

Queensland Fire and Emergency Services Volunteer Satisfaction Survey 2016

Prepared for: Queensland Fire and Emergency Services

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TNS

2016 Volunteer Survey



Queensland
Government

Contents

1

Executive Summary 3

2

Background, Objectives and Methodology 7

3

Detailed Findings 13

4

Respondent profile 62

1

Executive Summary

Executive Summary (1)

Background, Objectives and Methodology

- In July/August 2016, QFES commissioned TNS to run the Volunteer Satisfaction survey for a second time. The research was conducted to follow up and build on the 2014 survey, and determine current robust measures of volunteer satisfaction with the services provided, in order to provide direction and understanding as to what, if any, issues exist and how volunteers can be better supported in the future.
- More than n=5000 volunteers from Rural Fire Service, State Emergency Service and other volunteer groups completed the survey.

Key Insights and Recommendations

- At an overall level, satisfaction with the volunteer experience is very positive, with almost four in five (79%) volunteers satisfied (and one in three very satisfied). Overall satisfaction ratings are consistent amongst RFS and SES volunteers and with 2014 survey results. This strong, positive sentiment is supported by the fact that almost all (88%) volunteers cited that they intend to continue volunteering. Consideration could be given to communicating this result throughout the organisation internally, as well as externally to encourage potential new volunteers.
- In general, volunteers largely consider their respective services to have a good reputation in the community (82%) and to be professional (65%). The majority of volunteers also perceive that there is a strong culture of teamwork in their brigade/group and local area (71% and 66% agree respectively). While volunteers largely feel that the service is sufficiently focussed on its people during times of crisis (65% agree), relatively fewer feel that the service is focussed on its people on a more day-to-day basis (45% agree). QFES should thus explore ways to engage with volunteers more outside of crisis times.
- Volunteers perceive that those they work most closely with (i.e. First Officer (RFS) and Group (SES)) are most adept at providing support, resolving conflict, modelling effective leadership skills and valuing their input, with perceptions of such leadership skills decreasing up the chain (i.e. lowest ratings being for Area Director (RFS) and State Office (SES)). QFES should seek to close the gap and build credibility of the distanced leadership team, by continuing leadership development, increasing the visibility of leaders and communicating to volunteers ways in which the leadership team are providing support and adding value to the organisation.

Executive Summary (2)

Key Insights and Recommendations (cont.)

- Overall, volunteers feel they have a good understanding of the organisation's expectations of their behaviours and the Code of Conduct for the Queensland Public Service (91% and 82% agree respectively). While still relatively strong, perceptions and understanding of workplace conduct policies and procedures are significantly lower across all attributes for RFS volunteers compared to SES volunteers, suggesting this be an area for reinforcement during training and inductions for new and current RFS volunteers and form part of regular, ongoing training for all volunteers.
- Satisfaction with general information received is strong with more than seven in ten (72%) volunteers satisfied. Satisfaction ratings have also significantly improved since 2014 (from 68%). Amongst the few (9%) dissatisfied, lack of timely and sufficient information are key concerns. Furthermore, a lack of communication is commonly suggested as being a key reason for overall dissatisfaction and intention to leave. As such, QFES services should endeavour to keep volunteers informed and to improve timeliness, quantity and relevance of communications. Current communication methods match volunteers' preferred methods of receiving information, suggesting that the communication channel mix is appropriate.
- Almost seven in ten (68%) volunteers are satisfied with the training they have received over the past two years, with satisfaction significantly higher amongst SES volunteers than RFS volunteers (74% vs. 64%). Amongst those dissatisfied (14%), a general lack of training and ineffective trainers were key reasons for dissatisfaction and should be key areas to focus on moving forward.
- Being accepted as a valuable team member is the key form of recognition sought (40%) amongst both SES and RFS volunteers, though significantly more so amongst SES volunteers (42% vs. 38%). Few volunteers seek tangible rewards such as a certificate or public award. With "not feeling valued" also offered as a key reason for dissatisfaction with the overall volunteer experience, QFES should seek to identify and act on initiatives to ensure that the volunteers' contributions as a team member within the organisation are valued and forms of recognition utilised are meaningful to volunteers.

Executive Summary (3)

Key Insights and Recommendations (cont.)

- In the context of high satisfaction, there are some signs that work needs to be done to ensure both the RFS and SES volunteer experience is a positive one, with some workplace bullying, inclusion and conflict and issues evident amongst some volunteers. One in five (21%) volunteers have witnessed bullying in their volunteer environment, with just over one in ten (12%) having been personally subject to bullying (exposure and subjectivity to bullying being higher in the SES than RFS). One in four (25%) also feel there is some form of barrier to their inclusion within their volunteer environment (primarily not fitting in with the culture, age and length of service). Conflict in the work environment is also raised as an issue for some, this being a key reason for overall dissatisfaction with the volunteer experience. Furthermore, some volunteers lack confidence in leadership's ability to resolve conflict (this being rated the lowest amongst the leadership traits, and lower the further up the organisational chain), fear they'd face retaliation if they raised an issue and perceive there is a lack of accountability and challenge for unacceptable behaviour. QFES should take measures to ensure volunteers are aware of the need to act appropriately at all times to create a positive and safe volunteer environment. Furthermore, it is essential that management are adequately trained in conflict resolution, take appropriate courses of action as issues are identified, and build volunteers' confidence of management's ability to resolve and manage conflict within the workplace appropriately and professionally.
- A number of statistically significant differences were identified between RFS and SES across various areas including recruitment methods, training issues, communication and recognition preferences. QFES will need to ensure strategies implemented take these differences into account.

2

Background, Objectives and Methodology

Background and Objectives

- Volunteers are critical to the successful delivery of frontline services and are essential in building community capacity and enhancing community resilience. Queensland Fire and Emergency Services (QFES) has approximately 42,000 dedicated volunteers across the state in the State Emergency Service (SES), Rural Fire Service (RFS), Research and Scientific Branch network, and Technical Rescue Unit.
- The volunteer base is largely made up of the RFS and SES with approximately 36,000 and 6,200 volunteers respectively.
- Across both of these services, the contribution of volunteers is vital in ensuring positive community outcomes, and as such it is imperative that the views and opinions of the volunteer base is heard. Only in this way can QFES understand the satisfaction of its volunteers, how it is performing in supporting them in their volunteer role and what can be done to improve their volunteer experience.
- In 2016 TNS has been commissioned to follow up and build on the 2014 survey it conducted to ascertain current levels of satisfaction and opinion on the support provided and organisational practices and processes.
- The findings of the 2016 volunteer survey are contained within this report, with comparisons made to 2014 results where appropriate.

The overall aim of the research is to:

Provide Queensland Fire and Emergency Services with robust measures of volunteer satisfaction with the services provided in order to provide direction and understanding as to what, if any, issues exist and how volunteers can be better supported in the future.

Methodology

Who did we survey?

- Volunteers in Rural Fire Service, State Emergency Service and other volunteer groups

How many responses did we receive

- Total n=5,205 (RFS n=3,243; SES n=1,925; Other QFES n=37)

When did we interview?

- 11 July – 23 August 2016

Sampling strategy

- Contacts from the QFES Volunteer database were emailed with an invitation to complete the survey. The survey was also distributed via hard-copy on request and at SES training nights, and a link to the survey was also placed on the QFES website.

Interview methodology

- Online, self-completed interview. Average questionnaire length 10 minutes.

Weighting

- No weighting was applied

Questionnaire Flow

- The questionnaire covered the following content:

1 Screener questions

2 General satisfaction

3 Perceptions of QFES

4 Recruitment

5 Leadership

6 Workplace conduct policies and procedures

7 Inclusion

8 Information and Communication

9 Recognition

10 Training and development

11 Intention to continue volunteering

12 Demographics

Reporting Notes (1)

- From the online survey (which included those who were invited via email and those who accessed the survey via the a link on the QFES website), a completed sample size of n=5820 was achieved. The chart below shows the percentage of those who accessed and completed the survey to the end (a complete respondent), those who “screened out” of the survey (i.e. did not qualify to complete it) and those who accessed the link, but did not complete the survey through to the end (incomplete).







- The data in this report is based on *complete* respondents from both the online survey and hardcopy surveys. A total of n=5063 respondents completed the survey in total (n=4833 respondents completed the online survey, and an additional n=230 completed the hard copy).
- Those who indicated they volunteer for both the RFS and SES were given the option to complete the survey a second time for their secondary volunteer organisation and n=142 did so. Those who volunteered for another QFES organisation except for the RFS and SES were also given the opportunity to complete the survey. As such, there was a total of n=5205 responses, with a breakdown as follows:

RFS	n=3243
SES	n=1925
Other QFES	n=37

- From the email distribution to contacts on the QFES volunteer database, we achieved a response rate for completing the survey of 24%.

Reporting Notes (2)

- The total response represents a valid sample size for analysis at the total level, and at an organisational level for RFS and SES. As such this is what is reported throughout. The sample size for other QFES volunteers is not large enough for separate analysis, however is included in the total level analysis.
- While the online survey required a forced response for each question, some respondents who completed a hard copy of the survey skipped certain questions. As such, sample sizes vary slightly throughout the report.
- Where a total satisfied score is reported, this is calculated as the sum of satisfied + very satisfied.
- Where a total dissatisfied score is reported this is calculated as the sum of dissatisfied + very dissatisfied.
- These aggregated scores may not always add exactly to the individual percentage scores reported due to rounding.
- For single response questions, the sum of responses may not always add exactly to 100% due to rounding.
- Where questions have more than one response allowed, the sum of responses may add to more than 100%.
- The maximum margin of error associated with the total sample size at the 95% confidence interval is $\pm 1.4\%$.
- Significance testing has been applied throughout the report between RFS and SES service groups.
 -  indicates that the percentage is significantly higher than the other group at the 95% confidence level.
 -  indicates that the percentage is significantly lower than the other group at the 95% confidence level.
- Where applicable, significance testing has also been run for 2016 results vs. 2014 results.
 -  indicates that the percentage is significantly higher than 2014 results at the 95% confidence level.
 -  indicates that the percentage is significantly lower than 2014 results at the 95% confidence level.

3

Detailed Findings

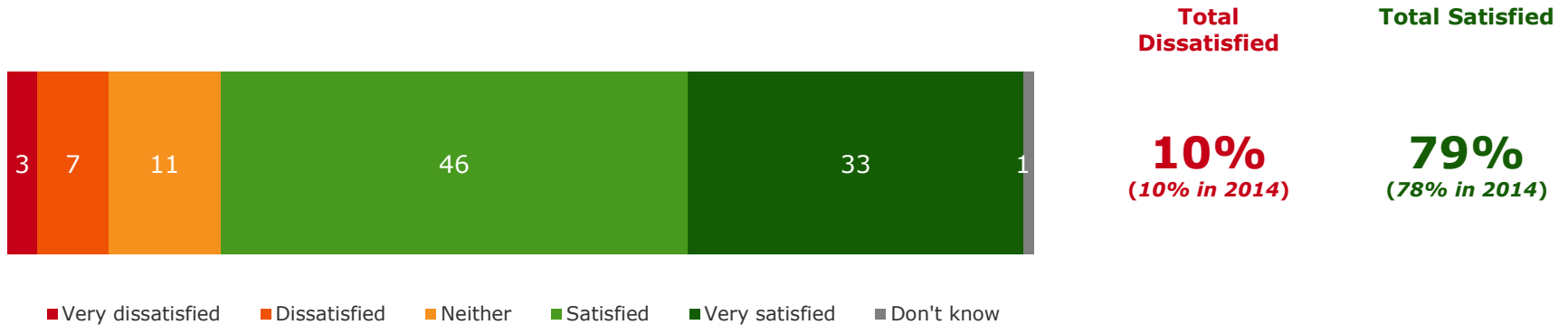


3.1

General Satisfaction

Four in five (79%) volunteers are satisfied with their experience with one in three (33%) very satisfied. Satisfaction levels are consistent across the RFS and SES.

General satisfaction with volunteering (%)



	RFS	SES
Total Dissatisfied	10% (10% in 2014)	11% (13% in 2014)
Total Satisfied	79% (78% in 2014)	78% (75% in 2014)

B1. How satisfied are you in general with the experience of volunteering with the Rural Fire Service/State Emergency Service?
 BASE: All responses (2016: n=5202, 2014: n=1438); RFS respondents (2016: n=3243, 2014: n=1133); SES respondents (2016: n=1922, 2014: n=245)

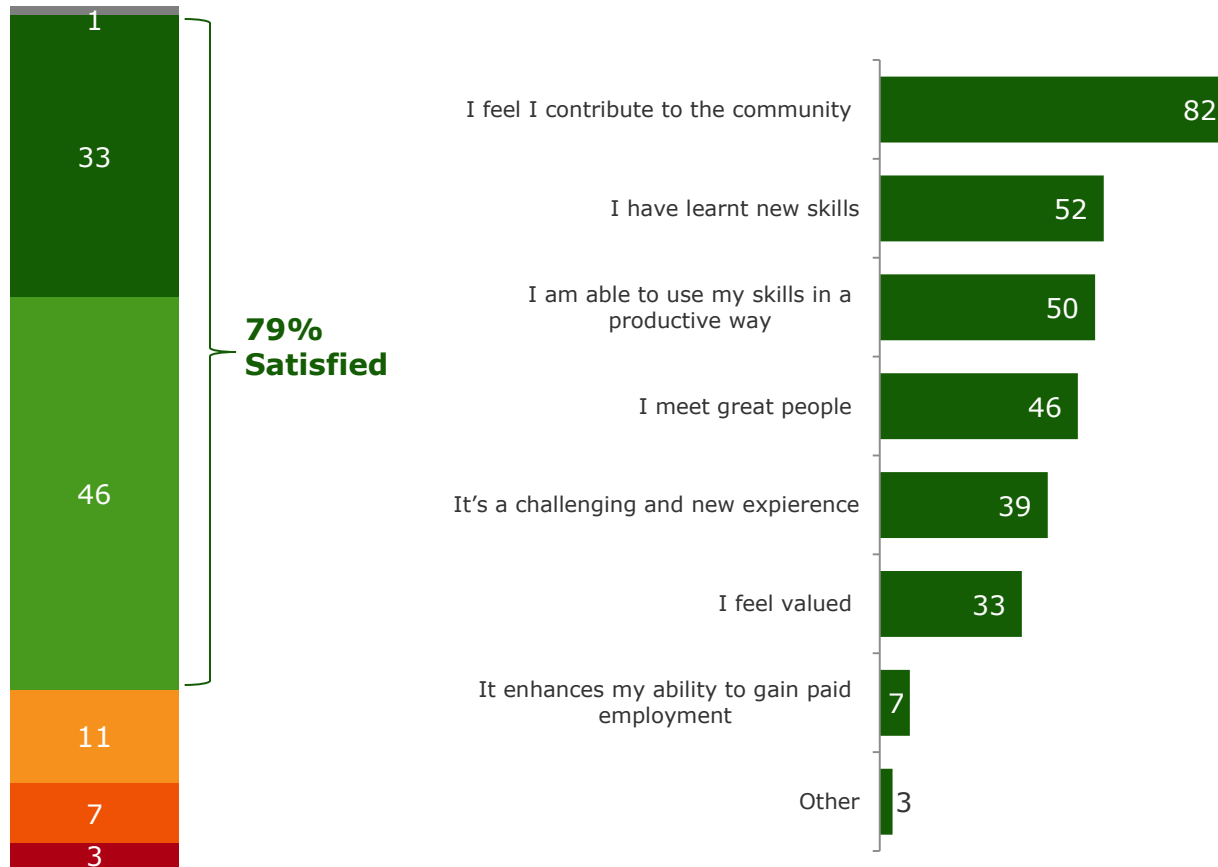


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A sense of contributing to the community is the key reason volunteers experience satisfaction across both RFS and SES.

Reasons for satisfaction with volunteering experience (%)



	RFS (79% satisfied)	SES (78% satisfied)
I feel I contribute to the community	84	80
I have learnt new skills	45	64
I am able to use my skills in a productive way	47	56
I meet great people	40	55
It's a challenging and new experience	33	48
I feel valued	29	40
It enhances my ability to gain paid employment	5	10
Other	3	2

B1. How satisfied are you in general with the experience of volunteering with the Rural Fire Service/State Emergency Service?

BASE: All responses (n=5202); RFS respondents (n=3243); SES respondents (n=1922)

B2. Why are you <insert satisfied or very satisfied as appropriate>?

BASE: Satisfied with volunteering experience (Total n=4093; RFS n=2555; SES n=1505)



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 Significant difference between RFS and SES at 95% confidence interval



Amongst the 10% dissatisfied with their volunteer experience, a lack of communication is a key issue.

Reasons for dissatisfaction with volunteering experience (%)



B1. How satisfied are you in general with the experience of volunteering with the Rural Fire Service/State Emergency Service?

BASE: All responses (n=5202); RFS respondents (n=3243); SES respondents (n=1922)

B3. Why are you <insert dissatisfied or very dissatisfied as appropriate>?

BASE: Dissatisfied with volunteering experience (Total n=522; RFS n=313; SES n=206)



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 Significant difference between RFS and SES at 95% confidence interval

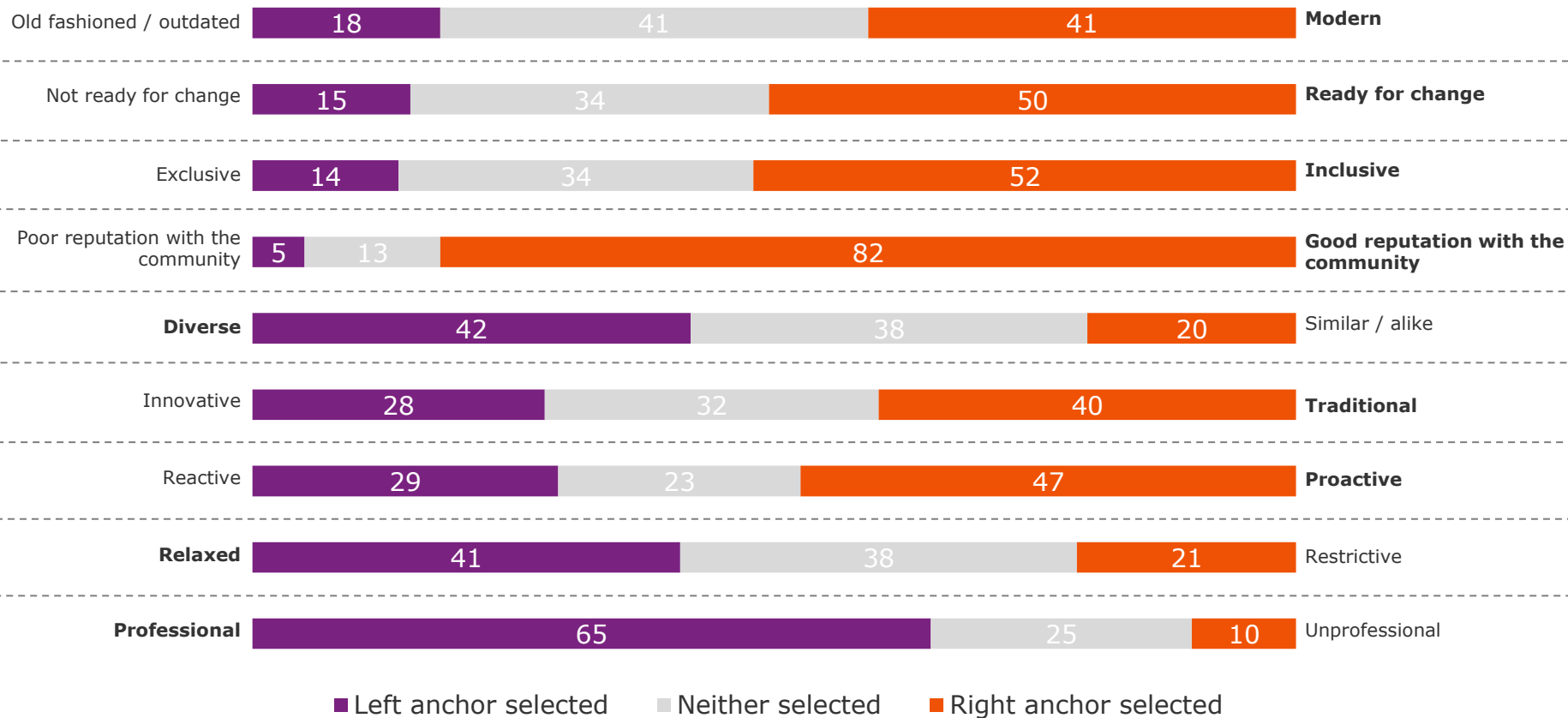


3.2

Perceptions of QFES

SES and RFS are largely considered to have a good reputation with the community and be professional.

