



volunteering
queensland

Volunteer Involving Organisation Register

Voice of the Volunteer Survey Tool

Information for Large Organisations

Overview

Volunteering Queensland (VQ) has partnered with My Community Directory (MCD) to launch the Queensland Volunteer Involving Organisation (VIO) Register. The Register – hosted on My Community Directory's platform, is a mechanism to better understand and support the volunteering ecosystem.

Any organisation that engages – or wants to engage – volunteers can join the Register. Through the Register, you'll be able to contribute real-time data insights to help VQ advocate more effectively for you, and target our support for you and your volunteers.

It's also the mechanism by which organisations can access the Queensland Voice of the Volunteer Survey Tool – the first large-scale mechanism designed to measure and monitor the volunteer experience.

As an organisation that has multiple locations, joining the VIO Register and utilising the Voice of the Volunteer Survey Tool will provide you with greater visibility of how you are tracking, both at a location level and an organisational level.

This guide explains how to ensure that all of your locations are part of the VIO Register, in preparation for utilising the Voice of the Volunteer Survey Tool.

Have questions? We're here to help

For questions about the VIO Register or the Voice of the Volunteer Survey Tool

Contact the VQ Team to discuss these tools and how your organisation can access them. You can reach us at membership@volunteeringqld.org.au or 07 30027600 (select option 1).

For technical support relating to the MCD Platform

Contact the MCD Support Team on support@mycommunitydirectory.com.au or 1300 762 515.

What do you need to do to join the VIO Register?

The VIO Register operates at an individual location level, rather than an organisational level. So, to become a part of the VIO Register, a representative from each of your organisation's locations will need to answer a few questions about the volunteer program at their location (see Appendix 4 for a copy of these questions). We are here to help make that process as easy as possible.

Step 1: Add volunteer manager contacts

As the person with oversight of volunteering in your organisation, you can access your MCD listing at an organisational level, and view and update the "Volunteer Manager" contact for each location (see Appendix 1 for step-by-step instructions).

If you have a lot of contacts to add, the team at MCD can provide a template data file for you to complete for a bulk import.

Step 2: Brief your volunteer manager contacts

Make sure that your volunteer managers are fully informed, and get their buy-in. We can provide you with a template email (Appendix 2) to circulate within your organisation to the people who are responsible for volunteers at your various locations.

Step 3: Invite volunteer manager contacts to connect with their location's listing and join the Register

You can send your volunteer manager contacts an invitation directly through the system, prompting them to log in or create their account (see Appendix 1). As soon as they do that a screen will appear with a few questions about their location's volunteer program, and once complete, their location is then on the Register.

Step 4: Monitor results

You will be able to view which of your locations have joined the Register, and what their responses were.

Alternative approach: Complete the VIO Register questionnaire for each location centrally

For some organisations, you may be the sole volunteer manager working across multiple locations. Or, as the central person with oversight for volunteers at your organisation, you may be best placed to answer the VIO Register questions for your locations.

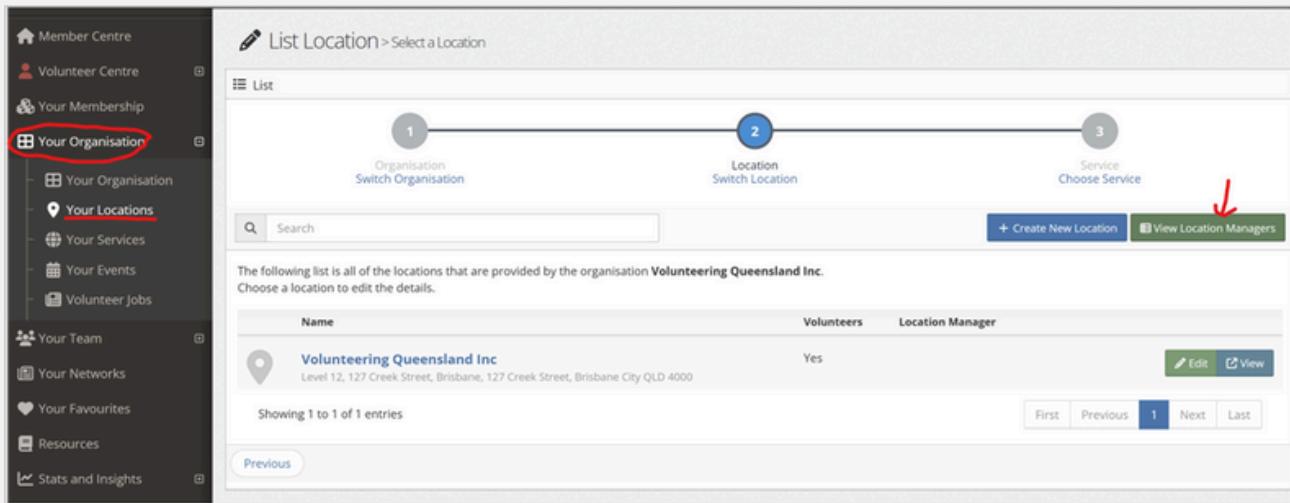
If that's the case, you can log in and complete the VIO Register questionnaire on behalf of each location. See Appendix 3 for step-by-step instructions.

Appendix

APPENDIX 1: Process for adding Volunteer Manager contacts and inviting them to connect with their location's MCD listing

<https://support.mycommunitydirectory.com.au/s/article/Location-Management-Page>

1. Log in to your account at <https://www.mycommunitydirectory.com.au/Manage>
2. Navigate to “Your Organisation” in the side navigation
3. Click on “Your Locations”
4. Click the green “View Location Managers” button to view a list of your locations.



