

# Queensland Fire and Emergency Services Volunteer Satisfaction Survey 2016

## State Emergency Service Northern Report

Prepared for: Queensland Fire and Emergency Services

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Job No: 263104138

TNS

2016 Volunteer Survey



Queensland  
Government

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# 1

## 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.

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 State Emergency Service (Northern)

## How many responses did we receive

- n=155 (maximum margin of error at 95% confidence level is  $\pm 7.9\%$ )

## 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 SES

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

- 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 may 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%.

# 2

## Detailed Findings

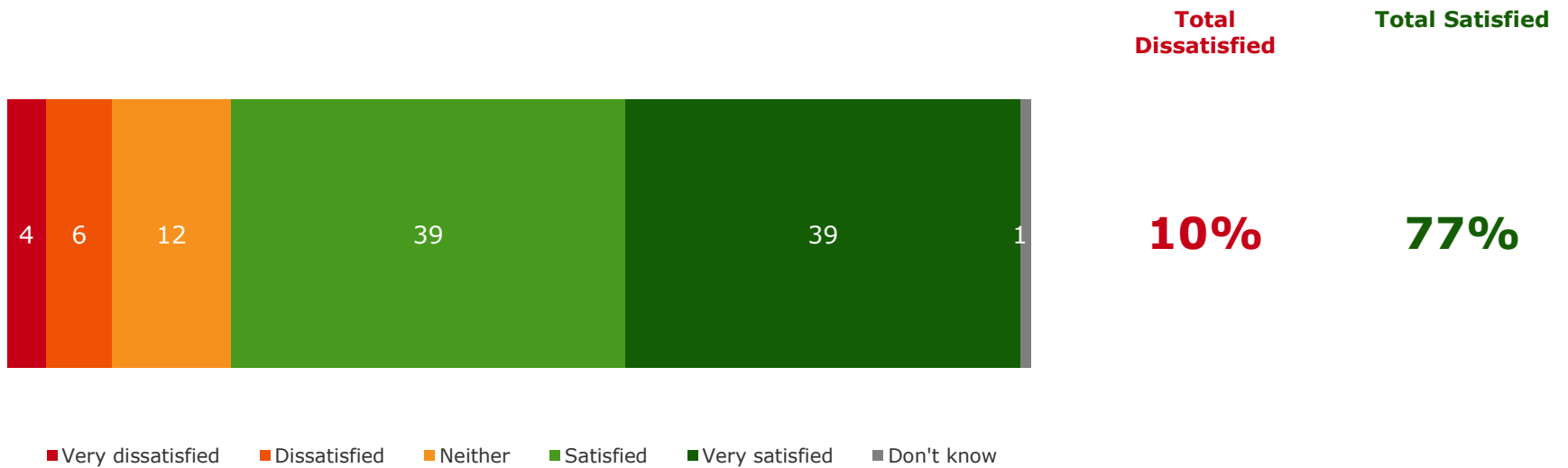




# 2.1

## General Satisfaction

# General satisfaction with volunteering (%)



B1. How satisfied are you in general with the experience of volunteering with the State Emergency Service?  
BASE: SES respondents - Northern (n=155)

# Reasons for satisfaction with volunteering experience (%)



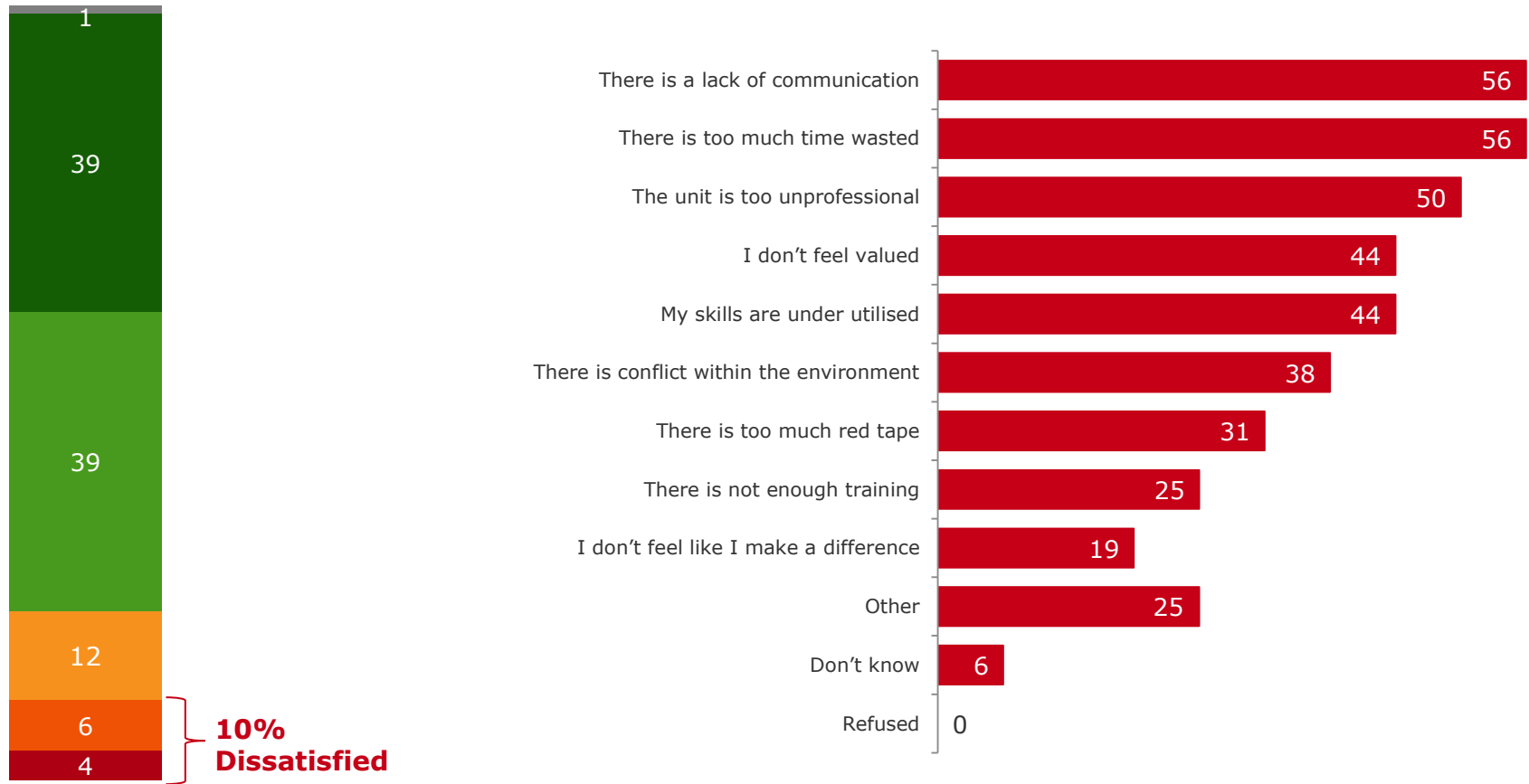
B1. How satisfied are you in general with the experience of volunteering with the State Emergency Service?

BASE: SES respondents - Northern (n=155)

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

BASE: Those satisfied with volunteering experience (n=120)

# Reasons for dissatisfaction with volunteering experience (%)



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

BASE: SES respondents - Northern (n=155)

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

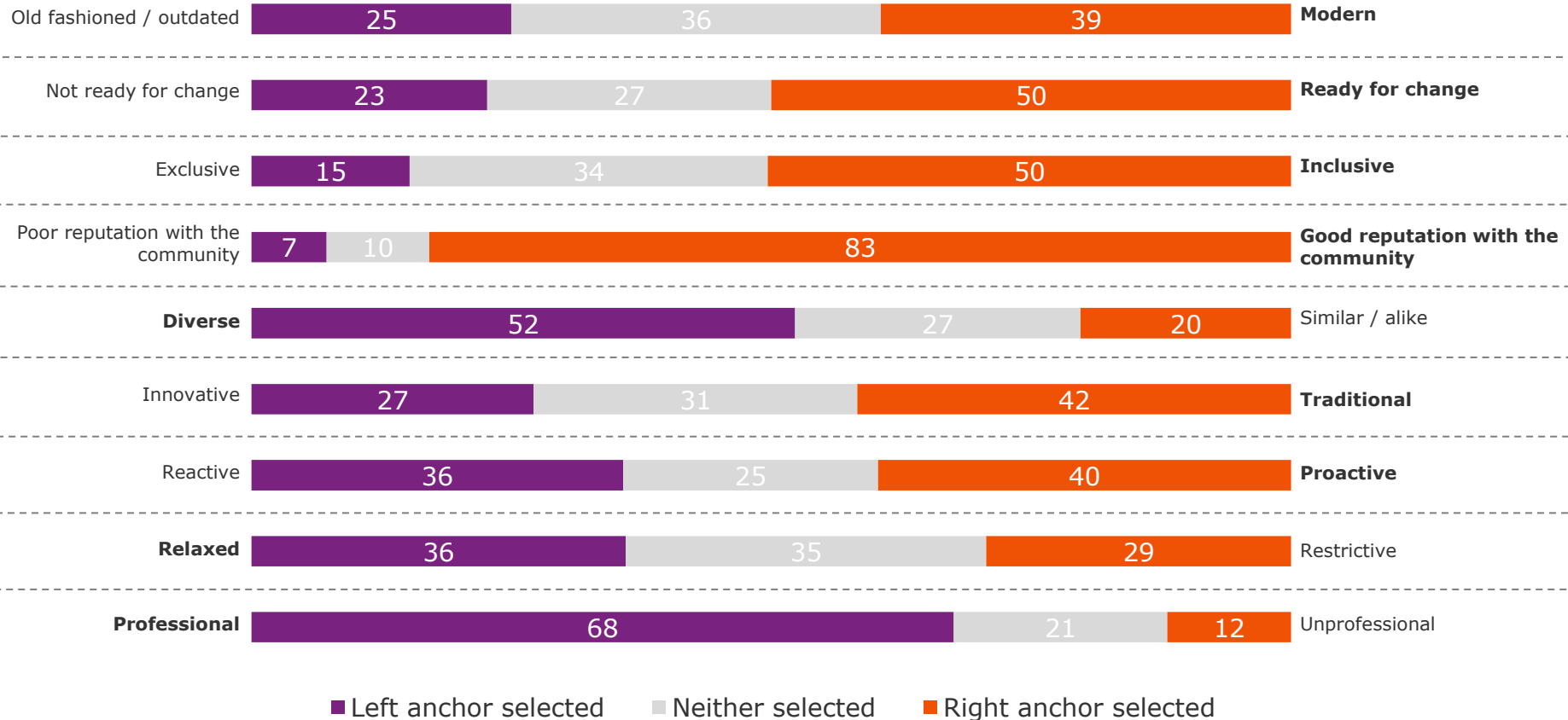
BASE: Those dissatisfied with volunteering experience (n=16\*)