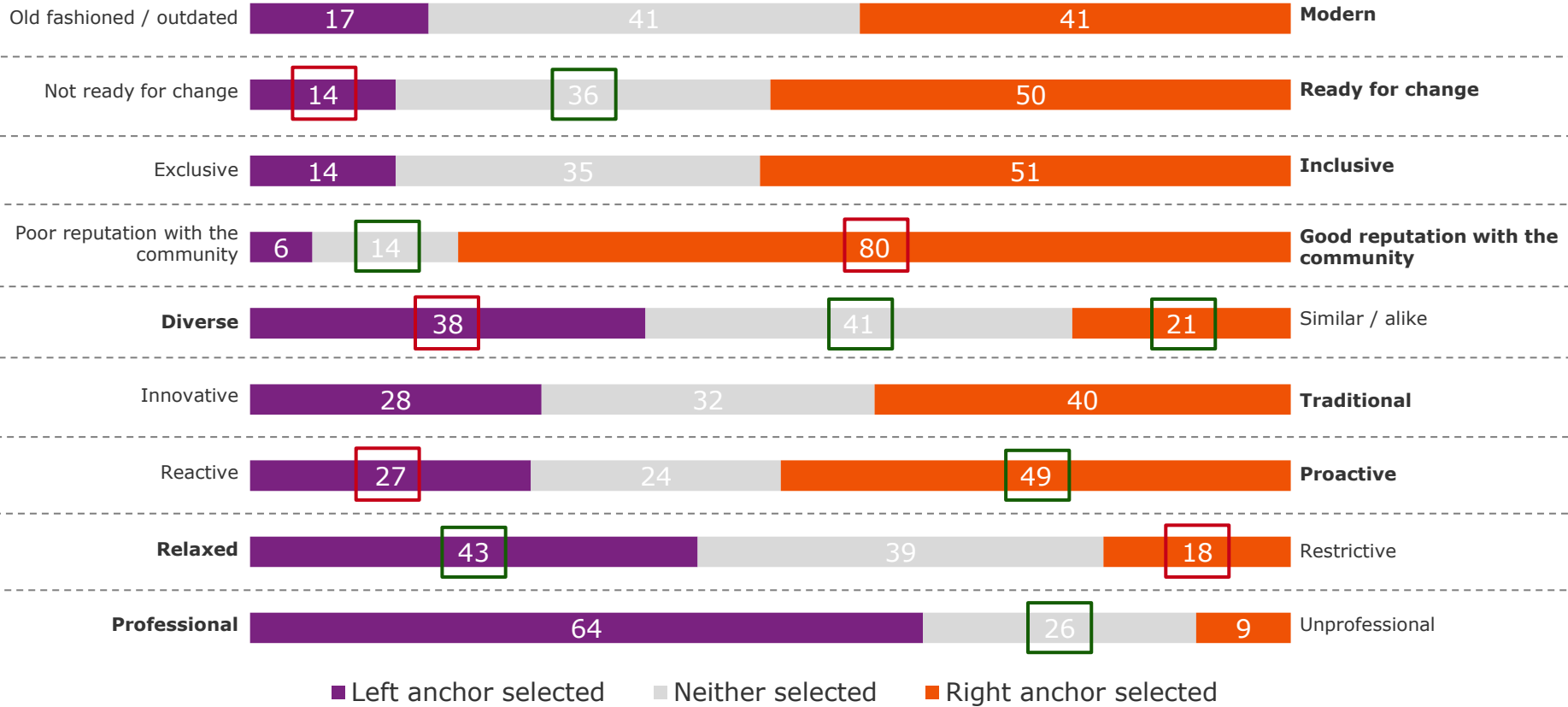
Perceptions of QFES – Total (%)



G1. You will now be shown pairs of words / phrases that people have used to describe the Rural Fire Service/State Emergency Service. For each pair, please select which word or phrase you feel best describes the Rural Fire Service/State Emergency Service. You may also select 'neither' if you feel neither word is an appropriate description.
 BASE: All respondents (Sample sizes from top to bottom: n=5162; 5147; 5143; 5170; 5147; 5150; 5153; 5159; 5173)
NOTE: Bold text represents the word/phrase more often selected

Perceptions - RFS

Perceptions of RFS (%)



G1. You will now be shown pairs of words / phrases that people have used to describe the Rural Fire Service. For each pair, please select which word or phrase you feel best describes the Rural Fire Service. You may also select 'neither' if you feel neither word is an appropriate description.

BASE: RFS respondents (Sample sizes from top to bottom: n=3241; 3241; 3243; 3241; 3241; 3241; 3242; 3242)

NOTE: Bold text represents the word/phrase more often selected



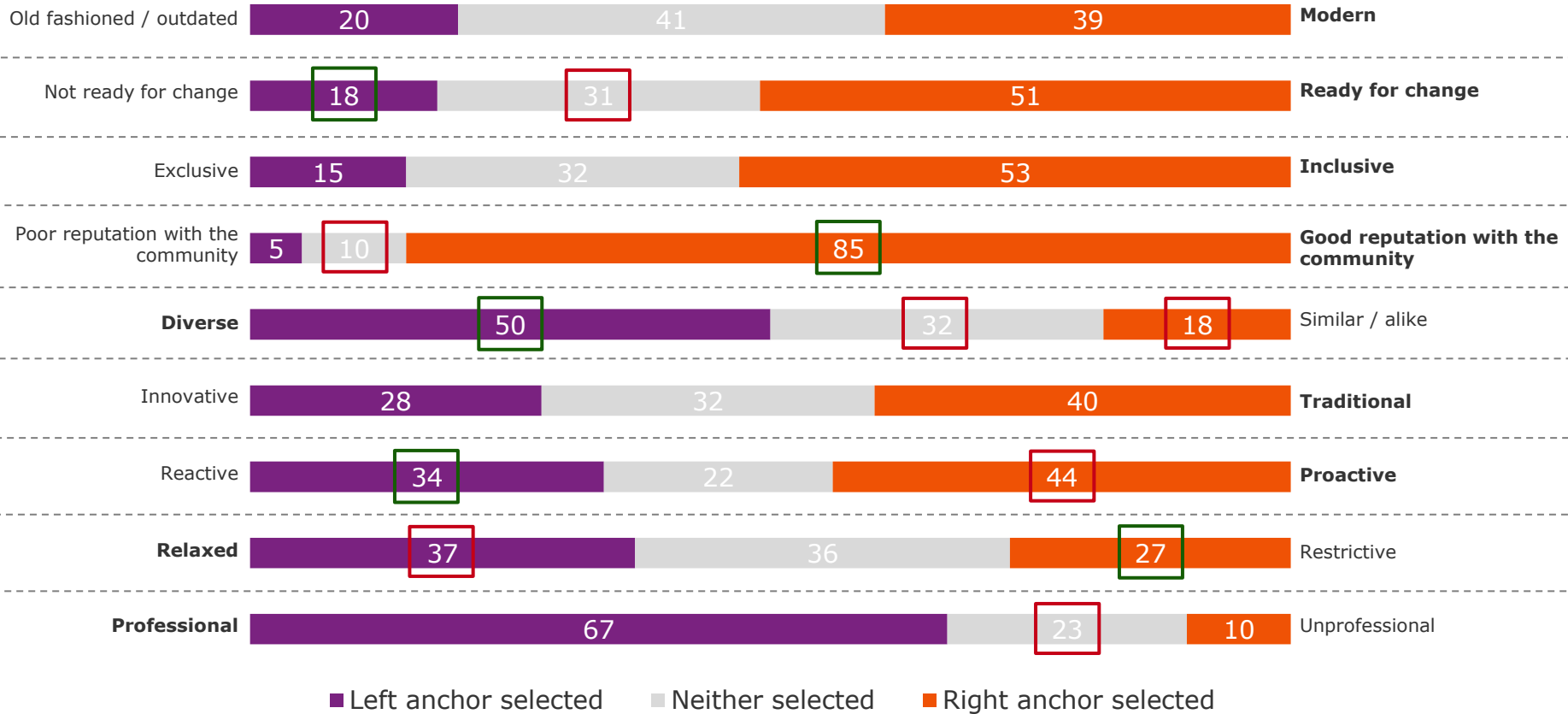
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 Significantly higher/lower than SES at 95% confidence interval



Perceptions - SES

Perceptions of SES (%)



G1. You will now be shown pairs of words / phrases that people have used to describe the State Emergency Service. For each pair, please select which word or phrase you feel best describes the State Emergency Service. You may also select 'neither' if you feel neither word is an appropriate description.

BASE: SES respondents (Sample sizes from top to bottom: n=1884; 1869; 1865; 1890; 1869; 1872; 1875; 1880; 1894)

NOTE: Bold text represents the word/phrase more often selected



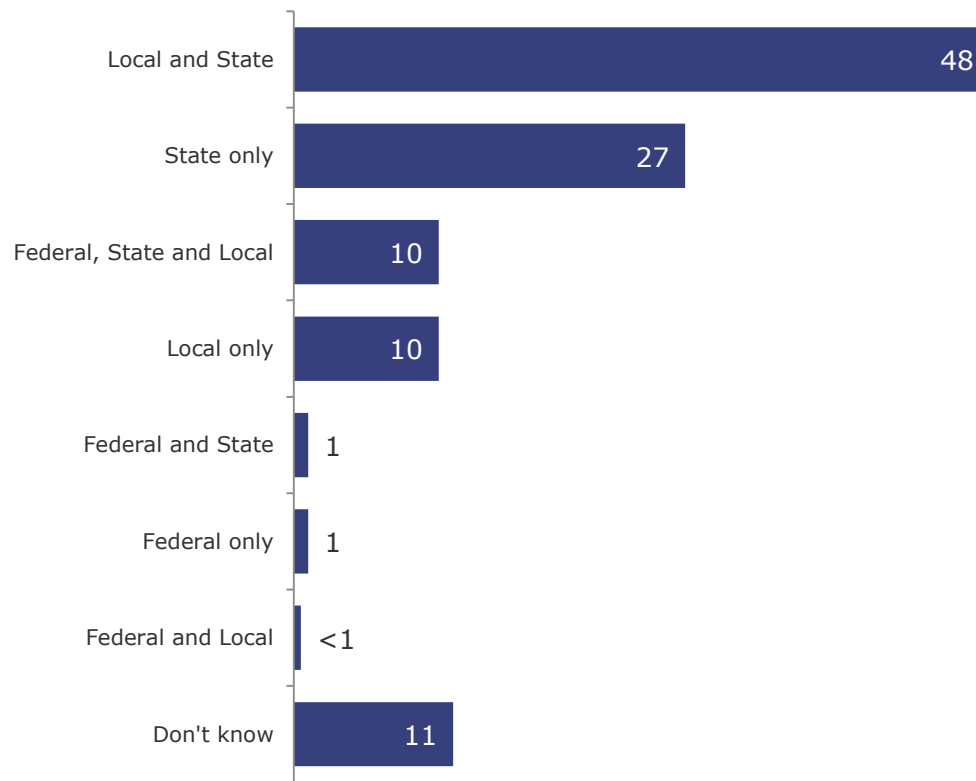
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Significantly higher/lower than RFS at 95% confidence interval



Almost half (48%) of SES volunteers correctly identified that both the State and Local Government are responsible for the SES.

Perceived level/s of government responsible for the SES* (%)



G2. Which level / levels of Government do you believe is / are responsible for the Queensland State Emergency Service?

BASE. SES respondents (n=1912)

*NOTE: Question only asked of SES respondents.

3.3

Leadership



Volunteers' opinions of leadership in the RFS – Summary overview

Perceptions of leadership in RFS – Top 2 (rated “Quite a lot” or “A great deal”) (%)



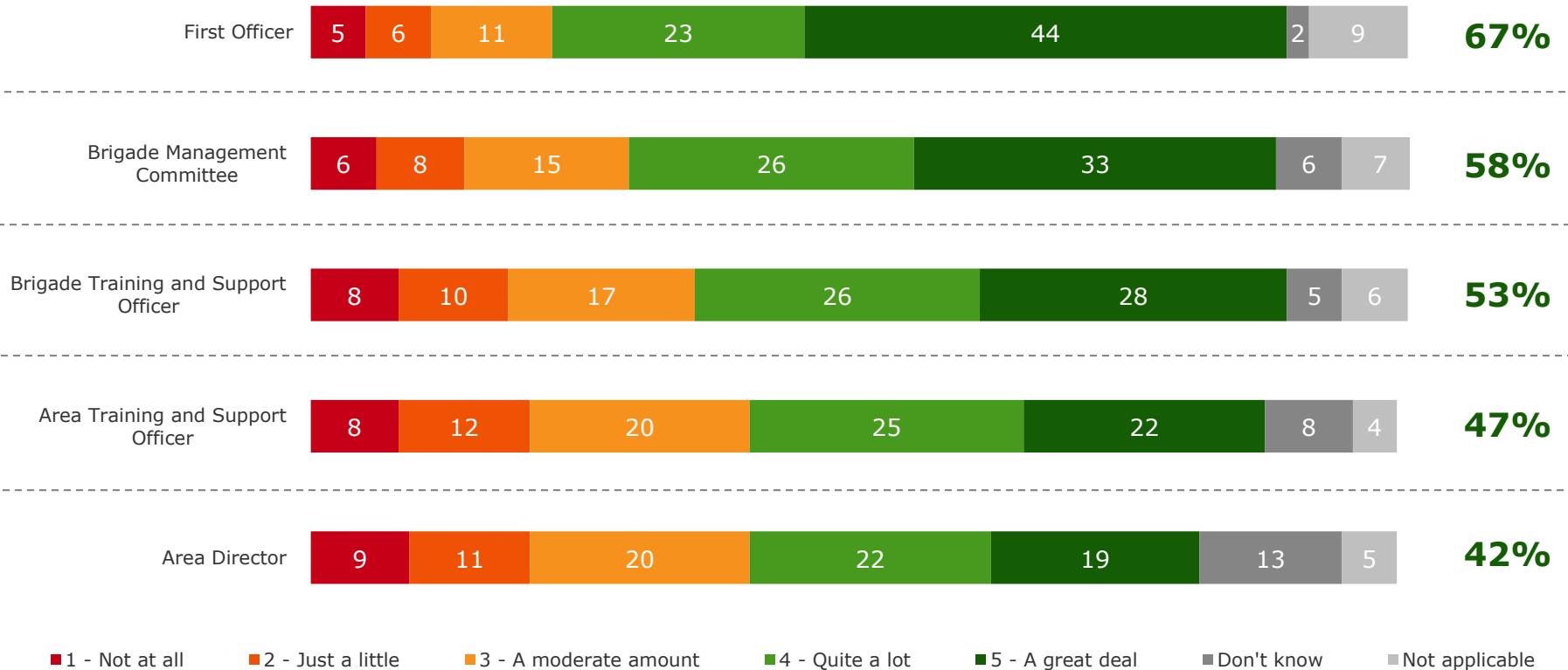
D1. To what extent do you feel supported in your volunteer role in the Rural Fire Service by each of the following? BASE: RFS respondents (n=3243 for each)
 D2. And to what extent do you feel the following resolve conflict? BASE: RFS respondents (n=3243 for each)
 D3. And to what extent do you feel the following model effective leadership skills? BASE: RFS respondents (n=3243 for each)
 D4. And to what extent do you feel the following value your input? BASE: RFS respondents (n=3243 for each)



RFS volunteers feel most supported in their volunteer role by their First Officer.

Perceived level of support in volunteer role by... - RFS (%)

Top 2
(rated 4 or 5
out of 5)



D1. To what extent do you feel supported in your volunteer role in the Rural Fire Service by each of the following?
 BASE: RFS respondents (n=3243 for each)



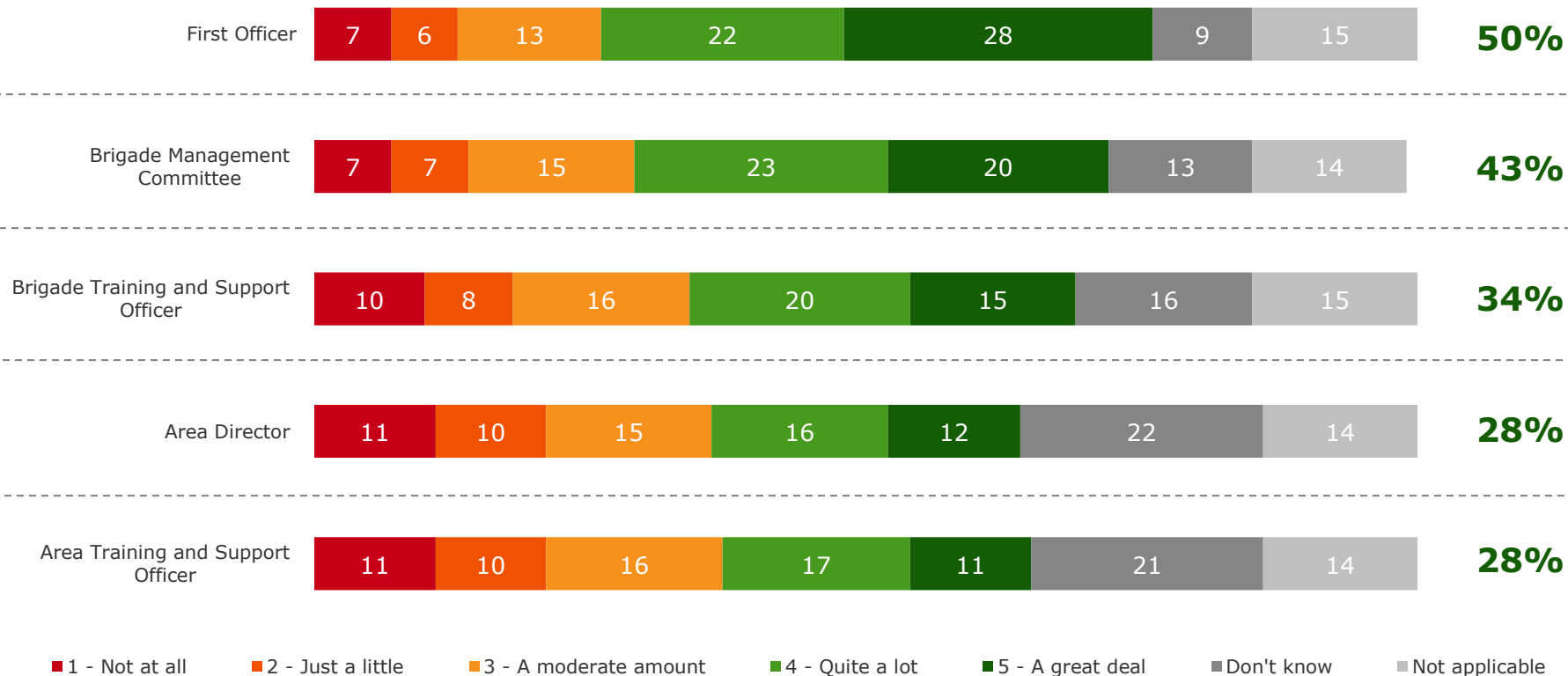
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RFS volunteers believe that their First Officer is the most capable of resolving conflict.

