I believe everyone with the time and means should volunteer. Volunteering is a win-win.	As a retired teacher- librarian, reading for pleasure is very important to me & being able to help others who are unable to access library services themselves gives me a good sense of satisfaction.
Community minded	Cant remember. I was a child. Probably a sense of compassion for others.
community need	Caring and helping others
Community need	Caring for others
community need, watching my parents and grandparents	Enjoyment of belonging to a group of likeminded people.
Community participation- helping out in small rural community to make activities happeneg; sport, events, church life	From early age had a passion to help others/ disdadvantaged.
contribute to advocacy groups	giving back to an organisation that supported me as a child
Contribute to community	Giving back to others in need as much as was given to me when I was in need.
Contribute to society by doing something useful	Help people in need and provide support
Contributing to community	I experienced first hand the need for, and what a difference a person could make to another in need
Contribution to community	I feel I'm very lucky to have the life I have and wanted to give back and help others
Contribution to community well being	I feel very fortunate in my circumstances and I'm quite happy to help others
Desire to connect with community	I was struggling with things in my life and it was supportive and I had a purpose.

Appendix

Q72 What was it that made you want to start volunteering?	
Desire to give back, gain experience/skills, meet new people after COVID	I've benefited from people who have given their time, it's important to help where ever possible.
Desire to help people and be active in the community	it is good for wellbeing on many levels
Feeling a part of the community	Life circumstances lead me to be depressed and too much time on my hands. Volunteering helped me to build up my life again and get my confidence back.
Feeling of giving back	Outstanding need and a sense of care
Felt I could help others Could assist in bringing joy to the lives of others	Providing companionship. Interaction with people. An advocate for people unable to advocate for themselves. Using skills and knowledge attained through living.
Felt like i had a skill i could contributed, and wanted to help people	Purpose
Following an accident I volunteered to help my own mental health and realised how much need there is in the community.	Purposeful use of spare time. Everyone wins
For over thirty years I have volunteered in groups that gathered during out of work hours. Since I retired I have been able to volunteer in more hands on roles. I like to be involved in the community and to help others.	Recently I had a serious illness and during that time I reflected on what was important to me and i made positive changes to my life.
Genuine concern for others as well as committed to help the community be better	Satisfaction in helping others
Getting involved and giving back	Something to do
Give back to a community that has supported me	Something worthwhile to do with my time
Give back to and help build strong community	The enjoyment of being involved with my local community
give back to community and gain skills	The first time someone helped you
Give back to community particularly young people	the satisfaction of helping out.
Give back to community with past knowledge and skills from career.	To be active
Give back to the community when I retired	To encourage others to enjoy the benefits of Nordic Walking.
Give back to the community. If people don't volunteer lots of things won't happen that are needed to strengthen the local community	To put a smile on someone's dial and make their day
Give to the community learn new skills meet new people	Wanting to be a part of something meaningful in my community.
Giving back	Work can help others
Giving back to communities that need help	Work can help others
Giving back to my community. My Patents did too	A need to give back to the community and family has always volunteered
Giving back to the community	always been part of upbringing to think of others and give to others. parents volunteered for over 50 years, so had role models in this sphere all my life
Giving back to the community	Always did it & parents always did volunteer as well as husband & husbands parents
Giving back to the community and helping people through volunteering brings me so much joy	Being raised in a family who maintained that we are only as strong as the communities in which we live
Giving back to the community is what makes a community successful. Without people helping out things don't get done or done well.	Doing something beneficial with my time, giving back to the world, get to know other like-minded people

Appendix

Q72 What was it that made you want to start volunteering?	
Giving back to the wider community, being connected to community, and bringing a sense of pleasure and satisfaction to myself.	Family
Giving something back to the community.	Family experiences that showed me the importance of volunteering
Had more time and it seemed important to "give back"	Family history
Help the community	Family influence.
Helping and getting to know the local community	Family tradition and upbringing.
Helping Community	Family values
Helping is important if you can	Family values instilled at young age
Helping marine wildlife	Grandparents, parents, siblings. Just something we have always done.
Helping others	Grew up with it as normal, continued due to understanding of the benefit I get as well as the role it plays for others
Helping others	Have been part of church and community groups since a teenager, so it has been a natural progression in areas where the need arises
Helping others	Have done in on and off for a long time, following in my parents footsteps.
Helping others is the rent we pay for living in society.	Historical family influence
Helping others makes me feel useful.	I enjoy giving to others and sharing what I have with others
helping others who were volunteering	I saw what my parents did within our local community (multiple volunteering across their entire adult lives right up until they died), and the diverse range of benefits including improved infrastructure that delivered to the people in our local community, and the broader community.
Helping out helps everyone	I want to feel that I am part of the community, I also want to leave the world a better place than how I found it
Helping people	I wanted to engage with other like minded individuals and I believe it is important for everyone to contribute to the community, paid or unpaid
Helping people	I wanted to get involved more with helping people in an organisation situation. My university had a volunteering group.
I received support and help from community and church. I wanted to give back and contribute.	It was something members of my family and community did, so it wasn't even a decision. I just started helping with things and kept going because I got a lot out of it while also seeing what a difference the groups I worked with make.
I want to do something I can do to make a contribution to society	Making the world a better place, using my time to make my community better, helping others, meeting friends
I want to do something I can do to make a contribution to society	My family have always volunteered in many different capacities. Community involvement and responsibility were part of my upbringing. I'm proud to say my children have continued this spirit.

Appendix

Q72 What was it that made you want to start volunteering?	
I want to do what I can to be a contributing member of society	My own experience as an adoptee identifying birth family and understanding how important this is to the adoptee community, which is often overlooked. I had both the technical know-how and the insight necessary to be a DNA search 'angel' volunteer.
I wanted to "give back"	My parents even though they were migrants who spoke little English were very community minded especially amongst the Italians and we lived in a small rural town so it was vital to be involved in the local community
I wanted to get involved and give something back to my local community. I had retired and had the time and energy to do so.	My parents have always volunteered as I grew up and I had always wanted to do that
I wanted to get involved in my community	My parents have helped others in needs, and I am following their foot steps
I wanted to give back to my community and help people who are less fortunate than I am.	My parents were advocates of volunteering. None of my siblings' volunteer but I wanted to be a part of the community and give back.
I wanted to give back to the community	My parents, particularly my father, were volunteers.
I wanted to give back to the community and keep myself active	People need help in all sorts of ways. It's important for social health and cohesion.
I wish to help people. I've been volunteering all my adult life	Raised in a household that emphasized the importance of community care.
I've done it since I was 14 and see the benefit it creates. For myself, for others, and future communities. The change is meaningful and impactful.	School clubs
Impacts of emergencies on communities and individuals	Sense of belonging, helping, learning from others, satisfaction in what's achieved, seeing gardens & trees grow.
In the beginning about 12 years ago I volunteered with the L2P program. Unfortunately I ran into some serious health issues and stopped. Now that I am no longer working I felt the need to get out and do something constructive with my time and rather than look for a job I didn't want I felt being a volunteer would be if a benefit to the community and me.	Social justice
Just always have. its a way to get something done or help others without necessarily facing barriers hurdles restrictions and obligations to doing and helping that one might face as an employee.	Started as a child along with parents
Just want to help out and find something meaningful to participate in.	Support my community's club
Life balance, using my skill set, giving back, volunteering with good people, helping people in need. Understanding what palliative care clients and families needed, being a good listener.	support others
Lived experience of cause and wanting to give back	Use my skills having already worked with people from a disadvantaged background
Looking to give back following retirement	Value community engagement
Looking to learn about my local community and to build my network	Vasudeva Katumbakam. The whole world is one family. Ubuntu A person is a person through other people.
Make a contribution to society	Volunteering was always a part of my family life.
Make a difference locally	was part of my upbringing

Appendix

Q72 What was it that made you want to start volunteering?	
Making a contribution to my community, outside my professional life	A feeling that I am very fortunate and that I have plenty of free time so I should use it to do something useful in the community. Most people are worse off than me and I can help them. It gives me a sense of purpose and satisfaction.
Making my community a better place	Contributing to an organisation, a commitment to outcomes for consumers and a desire to make a difference
My desire to give back, for all that I have received.	After finishing work it was commitment for me to be a useful member of my community which filled a space in my life after working. It is a win, win situation.
Need and skills to match	Entering retirement and wanting to engage in activities that help others, especially in aged care and animal welfare
need in the community	Give back to society and fill in time in my retirement
Need to help in some way	Having more time upon retirement
Obvious need	i retired and didnt want to get bored at home.
One of the better-known benefits of volunteering is the impact on the community. Unpaid volunteers are often the glue that holds a community together. Volunteering allows you to connect to your community and make it a better place. Even helping out with the smallest tasks can make a real difference to the lives of people, animals, and organizations in need. Volunteering is a two-way street: It can benefit you and your family as much as the cause you choose to help. Dedicating your time as a volunteer helps you make new friends, expand your network, and boost your social skills.	More time to be able to help since retiring
Put something back into the community	Moving to a new community and a need to engage with the community. Also doing something worthwhile following retirement.
Put time back into the community	Needed something to fill in time after retiring .
Saw a need and decided to become involved. A belief that if you join a club or organisation you have a responsibility to contribute	Needed to have something purposeful to do in retirement
saw lots of gaps in community support	No longer working, but wished to continue to use my skills to help others.
Saw the need	Recently retired and therefore finally have time to help others apart from my extended family.
Seeing needs in community	Reduced work in ythe paid workforce and recognising the need, plus knowing I had ability to contribute
Seeing people who are in need of support. Doing something meaningful in my community.	Retired & have the time to start giving back to our Community
sense of community, need for volunteers, especially during Covid restrctions	Retired and unemployed
Service to the community.	Retired and wanted to give back to the community, and also something to fill in my free time
The advocacy of helping others and make a difference in the community.	Retired but still keen on making a contribution. Keen to follow up my interest in health
The desire to give back	Retired from my paid role in healthcare but still felt I had skills to offer
The need for healthy vibrant Community.	Retired teacher/ single parent & home stay parent for many years

