

**STATE OF
VOLUNTEERING REPORT:
TASMANIA 2010**

APPENDIX



DECEMBER 2010

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Presentation of data

- All percentages are rounded. Due to the rounding, in some instances the percentage totals may equal 99 or 101.
- Asterixes appear in the tables and graphs to indicate low numbers of respondents:

For Current Volunteers Survey and Non-current Volunteers Survey - one asterix shows where the number of respondents is less than 10 (*=<10), and two asterixes shows where the number of respondents is less than 50 (**=<50)

For Organisations Survey - one asterix shows where the number of cell respondents is less than 10 (*=<10), and two asterixes shows where the number of respondents is less than 20 (**=<20)

Willing Volunteers

1. Current Volunteer Survey; Why did you start volunteering, by age (%):

	18-24	25-34	35-44	45-54	55-64	65-74	75-84**
To help the community	67	63	58	59	67	72	79
For personal growth	60	51	43	39	32	28	21
To gain skills/training	63	43	35	27	25	19	13
Personal belief in a cause	43	44	41	47	54	52	47
To make social connections/friendship/networks	44	35	36	34	38	35	36
To make a difference	62	56	50	54	56	45	53
To fulfil a Centrelink requirement	3	2	0	1	10	2	2
To give something back to the community	64	60	51	61	69	78	64
An existing relationship with the organisation	19	24	23	25	22	22	13
For workplace experience	38	25	16	12	6	4	2
Had previously benefited from a volunteer service	16	13	8	8	7	13	11
Family involvement	14	8	29	21	11	9	9
A passion for the activities/services of the organisation	59	57	57	54	51	52	40
Utilise skills	27	25	36	35	42	41	32
For Sport	11	13	15	15	7	7	0
For fun	51	33	28	28	24	25	26
To fill in time	16	3	6	8	10	14	17
To help my with my kids' sport/recreation	0	3	31	27	10	12	4

2. Current Volunteer Survey; How did you find your volunteer role, by age (%):

	18-24	25-34	35-44	45-54	55-64	65-74	75-84**
Through a prior connection with an organisation	45	46	57	53	51	50	45
Through a family member or friend	51	41	39	41	42	45	50
Through the media	9	9	12	16	24	29	20
Volunteering Tasmania	6	5	1	4	6	4	10
Through your workplace/employer	7	13	6	9	4	4	2
Through the internet	7	11	6	3	2	2	0
Centrelink/Job Service Agency	4	1	1	0	5	2	0
University or school	22	8	13	8	1	1	0

3. Current Volunteer Survey; How did you find your volunteer role, by sector (%):

	Through a prior connection with an organisation	Through a family member or friend	Through the media	Volunteering Tasmania	Through your workplace/employer	Through the internet	Centrelink/Job Service Agency	University or school
Arts/Heritage	52	47	18	9	5	6	3	6
Community/Welfare	43	43	23	6	9	4	3	4
Education/training	50	24	28	5	9	7	4	14
Emergency Services	35	57	17	1	4	7	1	4
Environment/animal welfare	54	50	21	0	11	8	0	8
Health	43	32	20	10	10	4	1	2
Law/justice/political**	60	33	7	0	7	0	0	20
Parenting/children/youth	58	43	18	0	4	1	0	11
Religious**	91	31	3	0	3	3	0	3
Sport/physical recreation	74	41	3	0	2	1	0	11
Local government**	36	39	19	11	14	3	3	0

4. Non-Current Volunteer Survey; how would you find a volunteer role, by age (%):

	18-24**	25-34	35-44	45-54	55-64
Through a prior connection with an	21	23	16	23	23
Through a family member or friend	37	32	40	27	36
Through the media (newspaper, radio, TV)	26	23	28	50	32
Volunteering Tasmania	26	48	42	43	46
Through your workplace/employer	37	16	30	23	23
Through the internet	47	48	56	55	64
Centrelink/Job Service Agency	16	5	5	2	0
University or school	16	11	12	0	0

5. Non-Current Volunteer Survey; why have you never volunteered, by age (%):

	18-24**	25-34	35-44	45-54	55-64
Lack of time	43	59	58	45	44
Don't know what's available	67	59	51	51	49
No one has asked me	62	35	33	23	30
Lack of transport	14	7	5	0	0
Not interested in volunteering	0	2	7	0	4
Personal reasons	0	2	7	4	9
Family commitments	38	46	51	53	52
Work commitments	10	26	54	57	39
Not interested in the types of volunteering available	5	4	2	4	4
Expense involved	10	0	0	6	0
Too hard to get started	29	20	14	17	13
Health/disability	0	2	0	9	9

6. Non-Current Volunteer Survey; why have you stopped volunteering, by age (%):

	18-24**	25-34	35-44	45-54	55-64
The program ended	25	13	1	9	9
A change in personal	40	51	66	65	59
A bad experience	5	2	3	9	7
No longer interested	0	2	1	2	2
A lack of time	70	68	60	62	52