Perceived ability to resolve conflict by... - RFS (%)

Top 2
(rated 4 or 5 out of 5)



D2. And to what extent do you feel the following resolve conflict?
 BASE: RFS respondents (n=3243 for each)



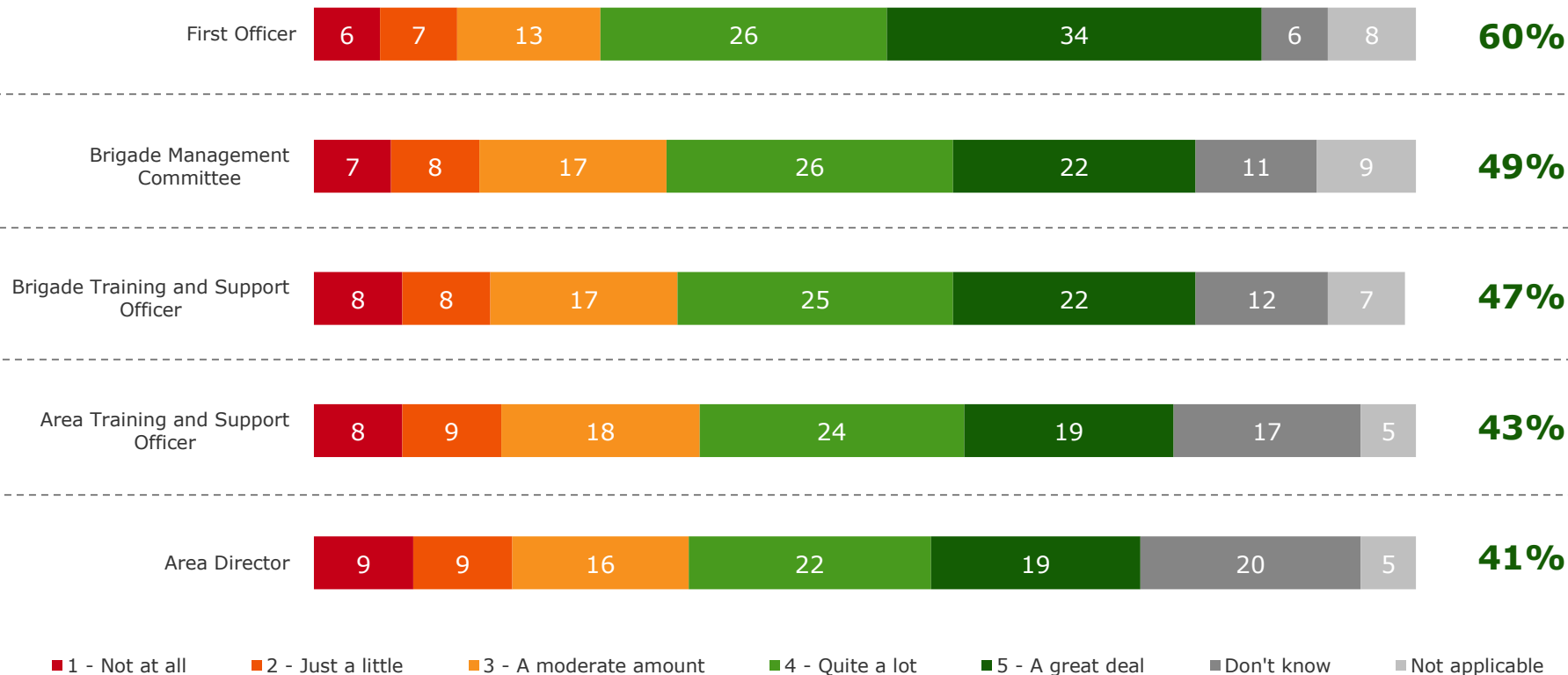
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The First Officer is perceived as displaying the most effective leadership skills amongst RFS volunteers.

Modelling of effective leadership skills by... - RFS (%)

Top 2
(rated 4 or 5 out of 5)



D3. And to what extent do you feel the following model effective leadership skills?
 BASE: RFS respondents (n=3243 for each)



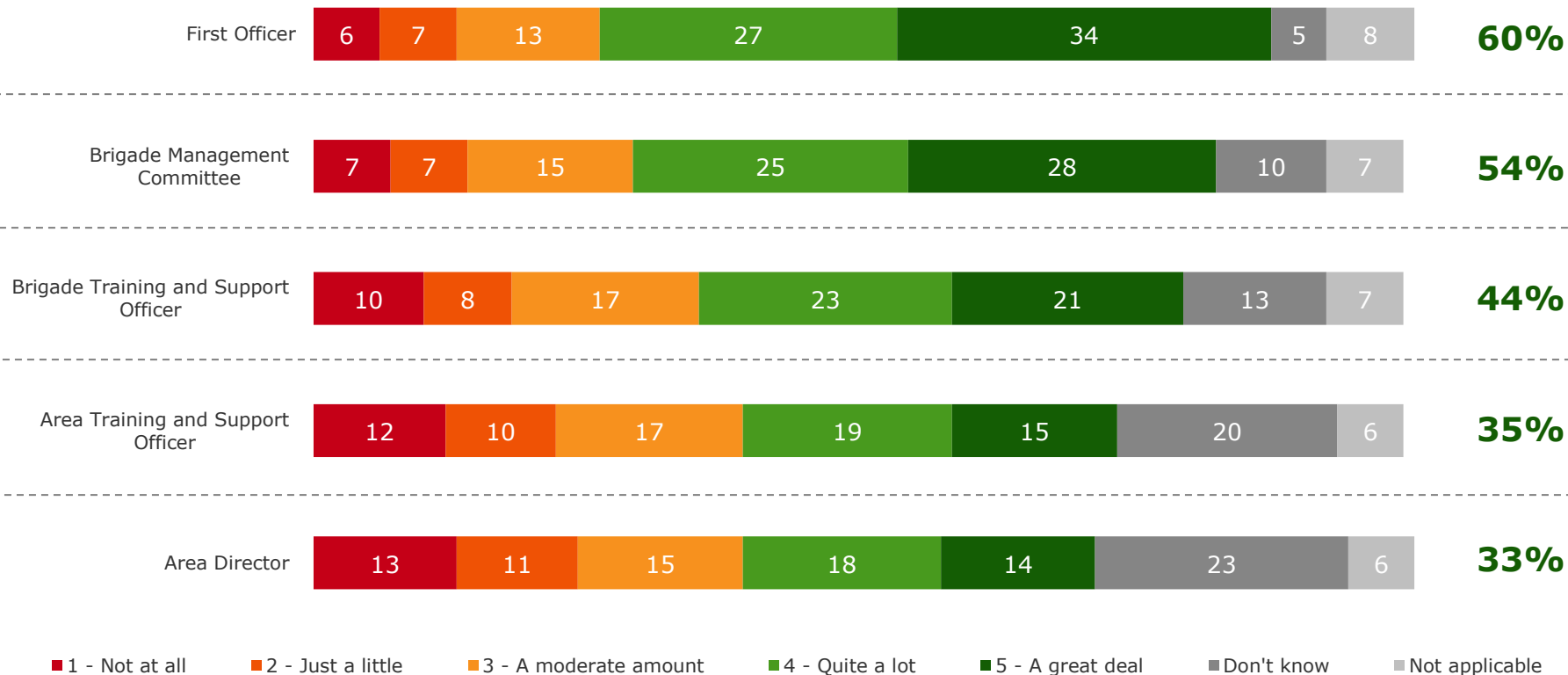
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Three in five RFS volunteers feel their First Officer values their input.

Extent to which input is valued by... - RFS (%)

**Top 2
(rated 4 or 5
out of 5)**



D4. And to what extent do you feel the following value your input?
 BASE: RFS respondents (n=3243 for each)

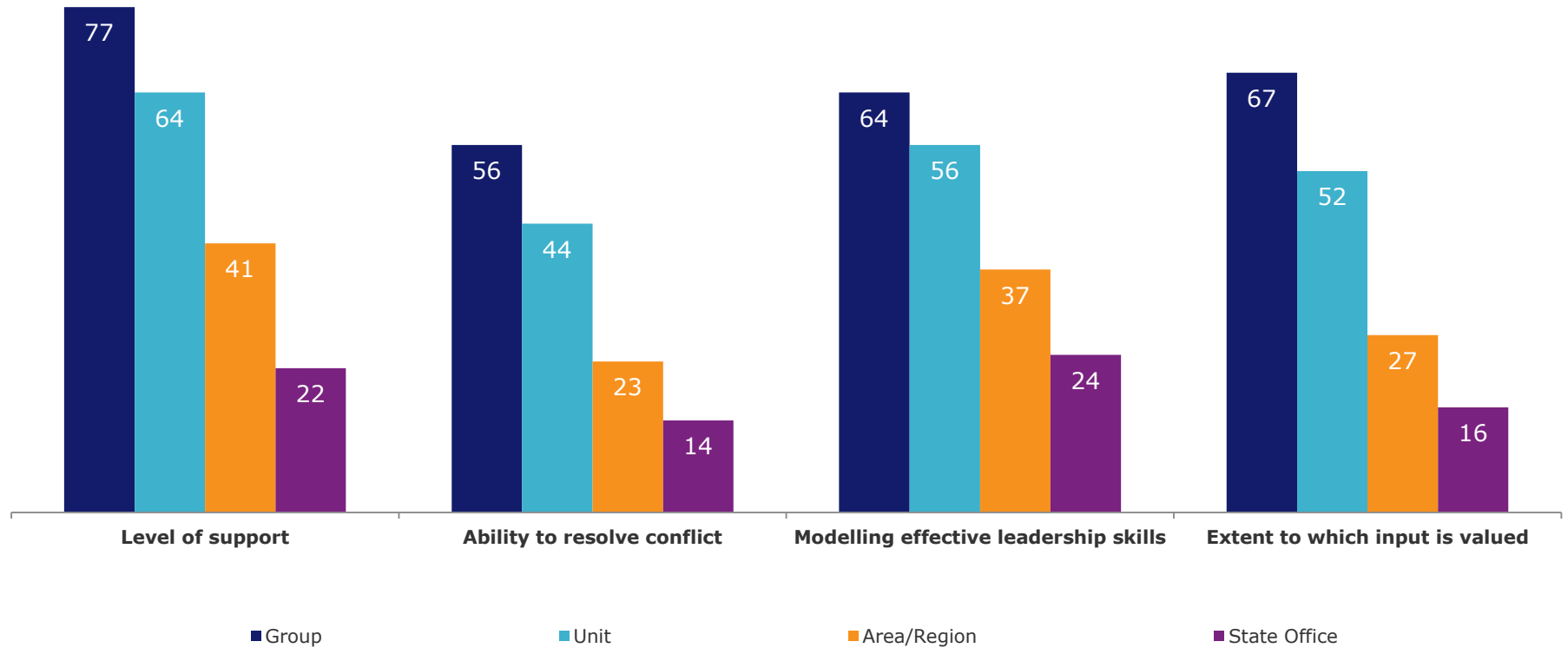


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Volunteers' opinions of leadership in the SES – Summary overview

Perceptions of leadership in SES – Top 2 (rated "Quite a lot" or "A great deal") (%)



D1. To what extent do you feel supported in your volunteer role in the State Emergency Service by each of the following? BASE: SES respondents (Group: n=1905; Unit: n=1901; Area/Region: n=1900; State Office: n=1893)

D2. And to what extent do you feel the following resolve conflict? BASE: SES respondents (Group: n=1902; Unit: n=1898; Area/Region: n=1897; State Office: n=1891)

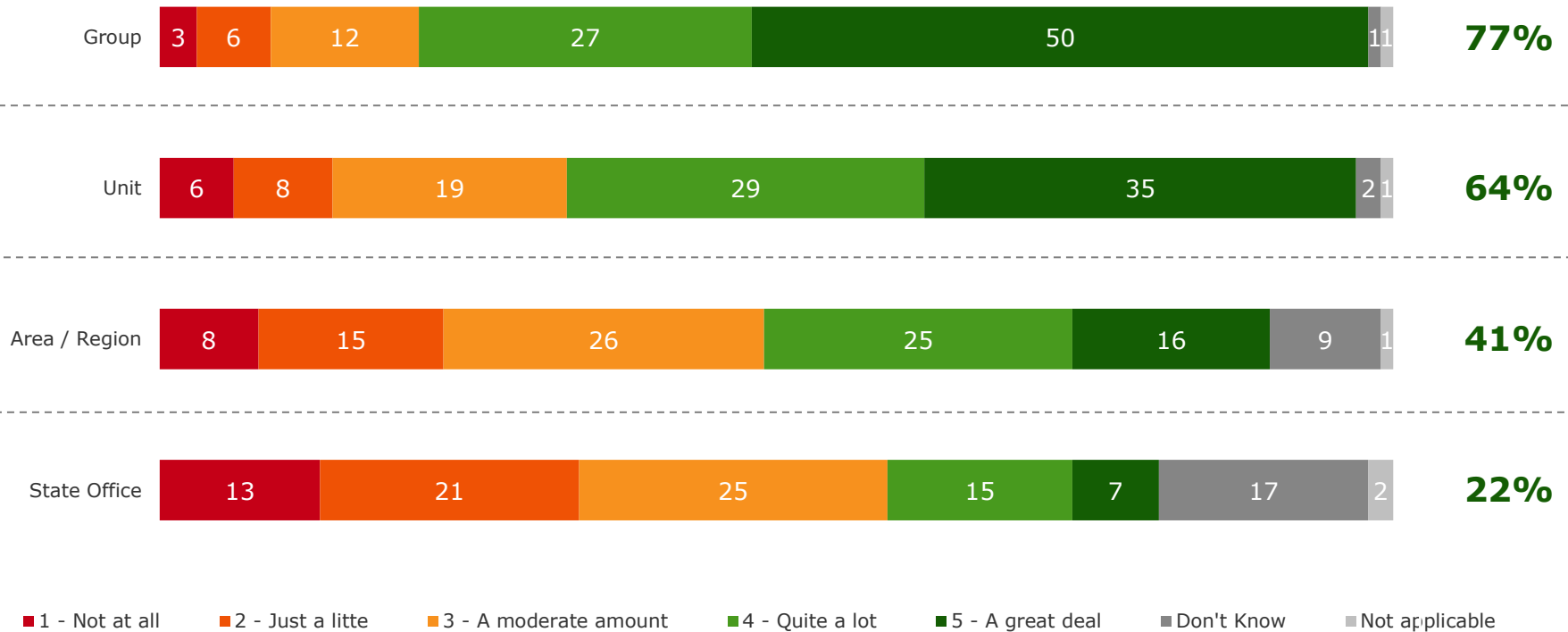
D3. And to what extent do you feel the following model effective leadership skills? BASE: SES respondents (Group: n=1900; Unit: n=1895; Area/Region: n=1894; State Office: n=1889)

D4. And to what extent do you feel the following value your input? BASE: SES respondents (Group: n=1902; Unit: n=1897; Area/Region: n=1893; State Office: n=1885)

SES volunteers feel most supported in their volunteer role by their group.

Perceived level of support in volunteer role by... - SES (%)

Top 2
(rated 4 or 5
out of 5)



D1. To what extent do you feel supported in your volunteer role in the State Emergency Service by each of the following?
 BASE: SES respondents (Group: n=1905; Unit: n=1901; Area/Region: n=1900; State Office: n=1893)



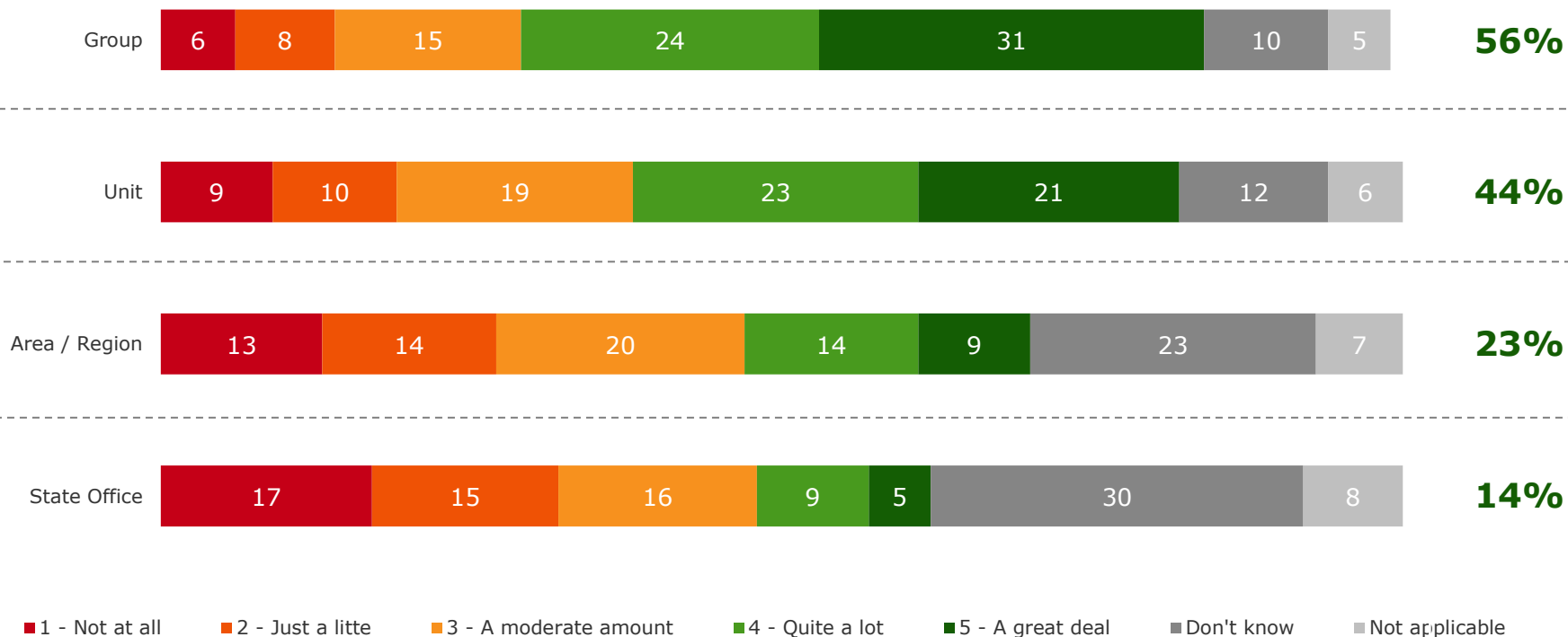
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SES volunteers believe that their group is the most capable of resolving conflict.

Perceived ability to resolve conflict by... - SES (%)

Top 2
(rated 4 or 5
out of 5)



D2. And to what extent do you feel the following resolve conflict?
 BASE: SES respondents (Group: n=1902; Unit: n=1898; Area/Region: n=1897; State Office: n=1891)



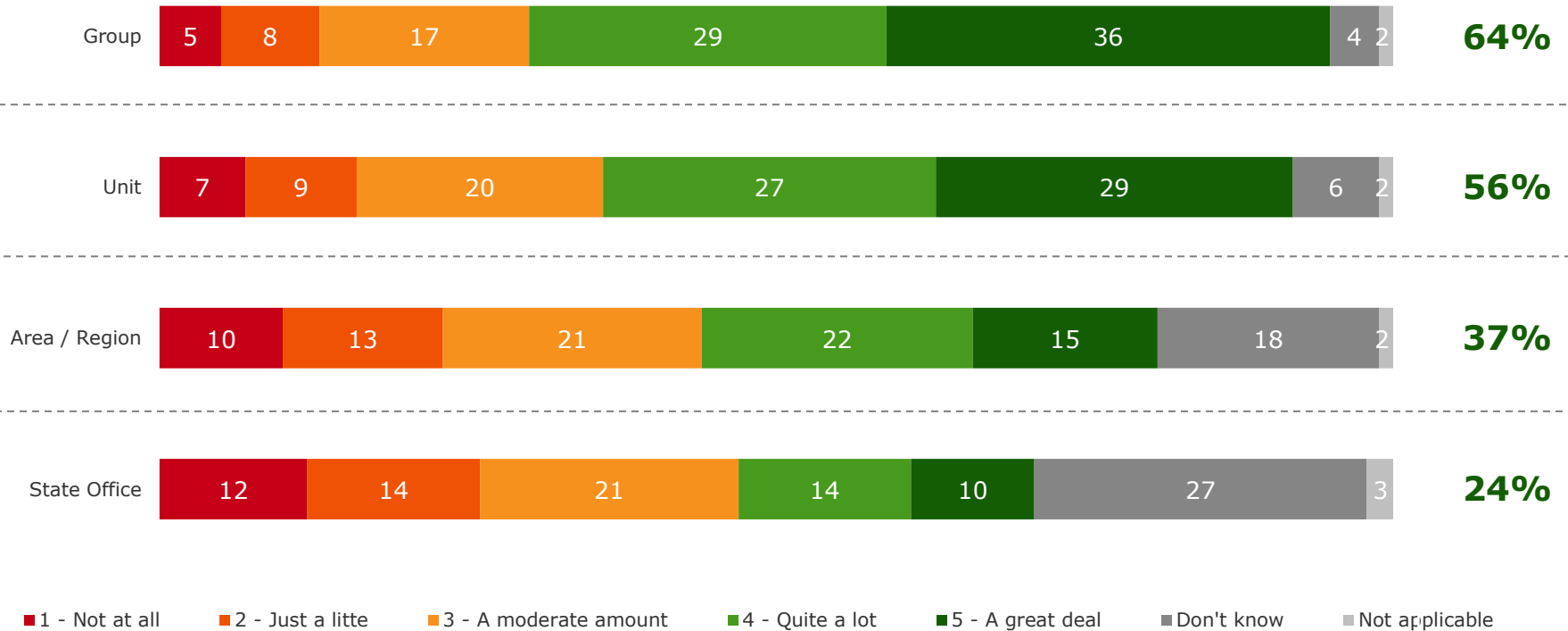
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SES volunteers perceive their group as displaying the most effective leadership skills.