Appendix

Q72 What was it that made you want to start volunteering?	
The need to be involved and by helping others	retirement
The need to help others	Retirement
The need was there and someone needed to respond	Retirement
To be useful to older adults	Retirement and I have always done voluntary work
To contribute and learn and support others less fortunate than I in the community.	Retirement that I was not enjoying
To do something for the community.	Spare time during retirement
To ensure children are provided the best opportunities and the community are informed.	Structure after retiring
to give back and help others	Taking long service leave and going to retire. Looking for different life experiences and have always wanted to volunteer when I had the time to do so.
To give back and make my children proud	Use some of my free time to be of use in the community
To give back to a not for profit organisation	Wanting to give back to the community following retirement
To give back to my community	When I retired I wanted to use my skills and help others
To give back to my community and make it better	Could help. Making new friends and associations. Passing on skills.
To give back to the community	Encouragement from a fellow past teacher
To give back to the community	enjoyed being with the people and could understand that they were doing a great work
To give back what they gave me as a child	Experience
To help and contribute to the community	Exposure, making friends and giving back to the community.
To help and support others in time of need or going through traumas and loss	Founder of Caladenia Dementia Care kept asking me to volunteer - to shut her up I volunteered to help for 3 years. That was 26 years ago.
TO HELP MY COMMUNITY AND PROTECT MY FAMILY	Friends and Family
To help others	Get experience and make friends
to help others	I enjoy talking to new people and helping them to keep connected to the community
To help others	I got dragged into it by friends during high school
To help others less privileged and share knowledge and expertise.	I have volunteered all throughout high school and Uni, but studying psychology reiterated the importance of it for me
To help someone housebound in my community.	I wanted to give back to people who had helped me.
To make a difference & help our community	I was invited and got more involved as time went on
Trying to help others.	Involvement with my children
Want to help people	It began with the example of my parents & then my Christian Faith has spurred me on to continue.
Wanted to contribute in a positive way to community	It has been an integral part of my life growing up with volunteering parents so I naturally followed
Wanted to give back to my community - I consider myself fortunate to have all that I need and can share some of my resources with others.	It was part of my children's education
Wanted to give back. A need was there and I had the skills to work in that area.	Learning new things, keeping busy, meeting new people in a new city

Appendix

Q72 What was it that made you want to start volunteering?	
Wanting to contribute to my community and support people who may be isolated.	Life circumstances and understanding the power of being able to assist others and help to improve their lives and morale with small acts of kindness or support.
Wanting to give back initially, and then realised I could do something useful.	Loneliness
Wanting to help less fortunate in my community.	Looking to be around good people making a positive difference to a community in which improved social norms are needed.
Wanting to help the community and others that require assistance of some sort.	Meeting people and having local social networks is important to me.
Wishing to put something back into the community	Moving to a new area
...it's just what you do	My children starting kinder and school I wanted to be involved and help them succeed
A need for support in Education for disabled adults	Need for company, desire to help
Alignment with my interests and values	Needed to get to know people and the desire to help if possible
Aligns with my understanding of who I am/want to be and the kind of world I want to live in	Originally to help with my kids sporting club, been in rotary for a number of years, and lastly when my husband was ill, saw firsthand what services were available to him through organisations , many of which used volunteers
An interest in the cause. E.g. I went on a sail training voyage as a teenager and volunteered on their supporters club for many years; I work with animals, and when younger volunteered with the Friends of the Zoo; I now have twins, and volunteer with my local multiple birth association.	Originally to meet people in my neighbourhood, and was asked to help
Because these were things I was interested in	Reaching out to people in need, especially those who struggle with health issues.
Can help patients	sense of community supporting people not equipped to fend for themselves
cleaner environment, climate change	sense of community and wanting to help others
Climate change and food insecurity	Sense of community, wanting to help people , build my confidence and a need to get out and about more
Environmental impact mainly but these days community engagement is important to me	Sense of injustice / networking
Genuine interest in local community	Sharing and learning and community building. Making radio
I began volunteering while studying at Uni over ten years ago, as I loved animals and wanted to help them.	Social network
I believe that we need to be of service to others for our souls growth.	Started by joining a service club, provided a strong structured social environment, education and service to the community.
I had a wish to share my interests with others.	Staying connected and involved with work-like environments. Perusing worthwhile cause. Helping others in the community
I had spare time and wanted to do something useful	Support the community, learn new skills, try new things, engage with a variety of people, get to know the local community.
I have a Centrelink obligation and felt volunteering was a good fit for my values.	Talking with old people
I have a son with a disability	The need for volunteers Engaging with my community members

Appendix

Q72 What was it that made you want to start volunteering?	
I have arms and legs and time, and only one life. It needs using.	The opportunity to be with people in a meaningful way
I like it	There is a need out there and it feeds your soul to see others do well. If you want to go far, you go together.
I live by what Jesus taught "Do unto others as you would have them do unto you". Many people are quietly in need and if I can help I want to. I am grateful for my life and there should always be giving when able.	To be involved within the community + assist where needed
I LOVE WORKING WITH CHILDREN AND THE CHURCH NEEDS SOMEONE MORE TO WORK IN THE CHILDREN'S LITURGY.	To be part of a community
I saw a need and when no one else did - I filled it	To become part of the community, get to know people, make friends (requires repeat opportunity to interact), in return for contributing my skills
I thought I could do something useful with my time and helping people with English always appealed to me.	to help support local cricket club
I want to assist others, we are all part of humanity and have shared obligations. I also believe too many, stand around at barbecues or the pub and complain. Make a difference, stand up and help out.	To help the sports orgs I was involved with
I want to help animals in need	To keep busy, meet people and give back to community.
I wanted to be involved in ecological work, particularly plant prop	To share skills and learn new ones to be involved in the local community.
I was always going to volunteer when I retired	Via my university I became a volunteer.
I went part time at work - had the time and the opportunity to join Zoos Vic arose. In other volunteering roles - I wanted to join with others to do things that make a difference.	Wanted to help at my daughter's school
Interest and helping	Wanting to be involved in my local community
Interest and taking responsibility for my environment	Wanting to help others in a meaningful way, gaining new skills and connections.
Interest in helping and supporting a community and having a positive impact on people and spaces around me	When my kids were small I started volunteering at the local Toy Library as a way of keeping the service going
Interest in local history.	when we needed help a lot people came to help us what goes around comes around
Interest, wanting to assist others, meet others,	youth group
Interested in making a contribution	A volunteering team in school made it accessible and easy to start off
It was something I have always wanted to do once I retired.	Active capacity building, skills sharing
it's a good use of my time and gives me pleasure	After the lockdown, it was mainly due to a need to get back into the community and be with people, however I have undertaken volunteer work in the past and enjoyed it, so was happy to do it again.
It's just what I do.	being part of a group
Meet the need	Connect with like-minded people
My decision to "put something BACK into the barrell"!!!!!!	bored
My enjoyment of sport	I have both the time and the inclination (and the energy)