**\*Caution: small sample size – results should be interpreted as indicative only**

# 2.2

## Perceptions of SES

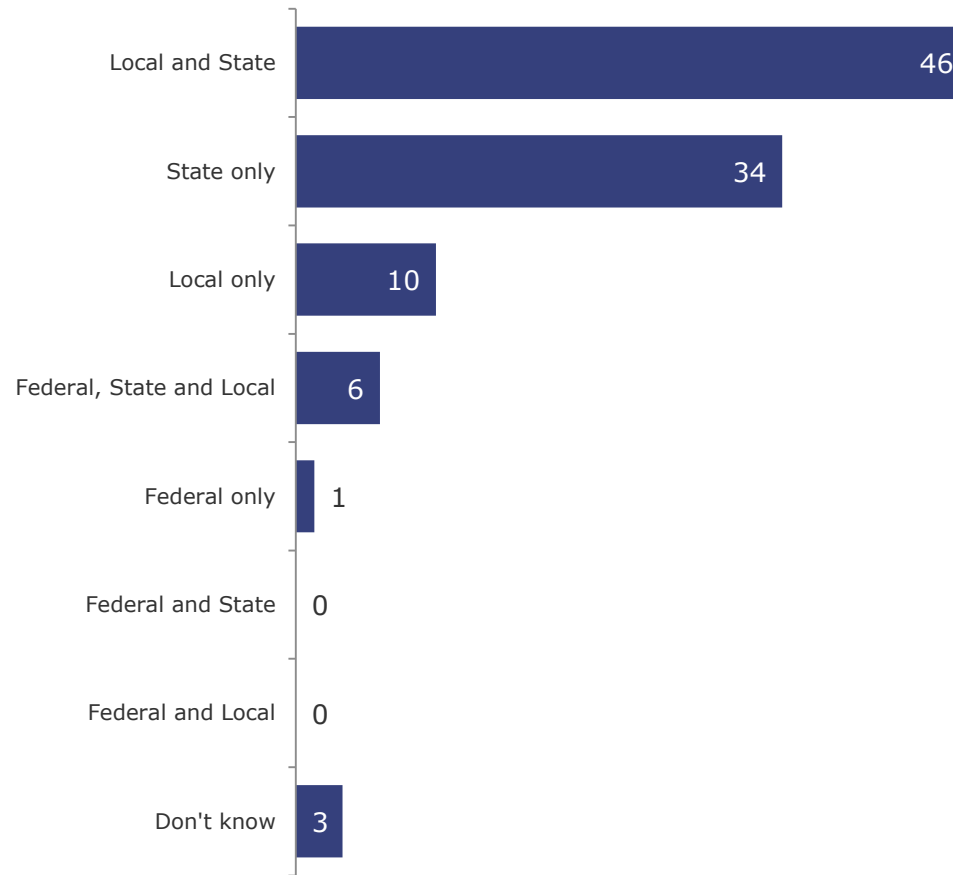
# Perceptions of SES (%)



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 - Northern (Sample sizes from top to bottom: n=152;150;151;152;153;151;151;150;151)  
 NOTE: Bold text represents the word/phrase more often selected



# 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 - Northern (n=155)



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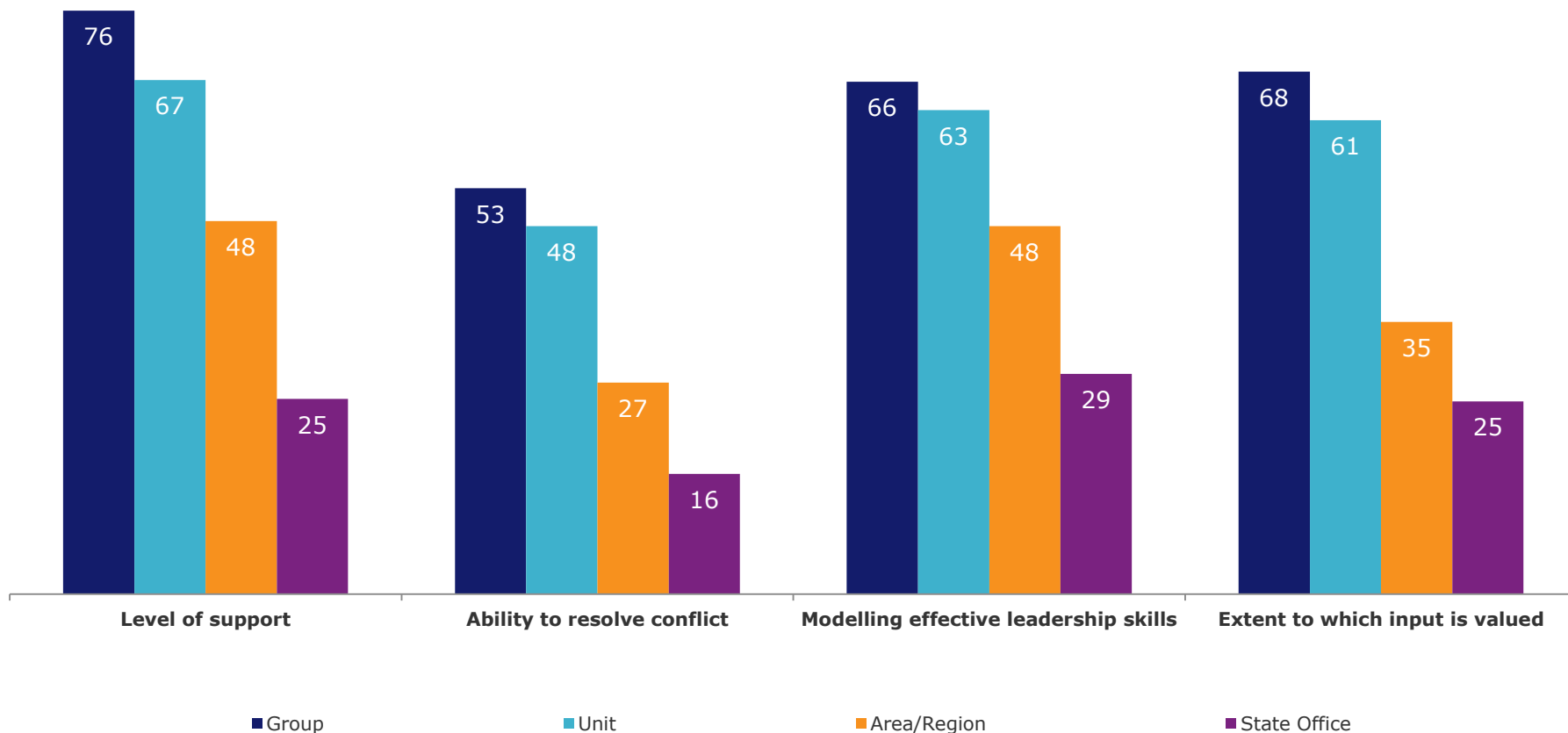
# 2.3

## Leadership





# 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 - Northern (Group: n=152; Unit: n=153; Area/Region: n=153; State Office: n=154)

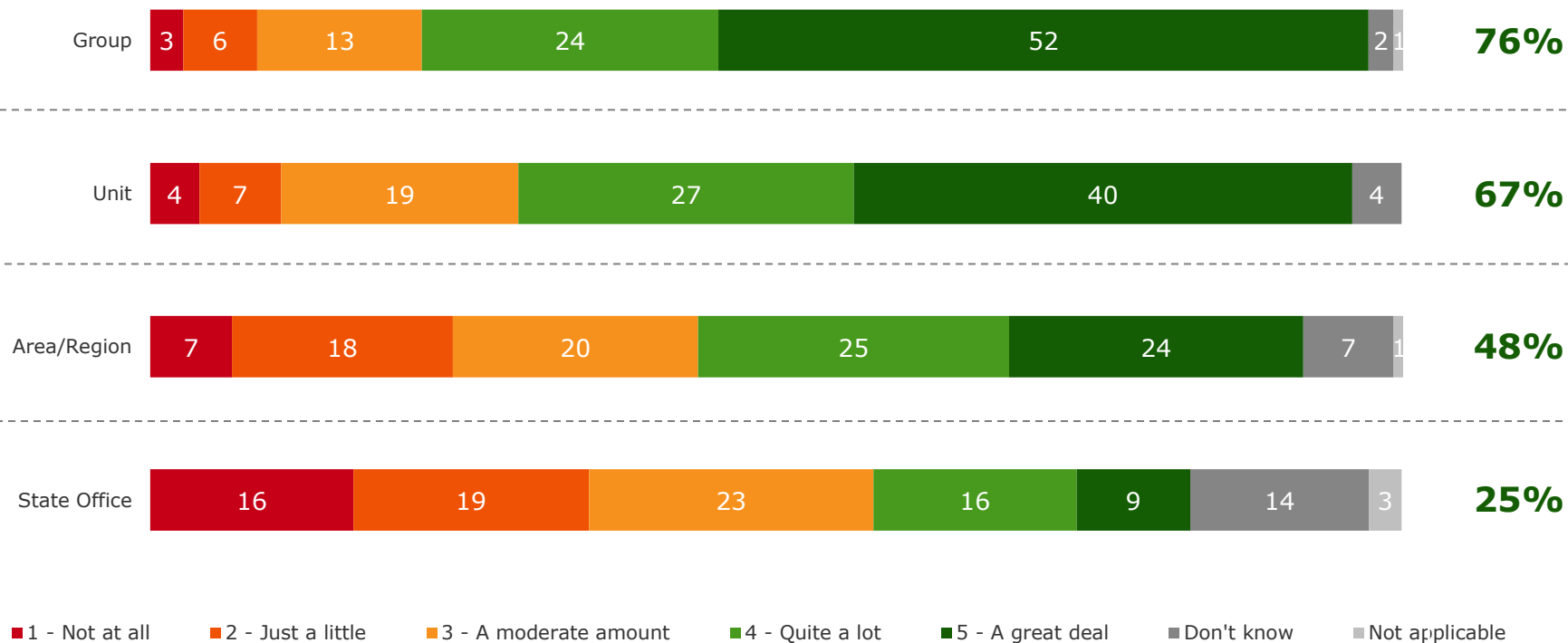
D2. And to what extent do you feel the following resolve conflict? BASE: SES respondents - Northern (Group: n=152; Unit: n=153; Area/Region: n=153; State Office: n=154)

D3. And to what extent do you feel the following model effective leadership skills? BASE: SES respondents - Northern (Group: n=152; Unit: n=153; Area/Region: n=153; State Office: n=154)

D4. And to what extent do you feel the following value your input? BASE: SES respondents - Northern (Group: n=152; Unit: n=153; Area/Region: n=153; State Office: n=152)