Modelling of effective leadership skills by... - SES (%)

Top 2
(rated 4 or 5
out of 5)



D3. And to what extent do you feel the following model effective leadership skills?
BASE: SES respondents (Group: n=1900; Unit: n=1895; Area/Region: n=1894; State Office: n=1889)



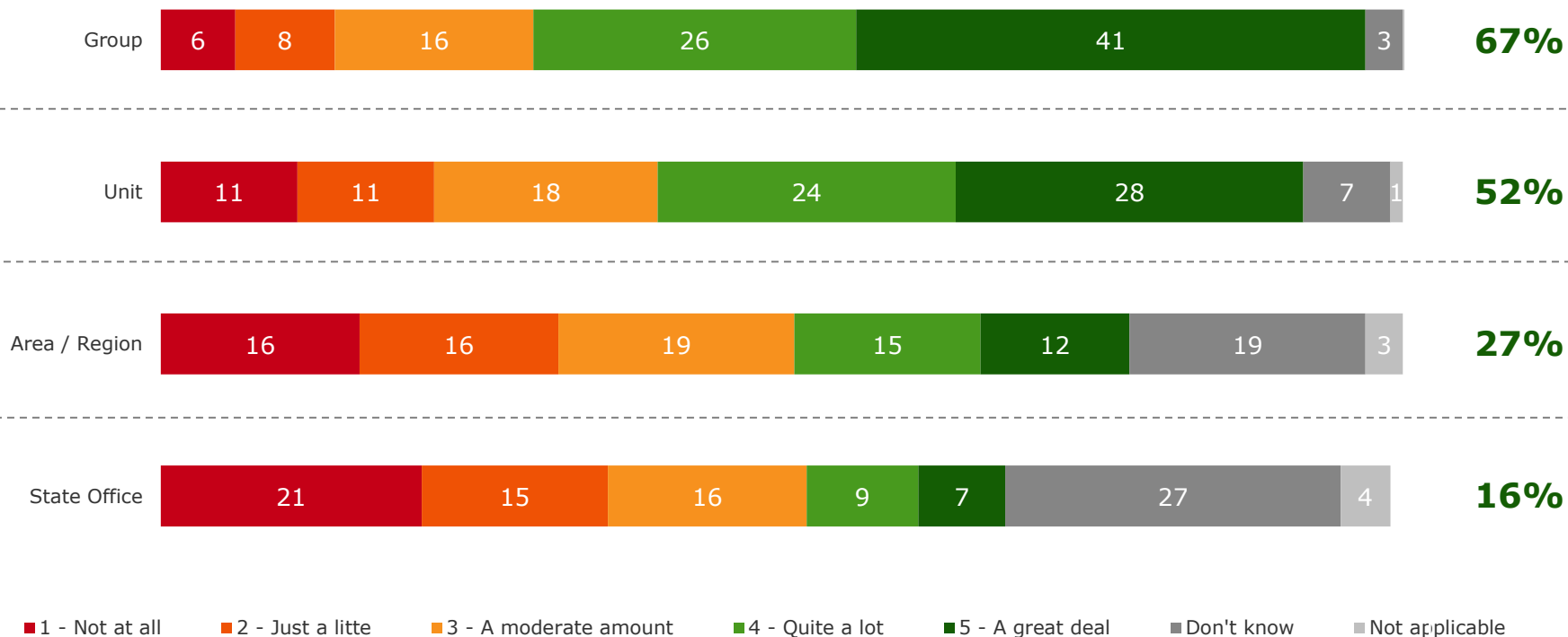
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Two in three SES volunteers feel their group value their input.

Extent to which input is valued by... - SES (%)

Top 2
(rated 4 or 5
out of 5)



D4. And to what extent do you feel the following value your input?
 BASE: SES respondents (Group: n=1902; Unit: n=1897; Area/Region: n=1893; State Office: n=1885)



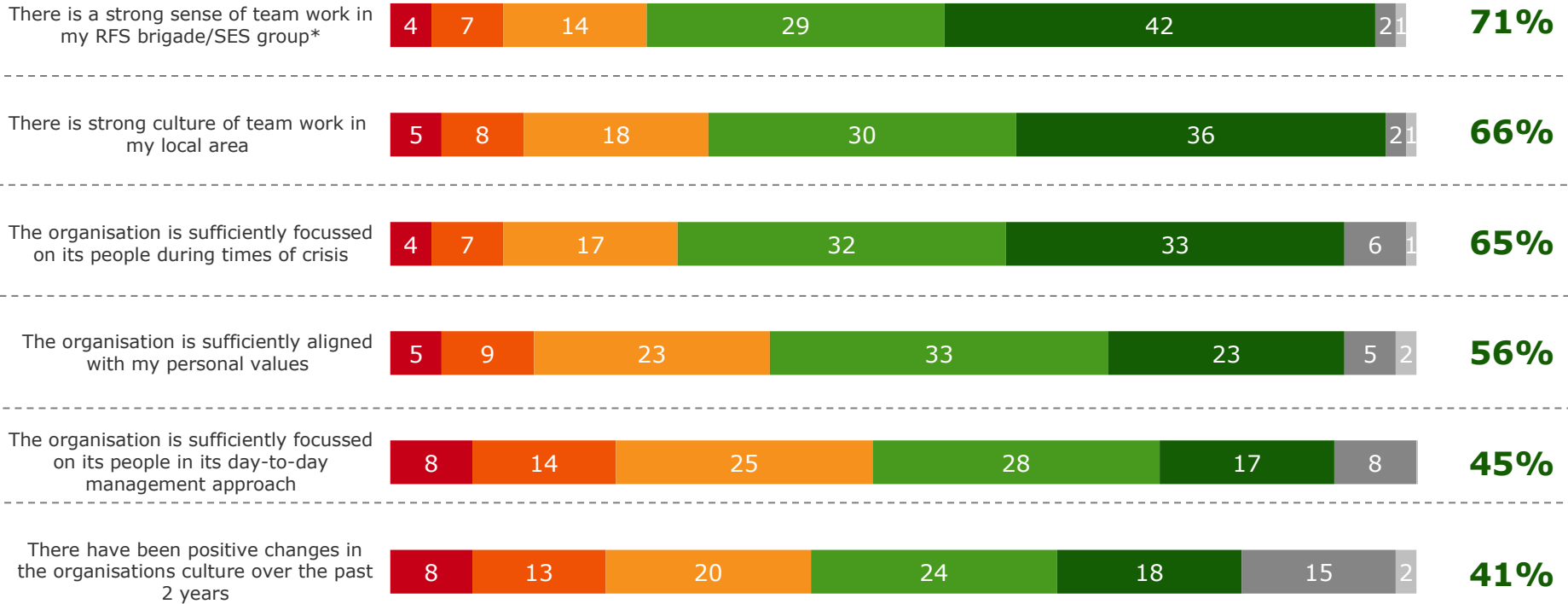
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Most volunteers agree that there is a strong culture of teamwork in their brigade/group and local area. There are relatively lower levels of agreement, however, that the organisation is focussed on its people.

Perceptions of organisational culture - Total (%)

**Top 2
(rated 4 or 5
out of 5)**



■ 1 - Not at all ■ 2 - Just a little ■ 3 - A moderate amount ■ 4 - Quite a lot ■ 5 - A great deal ■ Don't know ■ Not applicable

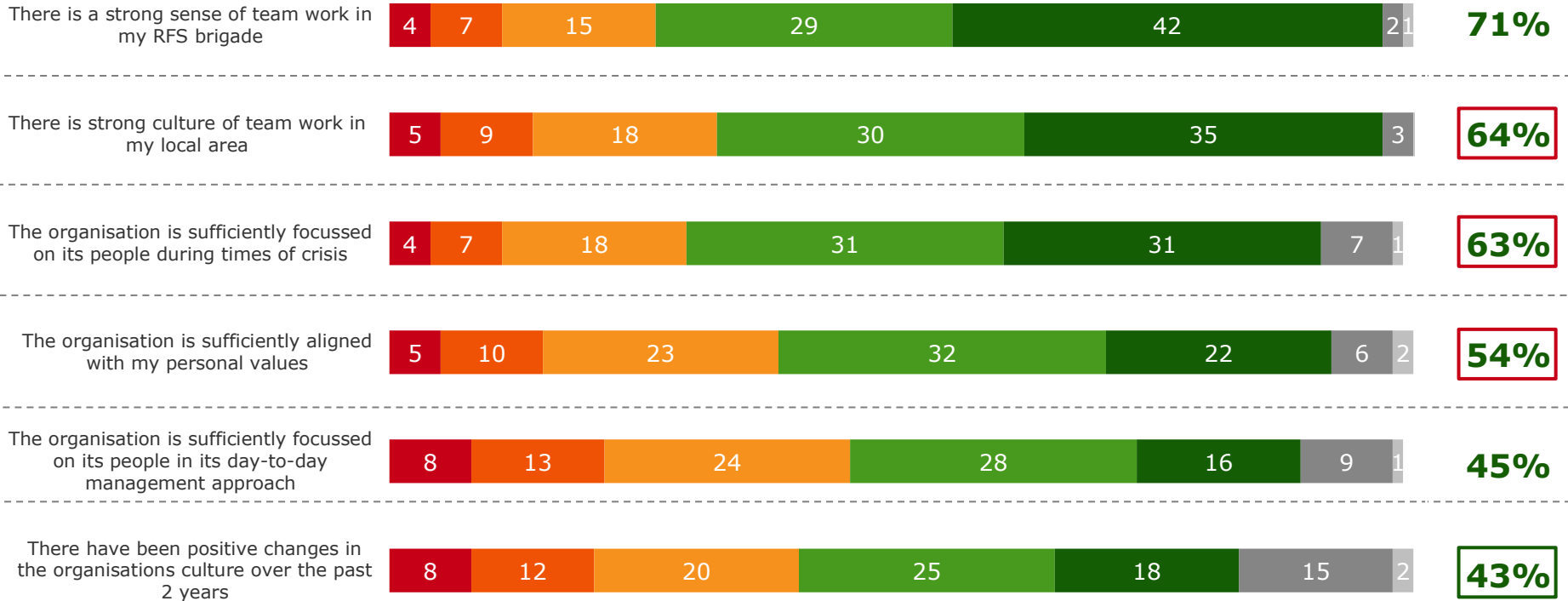
D5. Thinking about the organisational culture in the Rural Fire Service/State Emergency Service, to what extent do you agree with the following statements?
 BASE: All responses (Sample sizes from top to bottom: n=5153; 5186; 5192; 5187; 5186; 5185)
 *NOTE: Not asked of Other QFES respondents



RFS volunteers' perceptions of organisational culture

Perceptions of organisational culture - RFS (%)

Top 2
(rated 4 or 5
out of 5)



■ 1 - Not at all ■ 2 - Just a little ■ 3 - A moderate amount ■ 4 - Quite a lot ■ 5 - A great deal ■ Don't know ■ Not applicable

D5. Thinking about the organisational culture in the Rural Fire Service, to what extent do you agree with the following statements?
BASE: RFS respondents (n=3243 for each)



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 Top 2 percentage significantly higher/lower than SES at 95% confidence interval



SES volunteers' perceptions of organisational culture

Perceptions of organisational culture - SES (%)

Top 2
(rated 4 or 5
out of 5)



73%



69%



70%



60%



47%



38%

■ 1 - Not at all ■ 2 - Just a little ■ 3 - A moderate amount ■ 4 - Quite a lot ■ 5 - A great deal ■ Don't know ■ Not applicable

D5. Thinking about the organisational culture in the State Emergency Service, to what extent do you agree with the following statements?
BASE: SES respondents (Sample sizes from top to bottom: n=1910; 1906; 1912; 1907; 1906; 1905)



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 Top 2 percentage significantly higher/lower than RFS at 95% confidence interval

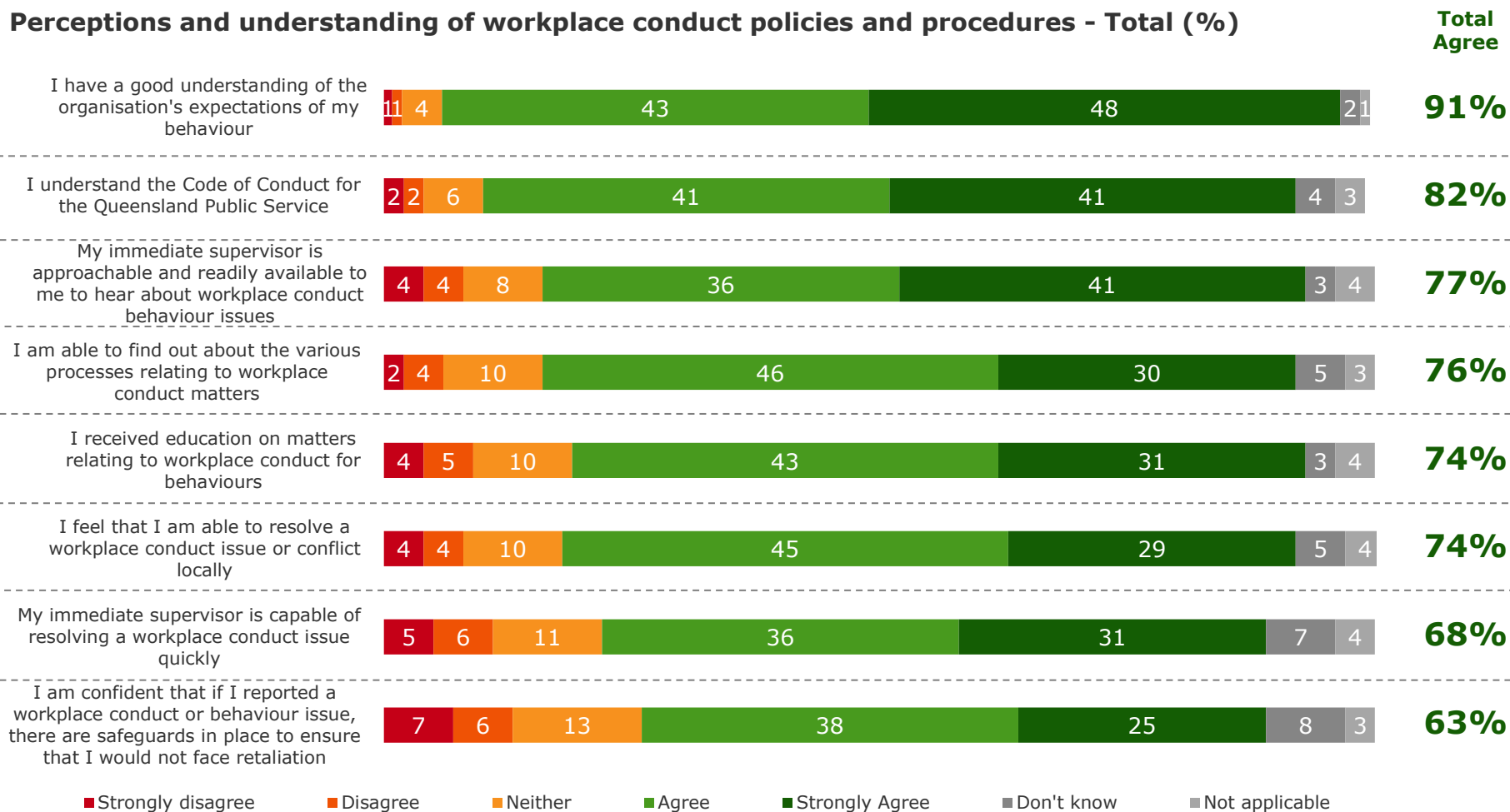


3.4

Workplace Conduct Policies and Procedures

Almost all volunteers understand the organisation's expectations of their behaviour, and understand the code of conduct for the Qld. Public Service.

Perceptions and understanding of workplace conduct policies and procedures - Total (%)



F1. Please indicate your agreement or disagreement with these statements about the Rural Fire Service/State Emergency Service's policies and procedures. Please note for these questions your immediate supervisor refers to the next person in line through the chain of command.

BASE: All responses (Sample sizes from top to bottom: n=5192; 5194; 5189; 5189; 5188; 5189; 5189; 5188)

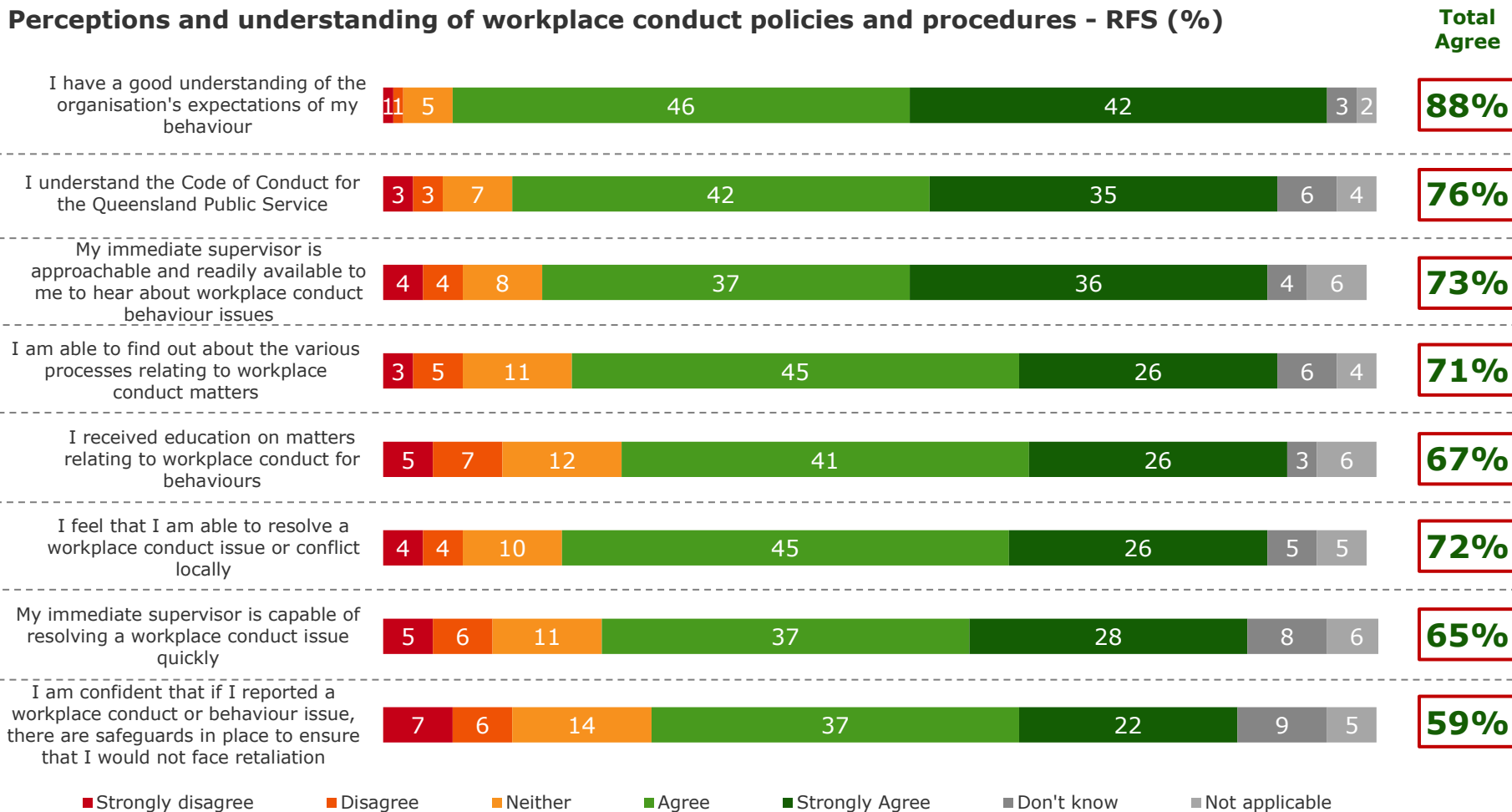


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RFS volunteers' perceptions and understanding of workplace conduct policies and procedures