Appendix

IV. HOW DID YOU FIND YOUR VOLUNTEER ROLE?

Q75 Other, how did you find your volunteer role?	Q75 Other, how did you find your volunteer role?
1)ACPA - ad in newspaper, 2) OPAN, invited to participate via work in ACPA	Involvement in activities for myself then moved to volunteer to provide opportunities for others
A long-time participant in the group.	Ad at cinema
It was a combination of the above 3 selected categories. Through my university exclusive volunteering page this opportunity was presented as a poster on a Facebook group. I read the post and contacted the number on the poster. Then spoke to the contact and she interviewed me and I got the role after submitting a resume and doing a volunteer working with children's check as well as a police check.	Involvement in my church which strongly encourages volunteering & caring for others both within the church context & the general community. Also the example of Christ which shows that showing love & caring to others is a blessing not only to them but to those doing the caring which I have found to be SO true!
Advertisement	Joined organisations as participant and engaged in volunteering from there
Advertisement in local newspaper	Joined the group as an ordinary member and then became a member of the committee.
Advertising in window of local office	Just something a wanted to do.
AGM	Knew from previous employer
Already a 'Friends of' member and local resident.	Lions club - introduced
Also, responded to an advertisement about the home library service.	Local community newsletter
Applied for role as volunteer	Local Council Information
Approached by an existing volunteer with a request to provide assistance	Local newspaper article
Asked at library	Local paper advertisement
Associated with my employment at the time	Local volunteer network
Attended events put on by group. Invited to volunteer.	Magazines
Attended meeting and became a member.	Member of golf club . also have done in past meals on wheels
Aware the organisation could use volunteers	Member of professional organisation and knew about INCC because of family involvement
Became a member of a community sporting club.	Moved from youth member to adult volunteer on turning 18
Became a member of group and was asked to volunteer there	Started my own not for profit
Being a Special School Teacher I started up several committees for All Abilities Sport and housing for people with a disability	New to area so researched what was available
Being in groups and being invited to join committees.	Newspaper advertisement
Being involved in local community	Newspaper article
Boroondara council volunteer website	Newspaper article, Aware of ongoing, volunteer opportunities, Library notices
By attending the school	No one else would do it
Call for volunteers in the local paper	Noticeboard at local library
Came about from being a member	Organisation website
Cannot remember	Part of a Club

Appendix

Q75 Other, how did you find your volunteer role?	Q75 Other, how did you find your volunteer role?
Centrelink	Participant in the organisations programs
Centrelink contact	Participating at the club
Centrelink.	Performed in the arts group and found other ways to be involved by talking with other members.
community newsletter	Personal research
Contacted the organizations involved	Previously worked for WH. Saw a flyer at a Hobson Healthcare Day Procedure Unit
Display at Whitehorse Spring Festival	Radio advertised asking for help
Flyer	Radio interview
from work volunteering day	Recommended through a friend.
Had signed up to their newsletter	Recruited on facebook
Had worked at the residential home , and on retirement moved to volunteering .	Responded to request
Have previously volunteered with the global organisation and also the local Victorian chapter	Roadside advertisement
Help set up the group	saw a need so asked
i actively looked for a mentoring role and I directly enquired with Animal Aid	Saw it on the RSPCA website
I belonged to the organisation as a player, now I volunteer. In relation to my neighbour, she approached me.	School email/COMPASS
I contacted the organisation directly, seeking ways to connect with others in my community.	School newsletter
I created it	Search on internet to expand my volunteer opportunities
I get involved in groups and talk to people and needs and opportunities present.	See things that need to be done.
I had been attending the church for a course and spoke to staff to find out what they do	Sign in shop window saying that the Op Shop needed volunteers
I had been listening to Vision Australia radio for many years and thought I'd like to volunteer with them, so I got in touch.	Sought out something I would be interested in by attending office
I joined Daughters of the West- 10 week x 2hr free sessions sponsored by Hobson Bay Council , Western bulldogs & Worksafe Victoria this year. Met a lady that had volunteered for 30years (85yr). Asked if anyone wanted to volunteer. I then participated in Community Connection Leadership course. Sponsored by Hodson bay council. Several other short course also Grant writing, etc.	My current long-term volunteering role was via a family referral to the charity concerned; ie. connecting me and my particular skills to a charity known to need someone with those skills. My latest short-term volunteering role I found through social media (Instagram).
I joined volunteer group at my church.	Started when a neighbour went into aged care.
I joined WMBA as a member, then after a couple of years joined the committee.	The church I attend invited me
I knew about it through my previous employment	Through local print media
Through University	Through my local council
I offered my skills	through the school
I planned and chose to volunteer in a number of roles in the local community, wearing 3 different hats, ahead of my retirement from paid employment.	I know from experience that most public libraries in Victoria try to offer this service to the people who no longer find it easy to attend a library.

Q75 Other, how did you find your volunteer role?	Q75 Other, how did you find your volunteer role?
I saw a sign at the park where the group operates	Unable to co L2P during pandemic.
I set the organisation up	University
Using the services of the organisation	Used to work in Nursing Homes.
I volunteered with this organisation years ago and after a 10 year break got in touch with them again. They are local to me.	I started my foundation together with other 15 friends in 1982 and the foundation is still running as well as being monitored from overseas.
I was a Girl Guide, like all learning, it is passed down from generation to generation	Vic Govt website
I was asked	Volunteer hub
Invited	Volunteer Information Centre in Bendigo
I was asked directly to volunteer by a current committee member	Volunteer organisation in Geelong community
I was in an interstate regional library & read a brochure about Library volunteering & options available.	Walked into the store and it was advertised on a blackboard that they need volunteers.
I was in SES but wanted to be more involved with helping people through emergencies, I already knew Red Cross did that.	Was already volunteering and offered the opportunity
I was invited to a bendigo health board meeting and decided I'd like to volunteer	Was approached by people to join the group
I went looking for it	Was asked by a current volunteer
In a small town you just have to volunteer or nothing gets done.	Was asked to apply
Internet search and follow up of previous organisation where volunteered before	Was involved in the faith community
I was asked by the president to be the board's secretary as she knows me and knows me to be a dependable, honest person	When my mum moved into a nursing home, many residents did not have visitors, so I wanted to volunteer to visit residents I also volunteer on their auxiliary.
ZoosVic (then FOTZ) had an article in the local paper. The CWA had a display in the local Bendigo Bank Branch - and I knew a member through the garden club. Friends of Maroonah Reservoir Park had a facebook page and an article in the local paper.	With MiCare it happened in 1992 when officially we became part of visiting people of migrant background. with Spiritual Care used to take communion to Anne Caudle for years and the very reason to keep doing it became part of the training with Bendigo health
Invited to participate in the training and to join, after my involvement in 2009 fires.	Word of mouth
Involved with the club through children	Wrote to the organisation directly

V. IDEAL WAY TO LEARN ABOUT VOLUNTEERING POSITIONS AND SECTOR YOU VOLUNTEER IN.

Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?	Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?
Not relevant to me	Welfare and Community	Newsletters and word of mouth	Welfare and Community
Word of mouth	Welfare and Community	N/A	Arts and Culture
I'm not really looking for any more - but for me and the ones I do now - word of mouth and the local press were good - as they meant it was local and relevant to the community.	Animal Welfare	EV's regular newsletter is very useful (not that I need more volunteer work).	Welfare and Community
Hearing from current volunteers regarding their experience	Welfare and Community	Online	Welfare and Community
Know what my main interests or community concerns are and follow-up via internet or local information sources.	Welfare and Community	regular emails	Education and Training
Social media	Welfare and Community	advertising in media	Welfare and Community
To be approached to help by a friend/aquaintance	Welfare and Community	Through organisations I'm already connected or involved with	Welfare and Community
Word of mouth.	Welfare and Community	A decent website that is all encompassing - difficult I know!	Welfare and Community
Social media	Welfare and Community	Word of mouth	Welfare and Community
Online, local council, word of mouth	Arts and Culture	Via the internet	Welfare and Community
Through personal contacts	Animal Welfare	By email	Welfare and Community
Media	Animal Welfare	Email/Websites	Welfare and Community
Online	Sport and Recreation	Newsletter	Welfare and Community
Personal contact through friend or neighbour.	Welfare and Community	Media	Welfare and Community
Social media	Welfare and Community	Word of mouth	
Facebook Local organisations Word of mouth	Environmental Management	At preliminary interview.	Welfare and Community
Wire of mouth	Tourism	Media	Welfare and Community
Media advertisements, posts by the volunteering group	Welfare and Community	Talking to people who volunteer	Welfare and Community
Social media	Emergency Services	Keep your eyes and ears open, together with following your interests	Welfare and Community

Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?	Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?
The current websites/ social media platforms are excellent - too many platforms creates confusion.	Arts and Culture	Not sure	Welfare and Community
Via employment ads	Arts and Culture	I have a good feeling when I do a volunteer job.	Education and Training
Volunteering newsletter	Welfare and Community	I don't need to do so! I do volunteer! I am involved in my community	Welfare and Community
Word of mouth, social media	Welfare and Community	I searched on the internet before deciding what interested me.	Welfare and Community
Social media	Education and Training	website	Welfare and Community
Email	Arts and Culture	Facebook	Arts and Culture
Email	Welfare and Community	Listening to the community	Welfare and Community
Email or volunteering event	Welfare and Community	I have sufficient opportunities available to me already	Welfare and Community
Through the local organisation	Environmental Management	Online	Welfare and Community
Personal invitation from family or friends. Direct request from a local organisation.	Tourism	social contact	Welfare and Community
Social media	Welfare and Community	social media/apps	Emergency Services
Don't have time to do any more volunteering so I don't know	Sport and Recreation	Contact a volunteer resource centre, look up roles on Seek Volunteer and Go Volunteer.	Education and Training
from others	Education and Training	By way of a friend or web site	Sport and Recreation
Through local community channels or work	Education and Training	Emailing	Health Care
Word of mouth in a community I'm already part of	Sport and Recreation	Email	Welfare and Community
I'm find with any positions as long as I can help people who are in need of support services.	Emergency Services	Look for information on the web.	Welfare and Community
Google	Welfare and Community	Email	Welfare and Community
Social media	Arts and Culture	Via the internet	Welfare and Community
Email	Welfare and Community	I don't need any more volunteering programs	Health Care

