

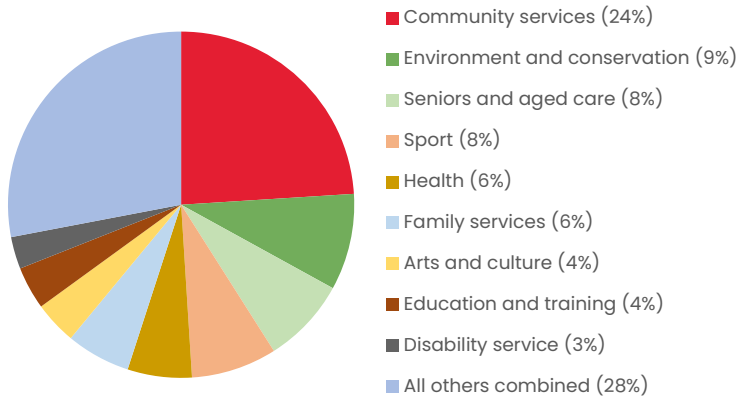
Volunteer Sector Survey

October 2022

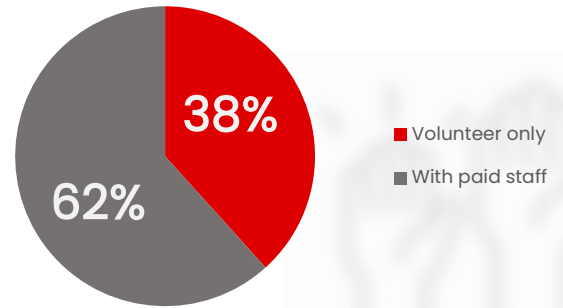


We asked Queensland's volunteer involving organisations about who they are and what issues they face in the sector. We received **160 responses**, and here's what they said.

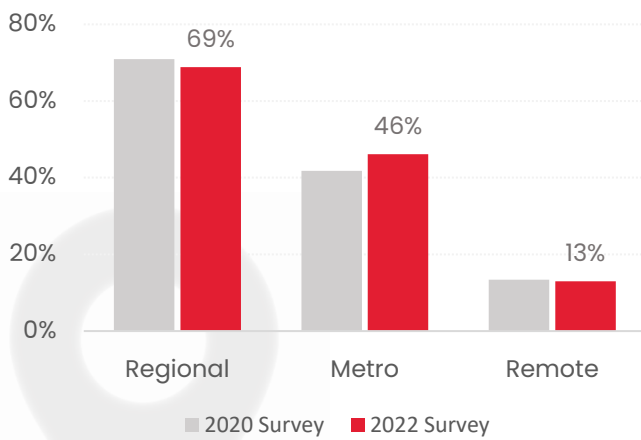
Top 10 service focus areas of surveyed organisations



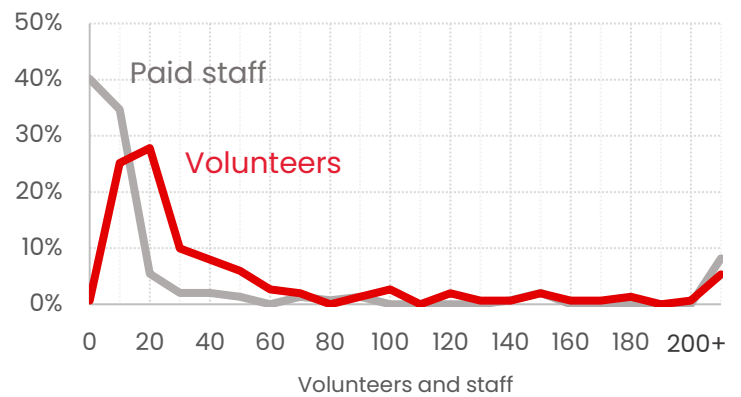
About 40% of responding organisations are completely **volunteer-run** with no paid staff



Service areas of surveyed organisations



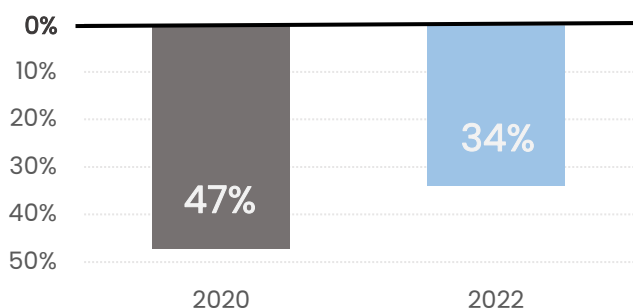
Surveyed organisations by number of regular volunteers and paid staff



The median volunteer team size is **20 people**, with some teams as large as 3,000.

For paid staff, the median is **5 FTEs**, but ranges up to 17,000. Most surveyed organisations had **more volunteers than staff**.