Perceptions and understanding of workplace conduct policies and procedures - RFS (%)



F1. Please indicate your agreement or disagreement with these statements about the Rural Fire Service's policies and procedures. Please note for these questions your immediate supervisor refers to the next person in line through the chain of command.
 BASE: RFS respondents (n=3243 for each)



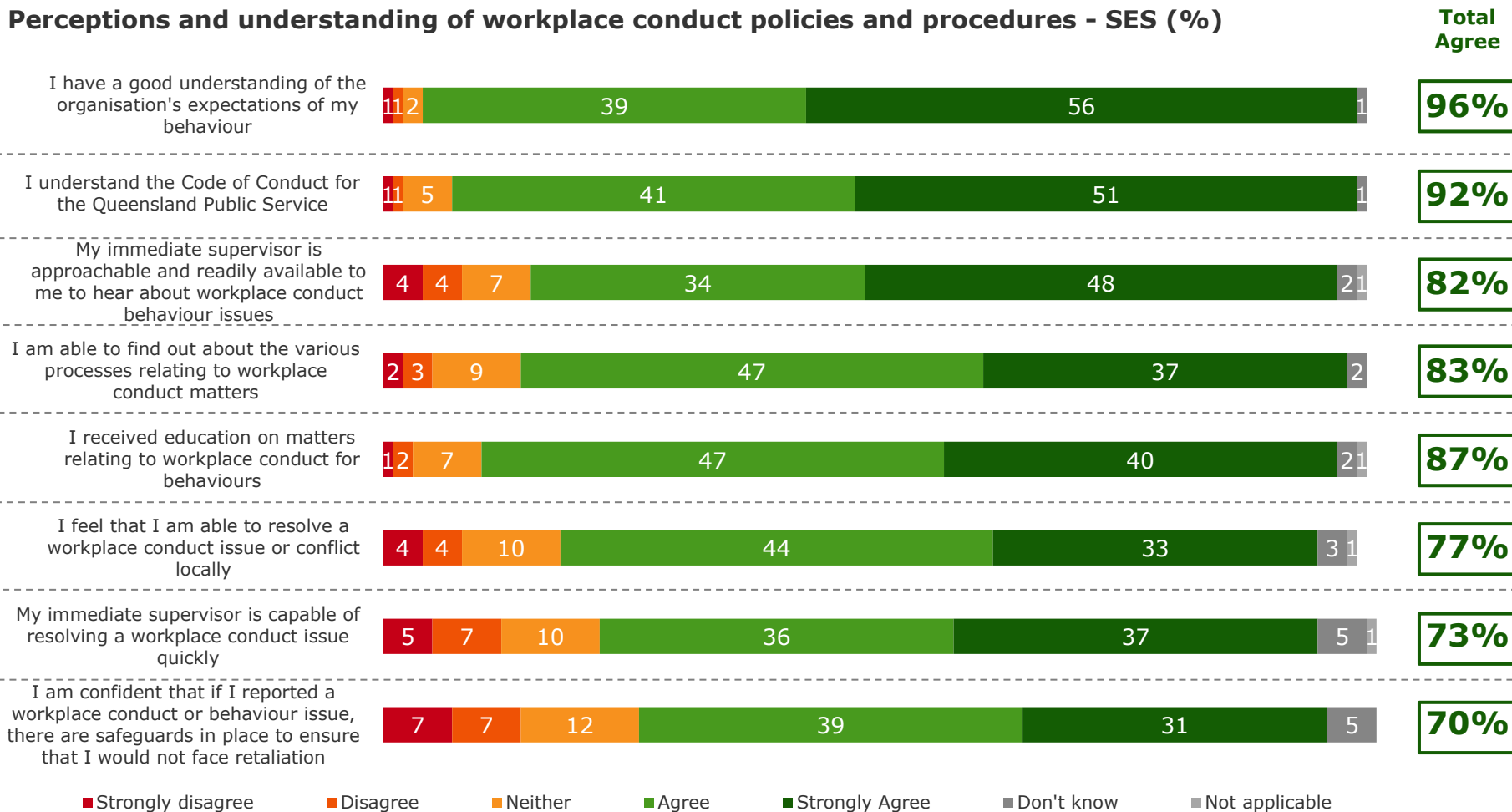
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 Total agree percentage significantly higher/lower than SES at 95% confidence interval



SES volunteers' perceptions and understanding of workplace conduct policies and procedures

Perceptions and understanding of workplace conduct policies and procedures - SES (%)



F1. Please indicate your agreement or disagreement with these statements about the State Emergency Service's policies and procedures. Please note for these questions your immediate supervisor refers to the next person in line through the chain of command.

BASE: SES respondents (Sample sizes from top to bottom: n=1912; 1914; 1909; 1909; 1908; 1909; 1909; 1908)



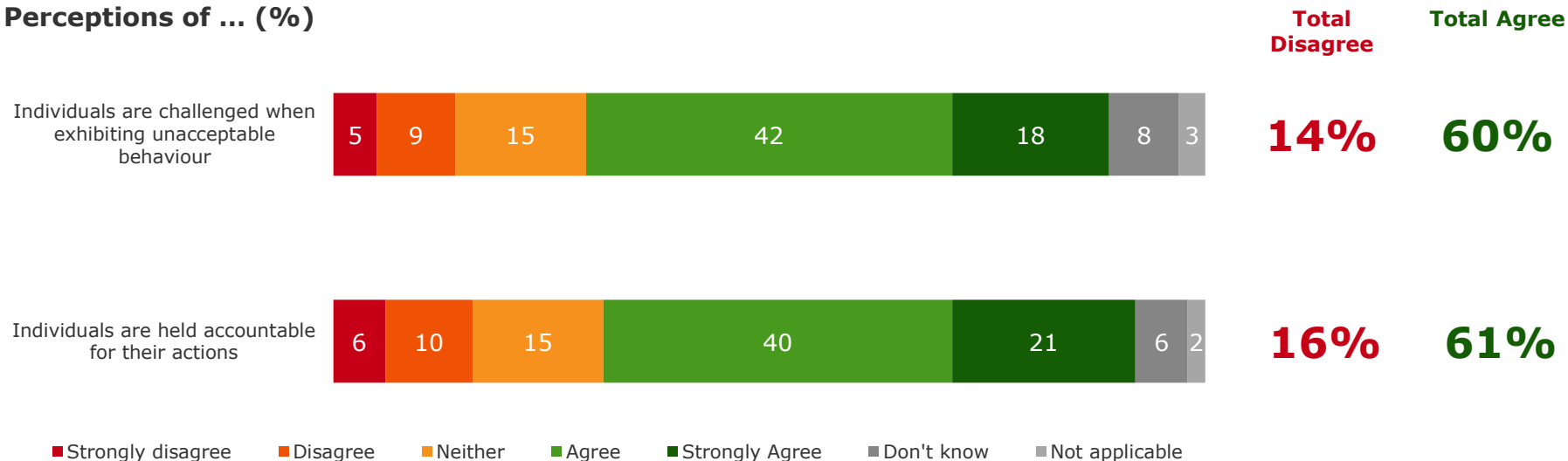
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 Total agree percentage significantly higher/lower than RFS at 95% confidence interval



Around one in seven volunteers believe individuals aren't challenged when exhibiting unacceptable behaviour, and one in six believe individuals aren't held accountable for their actions.

Perceptions of ... (%)



	RFS		SES	
	Challenged when exhibiting unacceptable behaviour	Held accountable for their actions	Challenged when exhibiting unacceptable behaviour	Held accountable for their actions
Agree	59%	59%	62%	64%
Disagree	13%	16%	16%	16%

F2. And to what extent do you agree with the following statements?

BASE: All responses (n= 5188), RFS respondents (Sample sizes from top to bottom: n=3242; 3243), SES respondents (Sample sizes from top to bottom: n=1909;1908)



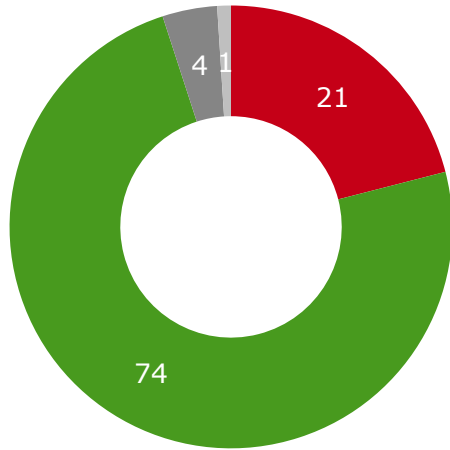
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 Significant difference between RFS and SES at 95% confidence interval



One in five (21%) have witnessed bullying and just over one in ten (12%) have been subject to bullying in their volunteer environment in the last two years.

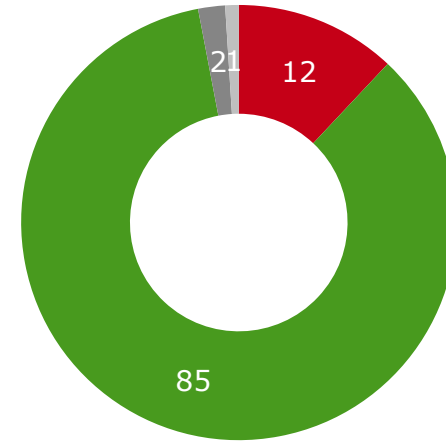
Witnessed bullying in volunteer environment (%)



■ Yes ■ No ■ Don't know ■ Refused

	RFS (%)	SES (%)
Yes	19	26
No	76	69
Don't know	3	4
Refused	1	1

Been subject to bullying in volunteer environment (%)



■ Yes ■ No ■ Don't know ■ Refused

	RFS (%)	SES (%)
Yes	10	14
No	87	82
Don't know	1	2
Refused	1	2

F3. During the last 2 years have you witnessed any such bullying in your Rural Fire Service/State Emergency Service volunteer environment?

BASE: All responses (n=5205); RFS respondents (n=3243); SES respondents (n=1925)

F4. And during the last 2 years have you been subject to any such bullying in your Rural Fire Service/State Emergency Service volunteer environment?

BASE: All responses (n=5205); RFS respondents (n=3243); SES respondents (n=1925)

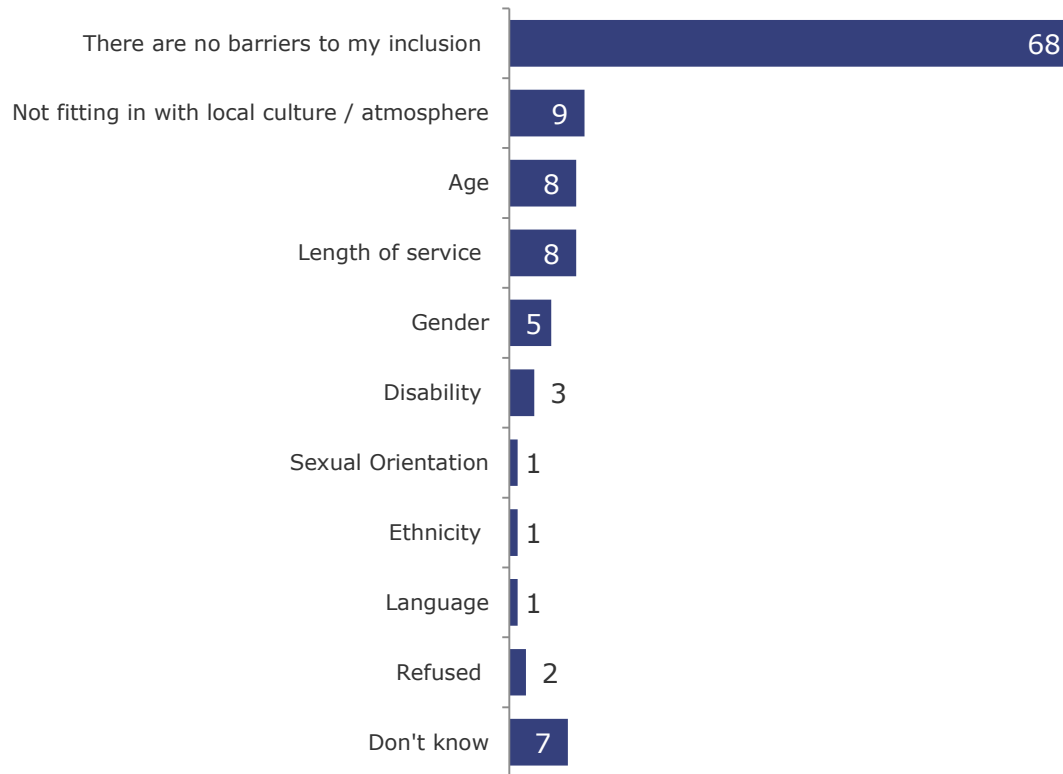
3.5

Inclusion



Seven in ten (68%) feel there are no barriers to their inclusion within their volunteer environment.

Barriers to Inclusion (%)



	RFS (%)	SES (%)
There are no barriers to my inclusion	71	64
Not fitting in with local culture / atmosphere	8	10
Age	7	10
Length of service	7	11
Gender	5	6
Disability	2	5
Sexual Orientation	1	1
Ethnicity	1	1
Language	1	2
Refused	2	2
Don't know	7	8

E1. Thinking about possible barriers to inclusion within the Rural Fire Service/State Emergency Service, which, if any, of the following have been barriers to your inclusion?
 BASE: All responses (n=5175); RFS respondents (n=3243); SES respondents (n=1895)



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 Significant difference between RFS and SES at 95% confidence interval

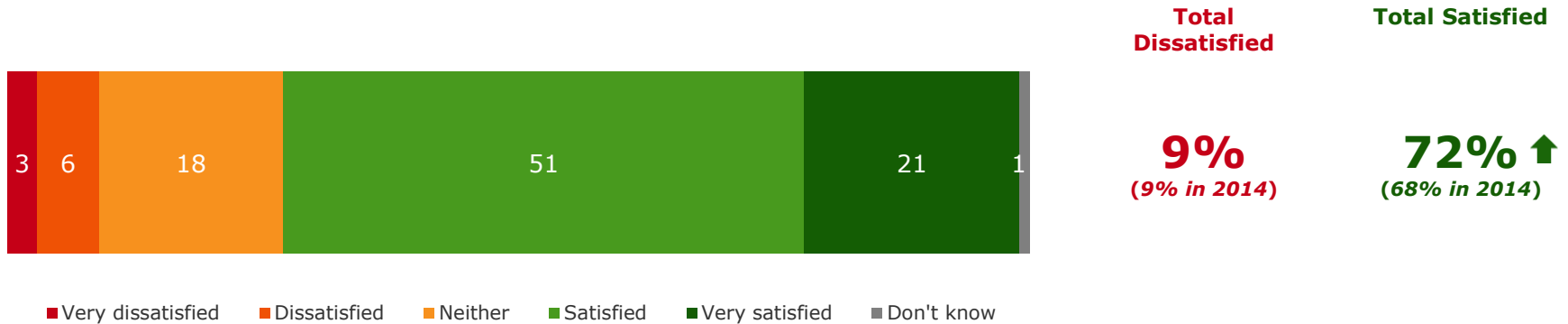


3.6

Information and Communication

Seven in ten (72%) volunteers are satisfied with the general information received from their volunteer service during the past year. Satisfaction levels are largely consistent across RFS and SES.

Satisfaction with general information received (%)



	RFS	SES
Total Dissatisfied	9% (10% in 2014)	10% (14% in 2014)
Total Satisfied	73% ↑ (68% in 2014)	69% (64% in 2014)

H1. How satisfied are you with the general information received from the Rural Fire Service/State Emergency Service during the year? Note: This does not refer to in field communications or calls for service.
BASE: All responses (n=5197); RFS respondents (n=3242); SES respondents (n=1918)



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Significant difference between RFS and SES at 95% confidence interval

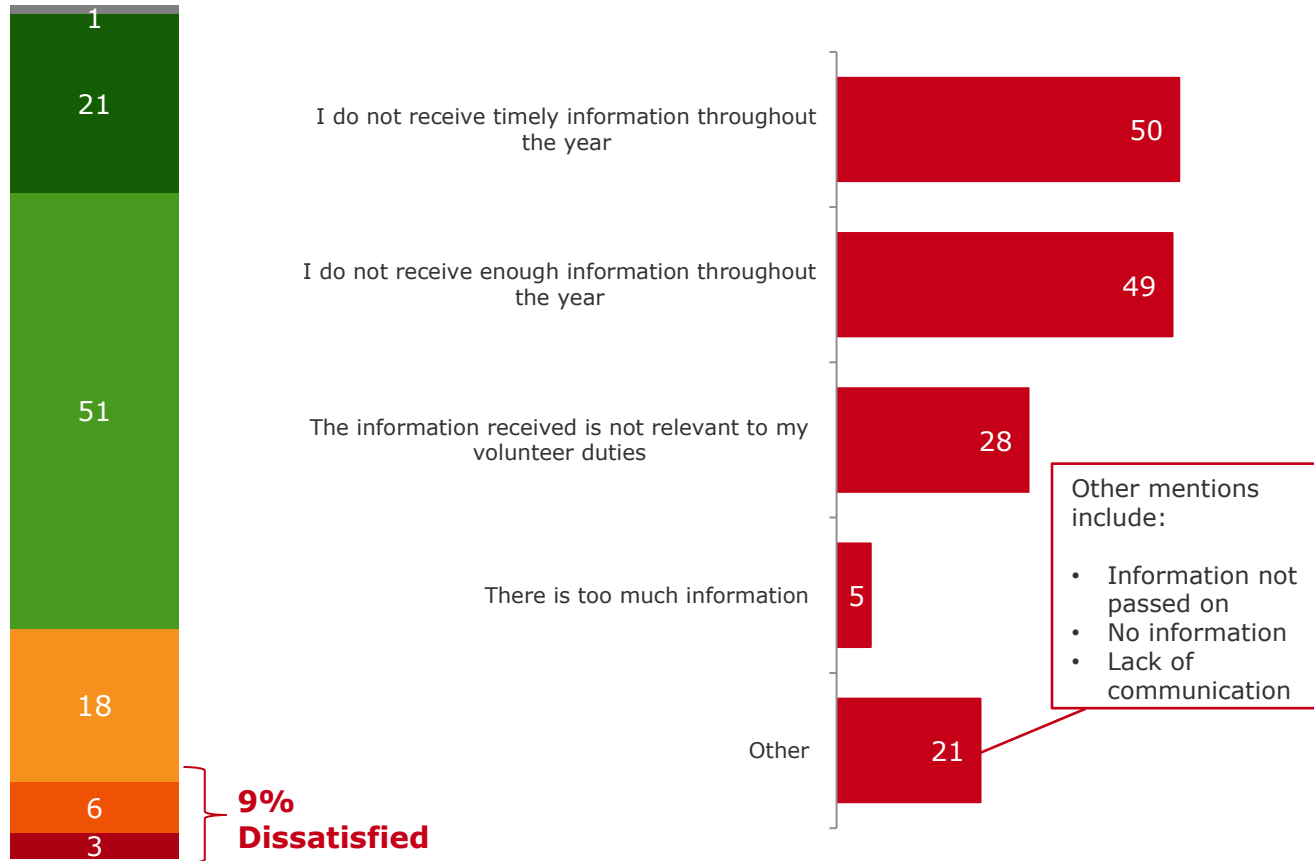


Significantly higher/lower than 2014 at 95% confidence interval



Amongst the 9% dissatisfied with the general information received, the lack of timely and sufficient information are key reasons for dissatisfaction.

Reasons for dissatisfaction with general information received (%)



	RFS (9% dissatisfied)	SES (10% dissatisfied)
I do not receive timely information throughout the year	45	56
I do not receive enough information throughout the year	44	57
The information received is not relevant to my volunteer duties	31	24
There is too much information	6	5
Other	24	17

H1. How satisfied are you with the general information received from the Rural Fire Service/State Emergency Service during the year? Note: This does not refer to in field communications or calls for service.