7. Non-Current Volunteer Survey; why have you not returned to volunteering, by age (%):

	18-24**	25-34	35-44	45-54	55-64
Lack of time	40	40	57	54	70
Don't know what's available	17	20	20	16	29
No one has asked me	13	0	17	7	18
Lack of transport	2	0	2	1	6
Not interested in volunteering	0	0	2	0	0
Personal reasons	15	0	20	7	13
A previous bad experience	6	0	3	3	4
Family commitments	27	0	50	48	28
Work commitments	65	0	67	61	63
Not interested in the types of volunteering available	8	20	0	0	7
Expense involved	2	20	6	4	9
Too hard to get started	13	20	9	4	10
Health/disability	15	40	3	10	2



8. Non-Current Volunteer Survey; why have you not returned to volunteering, by gender (%):

	Male	Female
Lack of time	50	59
Don't know what's available	28	21
No one has asked me	19	12
Lack of transport	3	4
Not interested in volunteering	2	0
Personal reasons	17	11
A previous bad experience	2	4
Family commitments	41	35
Work commitments	62	62
Not interested in the types of volunteering available	7	3
Expense involved	5	6
Too hard to get started	12	8
Health/disability	7	8

9. Current Volunteer Survey; It is difficult to fit volunteering into a modern lifestyle, by age (%):

Age	Strongly				Strongly Disagree
	Agree	Agree	Neither	Disagree	
18-24	14	35	18	29	4
25-34	13	46	12	22	6
35-44	12	45	16	25	2
45-54	9	41	16	29	5
55-64	7	32	22	34	6
65-74	3	28	22	42	6
75-84**	5	30	33	33	0



10. Non-Current Volunteer Survey; It is difficult to fit volunteering into a modern lifestyle, by age (%):

Age	Strongly				Strongly Disagree
	Agree	Agree	Neither	Disagree	
18-24**	2	49	21	26	2
25-34	18	57	15	10	1
35-44	14	57	19	9	0
45-54	10	57	21	11	0
55-64	21	31	29	19	0

11. Current Volunteer Survey; I have a lot of volunteering opportunities in my local community, by age (%):

Age	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
18-24	25	53	15	7	0
25-34	31	40	24	5	1
35-44	30	46	22	3	0
45-54	30	48	18	4	1
55-64	26	49	21	6	1
65-74	27	49	20	4	0
75-84**	30	43	25	2	0

12. Non-Current Volunteer Survey; I have a lot of volunteering opportunities in my local community, by age (%):

Age	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree
18-24**	2	27	49	20	2
25-34	4	22	53	18	3
35-44	9	23	57	11	0
45-54	8	25	53	14	0
55-64	3	31	44	17	4

13. Organisations survey; how are volunteers recruited to your organisation, by sector (%):

	Arts/Heritage	Community/Welfare	Education	Emergency	Environment and Animal Health	Health	Law/Justice/Political*	Local Government**	Parenting/Children/Youth	Religious*	Sport and Rec
Centrelink/Job Service Agency	19	23	22	13	15	16	0	13	9	0	9
Volunteering Tasmania	22	41	40	27	20	36	20	0	35	20	22
Through the internet	30	33	28	47	45	32	60	13	41	20	17
Advertisements in the media	30	45	33	40	60	50	40	56	44	20	9
Posters/brochures/notices	48	59	57	67	65	34	60	44	53	40	26
Prior connection with the organisation	59	62	64	60	75	48	60	50	68	80	70
Word of mouth	96	96	91	100	90	98	100	100	94	100	91

14. Organisations survey; what is the main way volunteers are recruited to your organisation, by sector (%):

	Arts/Heritage	Community/ Welfare	Education	Emergency	Environment and Natural Health	Health	Law/Justice/ Political*	Local Government**	Parenting/ Children/Youth	Religious*	Sport and Rec
Centrelink/Job Service Agency	0	4	4	0	0	2	0	0	6	0	0
Volunteering Tasmania	8	1	6	0	0	2	0	0	0	0	5
Through the internet	0	4	4	0	16	7	0	6	3	25	5
Advertisements in the media	4	8	9	15	16	7	20	6	9	0	0
Posters/brochures/notices	8	7	7	0	11	5	20	6	0	0	5
Prior connection with the organisation	25	17	30	8	11	16	0	19	27	0	18
Word of mouth	54	59	41	77	47	61	60	63	55	75	68

Meaningful Roles

15. Current Volunteer Survey; what motivates you to continue volunteering, by age (%):

	18-24	25-34	35-44	45-54	55-64	65-74	75-84**
Helping the community	64	62	54	53	67	69	69
The personal growth	66	46	37	34	30	26	10
To gain skills/training	52	37	32	24	22	16	8
Personal belief in a cause	47	47	44	47	55	53	52
The social connections/friendship/networks	49	48	45	49	46	49	50
Making difference	66	59	57	60	58	54	52
Fulfilling a Centrelink requirement	1	2	0	1	8	1	2
Giving something back to the community	62	60	51	58	68	69	65
An existing relationship with the organisation	40	34	31	38	33	36	40
The workplace experience	34	21	11	11	9	5	4
Previously benefiting from a volunteer service	18	11	7	11	8	9	6
Family involvement	7	3	33	22	6	8	6
A passion for the activities/services of the organisation	59	65	54	55	51	53	42
Utilising my skills	48	33	41	49	55	54	35
TheSport	7	11	18	14	6	5	2
Having fun	53	46	38	35	37	33	27
To fill in time	11	4	3	6	9	9	15

