

Voice of the Volunteer Survey FAQs

How often should I undertake the survey?

We'd recommend undertaking the survey at a minimum once a year so you can start benchmarking the volunteer experience. You may want to increase this to twice a year if you are looking to track certain improvements.

Tip: always be mindful of other feedback loops you may have in place, and not over-surveying your volunteers.

How do I join the VIO register?

To log onto the VIO register, log into your My Community Directory account by [clicking here](#).

Will Volunteering Queensland be looking at the scores of each organisation?

No – the survey is completely anonymous. We will not be able to track who has completed the survey or what their scores are. We will be able to see collated average scores at a local (LGA) and state level which will support our advocacy for volunteer involving organisations and help direct our support and training.

How can I encourage a high response rate from my volunteers?

Volunteering Queensland has compiled a Communications Plan resource to support you through this process. [Access it here](#).

Can I check which volunteers responded and who provided which feedback?

No – the survey is completely anonymous. At least 3 volunteers will need to have responded before aggregated survey responses will be visible on the dashboard.

Do I have enough responses for it to be considered accurate?

Response rates vary by organisation size, but the general benchmark is:

- Very small organisations (5–20 volunteers):
70–90% is considered a good response rate.
- Small organisations (20–50 volunteers):
60–75% is a decent response rate.



- Medium organisations (50–150 volunteers):
40–60% is typical and considered good.
- Large organisations (150–500 volunteers):
30–40% is a decent response rate, with anything above 40% considered strong.

Why do organisation size and response ratio matter?

Smaller organisations have closer relationships and more personal communication, which boosts participation. Larger organisations naturally see lower rates due to diverse roles, varying engagement levels, and less personal contact.

What helps improve response rates?

- Personal invitations from coordinators
- Clear messaging on why the survey matters
- Anonymous responses
- Short surveys (7–10 minutes)
- At least two reminders
- Multiple communication channels
- Clarity that the organisation will act on the results
- Reassurance that feedback is taken seriously to improve the volunteer experience
- Confidence that this is not “just another survey” but part of a genuine improvement effort

Bottom line:

A “decent” response rate ranges from **30% to 90% depending on organisation size**, and anything above these benchmarks is strong.

How will the State average be determined?

The State average will be calculated by combining the survey results from all participating organisations across Queensland. All responses are pooled into one dataset and the average score for each survey category is calculated at the statewide level. This creates a benchmark that helps organisations understand how their volunteer experience compares with the broader Queensland landscape.

To ensure this benchmark is statistically reliable, we only report a State average once a minimum of 400 survey responses has been reached. This number is based on a standard sample size calculation using the Queensland population of 5,647,468 (as of March 2025) people. With a sample of 400 responses and a confidence level of 95 per cent, the margin of error is approximately 5 per cent. A smaller margin of error means greater precision and confidence in the results.



Using this minimum sample size ensures that the State average is meaningful, stable and representative enough to guide decision making for volunteer involving organisations.

What can I do to improve my scores?

Volunteering Queensland has carefully curated insights, practical tools, and resources to quickly turn their survey results into action. They are sorted based on your scores so you can access something practical and quick to enact change. You can access these resources through the Volunteer Centre in your VIO register log in.

I have locations in other states, can I use the survey there too?

The Voice of the Volunteer survey is a Queensland-wide initiative led by Volunteering Queensland and is currently only available for use in Queensland locations. If you have sites in other states and are interested in using the survey more broadly, we would love to hear from you. Please get in touch so we can understand your needs and explore what future options might look like. [Reach out to us today.](#)

How long does the survey take?

On average, it takes volunteers 7–10 minutes to complete.

How long should the survey stay open?

We recommend keeping the survey open for 2–3 weeks. This gives volunteers enough time to see the invitation, receive reminders, and complete the survey at their own pace.

If your volunteers are harder to reach (e.g. remote or episodic roles), you may want to keep it open for up to 4 weeks, however, avoid leaving it open indefinitely. Having a defined window helps maintain momentum and encourages higher response rates.

Do volunteers need an account to complete the survey?

No. Volunteers can complete the survey via a link provided by your organisation. No login is required.

Is the survey accessible?

Yes. The survey is mobile-friendly and meets standard digital accessibility guidelines. Volunteers can complete it on any device.

If a volunteer is not digitally literate (or does not have a device), can I manually enter their responses?



Yes. If a volunteer cannot complete the survey themselves, you can support them by entering their responses on their behalf, using their original link. We recommend:

- Reading each question and response option aloud exactly as written
- Recording their responses verbatim (for free text)
- Completing the survey in a private or neutral setting
- Ensuring they understand participation is voluntary

Can volunteers take the survey more than once?

To support anonymity the link isn't linked to any information about a volunteer which technically means they could complete it as many times as they'd like. This will skew the data so be explicit that only one response per volunteer is required for each time undertaking the survey.

Can we customise the survey?

No. To ensure consistent data and benchmarking, the core survey questions stay the same for all organisations across Queensland.

What support is available for interpreting results?

Volunteering Queensland provides guidance, tools, and resources, plus training opportunities if you need help turning results into action.

How secure is the data?

The survey platform uses secure data storage and follows Australian privacy and data protection guidelines.

Do I contact Volunteering Queensland or My Community Directory if I require support using this tool?

For technical questions about using the platform, please contact the My Community Directory Help Desk on 1300 762 515.

For questions about volunteer support or the Voice of the Volunteer Survey in general, please [contact Volunteering Queensland](#).

Does the number of responses inform the number of volunteers across Queensland?



No, this survey is tracking volunteer experience and is linked directly back to an organisation. Some people may volunteer at multiple organisations and complete the survey multiple times noting their different experiences across different organisations.