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

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



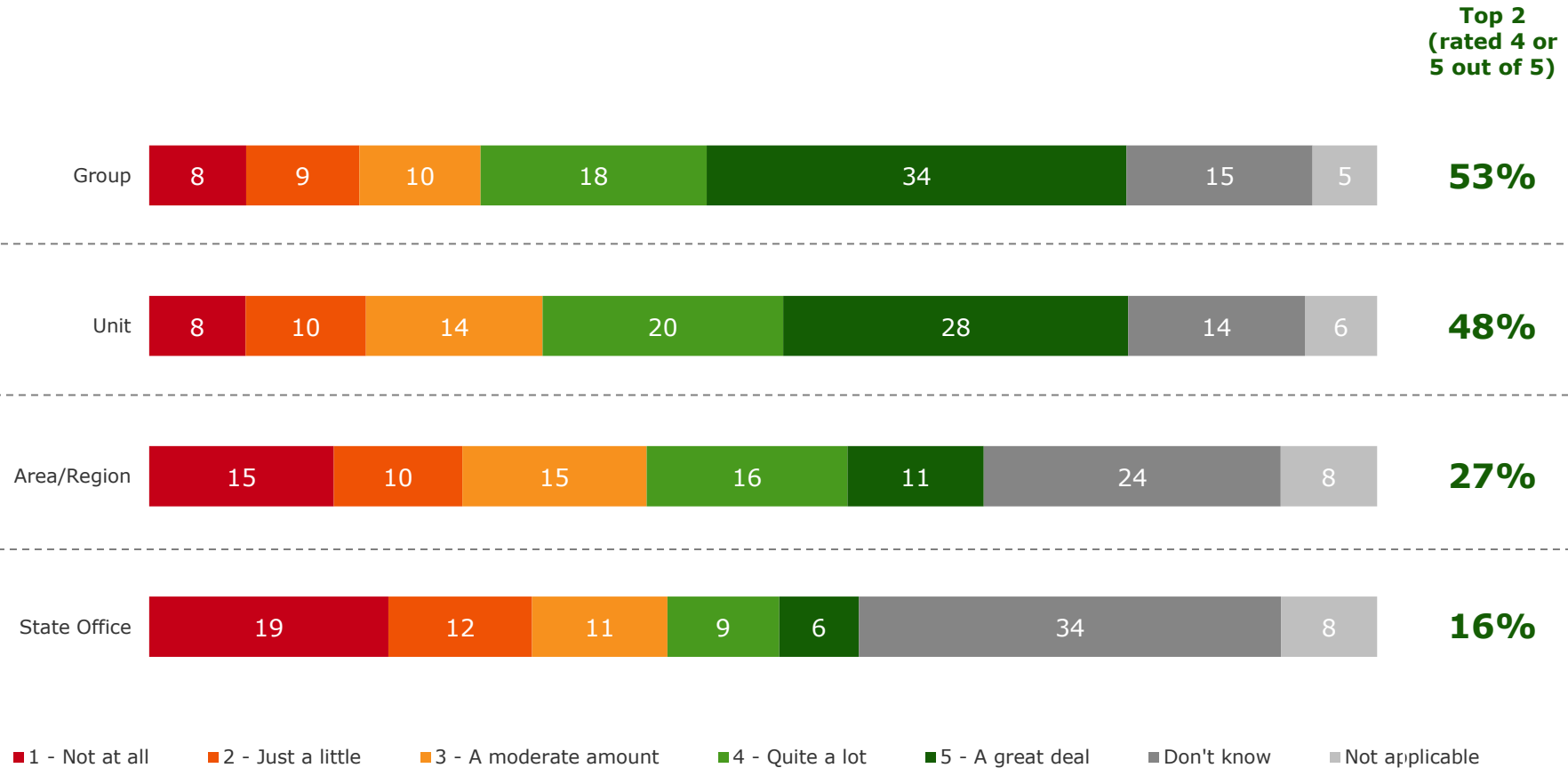
D1. To what extent do you feel supported in your volunteer role in the State Emergency Service by each of the following?  
 BASE: SES respondents - Northern (Group: n=152; Unit: n=153; Area/Region: n=153; State Office: n=154)



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# Perceived ability to resolve conflict by... (%)



D2. And to what extent do you feel the following resolve conflict?  
 BASE: SES respondents - Northern (Group: n=152; Unit: n=153; Area/Region: n=153; State Office: n=154)

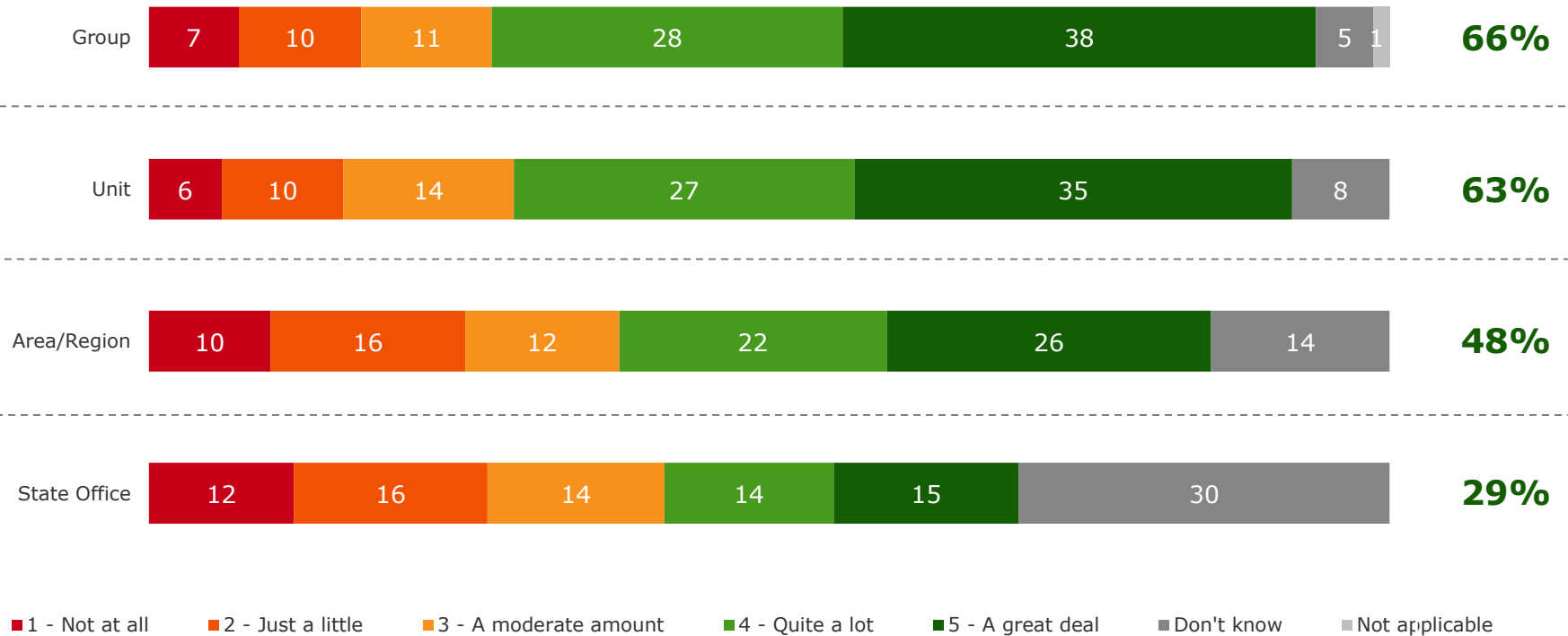


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# Modelling of effective leadership skills by... (%)

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



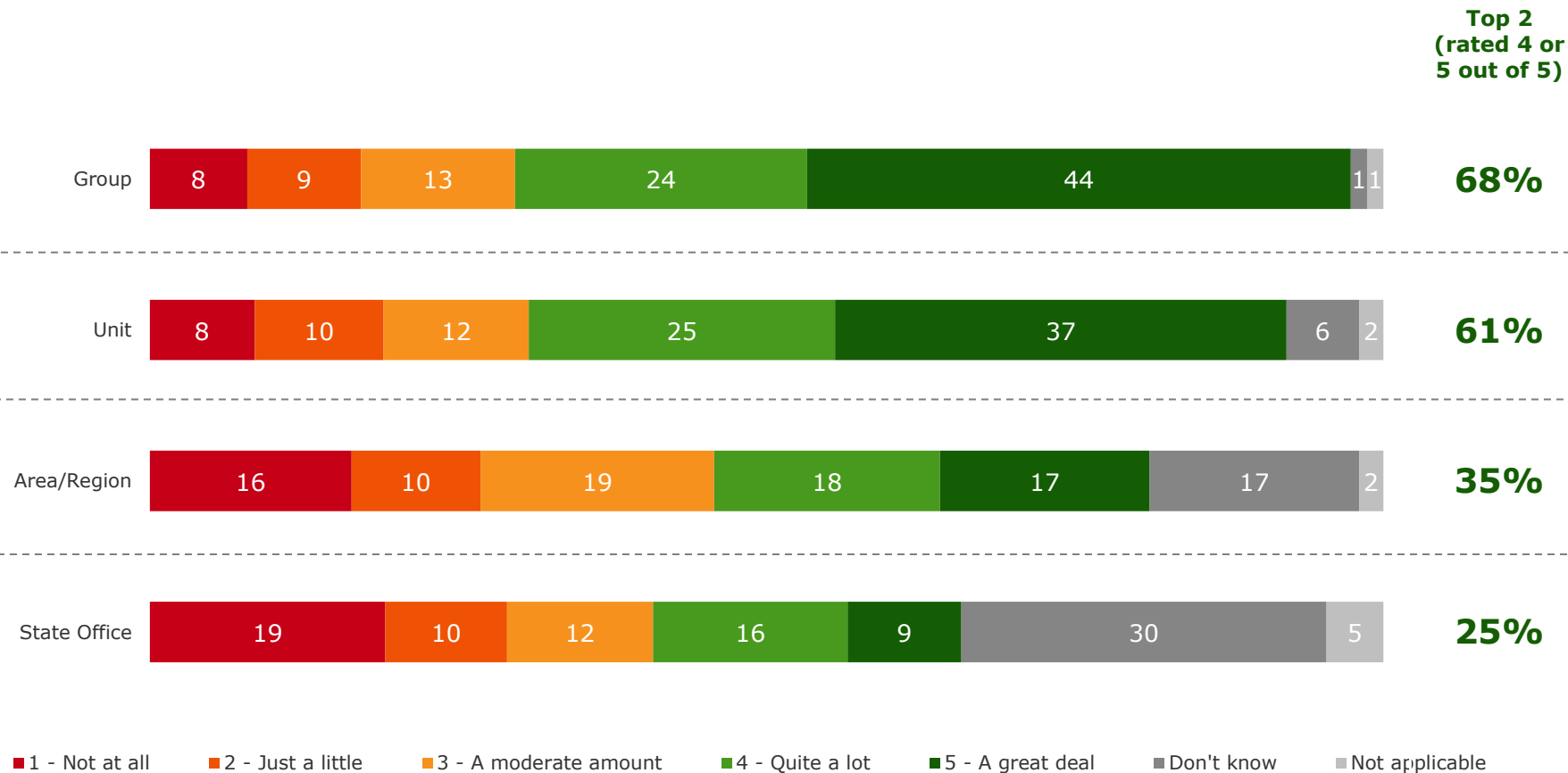
D3. And to what extent do you feel the following model effective leadership skills?  
 BASE: SES respondents - Northern (Group: n=152; Unit: n=153; Area/Region: n=153; State Office: n=154)



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# Extent to which input is valued by... (%)