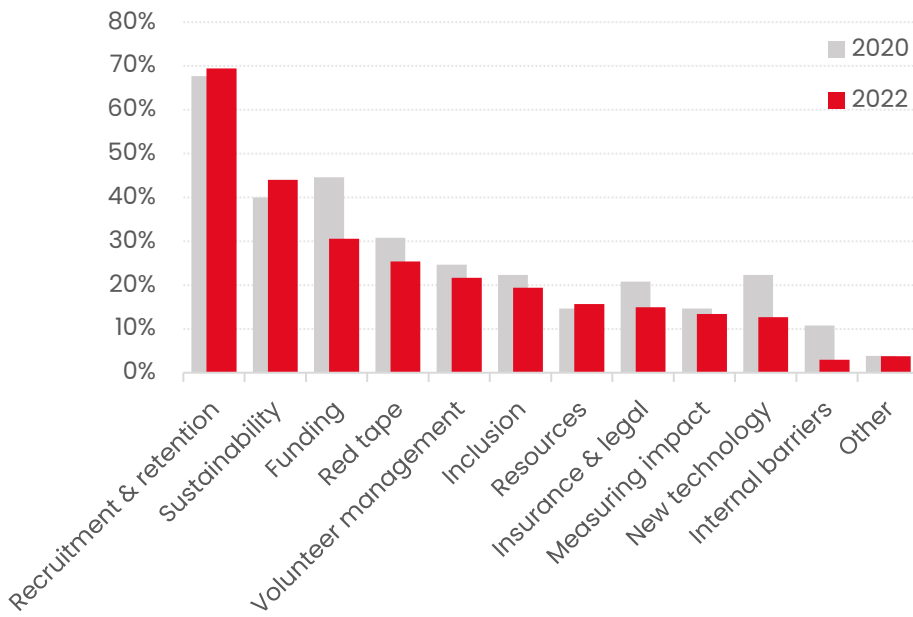
Average loss in volunteer team size from COVID-19



The impact of COVID-19 on volunteering is still significant but it is **lessening**.

Over half of the surveyed organisations reported that COVID-19 has **reduced** their number of volunteers. However, volunteer team sizes are getting closer to pre-COVID levels.

Common challenges faced by organisations



Our survey asked volunteer involving organisations to identify the types of challenges they currently face. We analysed these answers in multiple ways, including to group the challenges into 12 common categories (left).

For most challenges, the reported rate of occurrence is similar to three years ago.

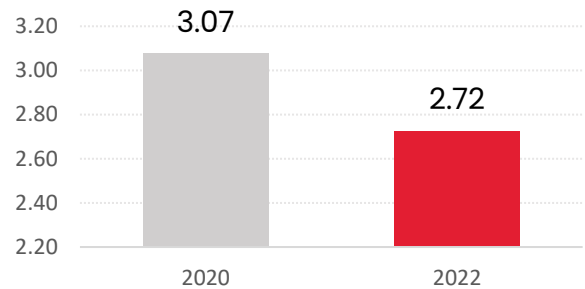
Volunteer recruitment and retention remains the most common challenge by far, faced by **over two-thirds** of surveyed organisations.

New technology as a challenge has halved since 2020. With the onset of COVID-19, volunteer involving organisations had to quickly adopt new technology, such as QR code sign-ins and remote volunteering. Many of these technologies have become normal in workplaces and are no longer seen as a challenge.

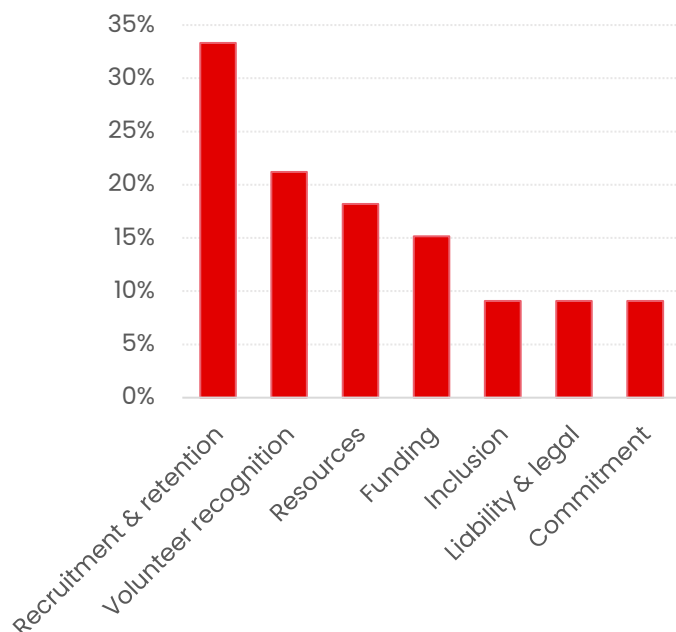
Generally, organisations reported facing **more** simultaneous challenges in 2020 than in 2022. The challenges created by the onset of COVID-19 were broad and multi-faceted, affecting funding, volunteer recruitment, logistics, insurance, and bureaucracy.

While volunteer involving organisations still face key challenges in the sector – such as cost of living increases – there are signs that overall pressures have slightly reduced and that we are moving in the right direction.

Average number of challenges reported per organisation



What issues should be the focus for ongoing advocacy?



Surveyed organisations want help with...

"Ways to assist with increasing costs associated with volunteering"

"Insurance and risks associated with volunteering"

"Finding volunteers is our main issue"

"How to train regular volunteers successfully"

We asked organisations about their needs for **training, support services** and ongoing **advocacy**. Across all three questions, the **recruitment & retention** of volunteers was a top priority, reflecting the importance of this challenge.

Other common needs included **volunteer management, organisational governance**, and support with **liability & legal** issues.

Organisations operating in **remote areas** reported significantly higher training needs in certain areas, specifically with management, WHS and technology.