Appendix

Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?	Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?
Volunteering opportunities are very diverse - multiple sources/ channels. Trusted website would be helpful	Arts and Culture	Online, through a volunteer specific website or on council website	Welfare and Community
Particularly volunteering	Welfare and Community	Social media	Welfare and Community
As per Q. 28	Welfare and Community	Email or websites	Education and Training
Word of mouth	Welfare and Community	Word of mouth. Volunteering is a variable experience. It is good to know if somewhere is a good place to work. some places don't treat volunteers very well.	Welfare and Community
If driven by me - website or notice board of organisation I want to volunteer at. If driven by organisation - hmmm reaching me would be hard, local paper/media? Letterbox drop? Targeted social media?	Welfare and Community	Networking events, volunteer job boards/ forums	Welfare and Community
I don't feel a need to learn in this area as I am quite busy.	Sport and Recreation	Through social interactions	
Online	Welfare and Community	Word of mouth and from other volunteers some social media if I find the post interesting	Welfare and Community
Online	Welfare and Community	Volunteer EXPO	Welfare and Community
On an online website.	Welfare and Community	Friends or visit Volunteer support service	Arts and Culture
Facebook feed and Seek	Welfare and Community	Social media, newsletters,	Education and Training
Reading or listening to information online	Health Care	Word of mouth	Welfare and Community
Talking to people who are volunteers in community groups	Welfare and Community	More advertising on social media platforms	Education and Training
websites or newspapers	Arts and Culture	Social media	Welfare and Community
Online	Arts and Culture	Television advertising.	Arts and Culture
Library brochures prominently displayed, perhaps at the circulation desk or checkout.	Welfare and Community	I live in a small community therefore it would be ideal for me to learn about whats available through local community radio, face to face with other volunteers or advertisements in newspapers.	Welfare and Community
Web site	Welfare and Community	Friends	Welfare and Community

Appendix

Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?	Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?
Via email and/or sms notifications	Welfare and Community	Word of mouth	Education and Training
Via Facebook or email	Sport and Recreation	on line or attending organised sessions	Welfare and Community
Online	Arts and Culture	Word of mouth	Education and Training
Local social group eg community-specific page on Facebook	Environmental Management	word of mouth and social media	Environmental Management
Websites, webinars	Arts and Culture	Find out what is entailed by asking questions	Welfare and Community
Read notices Word of mouth	Welfare and Community	Word of mouth	Health Care
From a friend	Welfare and Community	internet, papers	Welfare and Community
I find the volunteering platforms ineffective because noone ever replies when you express an interest.	Welfare and Community	Drop in	Welfare and Community
Online	Arts and Culture	Word of mouth, websites, an advertisement	Health Care
Evening	Health Care	Advertising in local paper	Welfare and Community
Community newsletters Community social media	Arts and Culture	Social media and through email info drive.	Welfare and Community
I don't start with a desire to volunteer - but with the need for change. so don't really need to learn about volunteer positions - they come out of acting/making a difference	Education and Training	Letter box drop, articles in council newsletters, and even the occasional advertising through tv or social media	Welfare and Community
Word of mouth or to approached to join a group wanting more volunteers	Welfare and Community	teaching indonesian language to non-Indonesian language speakers or teaching ESL to newly arrived immigrants.	Education and Training
Letter boxing, social media	Welfare and Community	Word of mouth and west connect	Education and Training
through printed matter or word of mouth.	Welfare and Community	newsletters and website	Health Care
Community newspapers	Welfare and Community	Job opportunities sent to my inbox	Health Care
Information sessions in local area, particularly for new residents.	Arts and Culture	Luck	Tourism
Would be interested in Board or committee positions	Animal Welfare	Word of mouth	Welfare and Community

Appendix

Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?	Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?
Seek is good a you can filter and the descriptions are comprehensive	Education and Training	Social media local newspaper word of mouth is a great way in rural areas	Health Care
email	Arts and Culture	Social media, through community or sporting groups, employer partnerships with NFP organisations	Welfare and Community
Seek	Arts and Culture	From friends who already volunteer.	Welfare and Community
Websites	Arts and Culture	Local paper, local radio, word of mouth.	Sport and Recreation
electronic newsletter	Education and Training	Email & text	Welfare and Community
Social media - facebook	Welfare and Community	Seek or Google	Environmental Management
Local paper Council newsletters	Sport and Recreation	Regular information and videos posted across social media and ads across TV and radio	Welfare and Community
Online	Education and Training	Facebook	Health Care
A single state wide / national database	Environmental Management	i dont need to take on any more. more needs exist than I can fulfill	Sport and Recreation
Volunteering culture needs to be supported - it is not volunteering opportunities that are the problem it is finding people to volunteer everyone is 'too busy' We need to work on volunteering being normal and for everyone not just the few	Arts and Culture	social media platforms, word of mouth	Sport and Recreation
FB	Sport and Recreation	Organization Visibility	Welfare and Community
Council run sessions.	Sport and Recreation	On a website and being emailed regular updates regarding relevant positions I may be interested in	Sport and Recreation
I'm social media	Welfare and Community	Online, social media, tv and radio	Welfare and Community
Learning skills	Welfare and Community	Have not given this much thought	Sport and Recreation
Word of mouth in local community	Arts and Culture	Local Newspaper / Local region facebook group	Environmental Management
Being invited directly	Welfare and Community	I have to say I would just google it. Maybe a community guide book would be good.	Welfare and Community
Meeting other volunteers	Arts and Culture	Local newspapers	Welfare and Community

Appendix

Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?	Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?
Social media	Sport and Recreation	Community Health	Health Care
Email, facebook, instagram	Animal Welfare	Word of mouth	Health Care
Knowing those websites existed! I've been trying to volunteer more of my time since 2020 but there were so few organisations needing volunteers during lockdown and now we're back into the new normal a lot of those organisations are overrun and don't want/ need new people.	Arts and Culture	I'm happy with the knowledge I have	Health Care
I think if each region LGA had posts on their website of opportunities. Current and local	Welfare and Community	Working experience	Health Care
Online through website	Welfare and Community	I do not need to learn as I am already very involved and visit people in Bendigo and Maryborough area as well Hospital visits.	Welfare and Community
via the internet if I was looking for opportunities - often the groups associated with the issue not a large database	Welfare and Community	On line	Health Care
Online	Welfare and Community	A local website, followed by a guided visit to the organisation/s I was interested in	Health Care
Online	Welfare and Community	Our local volunteer hub.	Health Care
SOCIAL MEDIA WORD OF MOUTH	Emergency Services	All of the above	Health Care
Talking to my community	Sport and Recreation	While volunteering	Health Care
Community groups on facebook	Education and Training	Ask	Health Care
Family	Welfare and Community	Local Council	Health Care
Local council pages.	Arts and Culture	Probably word of mouth	Health Care
Research different groups.	Emergency Services	Social media and workplace	Health Care
Posts come up in my Facebook feed	Animal Welfare	Email	Health Care
Through friends	Health Care	information session then orientation to the role.	Sport and Recreation
Come and try it sessions..	Environmental Management	Word of mouth and reading about places needing volunteers	Health Care
Through work		word of mouth	Health Care

Appendix

Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?	Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?
Word of mouth	Education and Training	Email or Facebook	Welfare and Community
Through local connections	Emergency Services	Volunteer Board in my emails.	Welfare and Community
Targeted socials	Welfare and Community	They would need to be locally focused so local networks and newsletters and presence at local community markets etc.	Environmental Management
Social media	Environmental Management	Social media/emails	Health Care
Media	Emergency Services	Word of mouth	Emergency Services
Community events and word of mouth	Welfare and Community	Email	Welfare and Community
Word of mouth from current volunteers. Through local social media groups. Through community organisations.	Education and Training	I like the regular bulletins from Eastern Volunteers and contact with the people there.	Arts and Culture
A single website	Welfare and Community	A well structured email with an easy "interested" button. Rather than just an email with a list and then no link.	Education and Training
I think I know about it enough	Environmental Management	Knock on a door and ask	Welfare and Community
Facebook	Education and Training	google / emails direct with the opportunities available	Welfare and Community
In context of organisation's work: email, enews	Environmental Management	website	Education and Training
Online	Animal Welfare	Observe disadvantage - act according to conscience.	Welfare and Community
Local council	Welfare and Community	Social Media	Welfare and Community
Locally to know what is available close by and would benefit local community	Sport and Recreation	Social media ads	Welfare and Community
N/A	Education and Training	outreach from organisation	Tourism
I know how the volunteer sector operates.	Tourism	I enjoy finding roles of interest online	Welfare and Community
Online listing of opportunities available locally	Arts and Culture	Online	Health Care
Social media, word of mouth	Sport and Recreation	social media	Sport and Recreation
Social media and community engagement, direct request from the community	Health Care	Within the community	Sport and Recreation