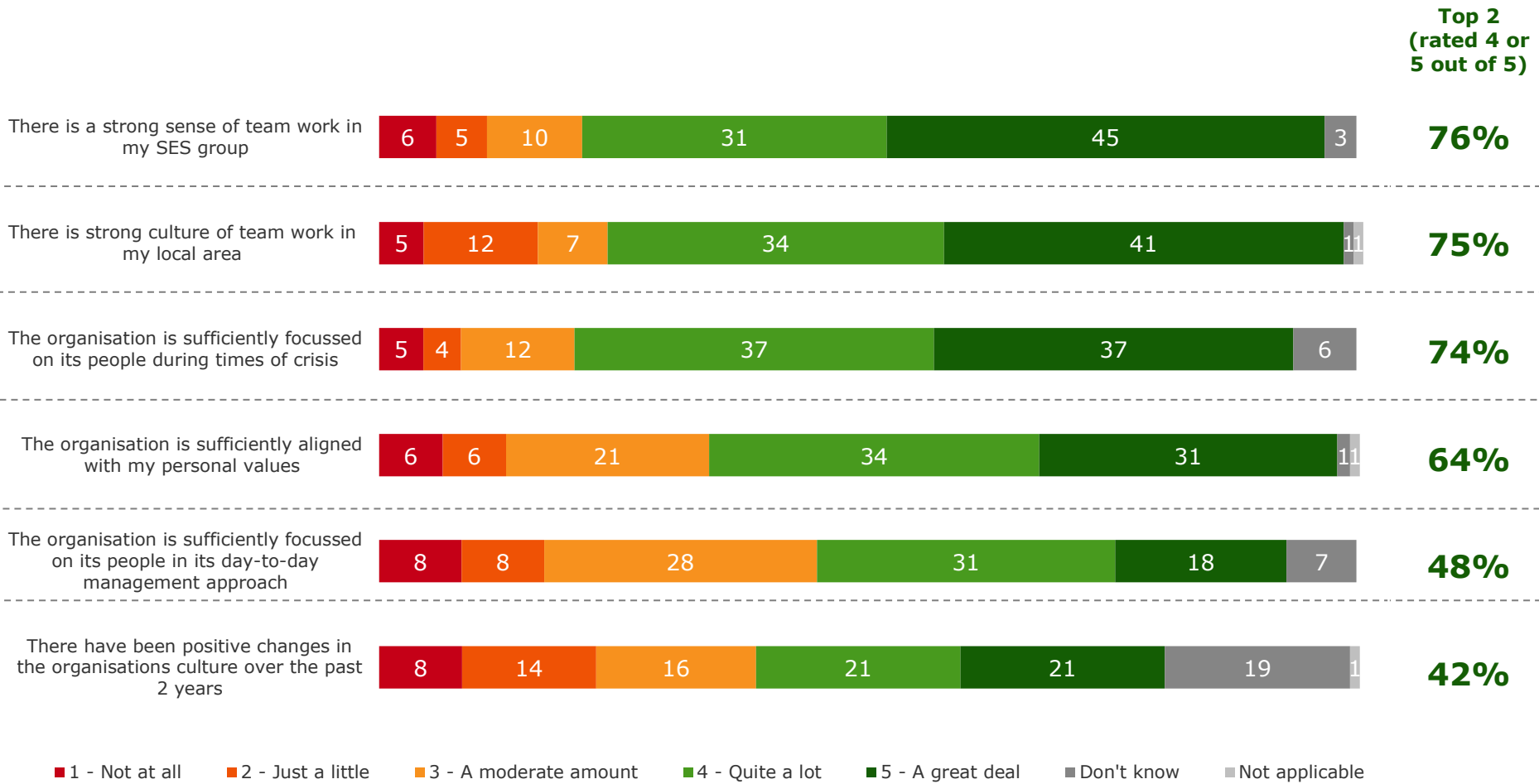
D4. And to what extent do you feel the following value your input?  
 BASE: SES respondents - Northern (Group: n=152; Unit: n=153; Area/Region: n=153; State Office: n=152)



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# Perceptions of organisational culture (%)



D5. Thinking about the organisational culture in the State Emergency Service, to what extent do you agree with the following statements?  
 BASE: SES respondents - Northern (Sample sizes from top to bottom: n=154;154;155;154;154;153)



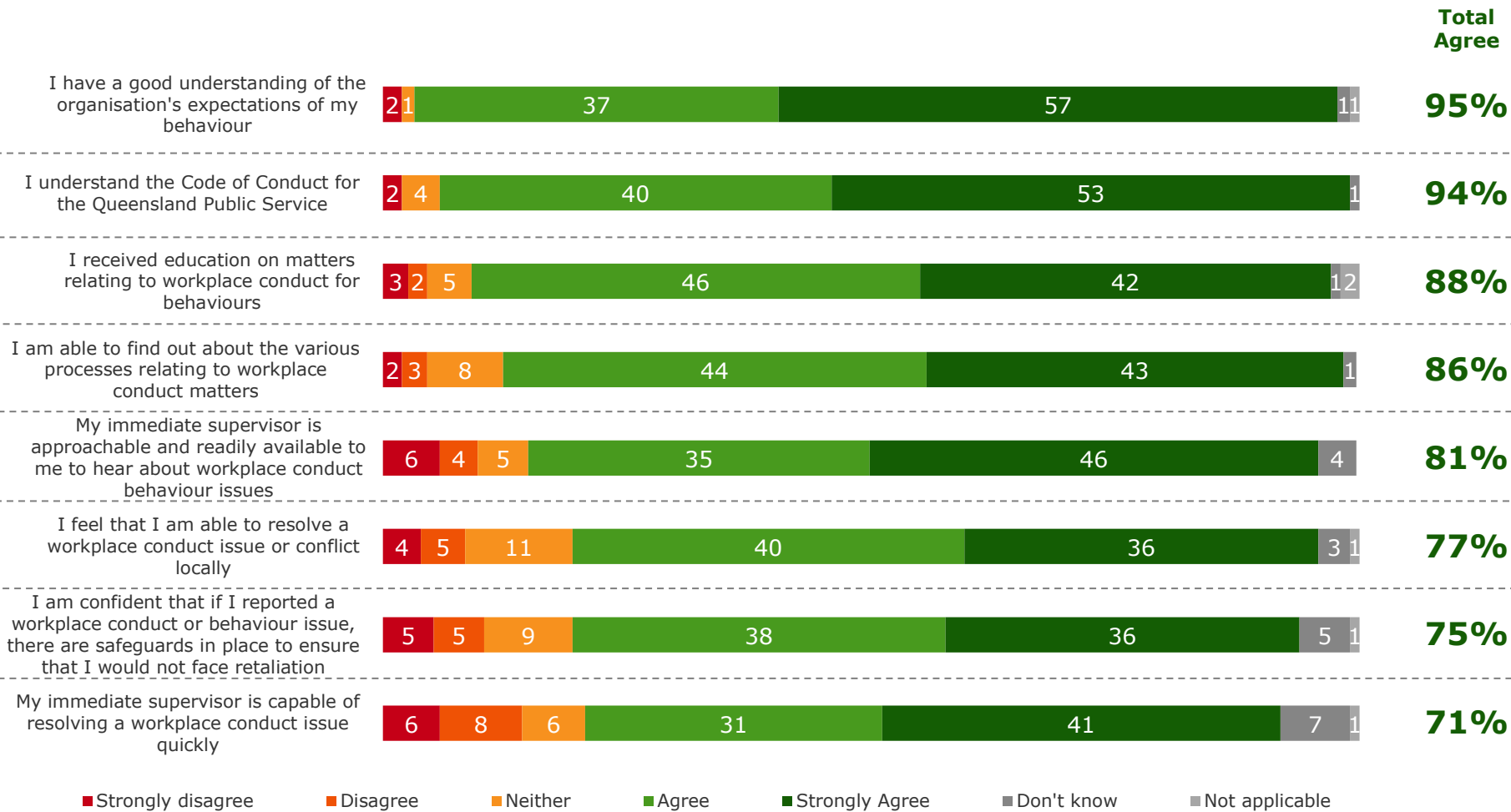
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# 2.4

## Workplace Conduct Policies and Procedures

# Perceptions and understanding of workplace conduct policies and procedures (%)

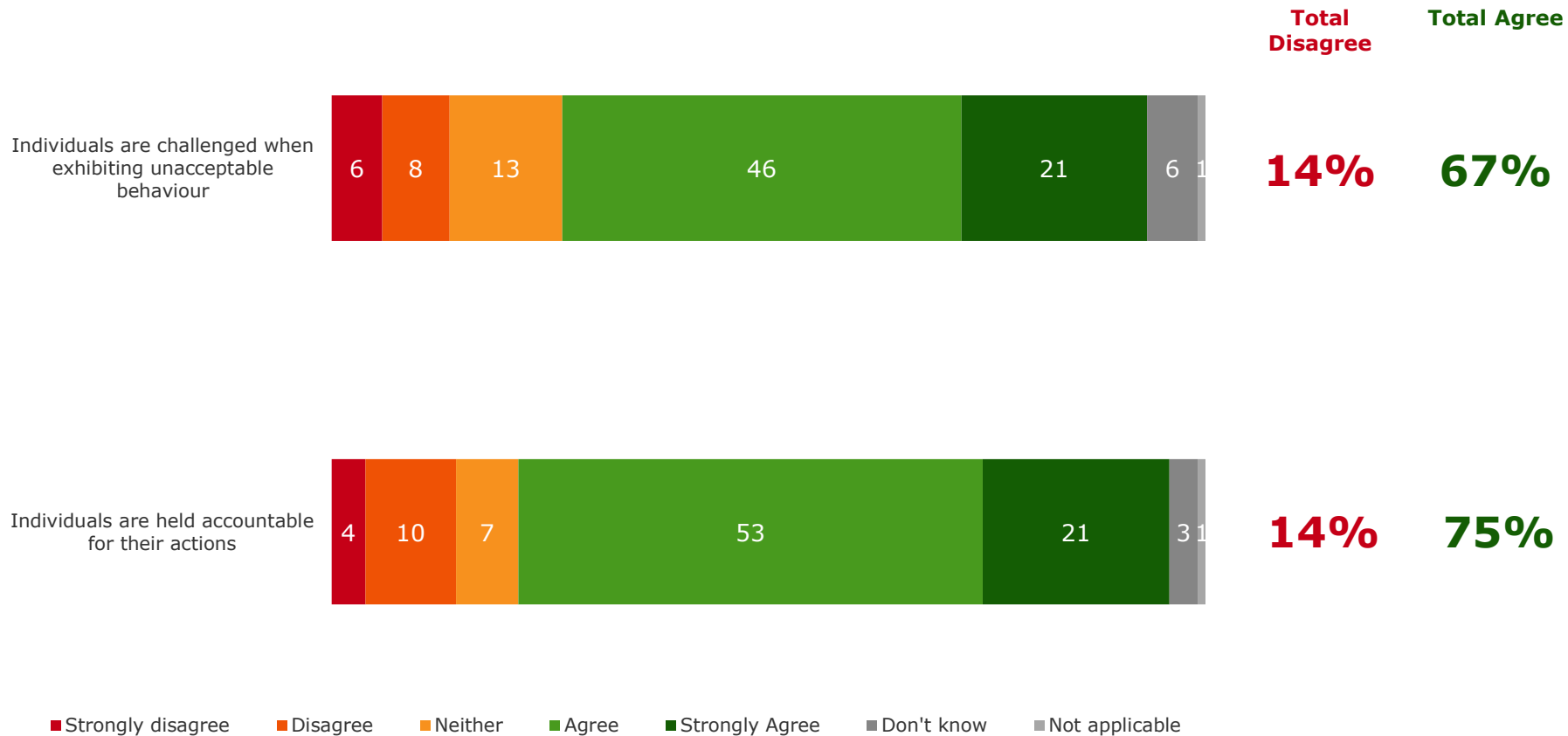


F1. Please indicate your agreement or disagreement with these statements about the State Emergency Service policies and procedures. Please note for these questions your immediate supervisor refers to the next person in line through the chain of command.  
 BASE: SES respondents - Northern (Sample sizes from top to bottom: n=155;154;154;154;154;154;154;154)