BASE: All responses (n=5197); RFS respondents (n=3242); SES respondents (n=1918)

H2. What is the main reason for your dissatisfaction with general information received from the Rural Fire Service/State Emergency Service during the year?

BASE: Those dissatisfied with general information received (Total n=472; RFS n=284; SES n=187)



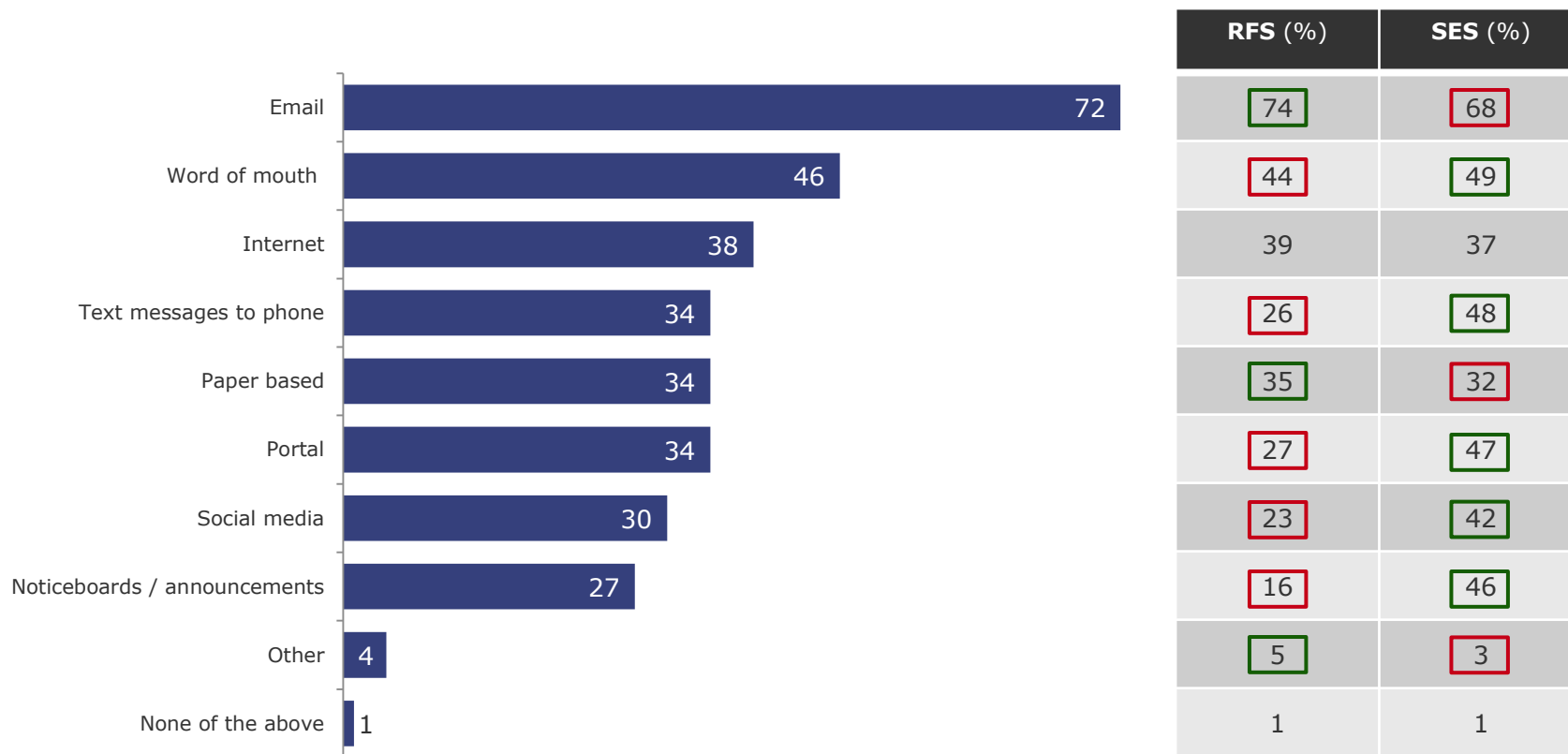
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 Significant difference between RFS and SES at 95% confidence interval



Email is the key avenue volunteers are currently using to access and keep up to date with information.

Current information access methods (%)



H3. What current methods do you use to access and keep up to date with information relating to the Rural Fire Service/State Emergency Service?
 BASE: All respondents (n=5195); RFS respondents (n=3243); SES respondents (n=1916)



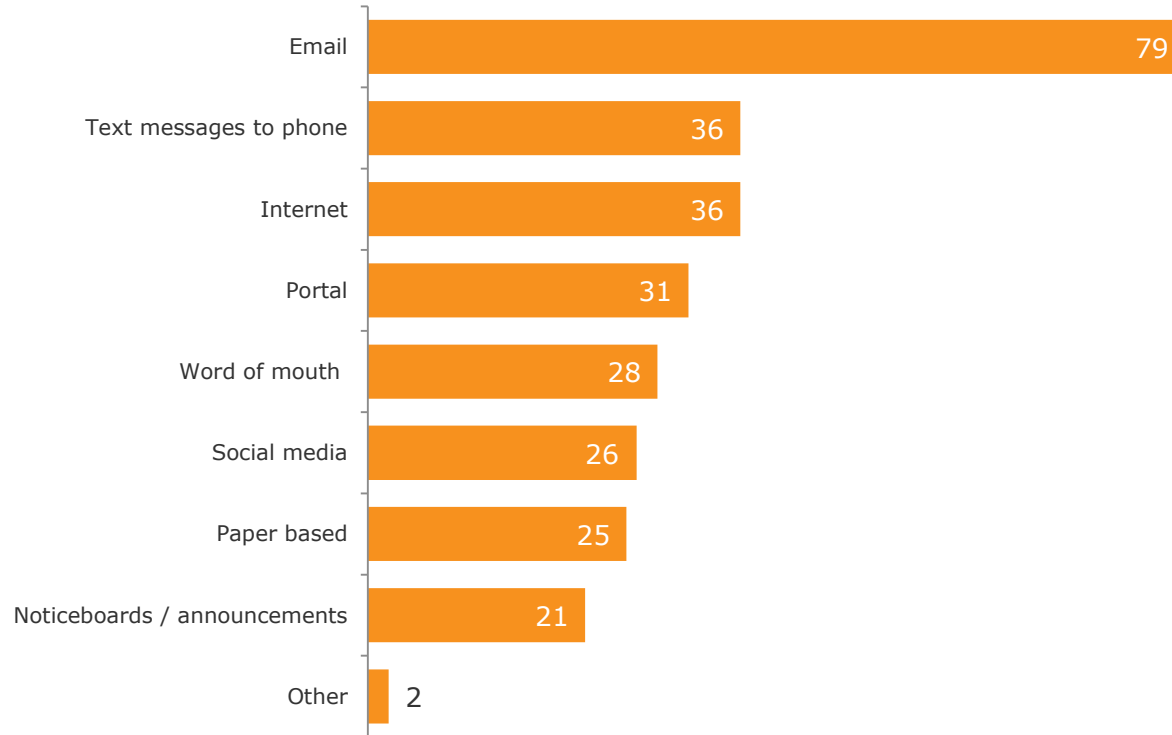
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 Significant difference between RFS and SES at 95% confidence interval



Email is also the preferred method for keeping up to date with information.

Preferred information access methods (%)



	RFS (%)	SES (%)
Email	81	77
Text messages to phone	30	48
Internet	37	37
Portal	25	42
Word of mouth	27	29
Social media	20	35
Paper based	27	22
Noticeboards / announcements	13	34
Other	3	2

H4. And what is your preferred methods to access and keep up to date with information relating to the Rural Fire Service/State Emergency Service ?
 BASE: All respondents(n=5197); RFS respondents (n=3243); SES respondents (n=1918)



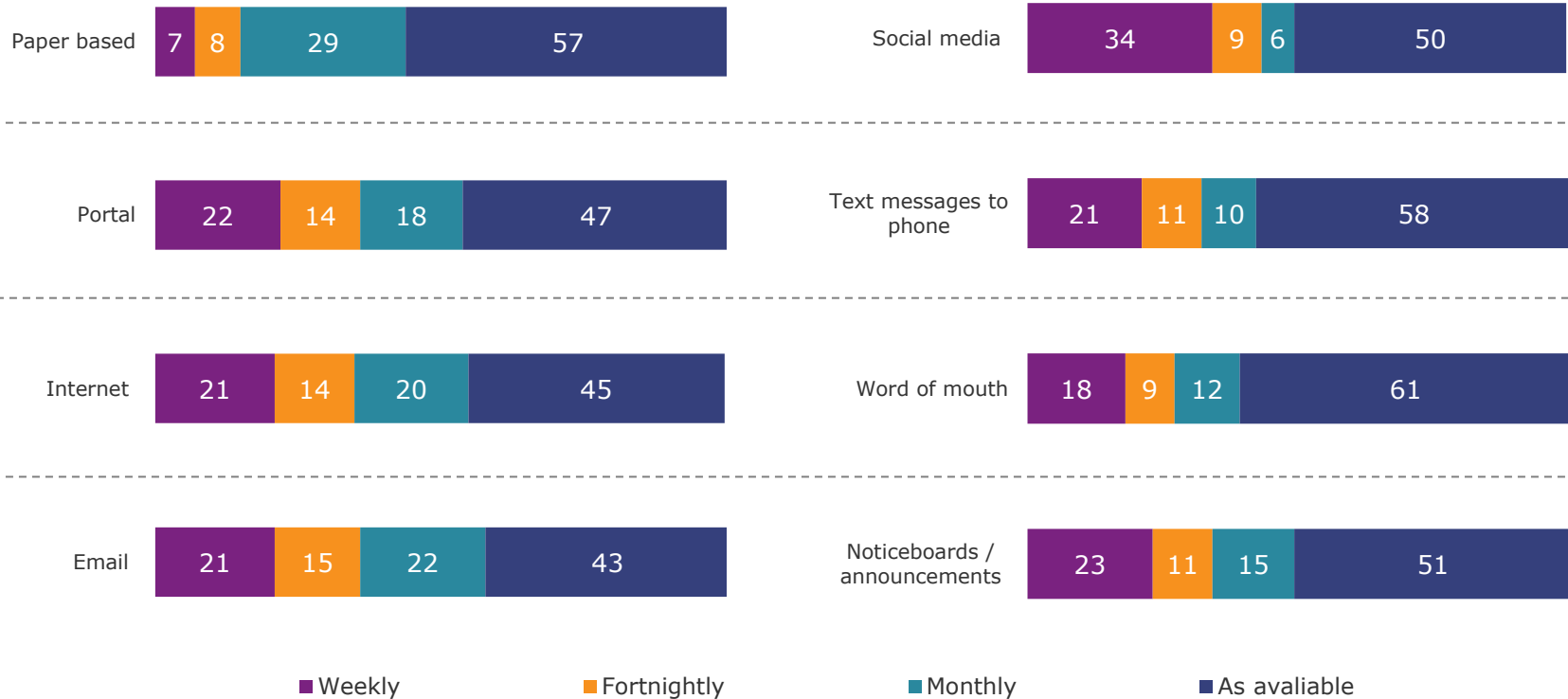
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 Significant difference between RFS and SES at 95% confidence interval



Regardless of method, the most common preference for frequency of update is 'as available'.

Desired frequency of service updates via each method - Total (%)

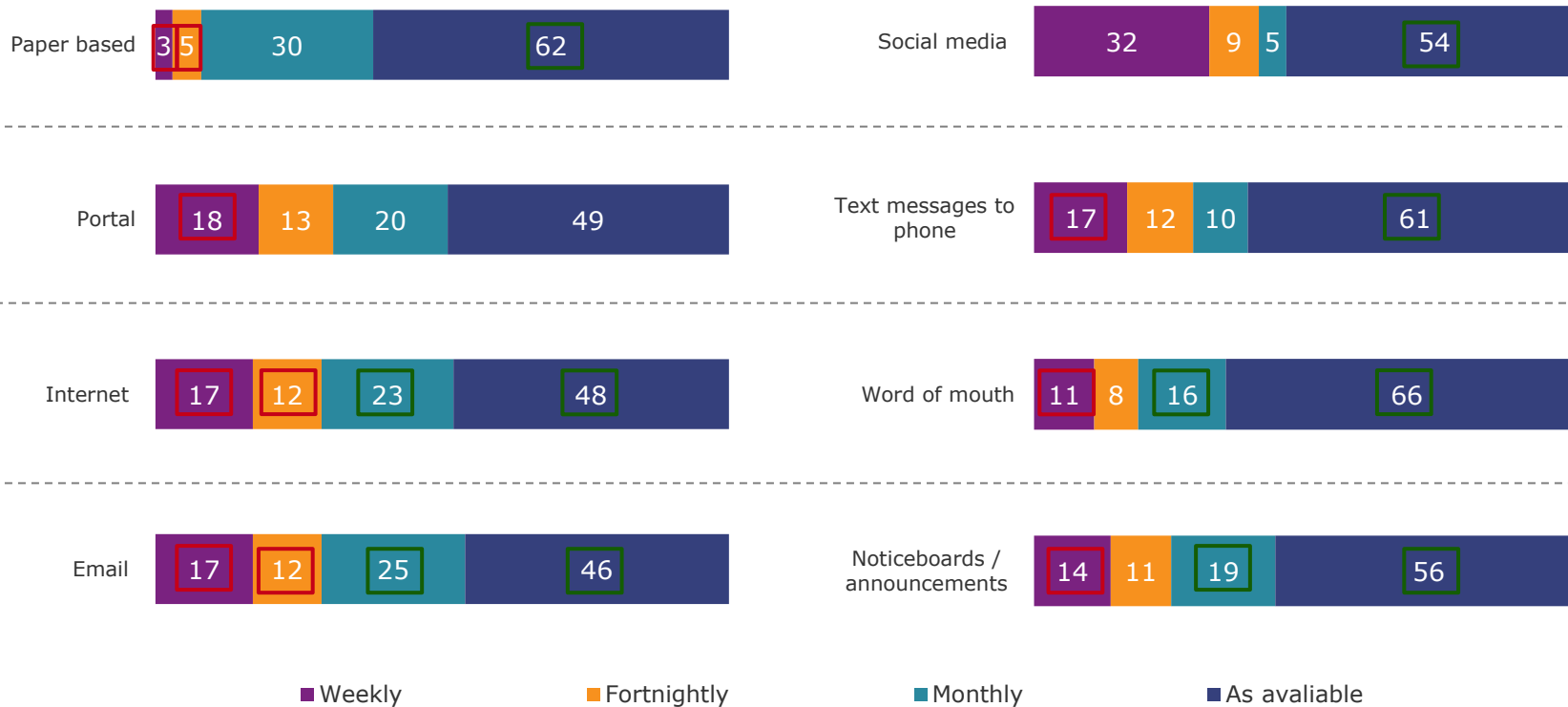


H5. And how frequently would you like to receive updates / information via your preferred method of communication(s)?
 BASE: Those who preferred each method (Paper based n=1287; Portal n=1630; Internet n=1892; Email n=4119; Social media n=1324; Text messages to phone n=1881; Word of mouth n=1428; Noticeboards/announcements n=1080)



Desired frequency of service updates amongst RFS volunteers

Desired frequency of service updates via each method - RFS (%)



H5. And how frequently would you like to receive updates / information via your preferred method of communication(s)?
 BASE: Those who preferred each method (RFS: Paper based n=864; Portal n=814; Internet n=1184; Email n=2616; Social media n=657; Text messages to phone n=957; Word of mouth n=867; Noticeboards/announcements n=418)



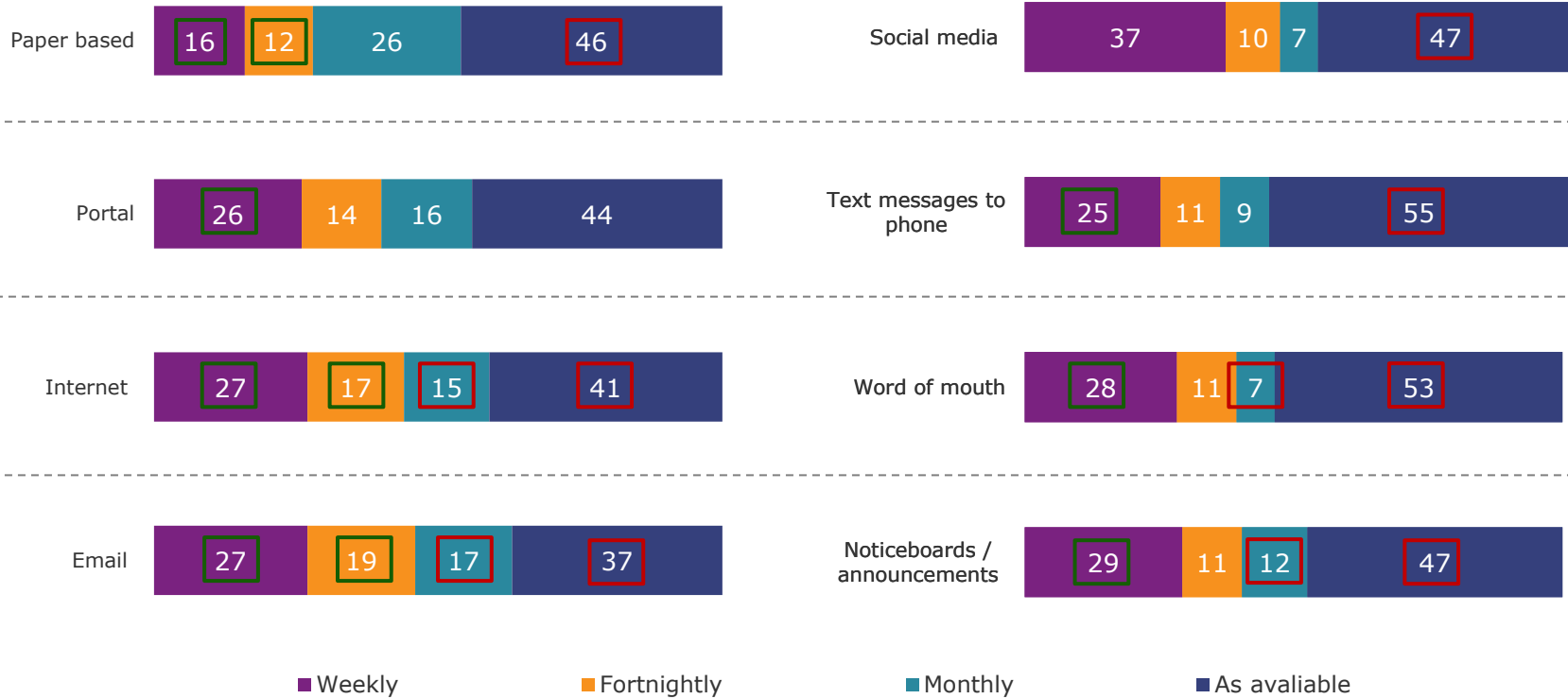
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 Significantly higher/lower than SES at 95% confidence interval



Desired frequency of service updates amongst SES volunteers

Desired frequency of service updates via each method - SES (%)



H5. And how frequently would you like to receive updates / information via your preferred method of communication(s)?
 BASE: Those who preferred each method (SES: Paper based n=422; Portal n=804; Internet n=700; Email n=1470; Social media n=663; Text messages to phone n=915; Word of mouth n=556; Noticeboards/announcements n=656)



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Significantly higher/lower than RFS at 95% confidence interval