Appendix

Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?	Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?
Word of mouth	Welfare and Community	Through hearing about them online or in person	Education and Training
I like to look at organisations I am interested in directly. I am interested in history, so explored volunteering at the National Trust. I sometimes see them on social media such as linked In and Facebook. I saw this survey on Facebook.	Welfare and Community	I don't have time to do any more than I currently do.. I also work	Welfare and Community
Not sure on this one	Emergency Services	word of mouth	Education and Training
Friends / social media	Environmental Management	online contact	Arts and Culture
Social media or volunteer websites	Welfare and Community	Word of mouth and information in print or facebook	Health Care
Word of mouth through places/organisations I already have a connection to. Eg my child's school	Education and Training	Paper or newsletter	Education and Training
Word of mouth, follow my interests and google how to get involved	Welfare and Community	Online websites	Welfare and Community
Friends and family	Welfare and Community	From other people vomunteering	Health Care
Internet search. eg seek volunteer	Education and Training	Seek	Welfare and Community
Website	Health Care	I find word of mouth best way to find things. Other than that emails or advertising.	Arts and Culture
Volunteer expo	Sport and Recreation	Word of mouth	Sport and Recreation
Website	Health Care	Word of mouth	Health Care
Word of mouth and social media	Welfare and Community	Emails from eastern volunteers. Word of mouth.	Environmental Management
Online and Word of Mouth	Welfare and Community	emails	Welfare and Community
online, via uni	Education and Training	Not sure	Welfare and Community
I find Seek to be a good resource.	Welfare and Community	Local papers or magazines	Welfare and Community
I am happy doing what I do at present. My wife and I do It together.	Welfare and Community	Community news and articles.	Health Care
Social media, TV, radio, flyers in the community.	Education and Training	It would be known what roles I wanted and I would receive them	Arts and Culture
Not sure really	Education and Training	Make a contribution to society	Welfare and Community

Appendix

Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?	Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?
Volunteers are people and people who volunteer their time and energy for the betterment of society based on morality, conviction, conscience, compassion and responsibility without material reward.	Animal Welfare	Make a small contribution to society and help more people	Arts and Culture
Volunteers are people and people who volunteer their time and energy for the betterment of society based on morality, conviction, conscience, compassion and responsibility without material reward.	Welfare and Community	Through friends and colleagues	Welfare and Community
Food preparation and distribution	Education and Training	Word of mouth social media written media	Health Care
Volunteer service refers to the voluntary contribution of one's time and energy based on morality, conscience and social responsibility	Welfare and Community	Word of mouth email	Welfare and Community
Provide rescue services	Environmental Management	Word of mouth, friendship groups	Health Care
Try new areas of work	Education and Training	Join the groups and it will spread to other volunteer experiences	Environmental Management
Our local Council & newspaper often advertises for volunteers	Welfare and Community	Online	Arts and Culture
Social media seems to work well.	Welfare and Community	Internet	Welfare and Community
I tend to volunteer for things that interest me personally, that are related to my own circumstances, so there isn't really a central register or something that I would seek out. Probably an online forum would be most helpful, but I'm not sure what that would look like exactly.	Welfare and Community	I am already full on committed	Emergency Services
A well resourced local volunteer resource centre or volunteer coordination	Welfare and Community	Websites like those listed are good	Welfare and Community
Internet	Education and Training	Personal contact	Education and Training
advertising in variety of media	Education and Training	Internet	Welfare and Community

Appendix

Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?	Q76 What would be the ideal way for you to learn about volunteering positions?	Q77 What area do you volunteer in?
Social Media Platforms	Welfare and Community	N/A	Sport and Recreation
Via email directing me to websites.	Welfare and Community	Personal research	Welfare and Community
The seniors newsletter would be a good channel	Welfare and Community	Online	Welfare and Community
Social media/ emails	Welfare and Community	Talk to the organisation I volunteer with.	Welfare and Community
I think Seek Volunteer is good.. one dedicated website or ap would be good so you can "do all the paperwork once" then apply for roles in different organisations. It's tedious having to go through "all the checks" for each different organisation	Animal Welfare	Knowing what opportunities are available close to me, email perhaps	Welfare and Community
social media	Animal Welfare	Social media	Welfare and Community
Social media	Welfare and Community	Social media	Sport and Recreation
To give back what gave you	Environmental Management	SEMINAR	Tourism
Friends	Tourism	SEEKvolunteer	Environmental Management
Just get in and do it.	Emergency Services	volunteering victoria	Welfare and Community
Word of mouth. Social Media	Welfare and Community	internet	Sport and Recreation
Word of Mouth	Health Care	Community notice board, radio / spotify	Welfare and Community
Email	Education and Training	Word of mouth	Welfare and Community
Local networks	Sport and Recreation	Through publicity by community organisations and local government	Health Care
I'm happy with what I am doing.	Sport and Recreation	now it would be inline information	Emergency Services
Look to the needs of your community	Welfare and Community	Social media and employer bulletin boards	Welfare and Community
Social media?	Health Care	Via ones local Council	Welfare and Community

VI. WHAT DO YOU ENJOY MOST ABOUT VOLUNTEERING?

Q78 What do you enjoy most about volunteering?	Q78 What do you enjoy most about volunteering?
Assisting local community issues	Learning about and from the younger generation.
A gratuitous service to the community	Learning new skills
A little like the pay it forward concept. I can do this for others and I enjoy it.	learning new things. Challenged to keep thinking. Pleased to contribute to broader community wellbeing
A sense of community and helping where I can	Love making the elderly smile and feel appreciated
A sense of purpose and contributing to something meaningful, connecting with others.	Maintain connection to arts sector while working in education
A sense of purpose. Feeling I can use my skills to help others. Working with other like minded people	Making a contribution, helping improve and advocate for a valued natural asset in the community (Botanic Gardens), camaraderie, being out in the open air with others getting exercise (raking)
Also Welfare and Community for previous question. Supporting others to participate in the activities which are meaningful for them.	Making a difference
Assisting community on their worst day	Making a difference
Assisting others	Making a difference
Assisting others	Making a difference
Assisting others who require help in one way or another...	Making a difference
Be part of a team	Making a difference in people's lives
Be part of helping the town community, positive outcomes, seeing enjoyment from people benefitting, be with like-minded people, be outdoors, keep fit.	Making a difference in the community.
being able to contribute to the community and help other	Making a difference to a small charity
being able to give something back	Making a difference to someone's day.
Being able to help / enable others to enjoy / access events, services etc. that they would not otherwise be able to. Q28	Making a difference with dedicated volunteers
Being able to make a difference	Making a difference with like minded people
Being able to make a meaningful contribution	making a positive difference in our town
Being able to provide a service for people that would otherwise miss out.	Making a positive difference, being the change I want to see.
Being exposed & learning about the issues, circumstances that others have to deal with and have to navigate out in the broader community outside personal experiences & circumstances	Making a tangible difference
Being helpful to others. Doing something useful and valuable in my community.	Making aa difference. Friendships.
being needed	Making an impact on people's lives
Being of benefit to others.	Making connections with people in my local community, like minded people and building friendships
Being of use.	Making friends and helping others
Being out and about, doing something of use, changing some's day	Making people more resilient

Q78 What do you enjoy most about volunteering?	Q78 What do you enjoy most about volunteering?
Being part of a group	Making someone else's life more bearable and a bit more joyful
Being part of a group	Making sure my clients feel safe and are treated as equals.
Being part of a team, being useful, the company	Matship
Being part of change	Meeting amazing people
Being part of the team	Meeting amazing people
Being recognises- brings joy to assist people in all areas of home + Accessories	Meeting and helping people
being useful	Meeting and helping people
Being useful	Meeting like minded people and providing my professional expertise
Being useful engaging with older adults	Meeting like people and making community connections
Being useful to community	Meeting lots of people,all have great stories to tell
Being useful, to see outside of self	Meeting new people
Better understanding of how the group works and member thoughts.	Meeting new people
Bringing smiles, improving someone's day	Meeting new people
Camaraderie and sense of giving back	Meeting new people
Caring and collaboration	Meeting new people and helping organisations get what they need without any financial outlay
Caring for others	Meeting new people and learning about their lives
Caring for others.	Meeting new people with common values who you are able to engage positively with
Community	Meeting new people, helping out at events - successful outcomes
Community engagement	Meeting new people, making a difference in the world and being able to bring a smile to others faces
Community spirit	Meeting new people, making a difference to people's lives, and getting thanks and sense of achievement in return
Connectedness	Meeting new people.
Connecting people with people and people with opportunities.	Meeting new people. Making connections with like minded locals. Helping others.
Connecting with people	Meeting other like minded people. Getting satisfaction through knowing that I am connected to and playing a small role in assisting others
Connecting with real people in need and making a difference	Meeting others
Connecting with the community and meeting/helping people from diverse backgrounds.	Meeting others and gaining knowledge
Connection with community and helping others	Meeting patients and helping them
Connection with neighbours	meeting people
Connection with other like-minded people. Satisfaction in achieveing goals and getting jobs done.	Meeting people