# Perceptions of ... (%)



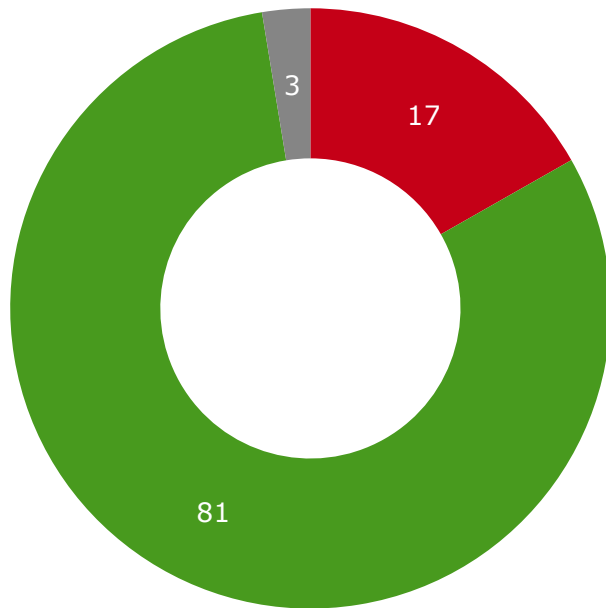
F2. And to what extent do you agree with the following statements?  
 BASE: SES respondents - Northern (Sample sizes from top to bottom: n=155;154)



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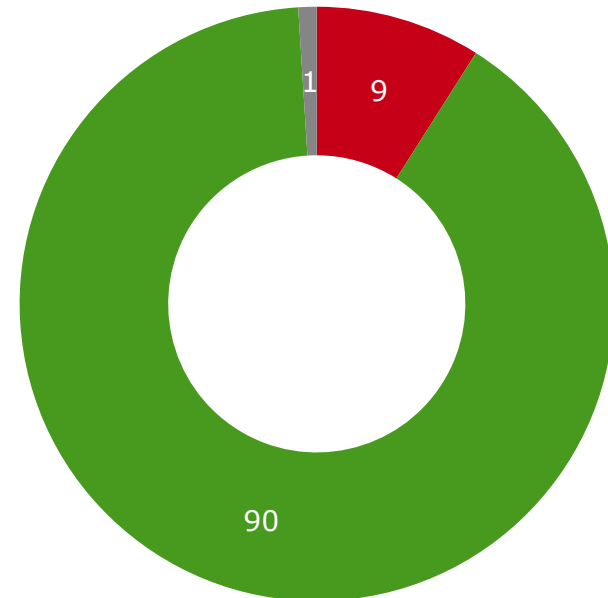


## Witnessed bullying in volunteer environment (%)



■ Yes ■ No ■ Don't know ■ Refused

## Been subject to bullying in volunteer environment (%)



■ Yes ■ No ■ Don't know ■ Refused

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

BASE: SES respondents - Northern (n=155)

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

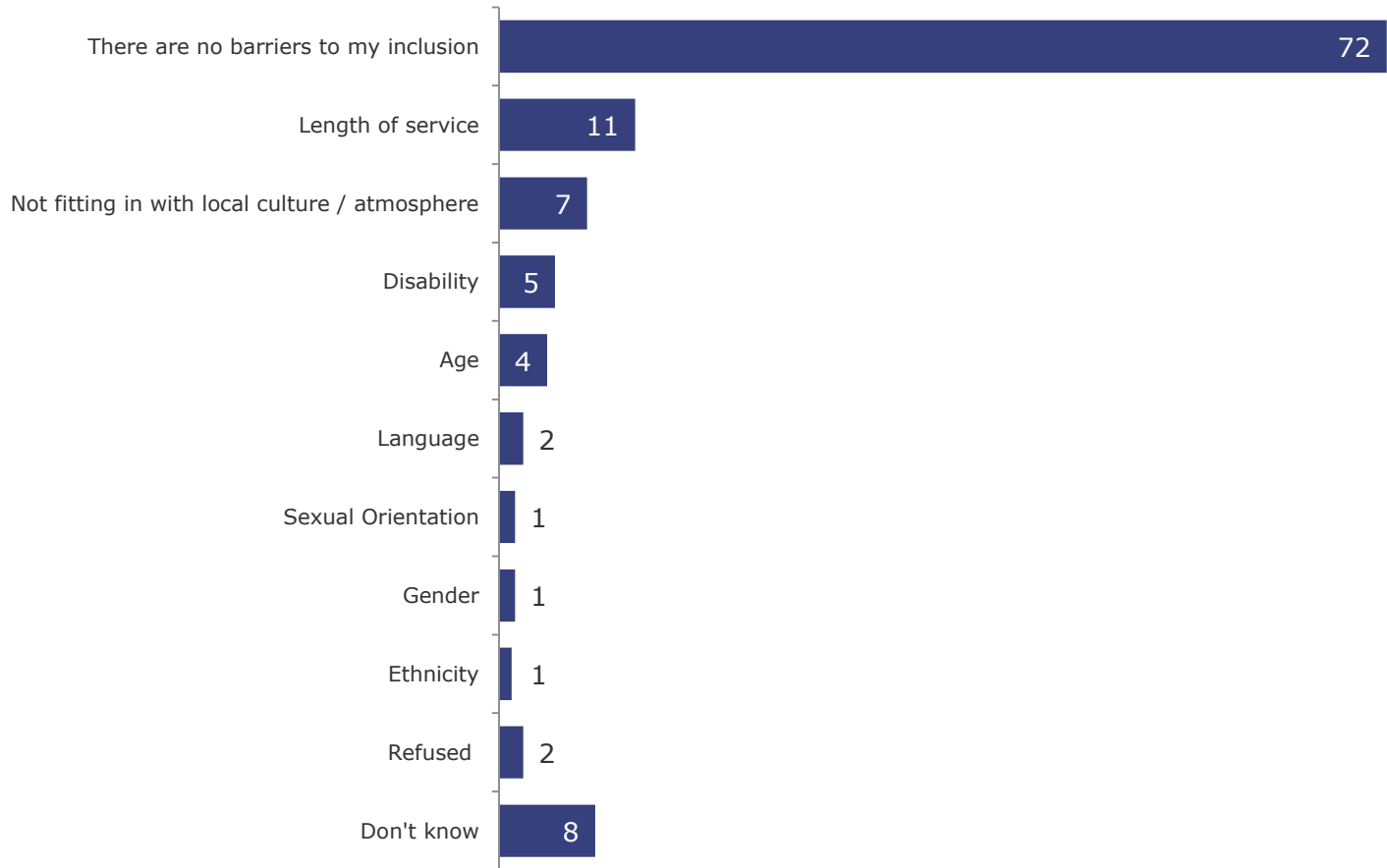
BASE: SES respondents - Northern (n=155)

# 2.5

## Inclusion



# Barriers to inclusion (%)

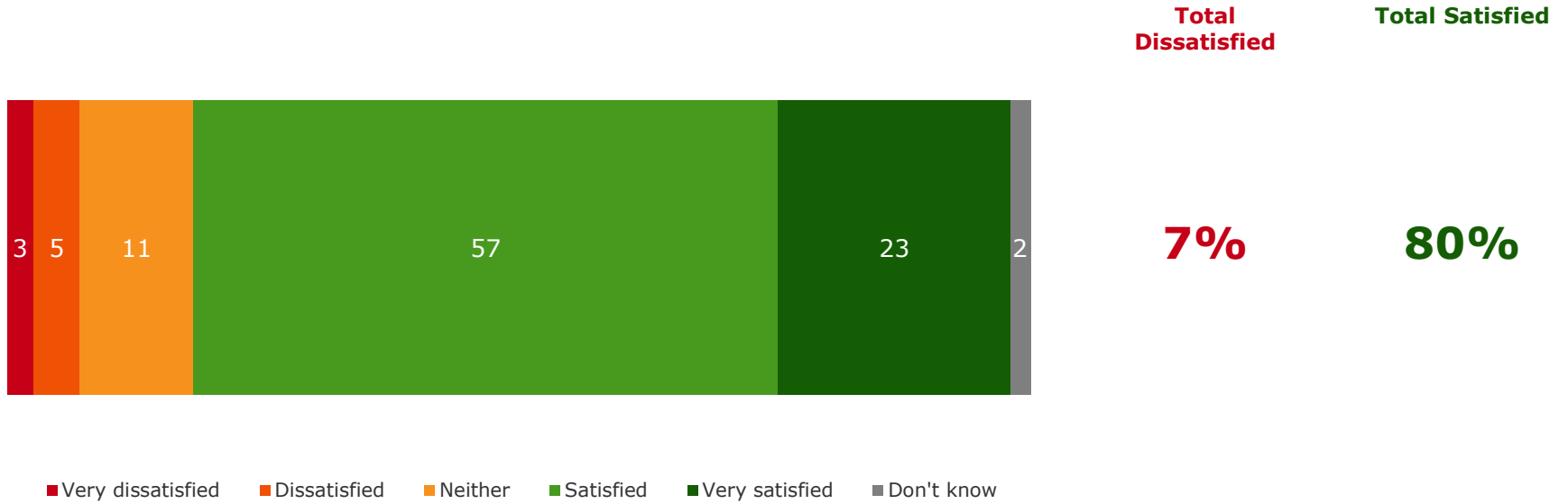


E1. Thinking about possible barriers to inclusion within the State Emergency Service, which, if any, of the following have been barriers to your inclusion?  
BASE: SES respondents - Northern (n=154)