16. Current Volunteer Survey; what factors were important when deciding where to volunteer, by age (%):

	18-24	25-34	35-44	45-54	55-64	65-74	75-84**
The location	65	76	80	76	83	85	85
The time commitment	63	72	72	76	75	75	79
The length of commitment	56	51	54	58	64	52	79
Associated costs	24	30	22	25	18	9	14
Level of training or expertise	45	47	42	46	52	51	67
The regulatory requirements	32	32	19	24	23	19	29

17. Current Volunteer Survey; what factors were important when deciding where to volunteer, by region (%):

	Metro	Rural	Both
The location	77	87	79
The time commitment	79	76	70
The length of commitment	60	60	56
Associated costs	19	27	23
Level of training or expertise	42	50	50
The regulatory requirements	21	26	26

18. Current Volunteer Survey; what factors were important when deciding where to volunteer, by sphere of operation (%):

	NFP	FP**	Gov
The location	78	75	84
The time commitment	73	92	73
The length of commitment	58	74	54
Associated costs	23	11	18
Level of training or expertise	44	42	55
The regulatory requirements	24	25	20

19. Current Volunteer Survey; how does your organisation view its volunteers, by sphere of operation (%):

	NFP	FP**	Govt.
Volunteers are essential to the work of the organisation	81	52	63
Volunteers are a good way of involving the community in the organisation	6	0	7
Volunteers add value to the work of the organisation	9	4	16
Volunteers are extra workers in the organisation to get things done	3	26	9
Volunteers are a way for the organisation to save money	2	17	6
Volunteers are of little help to the organisation	0	0	0

20. Current Volunteer Survey; how does your organisation view its volunteers, by region (%):

	Metro	Rural	Both
Volunteers are essential to the work of the organisation	71	75	80
Volunteers are a good way of involving the community in the organisation	7	9	4
Volunteers add value to the work of the organisation	13	8	9
Volunteers are extra workers in the organisation to get things done	5	4	4
Volunteers are a way for the organisation to save money	4	4	3
Volunteers are of little help to the organisation	0	0	0

21. Current Volunteer Survey; how does your organisation view its volunteers, by style of volunteer role (%):

	Regular	Irregular	Short-term**	One-off**
Volunteers are essential to the work of the organisation	77	66	58	64
Volunteers are a good way of involving the community in the organisation	6	9	5	14
Volunteers add value to the work of the organisation	10	9	23	14
Volunteers are extra workers in the organisation to get things done	4	9	8	0
Volunteers are a way for the organisation to save money	3	7	5	7
Volunteers are of little help to the organisation	0	0	0	0

22. Organisation Survey; how does your organisation view its volunteers, by sphere of operation (%):

	NFP	FP*	Govt.
Volunteers are essential to the work of the organisation	77	50	55
Volunteers are a good way of involving the community in the organisation	5	33	19
Volunteers add value to the work of the organisation	17	0	22
Volunteers are extra workers in the organisation to get things done	1	17	5
Volunteers are a way for the organisation to save money	1	0	0
Volunteers are of little help to the organisation	0	0	0

23. Organisation Survey; how does your organisation view its volunteers, by region (%):

	Metro	Rural	Both
Volunteers are essential to the work of the organisation	69	67	74
Volunteers are a good way of involving the community in the organisation	6	19	6
Volunteers add value to the work of the organisation	23	14	16
Volunteers are extra workers in the organisation to get things done	2	0	3
Volunteers are a way for the organisation to save money	0	0	1
Volunteers are of little help to the organisation	0	0	0

24. Organisation Survey; how have number of roles changed, by sphere of operation (%):

	NFP	FP*	Govt.
Remained the same	66	83	71
Increased	30	17	25
Decreased	2	0	3
Not Sure	1	0	2

25. Organisation Survey; how have number of roles changed, by region (%):

	Metro	Rural	Both
Remained the same	63	81	66
Increased	34	15	32
Decreased	1	2	2
Not Sure	1	3	1

