

Voice of the Volunteer Survey



A new way to understand and strengthen the volunteer experience

The Voice of the Volunteer Survey, developed by Volunteering Queensland in partnership with My Community Directory, is the first large-scale mechanism designed to measure and monitor the volunteer experience across the state.

This free, practical tool will empower volunteer-involving organisations to better understand their volunteers, improve engagement, and strengthen the sustainability of their programs.

The Voice of the Volunteer Survey was developed using evidence-based methodology and aligned with sector standards.

This tool is available to organisations who are on the Volunteer Involving Organisation Register.

If your organisation isn't already on the register, it's easy and free to join.



Join the VIO Register

What questions are asked in the survey?

The survey questions are divided into four key sections: Prepare, Recruit, Support and Evaluate.

Prepare: These questions will ask about how an organisation has planned for volunteer involvement, things like the program design and resource allocation.

Recruit: These questions help an organisation understand how volunteers got involved in volunteering and how they found the onboarding process.

Support: These questions help your organisation figure out how to best develop, communicate with and recognise volunteers.

Evaluate: These questions are about feedback and evaluation.

How it works

The survey tool is available to organisations who have joined the Volunteer Involving Organisation Register – a free platform for organisations to connect, stay informed, and access tools that make their volunteering program stronger.

With just a few clicks, organisations can:

- Deploy the survey via email, SMS, or QR code.
- Collect anonymous, honest feedback from volunteers.
- View results instantly through a user-friendly dashboard.



Find out more information



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