# 2.6

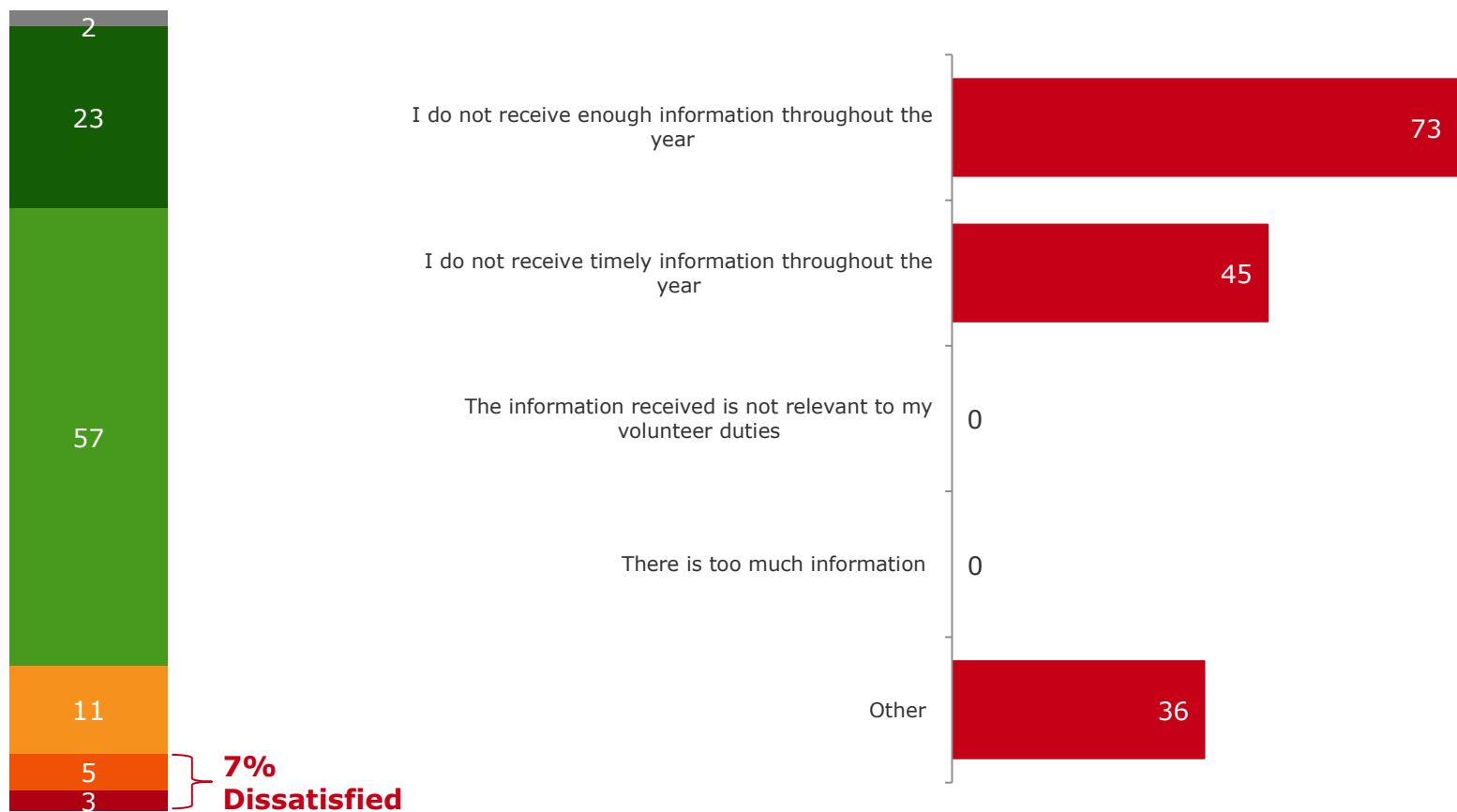
## Information and Communication

# Satisfaction with general information received (%)



H1. How satisfied are you with the general information received from the State Emergency Service during the year? Note: This does not refer to in field communications or calls for service.  
BASE: SES respondents - Northern (n=154)

# Reasons for dissatisfaction with general information received (%)



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

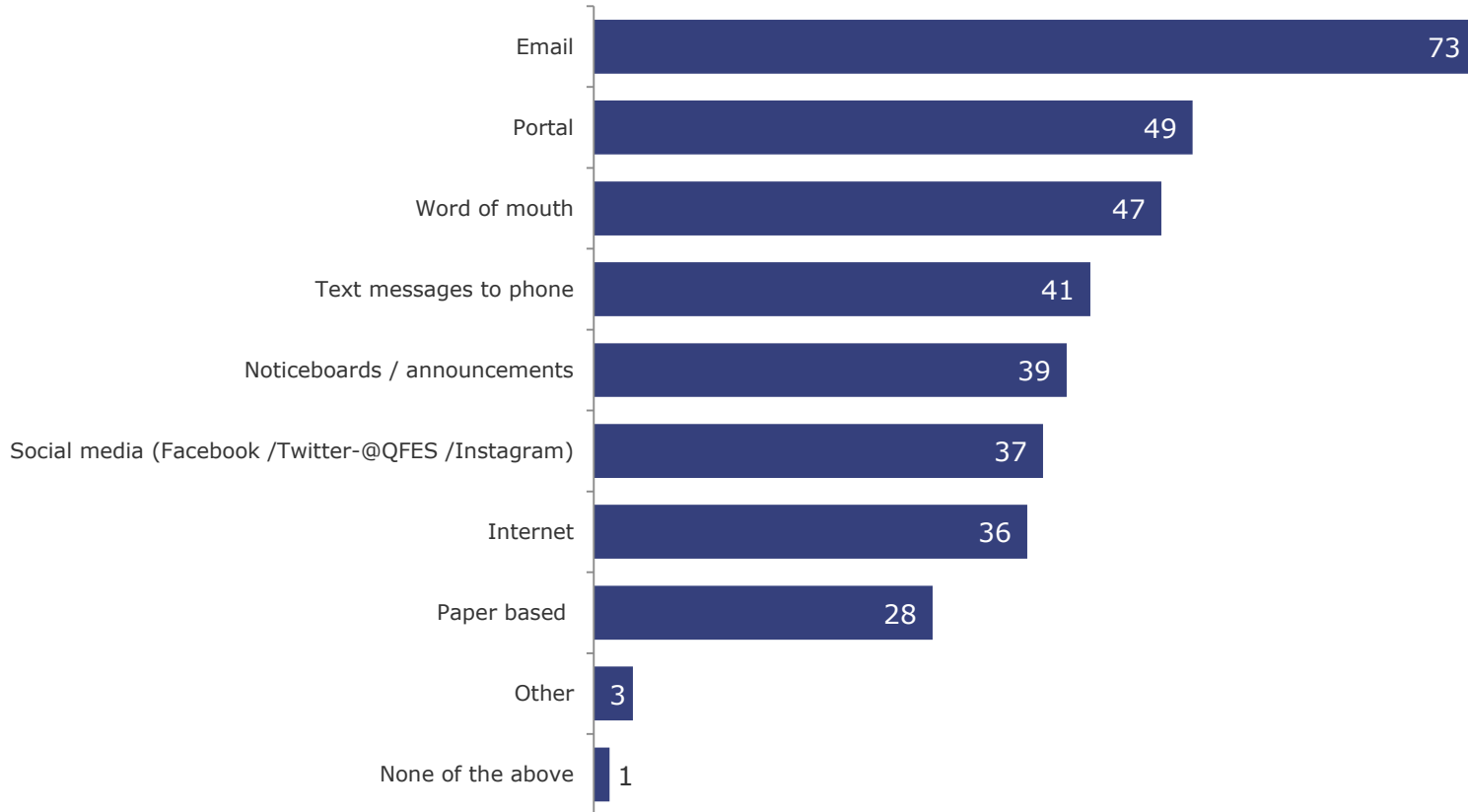
BASE: SES respondents - Northern (n=154)

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

BASE: Those dissatisfied with general information received (n=11\*)

**\*Caution: small sample size – results should be interpreted as indicative only**

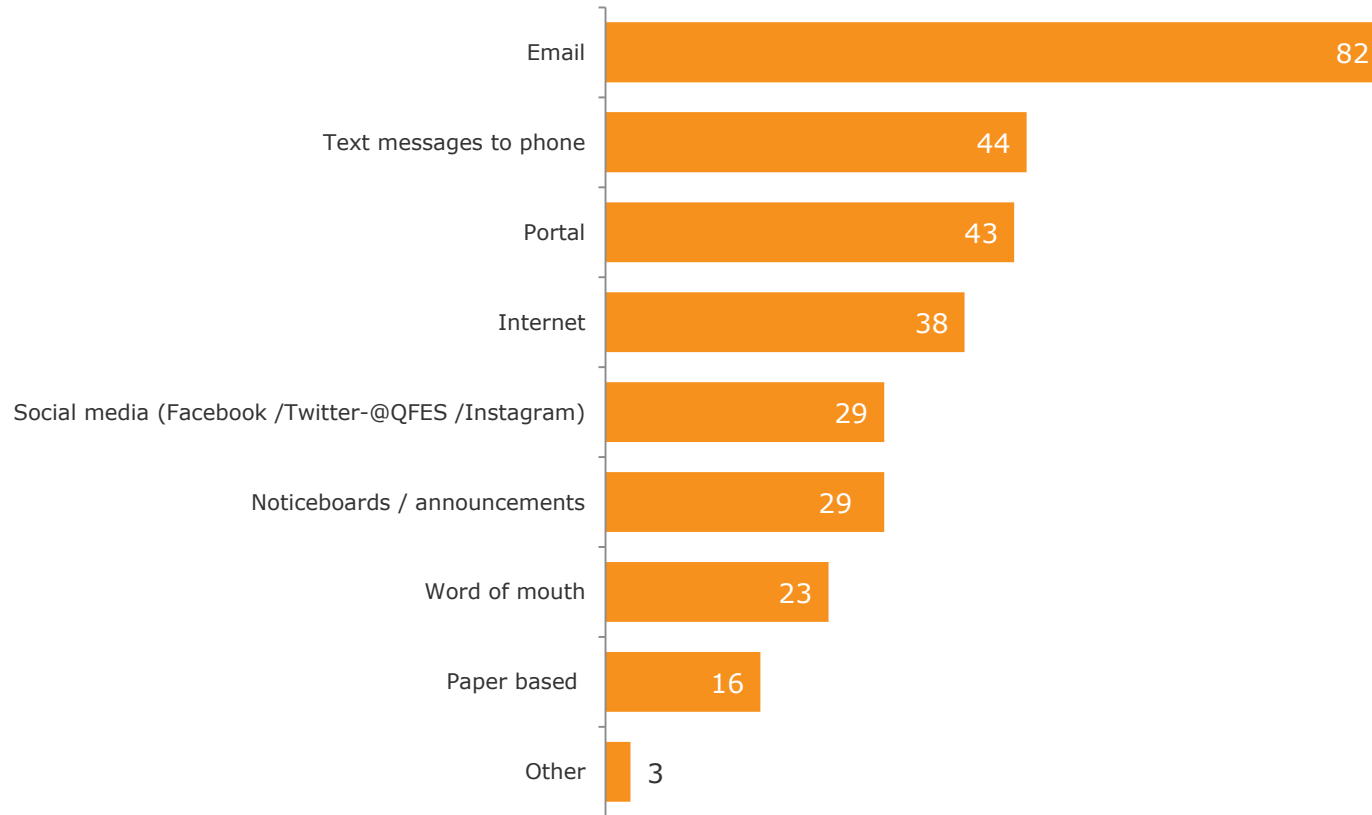
# Current information access methods (%)



H3. What current methods do you use to access and keep up to date with information relating to the State Emergency Service?  
BASE: SES respondents - Northern (n=154)