26. Organisation Survey; number of volunteer roles in next two years, by sphere of operation (%):

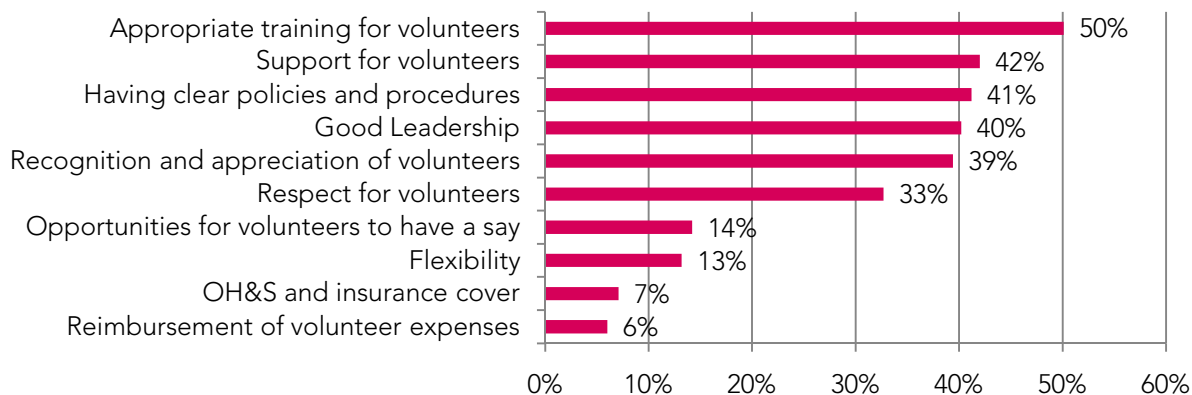
	NFP	FP*	Govt.
Remained the same	61	67	64
Increased	31	33	29
Decreased	0	0	5
Not Sure	7	0	3

27. Organisation Survey; number of volunteer roles in next two years, by region (%):

	Metro	Rural	Both
Remained the same	51	74	63
Increased	41	21	30
Decreased	3	0	1
Not Sure	6	5	6

Leadership and Management

28. Current Volunteer Survey; what is most important when it comes to managing volunteers (%):



29. Current Volunteer Survey; what is most important when it comes to managing volunteers, by sector (%):

	Arts/Heritage	Community/ Welfare	Education	Emergency	Environment and Animal Welfare	Health	Law/Justice/ Political*	Local Government**	Parenting/ Children/Youth	Religious*	Sport and Rec
Having clear policies and procedures	41	47	40	29	31	47	53	41	45	55	38
Appropriate training for volunteers	50	50	50	72	42	41	41	38	63	52	36
Good leadership	46	35	32	45	34	35	35	44	41	58	58
Support for volunteers	37	46	46	40	34	50	35	50	47	24	38
OH&S and insurance cover	6	7	8	8	11	3	0	3	3	9	8
Reimbursement of expenses	10	5	7	8	8	9	0	6	7	0	5
Opportunities to have a say	14	16	11	8	16	19	18	12	13	12	15
Flexibility	16	12	14	5	21	13	35	21	13	12	11
Respect for volunteers	30	32	33	36	38	38	29	32	30	36	27
Recognition and appreciation	42	35	39	37	50	32	35	47	36	39	52

30. Current Volunteer Survey; what is most important when it comes to managing volunteers, by age (%):

	18-24	25-34	35-44	45-54	55-64	65-74	75-84**
Having clear policies and procedures	28	30	39	41	47	48	59
Appropriate training for volunteers	52	50	52	53	50	48	44
Good leadership	39	42	43	44	35	38	41
Support for volunteers	42	46	4	41	44	38	33
OH&S and insurance cover	4	9	4	9	8	6	8
Reimbursement of expenses	3	7	8	6	6	4	8
Opportunities to have a say	15	11	12	13	17	15	23
Flexibility	25	23	16	12	9	10	0
Respect for volunteers	39	30	34	33	30	34	33
Recognition and appreciation	42	43	33	40	43	38	33

31. Organisation Survey; volunteer management challenges; by sector (%):

	Arts/Heritage	Community/Welfare	Education	Emergency	Environment and Animal Health	Law/Justice/Political*	Local Government**	Parenting/Children/Youth	Religious*	Sport and Rec	
Recruiting suitable volunteers	74	66	67	73	60	68	80	76	80	75	67
Matching volunteers to the organisation's needs	67	39	57	40	15	46	40	42	20	46	40
Not having enough time to achieve goals	26	29	30	47	25	22	100	39	60	46	20
Not enough money to achieve goals	33	27	20	47	20	2	80	39	0	25	13
Retaining volunteers	30	31	39	53	45	27	20	52	0	63	20
Lack of support from the governing body	0	12	17	13	15	10	20	18	0	0	20
Lack of security in funding	30	12	17	27	20	15	20	36	40	17	13
Managing the relationship between paid and volunteer staff	19	16	20	13	10	15	0	12	0	13	0
Ageing volunteer workforce	56	50	22	33	45	49	20	15	40	38	60
Background checking for volunteers	11	21	17	7	5	17	0	18	0	21	7
Providing appropriate training	41	36	46	33	30	39	60	39	40	38	27
A negative attitude from paid staff to volunteers	7	5	7	13	15	5	0	0	0	4	0
OH&S/Risk management/Insurance needs	19	11	7	13	10	5	0	24	0	17	13

32. Current Volunteer Survey; do you have a volunteer manager, by sphere of operation (%):

	NFP	FP**	Govt.
Yes, one or more paid employees	62	46	37
Yes, one or more volunteers	8	12	26
Yes, a mix of paid and volunteer staff	23	23	19
No, they are not needed/relevant ²	2	4	10
No, but it would be useful/better if there was	2	12	6
Not sure	3	4	2