Q78 What do you enjoy most about volunteering?	Q78 What do you enjoy most about volunteering?
connection with others in need and being able to provide a service to people who are disadvantaged and isolated	Meeting people
Connections, camaraderie, feeling valued, low stress compared to expectations of paid work.	Meeting people and helping them.
Contributing to society	Meeting people and knowing that I am helping them
Contributing locally to activities that address climate change and food insecurity	Meeting people, supporting people and making a positive difference
contributing to a cause	Meeting people. Providing transport for appointments, social or shopping. I have been told, 'boy can you talk'. My reply 'yes, and look at the information I have gathered so we can assist'. Conversation with a client which required reporting to Management for the client to get assistance.
contributing to change, working with others who share the commitment/vision	Mutual benefit
Contributing to my community in a meaningful way	Observing positive outcomes
Contributing to the community	Occupy my free times - good to be busy
Contributing within a team environment	Opportunities to gain knowledge of what is happening around us, especially in the "hidden" areas of domestic violence. Solidarity with the organization and social aspects also important.
Contribution	Opportunity to pursue and interest outside work, networking with other people
Creating meaningful, lasting changes in the community	People
Creating something wonderful for children	People appreciate your help
Do public welfare activities	People contact and providing the opportunity for people to be active and feel a sense of belonging
Do public welfare activities	people socialising
doing something that needs to be done	People you meet
Doing something useful	Personal contact
Doing something useful, learning new skills, being part of the community, meeting other people.	Personal interaction and being of service
Engaging others, empowering them and making a difference.	Personal satisfaction, community building
Engaging with the communities / families	personal satisfaction, plus stimulates the barin - prompts further education to keep up with current legislation
Enjoyment on my clients face when I visit	Playing a part in looking after nature
Enriching the life of a housebound person	Protect wild animals
Family	Providing medical equipment that the government should be providing but does not, so that our children can have a greater chance of leading healthy lives
feel good about myself and those who benefit from my efforts	purpose
feel useful	Raising awareness of great services and fundraising to improve services.
Feeling as though I've done something worthwhile.	Relationships with people

Q78 What do you enjoy most about volunteering?	Q78 What do you enjoy most about volunteering?
Feeling connected with the community	relaxed
Feeling helpful and meeting new people	Satisfaction
Feeling I am making a useful contributions to community life	Satisfaction in what's achieved
Feeling positive about the fact that I am able to help people in need.	satisfaction making people happy & connected
Feeling useful	Satisfaction of having done your part
Feeling you can do something useful for others, and useful with your time. Camaraderie of other volunteers, Seeing a happy response from recipients.	satisfaction of helping others
Flexible work arrangements, all the care and very little of the work issues for paid staff	satisfaction that somebody else can enjoy their life and involvement
Food preparation and distribution	Seeing a job done that helps others
Food preparation and distribution	Seeing a real impact
FRIENDSHIP	Seeing needs met
Friendship with others and a sense of satisfaction	Seeing others enjoy themselves
Friendships	Seeing people enjoy leaning a new skill and benefiting from what they have learnt.
Friendships gained and supporting the local community	Seeing people getting the joy, relief, connection, opportunity they're looking for. Also knowing that it's a genuine connection with people.
friendship and achievement	seeing the development of others
getting out into the community, Helping people	seeing the Girl Guides develop into confident community members
Getting to be outdoors and helping people when they require assistance	Seeing the kids thrive and having a great time
Getting to know new people and things, helping people.	Seeing the needs of the elderly getting meet.
Getting to know other people in the community	Seeing the organisations ticking along, seeing others enjoy playing hockey and building their confidence in themselves and what they can achieve on and off the field. Interactions and friendships formed with others.
Getting to know people	Seeing the people I help enjoy the service we provide
Getting to know people in the community	Seeing the people you assist enjoying life
Getting to know people outside of my circle	Seeing the young people gain a sense of confidence.
Getting to know the Elderly.	Self fulfilment
Giving	Self-satisfaction
Giving and receiving, win win situation	Sence of achievement from helping the Elderly & Young people to have a better life.
giving back	Sense of accomplishment
Giving back	sense of accomplishment
Giving back	Sense of achievement / friends
giving back - sharing my skills	Sense of achievement and accomplishment.
Giving back and supporting those in need	sense of achievement and helping others

Q78 What do you enjoy most about volunteering?	Q78 What do you enjoy most about volunteering?
Giving back to my community, putting on fun events for kids, assisting to run a club and giving kids opportunities to play sport.	sense of achievement, assisting others.
giving back to others and using my time in a meaningful and fulfilling way	Sense of achievement, using my existing skills, social interaction, learning from others
giving back to the community	sense of appreciation and building up community strengths
Giving back to the community	Sense of community
Giving back to the community	Sense of community
Giving back to the community and advocating for the school	Sense of community & purpose
Giving back to the environment	Sense of contributing to the community (e.g. regular blood donor)
Giving emotional support or just being an ear to those that are suffering, I have learnt so much about people that I feel it has made me a better employee with people at work.	sense of pride in achieving things that matter
Giving something back to community	Sense of purpose, giving back to my community.
Giving to and serving others who are in need	Sense of satisfaction
Giving to those in need	Sense of satisfaction Contributing Meeting likeminded community members
Great communities	Sense of satisfaction helping others & giving back.
Growing friendships	Sense of satisfaction in doing something for others
Hearing peoples stories	Sense of wellbeing by doing something.
Help people	Serving the community and making it s better place
Help people to get what they need/achieve goals. Their happiness really motivates me to keep volunteering.	Sharing my knowledge with others. Being able to coordinate with others to impart knowledge.
help to keep busy	Social
Help to others	Social contact
Helping	Social, education (learning) the service aspect.
Helping and meeting new people	SOCIALISING
Helping and meeting new people	Staying busy and occupied
Helping and supporting the community.	Supporting and help people, make their life better
Helping animals	Supporting continuous improvement. Contact with people who are lonely and sharing my time to talk to them.
Helping community who are less fortunate than myself.	Supporting my community
Helping ensure my child and his peers have what they need to be successful at school	Supporting people in need
Helping families achieve their goals	Supporting people who may not have family support or family may not feel comfortable being there at end of life.
Helping my clients who are all in aged care. I visit them once a month and I know that they do not have very many visitors. All three of my clients share a love of reading.	Supporting the community
Helping my kids get a better school through money raised	Taking responsibility

Q78 What do you enjoy most about volunteering?	Q78 What do you enjoy most about volunteering?
helping other people	Talking and meeting new people. Helping people
Helping others	talking with people on the phone
helping others	Team work
Helping others	The appreciation from my clients
helping others	The clients
Helping others	The connection and seeing people thrive.
Helping others and learning about different cultures. Seeing the change in people as their English improves	The connection with people being helpful to someone
helping others be successful	The connections i make and the feeling i get when i help someone else succeed
Helping others.	The connections I make with other people is what I enjoy most.
Helping others.	The connections with people receiving services and other volunteers/staff - it's the best feeling
Helping out	The connections you make with students or clients and other volunteers.
Helping out	The different experiences, learning opportunities and meeting new people and ideas while working on things that do make a difference to the community.
Helping people	The enjoyment of local residents
Helping people	The fabulous people I meet
Helping people	The fact that I am doing something useful for my community, and meeting lovely people who are grateful for the assistance
Helping people	The feedback from the people I've helped, plus the feeling of contributing to the organisation.
Helping people achieve their goals	The feeling of being of assistance to people who need help in the course of daily living
Helping people gain confidence and sense of achievement	The fulfillment of seeing people build their confidence and grow/ thrive in the community.
Helping people out	The interaction with other people and the structure it puts in each week.
Helping people to be happier in whatever role people find themselves in.	The joy on the faces of others
Helping the community	The knowledge that I can make a difference
helping the community making new friends	the knowledge that I have helped my organisation save money. the thanks I get
Helping those in need	The network
Helping where there is a dire need and not enough people to help.	the opportunity to make a difference to society
Human contact	The opportunity to serve and make a difference
I can make a difference to other, through my experiences.	The people