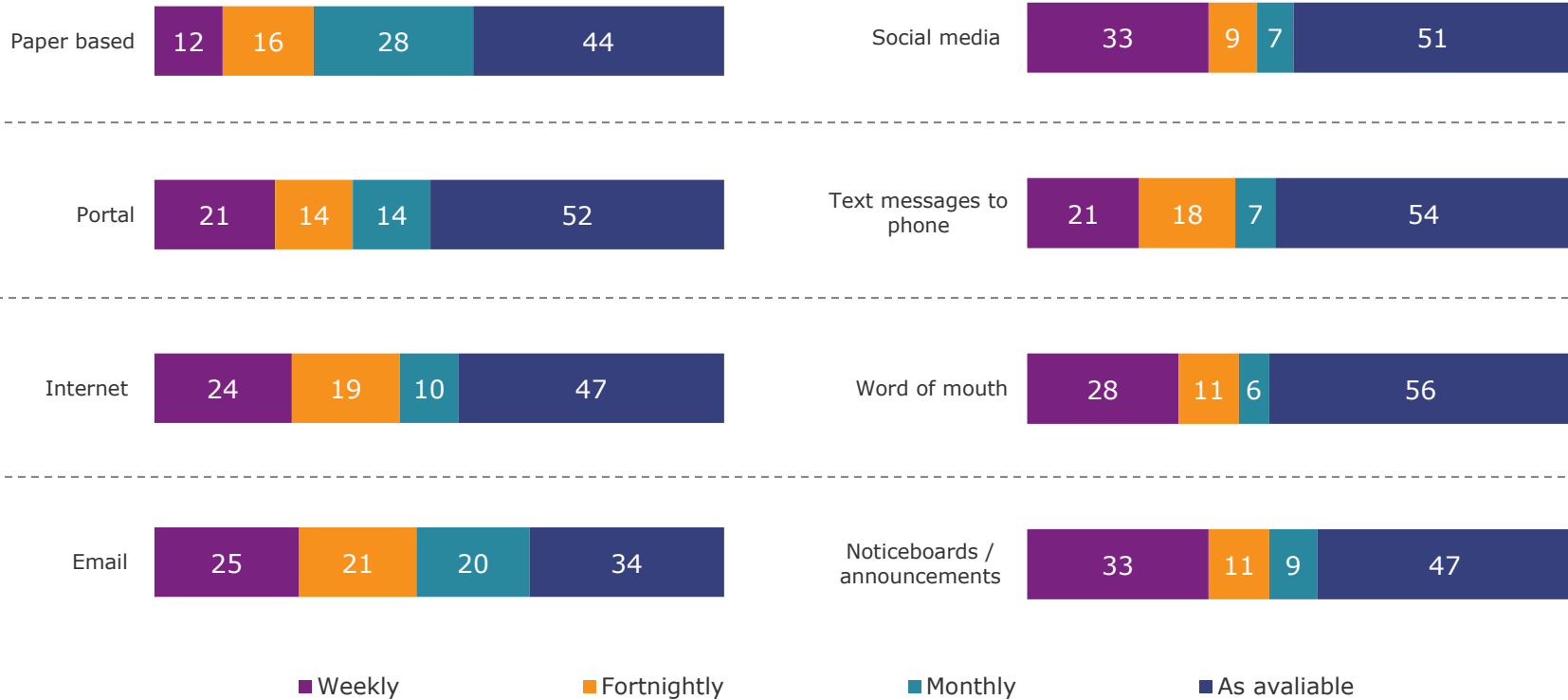


# Preferred information access method (%)



H4. And what is your preferred methods to access and keep up to date with information relating to the State Emergency Service?  
BASE: SES respondents - Northern (n=154)

# Desired frequency of service updates via each method (%)



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=25\*; Portal n=66; Internet n=58; Email n=126; Social media n=45; Text messages to phone n=68; Word of mouth n=36; Noticeboards/announcements n=45)  
**\*Caution: small sample size – results should be interpreted as indicative only**



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# 2.7

## Recognition



# Importance of recognition (%)



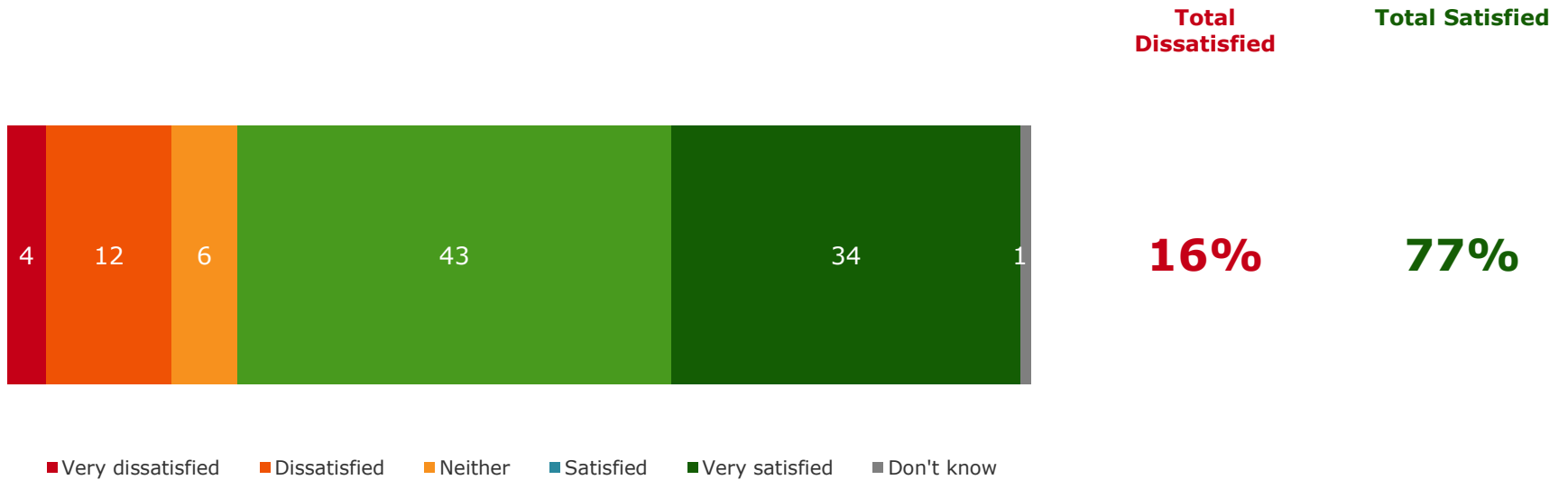
I1. Which of the following forms of recognition is most important to you?  
BASE: SES respondents - Northern (n=154)

# 2.8

## Training and Development



# Satisfaction with training over the past two years (%)



J1. How satisfied were you with the training provided for your volunteer work with the State Emergency Service over the past two years?  
 BASE: SES respondents- Northern (n=155)



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# Reasons for dissatisfaction with training (%)



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

BASE: SES respondents- Northern (n=155)

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

BASE: Those dissatisfied with training (n=25\*)

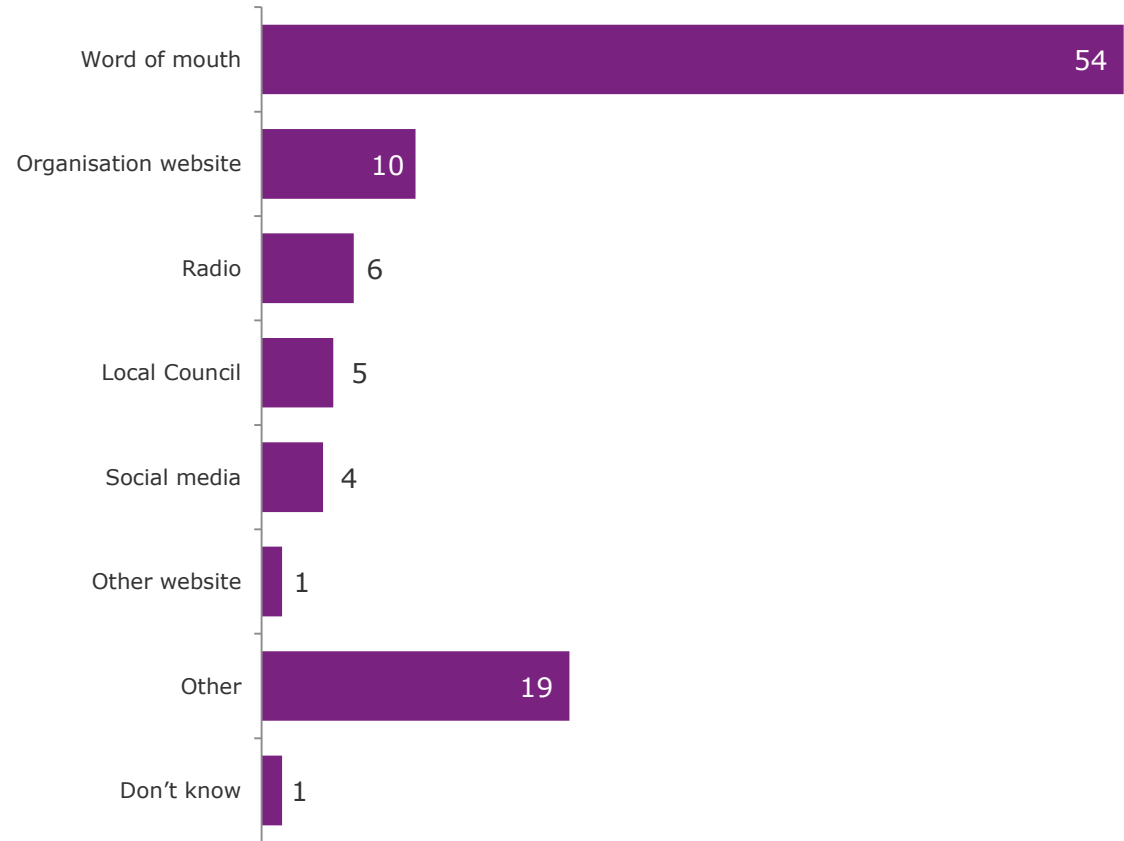
**\*Caution: small sample size – results should be interpreted as indicative only**