33. Current Volunteer Survey; do you have a volunteer manager, by region (%):

	Metro	Rural	Both
Yes, one or more paid employees	46	32	46
Yes, one or more volunteers	22	32	17
Yes, a mix of paid and volunteer staff	16	15	24
No, they are not needed/relevant	7	13	7
No, but it would be useful/better if there was	6	6	4
Not sure	3	3	2

34. Organisation Survey; do you have a manager of volunteers, by sphere of operation (%):

	NFP	FP*	Govt.
Yes	81	67	91
No, they are not needed/relevant	10	0	5
No, but it would be useful/better if there was	8	33	5
Not sure	1	0	0

35. Organisation Survey; do you have a manager of volunteers, by region (%):

	Metro	Rural	Both
Yes	83	87	82
No, they are not needed/relevant	7	8	9
No, but it would be useful/better if there was	10	5	8
Not sure	0	0	2

36. Organisation Survey; are your volunteer managers: by sphere of operation (%):

	NFP	FP*	Govt.
Paid	63	75	88
Volunteer	25	0	3
A mix of paid and volunteer	12	25	9
Not sure	0	0	0

37. Organisation Survey; what are your volunteer managers, by region (%):

	Metro	Rural	Both
Paid	71	65	69
Volunteer	22	22	17
A mix of paid and volunteer	7	13	14
Not sure	0	0	0



38. Organisation Survey; does your organisation provide training or professional development for managers of volunteers, by sphere of operation (%):

	NFP	FP*	Govt.
Yes	31	50	28
No	25	25	35
Not sure	32	25	26
Not applicable	12	0	12

39. Organisation Survey; does your organisation provide training or professional development for managers of volunteers, by region (%):

	Metro	Rural	Both
Yes	29	28	31
No	22	38	26
Not sure	36	26	29
Not applicable	12	8	15

40. Organisation Survey; does your organisation have sufficient resources to provide professional development and training for managers of volunteers, by sector (%):

	Yes	No	Not Sure	Not Applicable
Arts/Heritage	29	43	24	5
Community/Welfare	50	21	27	3
Education/training	54	27	19	0
Emergency Services	40	53	7	0
Environment/animal welfare	44	39	11	6
Health	63	11	18	8
Law/justice/political*	67	33	0	0
Parenting/children/youth	43	32	25	0
Religious*	60	20	20	0
Sport/physical recreation	67	27	7	0
Local government**	63	19	19	0

41. Organisation Survey; does your organisation have difficulty accessing professional development and training for managers of volunteers, by sector (%):

	Yes	No	Not Sure	Not Applicable
Arts/Heritage	15	40	40	5
Community/Welfare	25	48	20	7
Education/training	22	48	24	7
Emergency Services	7	50	36	7
Environment/animal welfare	17	44	17	22
Health	22	48	22	8
Law/justice/political*	33	33	0	33
Parenting/children/youth	12	73	15	0
Religious*	40	20	40	0
Sport/physical recreation	14	50	7	29
Local government**	8	62	31	0

42. Organisation Survey; does your organisation have difficulty accessing professional development and training for managers of volunteers, by sphere of operation (%):

	NFP	FP*	Govt.
Yes	21	67	18
No	47	33	55
Not sure	23	0	26
Not applicable	10	0	2

43. Organisation Survey; does your organisation have difficulty accessing professional development and training for managers of volunteers, by region (%):

	Metro	Rural	Both
Yes	21	29	18
No	50	47	48
Not sure	21	18	25
Not applicable	8	6	9

44. Current Volunteer Survey; satisfaction with volunteer management, by age (%):

	18-24	25-34	35-44	45-54	55-64	65-74	75-84**
Very Satisfied	53	34	37	46	42	60	63
Satisfied	33	43	36	38	42	32	33
Neither Satisfied or Unsatisfied	8	11	19	13	10	6	0
Not Satisfied	6	9	7	1	4	2	0
Very Unsatisfied	0	3	1	1	1	0	4

45. Current Volunteer Survey; satisfaction with volunteer management, by style of volunteer role (%):

	Regular	Irregular	Short term**	One Off**
Very Satisfied	44	32	51	64
Satisfied	40	48	38	21
Neither Satisfied or Unsatisfied	11	14	8	7
Not Satisfied	4	6	3	7
Very Unsatisfied	1	1	0	0



46. Current Volunteer Survey; satisfaction with volunteer management, by region (%):

	Metro	Rural	Both
Very Satisfied	43	43	44
Satisfied	41	38	39
Neither Satisfied or Unsatisfied	11	13	11
Not Satisfied	4	5	5
Very Unsatisfied	1	1	1

47. Current Volunteer Survey; satisfaction with volunteer management, by sphere of operation (%):

	FP**	NFP	Govt.
Very Satisfied	27	43	46
Satisfied	46	41	37
Neither Satisfied or Unsatisfied	15	11	10
Not Satisfied	12	4	6
Very Unsatisfied	0	1	1