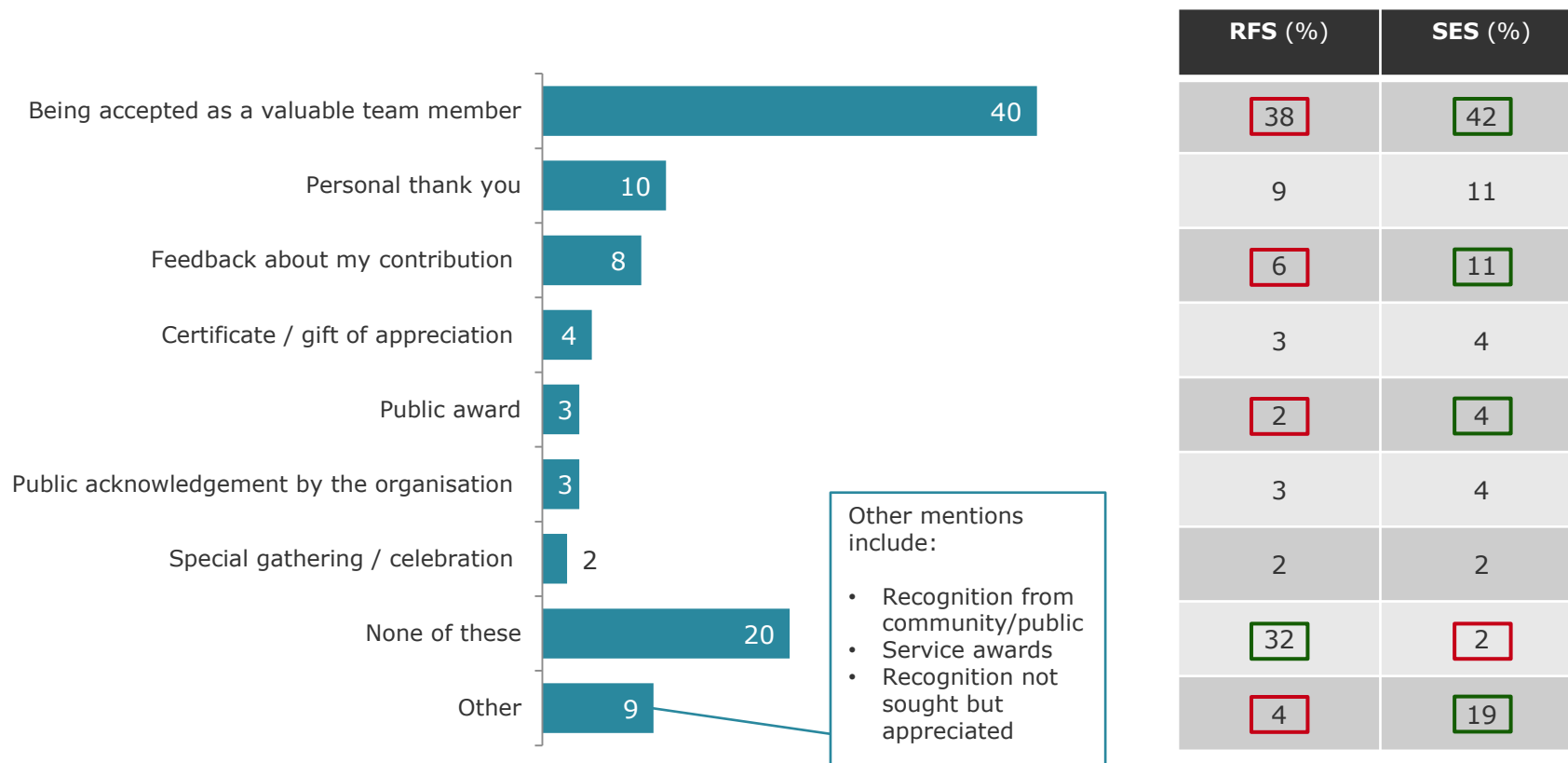
3.7

Recognition



Being accepted as a valuable team member is the key form of recognition considered important by both SES and RFS volunteers.

Importance of recognition (%)



11. Which of the following forms of recognition is most important to you?
 BASE: All respondents (n=5196); RFS respondents (n=3242); SES respondents (n=1917)



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 Significant difference between RFS and SES at 95% confidence interval



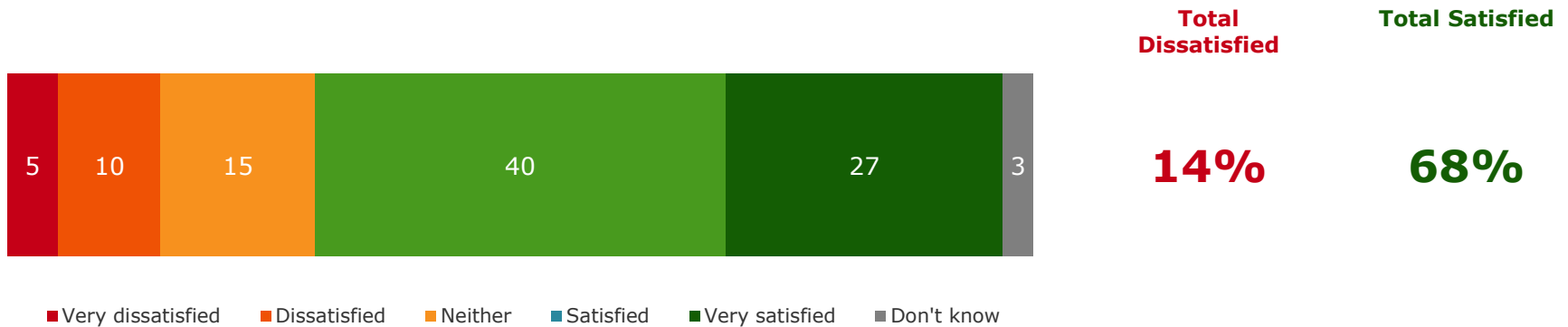
3.8

Training and Development



Almost seven in ten (68%) volunteers are satisfied with the training they have received over the past two years. Satisfaction with training is stronger amongst SES volunteers (74% satisfied) than RFS volunteers (64% satisfied).

Satisfaction with training over the past two years (%)



	RFS	SES
Total Dissatisfied	15%	13%
Total Satisfied	64%	74%

J1. How satisfied were you with the training provided for your volunteer work with the Rural Fire Service/State Emergency Service over the past two years?
 BASE: All responses (n=5197); RFS respondents (n=3243); SES respondents (n=1917)



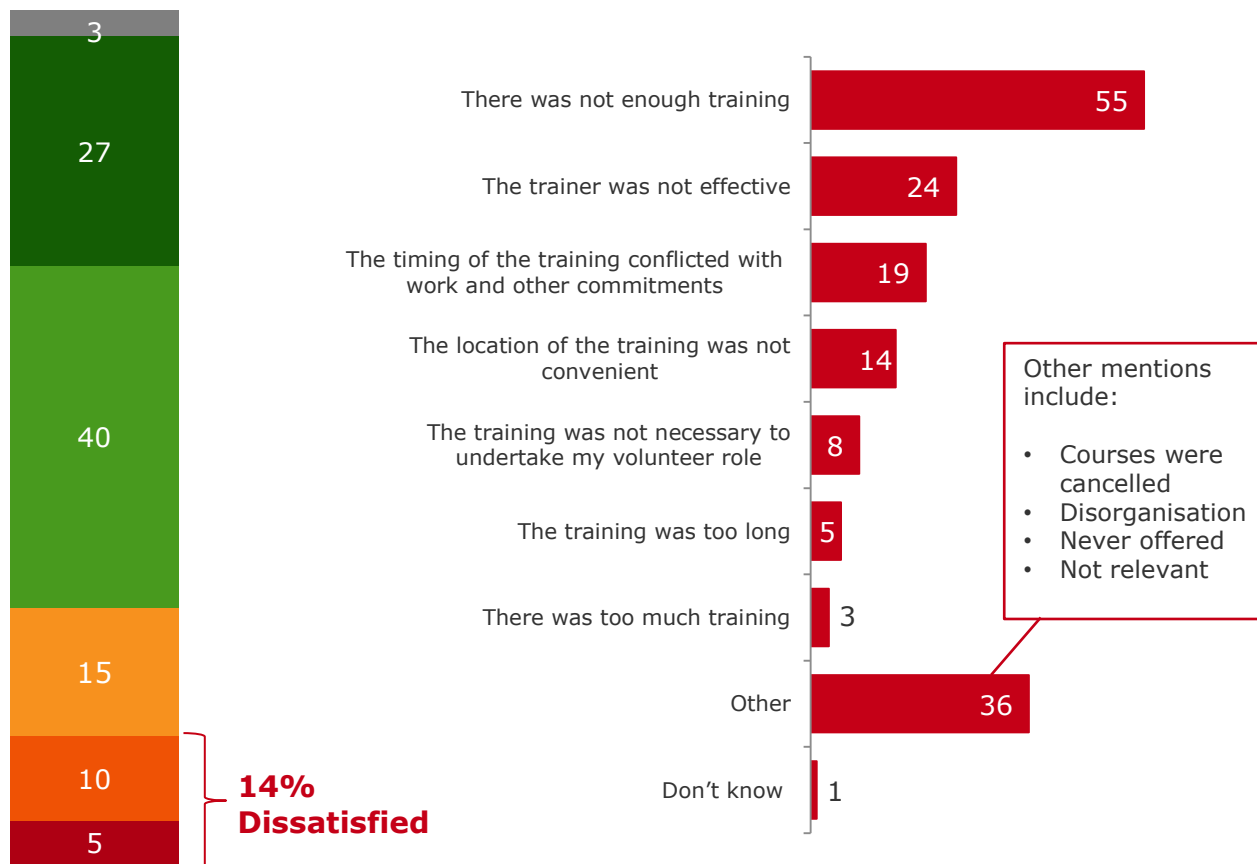
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 Significant difference between RFS and SES at 95% confidence interval



Not enough training was the key reason for dissatisfaction with the training provided over the last two years amongst both RFS and SES volunteers.

Reasons for dissatisfaction with training (%)



	RFS (15% dissatisfied)	SES (13% dissatisfied)
There was not enough training	58	48
The trainer was not effective	23	26
The timing of the training conflicted with work and other commitments	18	20
The location of the training was not convenient	13	15
The training was not necessary to undertake my volunteer role	8	8
The training was too long	5	5
There was too much training	3	3
Other	36	36
Don't know	1	2

J1. How satisfied were you with the training provided for your volunteer work with the Rural Fire Service/State Emergency Service over the past two years?

BASE: All responses (n=5197); RFS respondents (n=3243); SES respondents (n=1917)

J2. What are the main reason/s for you dissatisfaction with your training?

BASE: Those dissatisfied with training (Total n=744; RFS n=496; SES n=246)



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 Significant difference between RFS and SES at 95% confidence interval

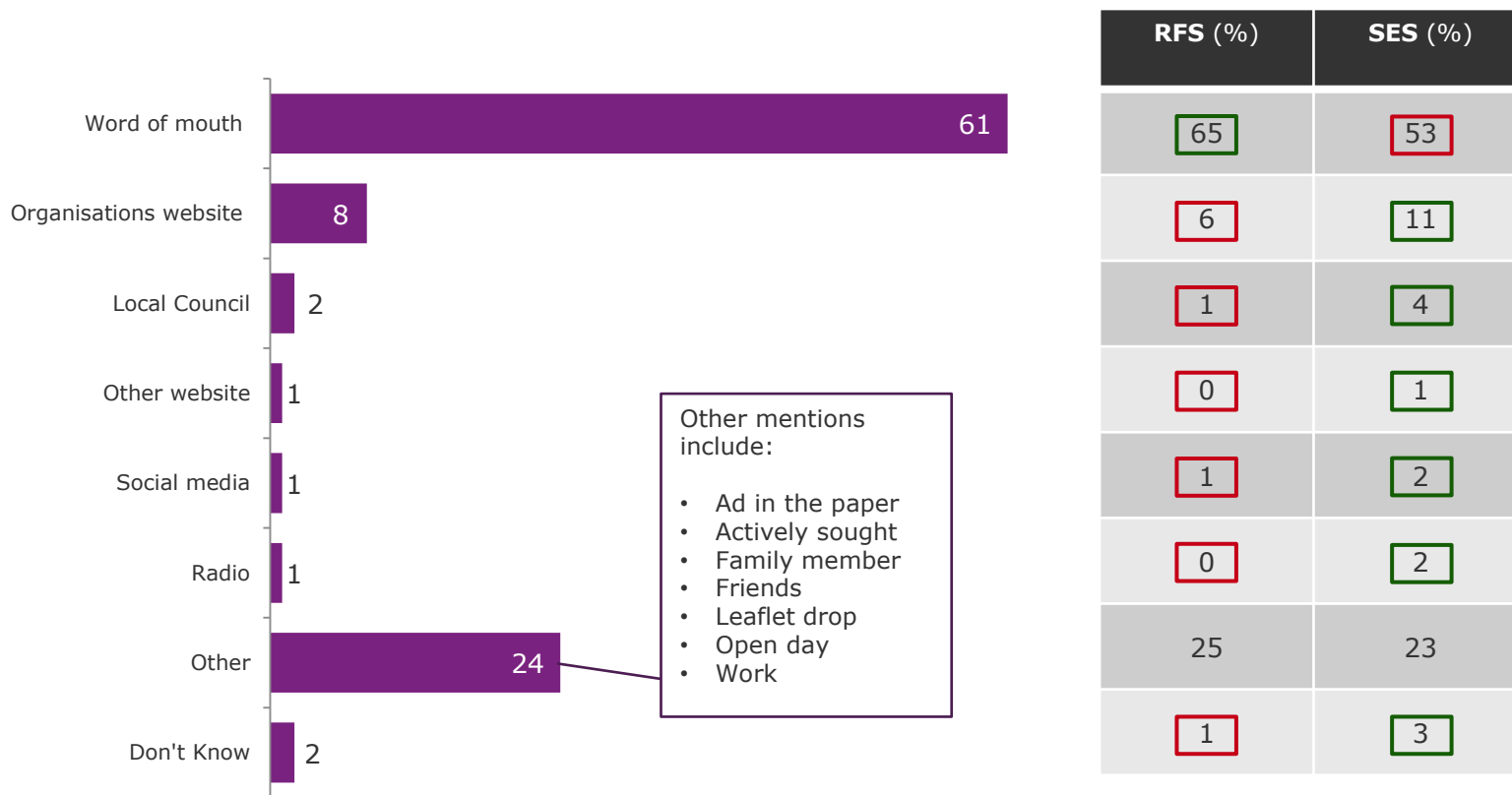


3.9

Recruitment and Intention to Continue Volunteering

Volunteers largely learnt about volunteering opportunities with the RFS and SES via word of mouth.

First learnt about volunteering opportunities (%)



C1. How did you first learn about volunteer opportunities with the Rural Fire Service/State Emergency Service?
 BASE: All responses (n=5200); RFS respondents (n=3243); SES respondents (n=1920)



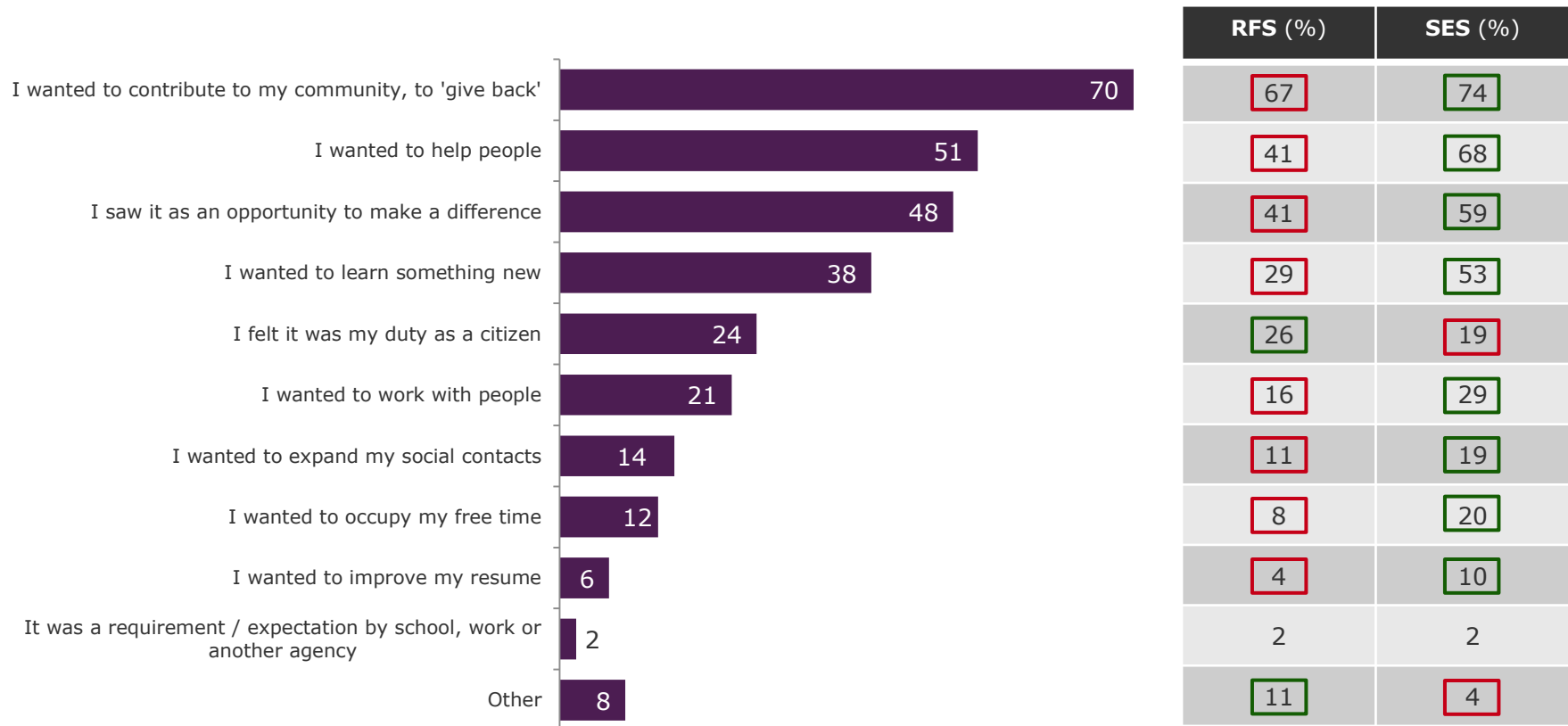
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 Significant difference between RFS and SES at 95% confidence interval



Wanting to contribute to the community, to help people and to make a difference were key motivational factors for volunteers to join their respective organisations.

Factors for motivation to volunteer (%)



C2. What factors motivated you to volunteer with the Rural Fire Service/State Emergency Service?
 BASE: All respondents (n=5199); RFS respondents (n=3243); SES respondents (n=1919)



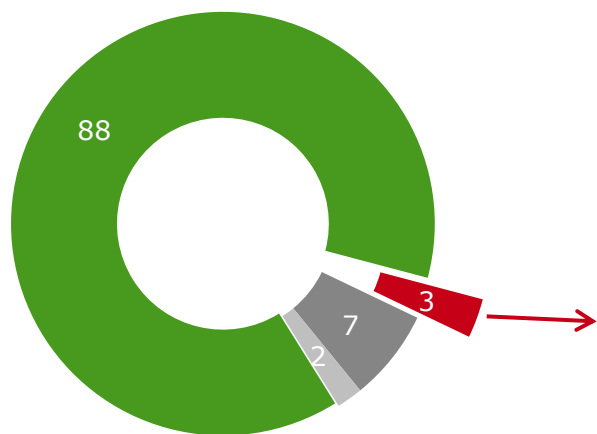
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 Significant difference between RFS and SES at 95% confidence interval



The overwhelming majority of volunteers intend to continue volunteering with their respective services. Just 3% do not intend to continue, with lack of leadership, communication and the culture being the top three reasons for leaving.