Q78 What do you enjoy most about volunteering?	Q78 What do you enjoy most about volunteering?
I can't enter two items in Question 29. I volunteer in welfare and community and environment management. I enjoy the feeling of working with others to get good things done. I like a volunteer position in which I have some level of responsibility, where good support is given by reliable (probably paid people) and the system is well thought out.	The people and opportunity to learn.
I do what seems important	The people I meet
I empower people to be the best versions of themselves and to achieve their potentials	The people, making a difference
I enjoy contributing back to the community, it makes me feel so happy to be making a difference.	The response from the residents . The gratitude from the staff The sense of achievement and pleasure
I enjoy cooking most about volunteering.	The reward I get from feeling like I am giving back
I enjoy helping people and feeling of being useful and supported.	The satisfaction and enjoyment
I enjoy the activity ie driving	The satisfaction of achieving good outcomes
I enjoyed feeling like I've contributed.	The satisfaction of helping others.
I find it really rewarding	The satisfaction of helping people think about their needs and wishes in their final days
I get a great sense of helping people to stay independent as long as possible by helping with community transport. They appreciate the help so much and we feel good helping.	The satisfaction of making a difference in someone else life.
I get a lot of satisfaction.	The self sense of participation and knowing you are helping others.
I get satisfaction from helping people. The people we help are always so grateful	The sense of achievement. Keeping mentally and physically active
I just love the experience and helping	The sense of being on the same page as many other members in my community who volunteer on the same committee.
I like being around people with similar interests	The sense of community and being around people who are good-hearted
I like the insights into others' lives and I like to be encouraging with them.	The sense of personal achievement, meeting great people
I like to do my best for the future of the planet & its people and wildlife	the smiles
I love the residents and the happiness they have when my dogs visit	The sports even I enjoy can keep going if people keep volunteering
I'm in situations I wouldn't normally encounter in my day to day life, gets me out of my comfort zone, working together with unfamiliar people towards a common goal	The tangible outcomes that improve peoples lives, even just a little bit.
I'm helping lots of other beings	the variety of issues that impact everyday lives of the community. The satisfaction of meeting the visitors to the Bureau needs and the chance to engage with people from outside our area.
Improve outcomes for refugees, socialisation, improve the environment	To meet and know the people

Q78 What do you enjoy most about volunteering?	Q78 What do you enjoy most about volunteering?
In the process of working	to see people, and leave them in a more positive way when I leave them. to help them in listening especially when they want to share about their old country, in so many ways to give them the best of what life can still offer them and that gives both me and the people I connect with a smile.
Interaction with clients	Upskilling community groups
Interaction with others. Providing support. Using lifetime experience and skills.	using my skill set where it is needed
Interaction with the community, being helpful	Using skills and supporting others in the community
Interesting conversations I have with people	Varies according to what volunteering role
It is greater to give than receive!!!!!!!	Variety
It keeps me connected to my community	variety of the role, enjoyable activities
It makes me feel productive.	Volunteer service refers to the voluntary contribution of one's time and energy based on morality, conscience and social responsibility
It's like a community service where regular clients come in and chat. I am enjoying learning new skills. I choose roles that are completely unique to my working career. I have made some great friends and I love how every shift is different.	Volunteering at ACPA has many benefits. I've had the opportunity to learn a range of roles to support and educate the community and health professionals and advocate for improved advance care planning in the health and aged care system. I've also become involved in a range of activities including: Learning to conduct community and conference presentations, assisting in the creation of videos and webinars and representing Advance Care Planning Australia at events. Volunteering at ACPA is a wonderful way to support the community, develop a sense of purpose and meaning in life and to get out and have fun.
It's very rewarding to successfully connect an adoptee with their birth family and see the joy and happiness this brings them.	Volunteering in different areas/sectors (not just the one above). Helping those who can't help themselves.
its extremely rewarding	Volunteering is a lot of fun. Great way to network. Sense of purpose and belonging.
just being involved	Volunteering provides me a sense of belonging.
Just giving someone a chance they wouldn't normally have	Wanting to give back to the community Personal sense of achievement Make new friends
Keeping my skills up and contributing to the community	Welfare checks and listening to people after emergency incidents etc
Keeping people involved in a community organisation.	When I see the benefit it brings
Keeping skills up to date and getting to know new people.	When someone tells you that you are their inspiration for achieving great things. Nothing beats that
Knowinf I maje a difference	Widening perspective
Knowing I am contributing to making a better life for others	Working in the garden and in nature

VII. DO YOU HAVE ANY FURTHER COMMENTS?

Q79 Do you have any comments?	
This survey assumes that volunteers only volunteer with one organisation.	When I moved to live in a rural area I realised that it is essential to help each other and volunteer so that the community can come together and thrive.
Correction to text: "agreeance" is not a word in the English language. The word you need is "agreement".	I volunteer across sectors but can only choose one. I fill in many surveys, but it's not common to read any results. That should be offered. I've dropped out of several more recent volunteering roles as the volunteering activity i came to do was such a tiny part of the time commitment. Most time spent on organisation's obligations - eg interview, form filling, policy reading, training, supervision, data collection and record keeping, volunteer functions. All make role onerous and less enjoyable, particularly when 95% of the material is identical between organisations.
We need more government advocacy for volunteer rights and benefits to avoid exploitation in some sectors.	Volunteering stories need to be told, volunteers who are supported in their roles will continue giving. Some people are never asked to volunteer and that is why they say they don't.
I would like to see community members involved in not local government projects. Streetscapes, tidying local area, helping those in need. Community gardens.	I love the networks that I am now involved in since taking on committee roles and developing a passion about knowing all the service providers in the community
there is too much emphasis on volunteering because its good for you (especially if you are old) and on people needing your help. I do think we have an obligation to help others but do not like the do-good role/perspective. And I don't think we should be volunteering in the caring/welfare/community services industries. They should be fully funded with 'volunteering' not part of the core/essential service.	It important to have locally based support for volunteers and organisations to facilitate training, sourcing and support for volunteers, volunteer coordinators and smaller local organisations engaging volunteers.
The organisation & structure of the Geelong Regional Library HLS team seems to work well. It allows flexibility and I feel volunteers are well prepared for the job & very well supported throughout.	Other cultures (e.g. Ireland) have strong cultures of volunteering as a social norm and obligation. We can build that better here by starting with small steps. Show people how much they already do informally and how good that feels. Share stories of diversity that a wide population can relate to, including socially-isolated CALD individuals, and young people who are the future of volunteerism.
Most questions in this "Survey" are ill conceived, and do allow for a concise answer!!!	Your survey is very poorly presented. You need to have a professional design it.
Lots of people have more than one volunteer role. The opportunity to measure this was missed in this survey as I could only report to one volunteer role	I volunteer in a few different areas but I could only choose one.
Just helping someone to know they are not alone near end of life is very important.	I always wanted to volunteer but struggled to find something I enjoyed that matched my skills and available time (I work full time).
We need better support for community groups like Lions and Rotary and better free training for committee members	it is becoming more difficult to apply for volunteer roles as the number of checks and paperwork required can be overwhelming. I like the idea of National volunteer ID card.

Q79 Do you have any comments?	
I volunteer in more than one area, Health Care, Sporting and welfare and community	Although possibly a sweeping statement I have experienced a more positive reaction to volunteers & volunteering in regional areas than in metro. Is it because people who volunteer tend to know the people who would benefit from the services volunteers provide whereas in the metro areas this is less likely due to less involvement in their communities?
Different messages need to be given because of the variety of reasons that people might want to volunteer.	you said the survey would take five minutes, it took ten+
VCCEM is a great organisation. They are very well organised and professional, giving excellent training and support to volunteers. They make sure volunteers are well briefed and debriefed and make sure volunteers are not over worked even during prolonged events like fires and floods. I am proud to be a volunteer with VCCEM and to be of assistance as part of the Vic emergency response.	Volunteers want their contributions to be meaningful, to matter, to make a difference and congruent with their values. Sadly increasing bureaucratic approaches that take for granted volunteers' time and energy, demand "professionalism" and "administrivia" without any commensurate rewards or pay, assume volunteering is done because people have time to fill rather than passionate care and a sense of responsibility leading to sacrifices, and lacking sound organisational responsibility, transparency, honesty and values, leads to erosion of volunteering, exhaustion of volunteers, disengagement and diminishing collaboration. Organisations can be playing a statistics game rather than genuinely engaging, and respectfully including volunteers. An example of current poor practice is insisting all volunteers have a Working With Children Check, even when no children are involved, which is discrimination on irrelevant grounds (illegal in ACT) and thoughtless when considering the true impacts on children of isolating and excluding adults and parents from community and pathways to employment.
volly lets me pick my own times/days - but many colleagues have regular days/times - it is whatever suits the individual	Giving to our community to help keep communities well, strong, resilient is important. It enhances our humanity. The compliance can be challenging and may be off-putting or prohibitive for many. Organisations and councils may be able to help with this. High-risk roles like firefighting need to be more rewarded and supported.
Sometimes I think there might be a better term than "volunteer".	Thank you
I think it's good to feel needed and it helps balance your time, therefore you wouldn't waste all your down time; you can make a good choice to help people.	Appreciate the thanks from both clients and organisation
There is very little tangible support for volunteers - grant opportunities are sparse and so time consuming that we rarely apply.	Prior to reaching 'elderly status' I spent many years supporting young people subject to the criminal justice system. Also spent decades supporting local environmental groups. A current member of Friends of the ABC.
I volunteer in multiple areas, not just animal welfare. You should be able to select multiple areas in this question. Also, volunteering should definitely be promoted more to young people and the 'uncool' stigma challenged with a well thought out campaign.	I feel blessed to be in a position to volunteer and make a difference in the lives of people who struggle with poor health. Picking up patients from their places of residence and driving each to and from their medical appointments relieves the stress and pressure off patients wondering how they will attend doctors and medical centres. I would like to think that if I were in the same position, that someone would assist me in the same manner.
Great way of meeting people.	For some of the questions it would have been useful to be able to provide more than one answer
Q30 needs option for multiple answers.	There should be free of charge training or certification on volunteering given nearby my place.