48. Organisation Survey; familiarity with National Standards, by sector (%):

	Completely	Somewhat	Slightly	I've heard of them	Not at all
Arts/Heritage	7	22	22	11	37
Community/Welfare	13	27	24	14	22
Education/training	11	25	19	14	32
Emergency Services	13	33	20	0	33
Environment/animal welfare	0	5	15	15	65
Health	9	39	23	9	21
Law/justice/political*	20	0	20	20	40
Parenting/children/youth	3	29	21	15	32
Religious*	0	0	40	0	60
Sport/physical recreation	4	20	16	8	52
Local government**	13	38	31	13	6

49. Organisation Survey; familiarity with National Standards, by region (%):

	Metro	Rural	Both
Completely	13	3	10
Somewhat	30	31	22
Slightly	17	25	22
I've heard of them	16	13	14
Not at all	24	28	32

50. Organisation Survey; familiarity with National Standards, by sphere of operation (%):

	NFP	FP *	Govt.
Completely	8	0	13
Somewhat	23	33	32
Slightly	21	0	25
I've heard of them	15	33	11
Not at all	33	33	19

51. Current Volunteer Survey; clear recruitment and screening processes in place by style of volunteer role (%):

	Regular	Irregular	Short-term**	One-off**
Yes	54	43	31	33
Partly	21	27	28	33
No	15	20	11	13
Not Sure	5	6	17	7
Not Relevant	6	4	14	13

52. Current Volunteer Survey; clear recruitment and screening processes in place by sphere of operation (%):

	FP**	NFP	Govt.
Yes	28	48	68
Partly	28	22	21
No	28	18	4
Not Sure	12	5	6
Not Relevant	4	7	2

53. Current Volunteer Survey; clear recruitment and screening processes in place by region (%):

	Metro	Rural	Both
Yes	48	42	60
Partly	21	23	22
No	18	26	9
Not Sure	6	4	4
Not Relevant	8	5	5

54. Organisations Survey; clear recruitment and screening processes in place by sphere of operation (%):

	FP*	NFP	Govt.
Yes	50	52	70
Partly	17	26	25
No	0	19	2
Not Sure	33	1	2
Not Relevant	0	2	2



55. Organisations Survey; clear recruitment and screening processes in place by region (%):

	Metro	Rural	Both
Yes	53	52	60
Partly	23	30	25
No	17	17	13
Not Sure	1	0	2
Not Relevant	6	2	0

56. Current Volunteer Survey; grievance procedure in place by style of volunteer role (%):

	Regular	Irregular	Short-term**	One-off**
Yes	42	31	14	13
Partly	15	9	14	20
No	16	23	14	7
Not Sure	22	31	44	40
Not Relevant	6	7	14	20

57. Current Volunteer Survey; grievance procedure in place by sphere of operation (%):

	FP**	NFP	Govt.
Yes	24	37	52
Partly	12	14	12
No	32	19	8
Not Sure	32	23	23
Not Relevant	0	7	5

58. Current Volunteer Survey; grievance procedure in place by region (%):

	Metro	Rural	Both
Yes	36	37	45
Partly	11	15	15
No	22	18	11
Not Sure	23	22	23
Not Relevant	7	9	6

59. Organisations Survey; grievance procedure in place by sphere of operation (%):

	FP*	NFP	Govt.
Yes	50	65	77
Partly	0	10	12
No	17	15	5
Not Sure	33	7	7
Not Relevant	0	3	0

60. Organisations Survey; grievance procedure in place by region (%):

	Metro	Rural	Both
Yes	67	68	68
Partly	7	10	12
No	15	17	10
Not Sure	7	3	9
Not Relevant	4	2	1

61. Current Volunteer Survey; opportunities for feedback by style of volunteer role (%):

	Regular	Irregular	Short-term**	One-off**
Yes	69	57	64	50
Partly	22	24	11	29
No	5	9	8	7
Not Sure	3	9	17	7
Not Relevant	1	0	0	7

62. Current Volunteer Survey; opportunities for feedback by sphere of operation (%):

	FP**	NFP	Govt.
Yes	36	70	64
Partly	40	21	22
No	12	6	6
Not Sure	12	3	8
Not Relevant	0	1	1

63. Current Volunteer Survey; opportunities for feedback by region (%):

	Metro	Rural	Both
Yes	66	64	69
Partly	22	26	21
No	6	6	6
Not Sure	5	3	4
Not Relevant	1	1	1

64. Organisations Survey; opportunities for feedback by sphere of operation (%):

	FP*	NFP	Govt.
Yes	50	77	81
Partly	17	16	14
No	17	5	0
Not Sure	17	1	5
Not Relevant	0	1	0

65. Organisations Survey; opportunities for feedback by region (%):

	Metro	Rural	Both
Yes	70	82	79
Partly	19	13	15
No	6	3	4
Not Sure	4	2	1
Not Relevant	1	0	1