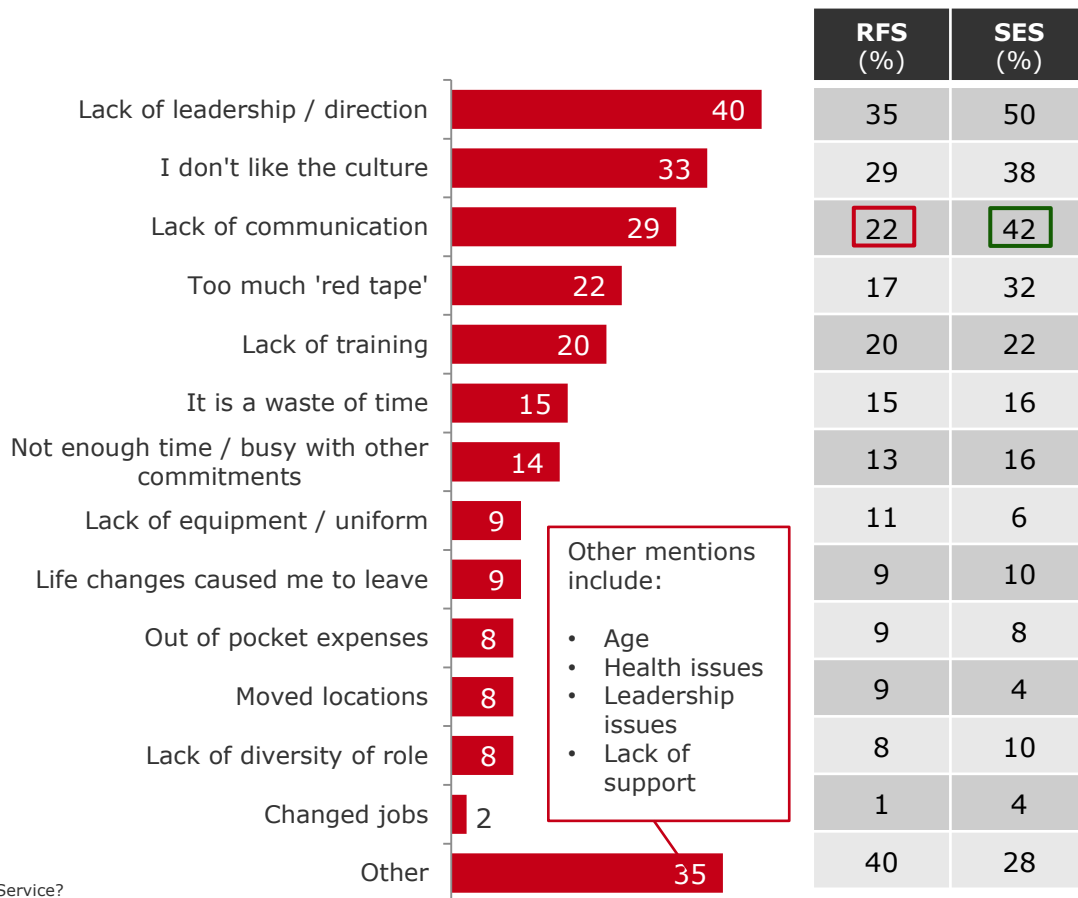
Intention to continue volunteering (%)



■ Yes ■ No ■ Don't know ■ Prefer not to say

	RFS (%)	SES (%)
Yes	89	87
No	3	3
Don't know	6	9
Refused	2	1

Reasons for not intending to continue volunteering (%)



K1. Do you intend to continue volunteering with the Rural Fire Service/State Emergency Service?

BASE: All responses (n=5196); RFS respondents (n=3243); SES respondents (n=1916)

K2. What is the main reason/s why you do not intend to continue volunteering?

BASE: Those who do not intend on continuing volunteering (Total n=144; RFS respondents n=92; SES respondents n=50)



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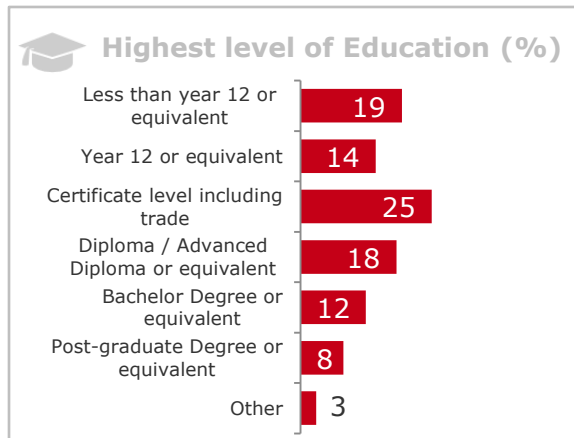
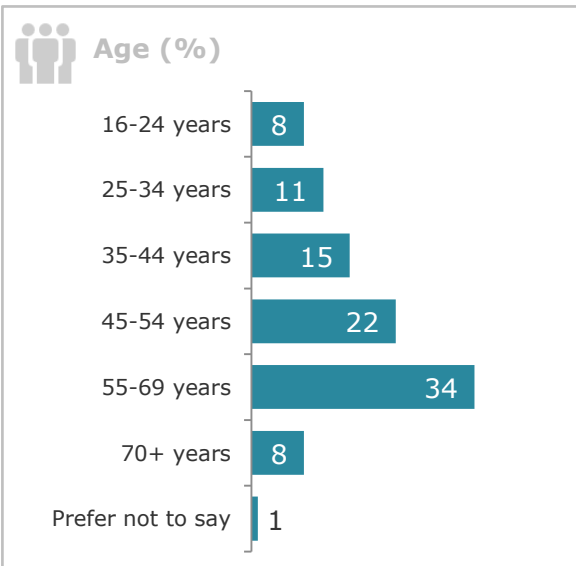
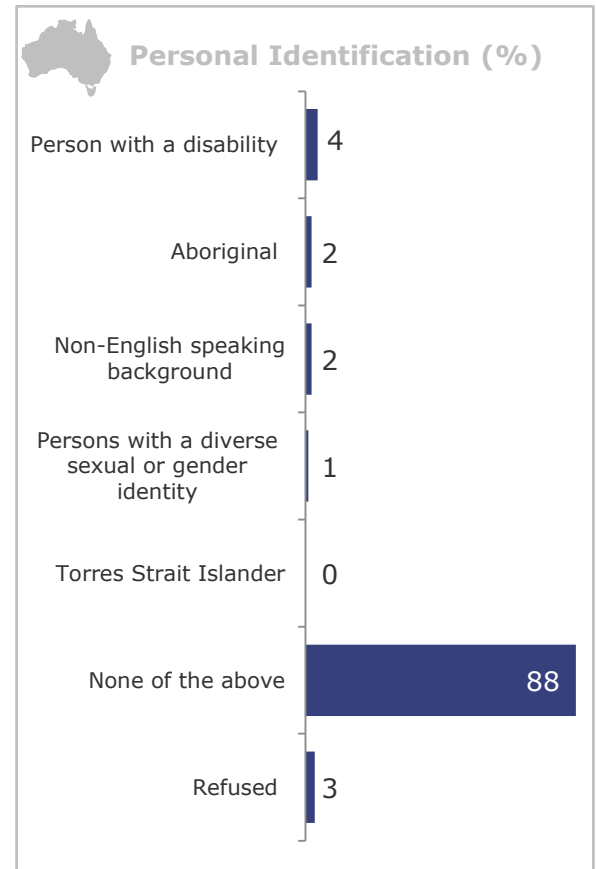
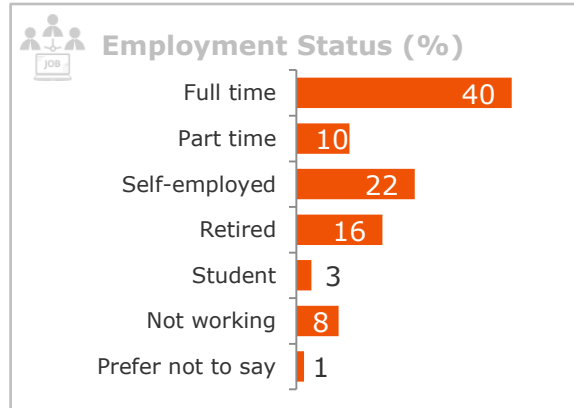
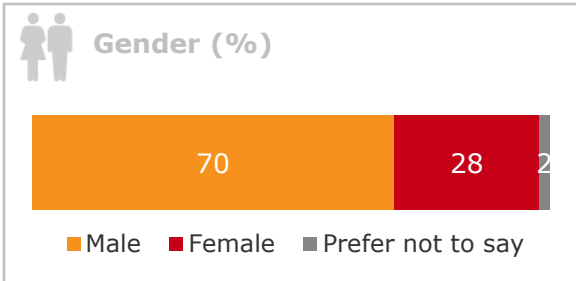
 Significant difference between RFS and SES at 95% confidence interval



4

Respondent profile

Respondent Profile - Total



Demo7. What is your gender? BASE: All respondents (n=5053)

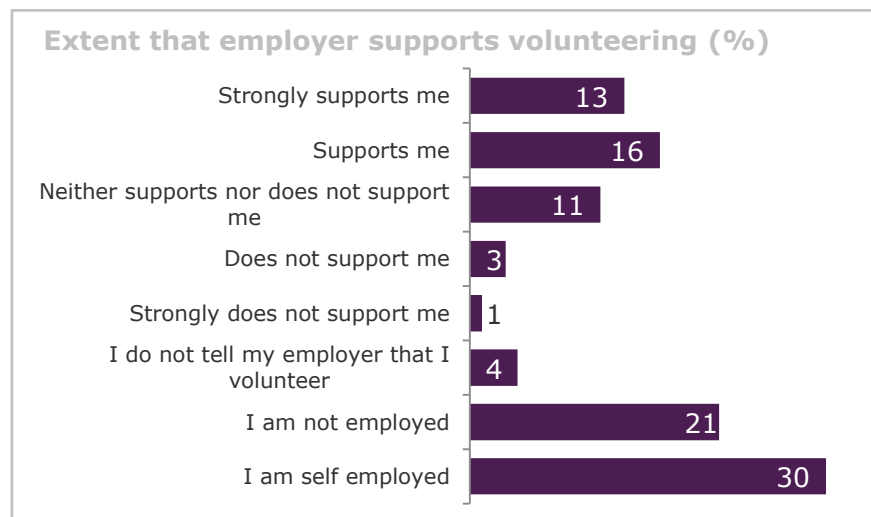
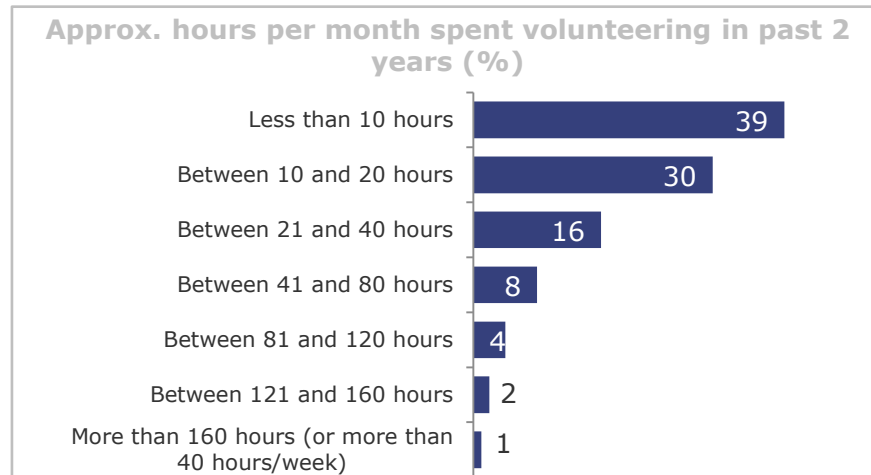
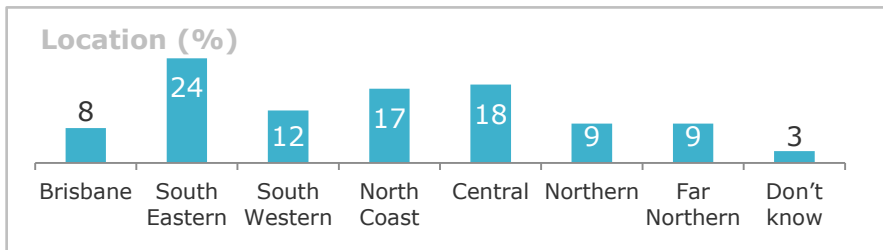
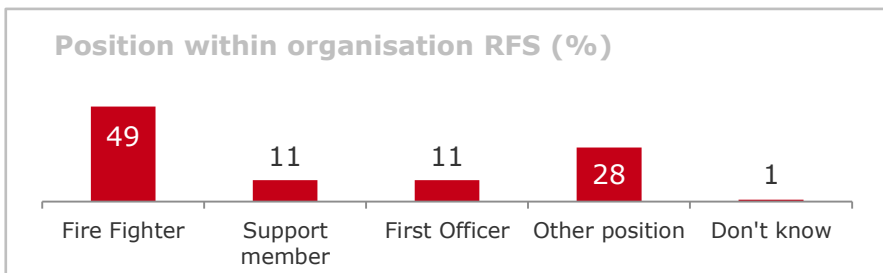
Demo5. What is your age? BASE: All respondents (n=5054)

Demo1. What is your current employment status? BASE: All respondents (n=5051)

Demo2. What is the highest level of education that you have completed? BASE: All respondents (n=5039)

Demo8. Do you identify as any of the following? BASE: All respondents (n=5033)

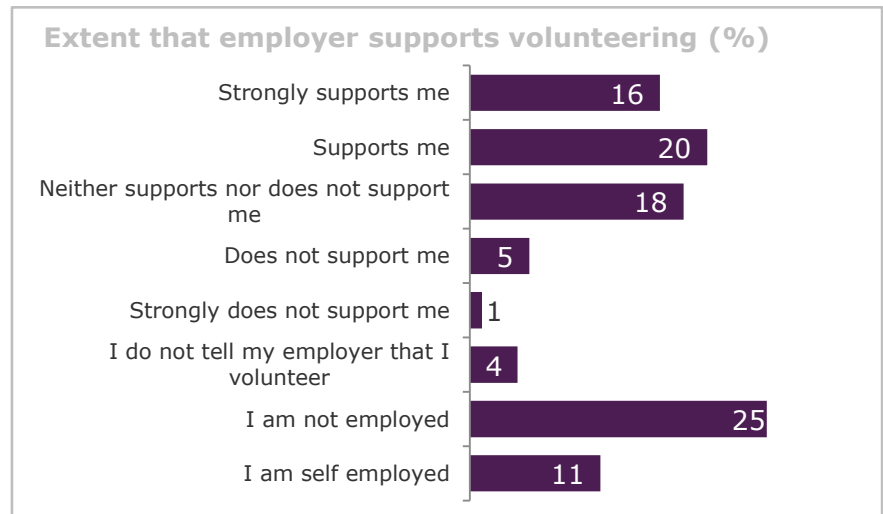
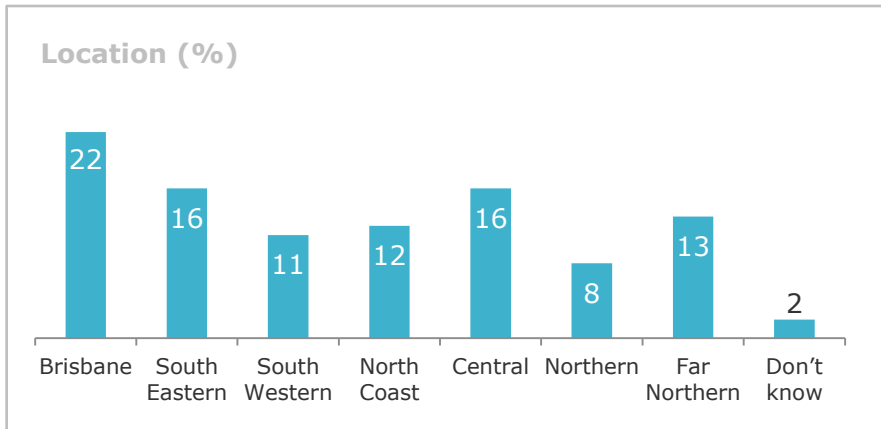
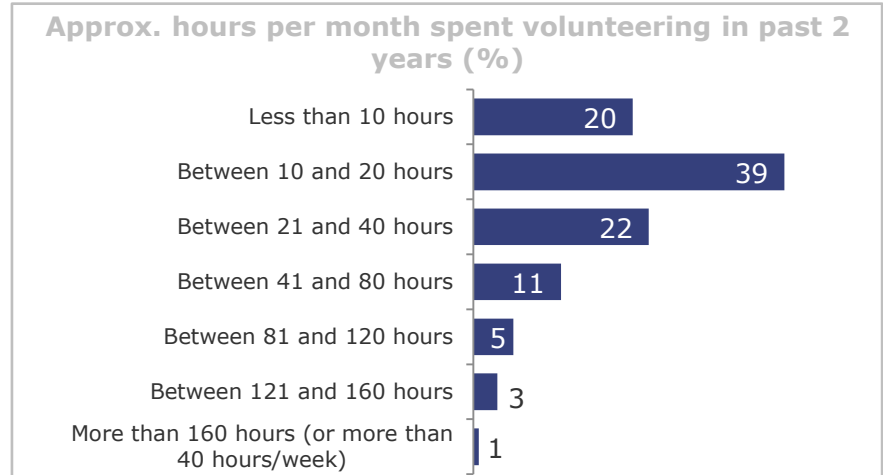
Respondent Profile – RFS respondents only



Demo3. How long have you been volunteering with the RFS? BASE: RFS respondents (n=3243)
 A3. And which position do you currently hold? BASE: RFS respondents (n=3243)
 A2. In which region do you currently volunteer with the RFS? BASE: RFS respondents (n=3243)
 A4. On average, across the last 2 years, approximately how many hours per months did you spend volunteering for the RFS? BASE: RFS respondents (n=3242)
 A5. To what extent does your employer support you volunteering? BASE: RFS respondents (n=3243)



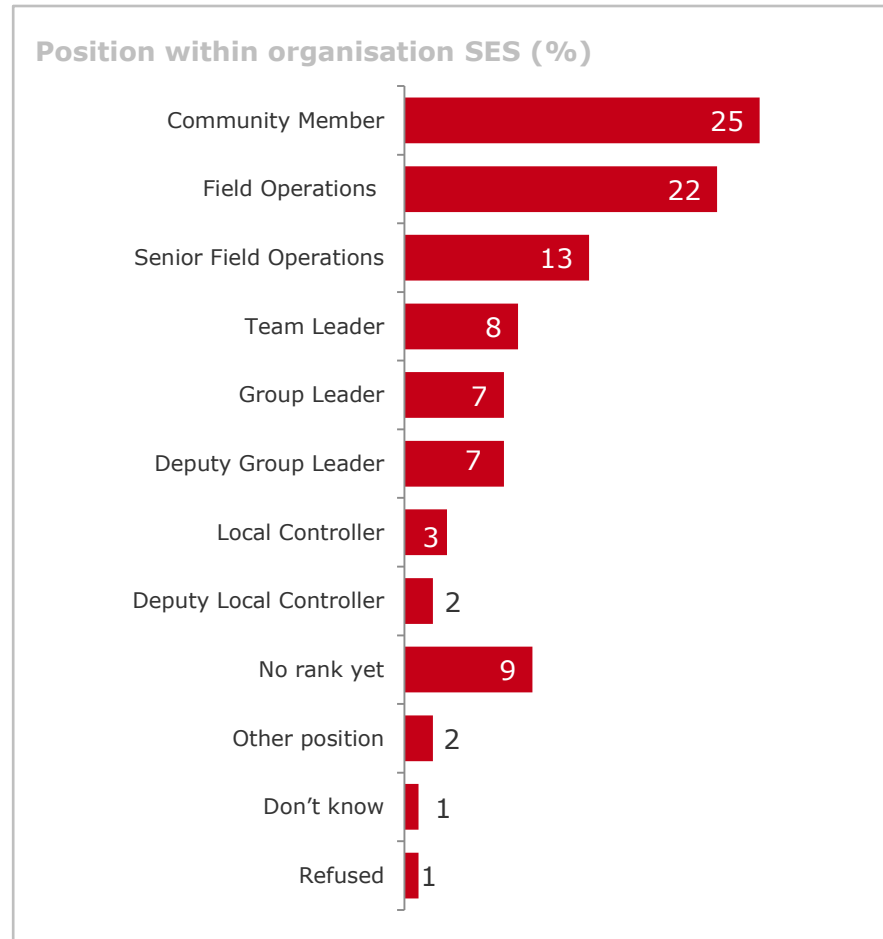
Respondent Profile – SES respondents only (1)



Demo4. How long have you been volunteering with the SES? BASE: SES respondents (n=1915)
 A2. In which region do you currently volunteer with the SES? BASE: SES respondents (n=1925)
 A4. On average, across the last 2 years, approximately how many hours per months did you spend volunteering for the SES? BASE: SES respondents (n=1920)
 A5. To what extent does your employer support you volunteering? BASE: SES respondents (n=1920)



Respondent Profile – SES respondents only (2)



A3. And which position do you currently hold? BASE: SES respondents (n=1923)

Thank you

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