Name	Volunteers	Location Manager
Volunteering Queensland Inc Level 12, 127 Creek Street, Brisbane, 127 Creek Street, Brisbane City QLD 4000	Yes	Edit View

5. For each location, click the “Add” button in the Volunteer Manager column
6. If your Volunteer Manager for the location is already a contact for your MCD listing, click “Select from Existing Contact” and select their name, then Save.
7. If your Volunteer Manager for the location is not already a contact for your MCD listing, click “Add New contact”. Enter their basic contact information, then click “Add Contact and Invite User”. They receive an email from MCD inviting them to connect with the location’s listing.

If you find that any of the location information for your organisation is incorrect, you can update the information yourself, or contact support@mycommunitydirectory.com.au for help.

APPENDIX 2: Template email content to circulate within your organisation to the people who are responsible for volunteers at your various locations.

Volunteering Queensland has partnered with My Community Directory to launch a couple of exciting new tools.

The Queensland Volunteer Involving Organisation Register is a mechanism to better understand and support the volunteering ecosystem. Through the Register, organisations can contribute real-time data insights to help VQ advocate more effectively for organisations like ours.

Organisations who are part of the VIO Register will also be able to access the Queensland Voice of the Volunteer Survey Tool. This is a free, practical tool to help volunteer-involving organisations to better understand their volunteers, improve engagement, and strengthen the sustainability of their programs.

The survey can be deployed by email, SMS or QR code, and data collected is anonymous, and viewable instantly through a user-friendly dashboard – both at a location level, and an organisational level.

Our organisation will be utilising this survey tool in future. In preparation for this we want to make sure all our locations are part of the VIO Register, and we need your assistance to do this.

Soon you will receive an invitation email from the My Community Directory platform. All you need to do is click on the link in the email, add some basic information to log in, and then answer a few questions about the volunteer program at your location. These questions pop up automatically when you log in and include things like the number of volunteers you have and the top issues you're facing right now.

Once those questions have been answered, your location will automatically be added to the VIO Register.

APPENDIX 3: Process for completing the VIO Register questionnaire on behalf of a location

1. Log in to your account at <https://www.mycommunitydirectory.com.au/Manage>
2. Navigate to "Your Organisation" in the side navigation
3. Click on "Your Locations", then click on the name of the location you want to add to the VIO Register
4. Scroll down and expand the "Volunteer Questionnaire" and "Jurisdictional Volunteer Questions" sections.

The screenshot shows a list of sections for a location, each with an 'Expand' button. The sections are:

- Location Details**
Volunteering Queensland Inc at Level 12, 127 Creek Street, Brisbane, 127 Creek Street, Brisbane City QLD 4000 can be reached by Post, Phone or Email. **Expand**
- Branding and Social Media**
You have overridden the organisations Website, Facebook Page and Logo. **Expand**
- Facility Details**
Your facility has disabled access. **Expand**
- Location Contacts**
We know your Volunteer Manager *Domita Oldmeadow*. **Expand**
- Networks and Recognitions**
You belong to 1 network. **Expand**
- Service Changes**
You have 1 Service Change. **Expand**
- Services Offered**
Manage the services offered at this location **Expand**
- Volunteer Questionnaire**
Information about your organisation's volunteer involvement. **Expand**
- Jurisdictional Volunteer Questions**
State-specific details about your organisation's volunteering involvement. **Expand**

5. Answer the questions and click "Save".

APPENDIX 4: VIO Register Survey Questions

1. Does your organisation / service involve volunteers?
2. Approximately how many volunteers are registered (actively volunteering or ready to volunteer) with your organisation right now?
3. Approximately how many other people informally help out?
4. Do you need more volunteers to deliver your existing services? If yes: Approximately how many?
5. Does your organisation have any paid staff?
6. Is the person who looks after your volunteers paid?
7. Can your organisation accommodate the following volunteers?
 - People under 18
 - People who are unemployed
 - Corporate groups
 - First Nations Peoples
 - Newly arrived migrants
 - People with a disability and/or mental health condition
 - People over 65
8. What is the number one thing that would help your volunteering program?
 - Understanding the experience of your volunteers
 - Recruiting more volunteers
 - Retaining volunteers for longer
 - Access to networking with other volunteer managers
 - Access to free or low cost volunteer management software
 - Access to tools and resources for support the management of your volunteers
 - Access to grants / funding to support your volunteering program
 - Training for volunteer managers
 - Training for volunteers
 - Other
9. Does your organisation help link people with volunteering opportunities outside of your organisation?
10. What are your main barriers to engaging volunteers?
 - Not enough prospective volunteers in the local area
 - No dedicated volunteer manager
 - Not enough funding
 - Too much red tape for getting volunteers on board
 - Other
11. How do you attract volunteers?
 - Word of mouth
 - Social media
 - Website
 - Volunteer linking platforms (for example SeekVolunteer, FreddyMatch etc)
 - Local organisations help you find volunteers
 - Other
12. How do you motivate or engage with your volunteers?
 - Providing training and development to volunteers
 - Personal relationship building with volunteers (eg celebrating milestones, birthdays etc)
 - Offering flexible roles and support
 - Awards and formal recognition
 - Other:
13. What do you think stops people volunteering with your organisation? (multi select)
 - Volunteers don't have the time anymore to volunteer
 - Health reasons
 - Burnout from volunteering too much
 - Loss of interest
 - Loss of connection
 - Volunteering is costing them too much to continue