66. Current Volunteer Survey; effective supervision by style of volunteer role (%):

	Regular	Irregular	Short-term**	One-off**
Yes	56	45	51	40
Partly	32	39	43	47
No	7	11	0	0
Not Sure	2	2	6	7
Not Relevant	3	3	0	7

67. Current Volunteer Survey; effective supervision by sphere of operation (%):

	FP**	NFP	Govt.
Yes	27	54	63
Partly	65	34	29
No	8	8	4
Not Sure	0	2	3
Not Relevant	0	3	2

68. Current Volunteer Survey; effective supervision by region (%):

	Metro	Rural	Both
Yes	53	55	57
Partly	33	30	34
No	8	10	5
Not Sure	2	1	1
Not Relevant	3	3	3

69. Organisations Survey; effective supervision by sphere of operation (%):

	FP*	NFP	Govt.
Yes	50	63	75
Partly	50	35	22
No	0	1	3
Not Sure	0	1	0
Not Relevant	0	1	0

70. Organisations Survey; effective supervision by region (%):

	Metro	Rural	Both
Yes	65	65	65
Partly	30	32	34
No	1	0	1
Not Sure	0	2	0
Not Relevant	3	2	0

71. Current Volunteer Survey; insurance for volunteers by style of volunteer role (%):

	Regular	Irregular	Short-term**	One-off**
Yes	66	48	31	13
Partly	4	7	3	27
No	4	7	14	7
Not Sure	23	36	42	40
Not Relevant	3	4	11	13

72. Current Volunteer Survey; insurance for volunteers by sphere of operation (%):

	FP**	NFP	Govt.
Yes	48	63	67
Partly	4	5	2
No	8	5	3
Not Sure	40	24	24
Not Relevant	0	4	4

73. Current Volunteer Survey; insurance for volunteers by region (%):

	Metro	Rural	Both
Yes	57	70	66
Partly	3	4	5
No	5	6	3
Not Sure	30	17	23
Not Relevant	6	3	3

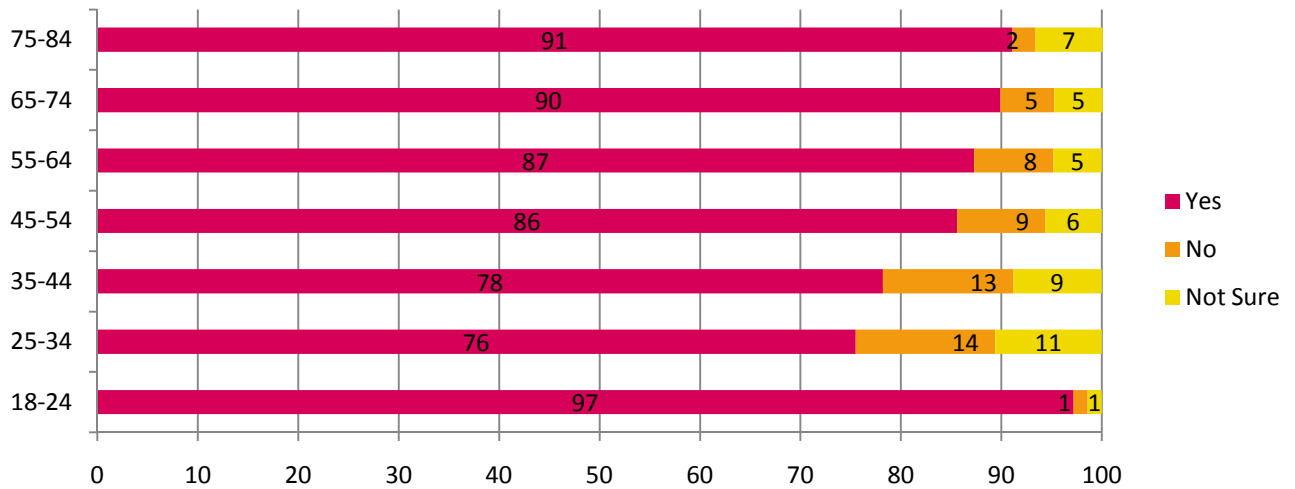
74. Organisations Survey; insurance for volunteers by sphere of operation (%):

	FP*	NFP	Govt.
Yes	100	94	92
Partly	0	1	3
No	0	1	0
Not Sure	0	3	5
Not Relevant	0	1	0

75. Organisations Survey; insurance for volunteers by region (%):

	Metro	Rural	Both
Yes	93	100	91
Partly	3	0	1
No	1	0	1
Not Sure	1	0	6
Not Relevant	1	0	1

76. Current Volunteer Survey; adequate training for role, by age (%):



77. Current Volunteer Survey; adequate training for role, by region (%):

	Metro	Rural	Both
Yes	82	84	88
No	10	12	7
Unsure	9	3	5



78. Current Volunteer Survey; adequate training for role, by sphere of operation (%):

	FP**	NFP	Govt.
Yes	65	84	89
No	13	10	7
Unsure	22	6	4

79. Current Volunteer Survey; adequate training for role, by style of volunteer role (%):

	Regular	Irregular	Short-term**	One-off**
Yes	86	85	67	79
No	9	8	11	0
Partly	6	7	22	21