Q79 Do you have any comments?	
I wish more people would volunteer	This survey takes longer than 5 mins (as suggested).
Survey does not suit regional/rural areas as you tend to be volunteer on a number of broad groups and you can only pick one in this survey	After retiring I felt disconnected with community and I was a carer & teacher(my profession and identity)
I used to work for an organisation that had hundreds of volunteers. The current police check system is necessary but should be free for volunteer organisations. It's a big burden on the org and vols should not be expected to pay for the police checks.	What a ridiculous survey. Thought you might have been wanting suggestions. How dare this government who has dismantled so many communities and volunteer organisations, try to now work out how to put them back together under their control! Give people back their autonomous community spirit and it will happen naturally. Also this is a survey that looks to have been written by someone who would not know what volunteering is, and is obviously overpaid and over educated.
It would be great if the State or Federal Govt could increase the support for something like eastern volunteers and other community transport services. It keeps people in their own homes a lot longer and must cost less than having people in aged care.	Questions are centred around volunteering for other people rather than helping the environment.
Participation leads to comfortiong and satisfactory outcomes	I particularly enjoy volunteering in an organisation that is intelligent and seeking to learn better ways to operate. Some organisations I have found to be well meaning but at times harmful to vulnerable people.
Ideally I would like to be able to utilise my business/hr/it skills	people typically volunteer in more than one area but your survey did not allow that at question 29
Burn out is real for many volunteers. Some positions become a burden that we can't let go of because there is simply no one else interested in taking over.	Ensure volunteers and volunteering are not overwhelmed by unnecessary compliancy procedures
Your survey didn't allow me to list the three different areas that I do volunteering in, you shouldn't assume that volunteers only have one role or area.	In question 30 I have two areas I volunteer within but your set up doesn't allow multiple responses
Recognition for time, not just money, given to not for profits should be recognized as a deduction on my tax return.	Make the police check like the working with children where you have a core record and you pin the organisation to it. Police check for volunteering is too complicated and too much data.
Many beautiful memories of years of volunteering in listening, sharing, speaking their language or sing with them, play games, share videos on laptop, share magazines, books and if they wish pray with them. It is very fulfilling, but I also make some time for myself so I can give my full energy and love to others.	Cost of volunteering is a barrier I consider before committing. I do not have the budget to pay for transport and food or other expenses that may arise so remote or local commitments I can walk to, and things that won't require me staying over a meal time (which may lead to needing to join in on eg social outings for lunch) or that may lead to donation requests, are out.
This survey only allowed for one role. I volunteer on at least three roles.	Pre volunteering support would be helpful to spread the word on volunteering and prepare people for what to expect. E.g. workshops on how to apply for Working With Children Checks and police checks, rights and responsibilities, information on a variety of volunteer involving organisations. Support to get to volunteer shifts for those that are not able to get themselves there or have difficulties doing so.

Q79 Do you have any comments?	
More needs to be done to stop bullying and gaslighting in community groups. Why as a volunteer are you expected to put up with things that are outlawed in workplaces. I know lots of people who are isolated and refuse to volunteer because of these problems.	I would love to be able to register as a volunteer .. with all the police checks/ working with children checks registered and applicable to any position I wish to volunteer for within the valid time frame before the checks expire.
Cannot wait until I can get back to volunteering in the Cancer treatment centre and hospice.	Everyone needs to have a go at volunteering
I retired quite young, I still enjoy good health and I'm happy to help a bit	The survey did not let me tick 2 boxes at a question. I vol at more than one org.
young volunteers are not committed	This survey didn't give me opportunities to add that I volunteer in more than one role in my community and have for many years.
Volunteering is good for both parties and I really think it is important to be able to help if you can. I live alone with my animals and suffer a lot of pain and even though afterwards I'm exhausted and sore, it is still worth it and I'll do it for as long as I can.	Thoroughly enjoy being part of the community, assisting/ serving/offering support...most gratifying
Note question 29 did not include Community Governance as an option	This survey doesn't make sense for me at my age already volunteering
As above I think the idea should be to make the idea of volunteering something everyone does (and if your not you should be)	The elderly need some kind of "get together place" to make friendships. So many never leave their homes and they are VERY LONELY.
Survey has flaws. I currently have two completely different volunteer roles - the survey only allowed me to include the details of one. Q28 same problem - so I've used Other to try and explain both. Q30 is poorly worded (actor rather than area would have been better), and only allows one choice. I think you need to allow multiple responses and another question about role skills, again with multiple choices allowed. My longer-term volunteering is with a charity that bridges two sectors (Education and Training AND Arts and Culture) however my role/skills is not about either, and the other charity my role is specifically part of a Sport and Education event but the broader role of that charity is mobility and what I will be doing in my role at the event is supporting people with mobility disability.	I object to American spelling. the values within this survey are the patronising ones we have become used too and the spelling is American which suggests a number of value sources. volunteering, being part of a community is not based on half baked social values, but those of passion, involvement and self interest - Councils, church groups, unions did not always pay - it was the membership which made the difference. Remember the Chartists, the Suffragettes etc.
Volunteering is becoming more difficult. Recruitment is becoming like applying for employment with applications, skills criteria and vacancies. Some I understand like working with children checks. I grew up and parents could make cakes and slices and run a cake stall for the school. Now food courses and handling apply. COVID also slowed down opportunities. I applied for organisations years ago.	I feel we have lost a culture of volunteering in our communities, possibly as a result of COVID 19. Less volunteers are trying to do more. It would be great to see initiatives that help improve compassion in communities and a sense of duty around volunteering.
I have volunteered at many different places. The most successful ones, to my mind, are those which have clear information about what is expected. Having regular shifts seems to work well as long as there is good flexibility for holidays or breaks. On the other hand, one off events, as long as they are well organised, also work well.	Zonta is an established not for profit service club with a focus on women's issues, especially in the LGA's they are located in and the ability to connect with many other organizations helps with networking, awareness of social issues and ultimately project planning.

Q79 Do you have any comments?	
Volunteering is life changing. There's so many different ways to volunteer and I am so happy I do it to this day.	It would be great if we can have more services that can help people in an urgent crisis since sometimes the long waiting lists really disappoints many people as they feel hopeless to reach out to services.
It was a tad narrow in some questions - I volunteer beyond animal welfare at the Healesville Sanctuary - I am in the Country Women's Association which locally raises money for girls' education and provides community meals once every 6 weeks, and do also belong to a local club and with the Friends of Maroondah Reservoir Park do gardening there but also act as secretary to the group. I think that with volunteering - it is often that people become involved in a range of activities.	Not everyone understands that joining service clubs and special interest groups who have a charitable mission is also volunteering and promoting those groups will not only increase membership but will increase the likelihood of volunteering with other organisations. Some of the volunteer roles I've seen are close to being unpaid work with such high expectations of a volunteer's skills and professional experience that it almost feels like exploitation.
You're survey worked on the presumption that a person only volunteers in one area.	Volunteer work is also great to have on your resume.
Volunteering in groups that have people in your age group is important. That's an important consideration that isn't always acknowledged	I volunteer in Health, Tourism, and Community but question 29 only allows for one area of volunteering
It is so hard to express what it is about volunteering. It is the simple things that make a difference to someone. The driving to appointments, meals on wheels, and the zillion other little things.	Please consider the structures, such as Centrelink requirements that make volunteering hard. Everyone has to work now so no one is left at home, in the street, or in the community for children and families when it is needed. Prior to 1788 the most socially advanced society lived on this land. It was a collectivist society and worked on the principles of valuing life and well-being before valuing property and individual ownership. How can you work to recreate those principles that worked? Planting fruit and vegies on nature strips and front gardens?, promoting collectives that reduce families' costs? Setting up 'safe streets' where neighbors are brought together to support kids? Shared housework co-ops? More free rescue from hard-rubbish options? Reduce costs in op shop purchases? Support people with access to I.T and internet access so they don't miss out on community knowledge, resources and connection in current time. Talk to Elders and think about the principles that once were - how can we regain and reimplement some of those principles? If you'd like to discuss more email me kathleenfitt@bigpond.com
Thanks for this survey. It's great to have volunteering recognised. I think many folk "volunteer" but don't recognise it as such because it's not in a formal setting. Caring for an elderly neighbour is volunteering!	Didn't include vol for more than one thing at once, kind of role wanted next
Some of these questions don't provide enough scope to answer properly. For example, I've volunteered across several sectors and would not be alone, but that's not able to be represented in your survey.	