80. Current Volunteer Survey; amount of training wanted, by age (%):

	18-24	25-34	35-44	45-54	55-64	65-74	75-84**
More	37	39	34	32	28	25	15
Less	0	1	1	1	1	1	3
The same	63	59	65	68	72	74	83

81. Current Volunteer Survey; amount of training wanted, by style of volunteer role (%):

	Regular	Irregular	Short-term**	One-off**
More	31	27	33	17
Less	1	2	0	0
The same	68	72	67	83

82. Current Volunteer Survey; amount of training wanted, by region (%):

	Metro	Rural	Both
More	28	37	31
Less	0.6	2	1
The same	71	62	68

83. Current Volunteer Survey; amount of training wanted, by sphere of operation (%):

	FP**	NFP	Govt.
More	39	30	32
Less	0	1	1
The same	61	69	64

84. Organisations Survey; do you provide relevant training, by sphere of operation (%):

	FP*	NFP	Govt.
Yes	67	51	68
Partly	17	37	29
No	0	11	0
Not Sure	17	1	3
Not Relevant	0	1	0

85. Organisations Survey; do you provide relevant training, by region (%):

	Metro	Rural	Both
Yes	46	52	60
Partly	41	37	32
No	10	10	6
Not Sure	3	0	1
Not Relevant	0	2	1

86. Current Volunteer Survey; do you incur out of pocket expenses, by age (%):

	18-24	25-34	35-44	45-54	55-64	65-74	75-84**
Yes	55	60	65	74	72	66	47
No	41	39	34	24	28	34	51
Unsure	4	1	2	2	0	1	2

87. Current Volunteer Survey; do you incur out of pocket expenses, by sphere of operation (%):

	FP**	NFP	Govt.
Yes	56	70	62
No	44	29	38
Unsure	0	1	1

88. Current Volunteer Survey; do you incur out of pocket expenses, by region (%):

	Metro	Rural	Both
Yes	63	69	88
No	36	29	7
Unsure	1	1	5

89. Current Volunteer Survey; do you incur out of pocket expenses, by style of volunteer role (%):

	Regular	Irregular	Short-term**	One-off**
Yes	68	55	64	47
No	31	41	33	47
Unsure	1	4	3	7

90. Current Volunteer Survey; are you reimbursed, by age (%):

	18-24	25-34	35-44	45-54	55-64	65-74	75-84**
Yes	35	30	29	29	25	22	18
No	65	70	71	71	75	78	82

91. Current Volunteer Survey; are you reimbursed, by sphere of operation (%):

	FP**	NFP	Govt.
Yes	25	31	18
No	75	70	82

92. Current Volunteer Survey; are you reimbursed, by region (%):

	Metro	Rural	Both
Yes	27	27	28
No	73	73	72

93. Current Volunteer Survey; are you reimbursed, by style of volunteer role (%):

	Regular	Irregular	Short-term**	One-off**
Yes	28	31	17	11
No	72	69	83	89

94. Organisations Survey; does your organisation reimburse volunteers, by sphere of operation (%):

	FP*	NFP	Govt.
Yes	83	64	50
Partly	0	20	19
No	17	12	15
Not Sure	0	2	8
Not Relevant	0	2	8

95. Organisations Survey; does your organisation reimburse volunteers, by region (%):

	Metro	Rural	Both
Yes	57	62	62
Partly	20	25	18
No	15	13	12
Not Sure	1	0	5
Not Relevant	7	0	3

96. Current Volunteer Survey; does your organisation recognise and appreciate its volunteers, by age (%):

	18-24	25-34	35-44	45-54	55-64	65-74	75-84**
Yes	89	74	78	79	84	88	89
No	0	1	2	1	1	1	0
Partly	11	25	20	20	14	11	11



97. Current Volunteer Survey; does your organisation recognise and appreciate its volunteers, by sphere of operation (%):

	FP**	NFP	Govt.
Yes	72	83	78
No	0	1	1
Partly	28	16	20

98. Current Volunteer Survey; does your organisation recognise and appreciate its volunteers, by region (%):

	Metro	Rural	Both
Yes	81	82	82
No	1	2	1
Unsure	18	16	17

99. Current Volunteer Survey; does your organisation recognise and appreciate its volunteers, by style of volunteer role (%):

	Regular	Irregular	Short-term**	One-off**
Yes	82	78	83	79
No	1	0	0	0
Partly	17	22	17	21

100. Organisations Survey; does your organisation recognise and appreciate its volunteers, by sphere of operation (%):

	FP*	NFP	Govt.
Yes	50	74	81
Partly	50	24	19
No	0	1	0
Not Sure	0	1	0
Not Relevant	0	0	0

101. Organisations Survey; does your organisation recognise and appreciate its volunteers, by region (%):

	Metro	Rural	Both
Yes	70	77	77
Partly	24	23	22
No	4	0	1
Not Sure	1	0	1
Not Relevant	0	0	0