# 2.9

## Recruitment and Intention to Continue Volunteering

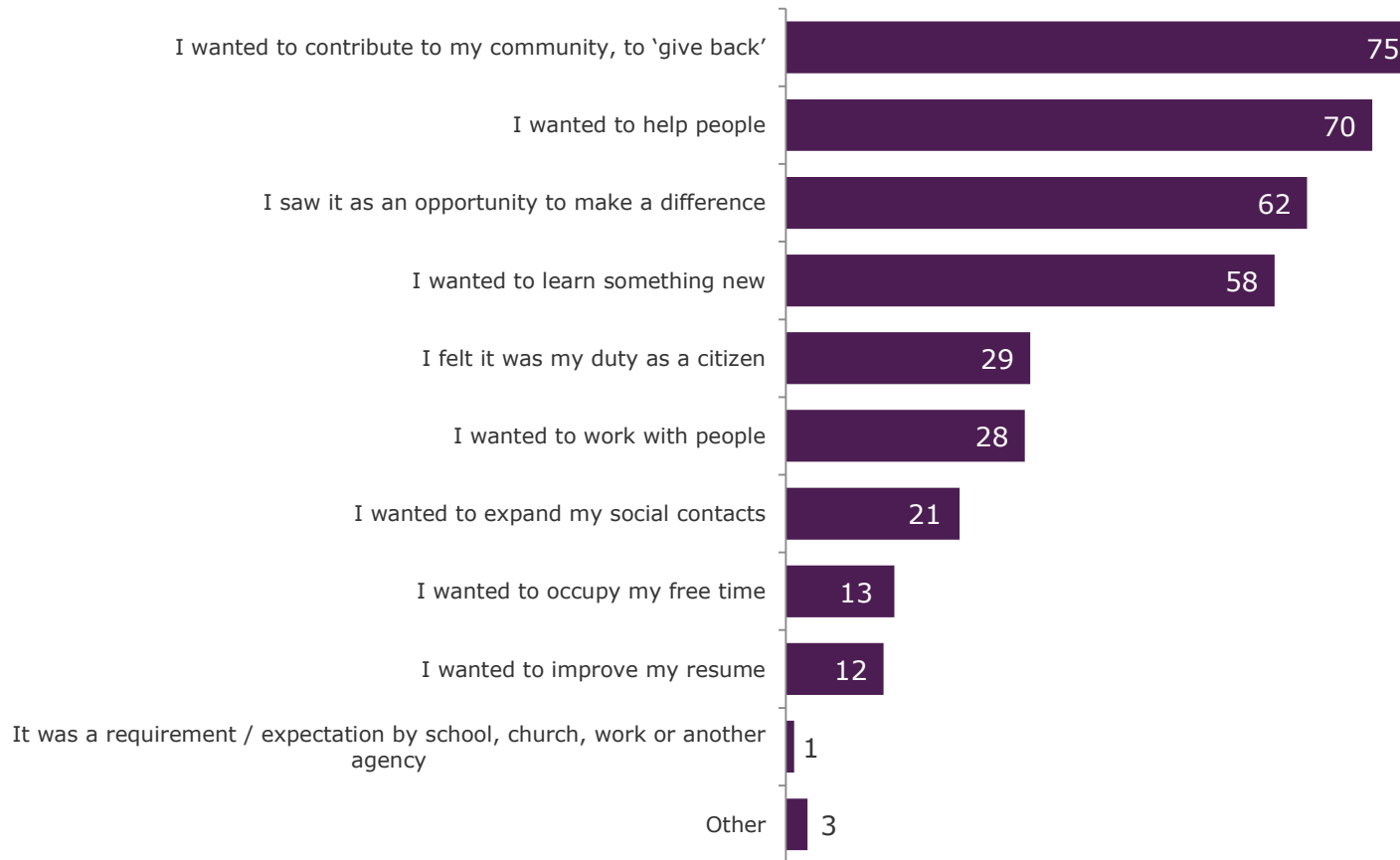


# First learnt about volunteering opportunities (%)



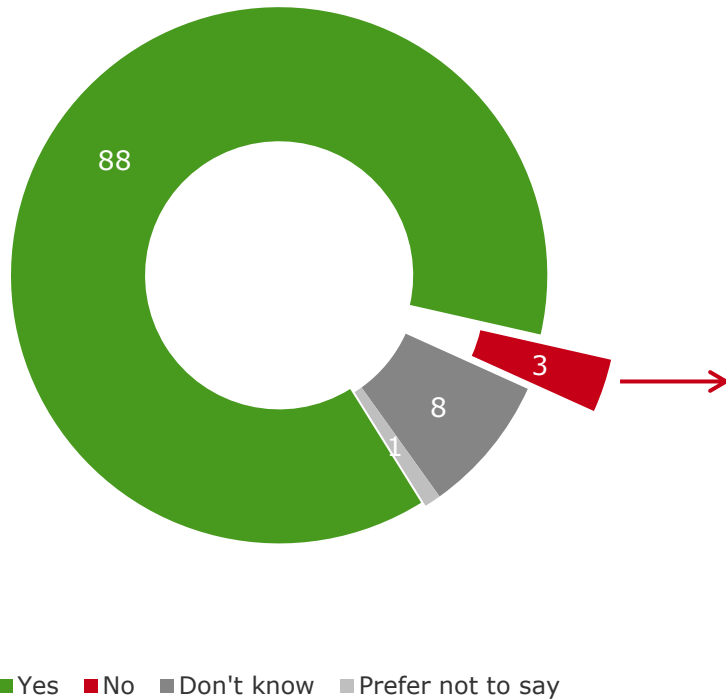
C1. How did you first learn about volunteer opportunities with the State Emergency Service?  
BASE: SES respondents - Northern (n=155)

# Factors for motivation to volunteer (%)

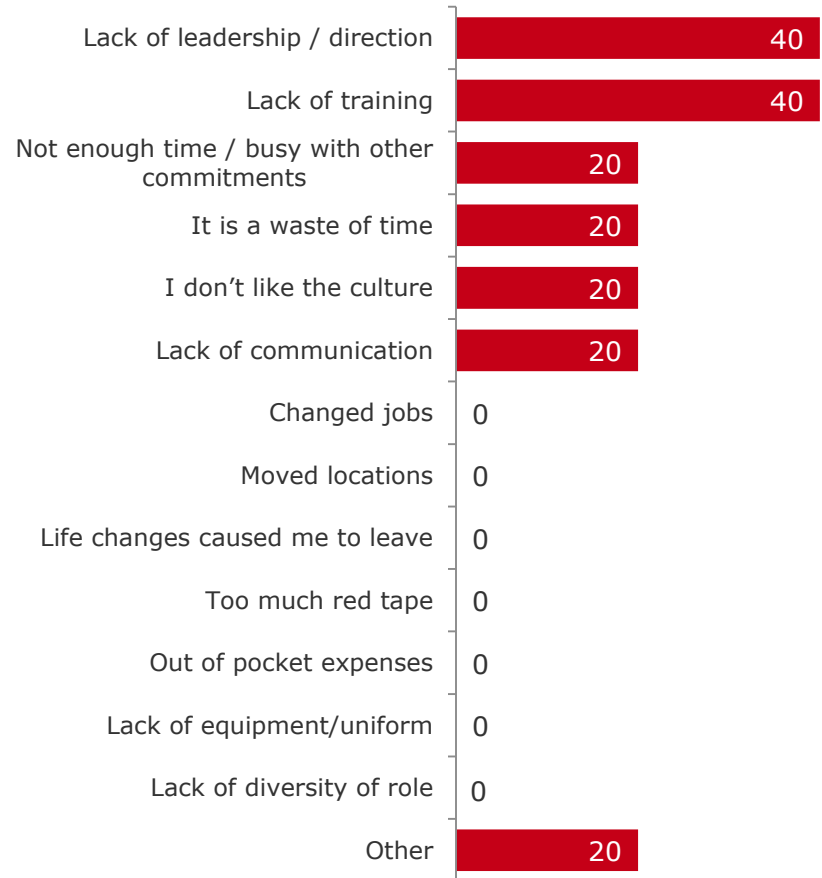


C2. What factors motivated you to volunteer with the State Emergency Service?  
BASE: SES respondents -Northern (n=155)

## Intention to continue volunteering (%)



## Reasons for not intending to continue volunteering (%)



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

BASE: SES respondents - Northern (n=155)

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

BASE: Those who do not intend on continuing volunteering (n=5\*)

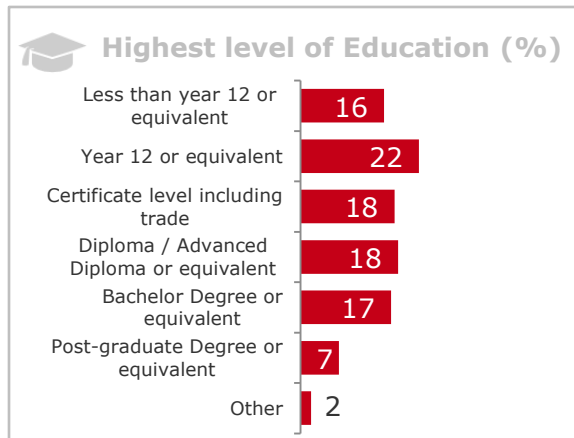
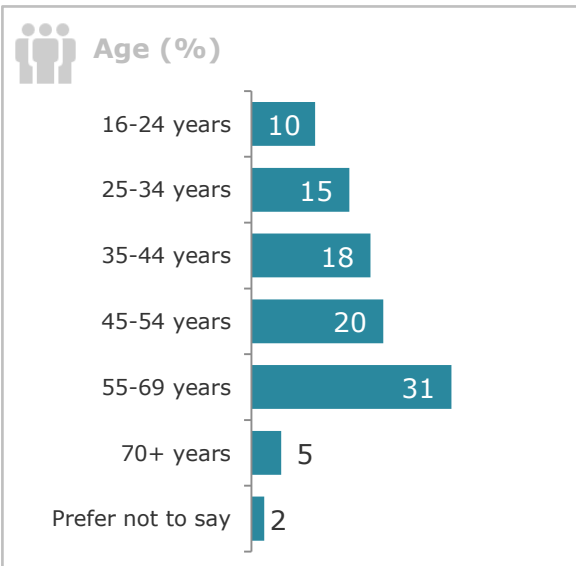
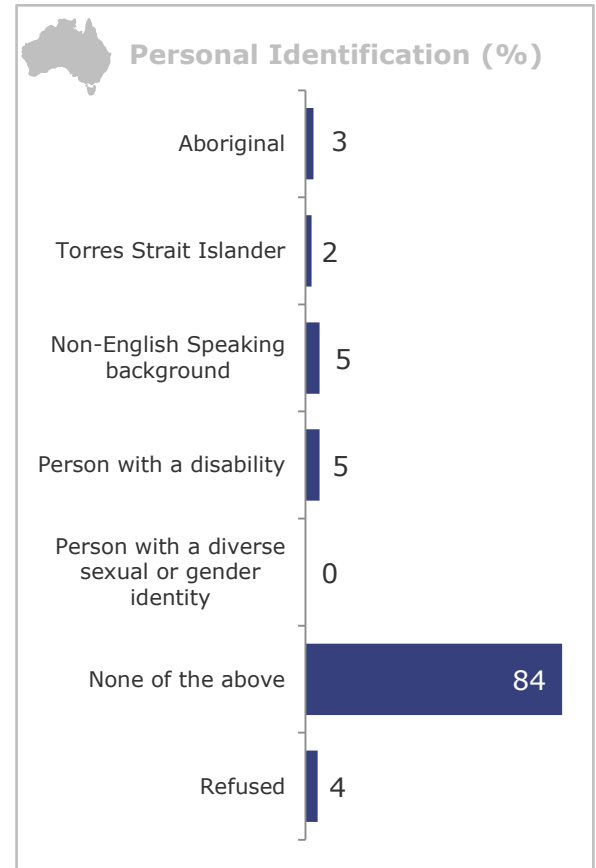
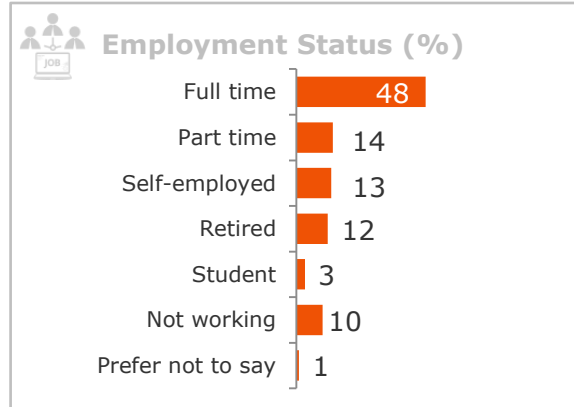
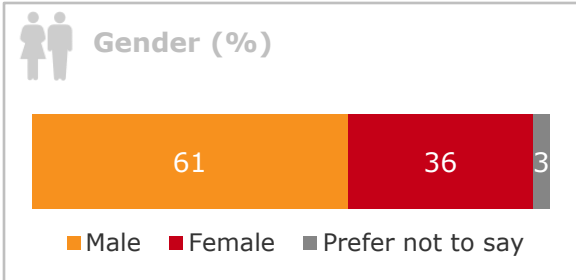
**\*Caution: small sample size – results should be interpreted as indicative only**

# 3

## Respondent profile



# Respondent Profile (1)



Demo7. What is your gender? BASE: SES respondents - Northern (n=154)

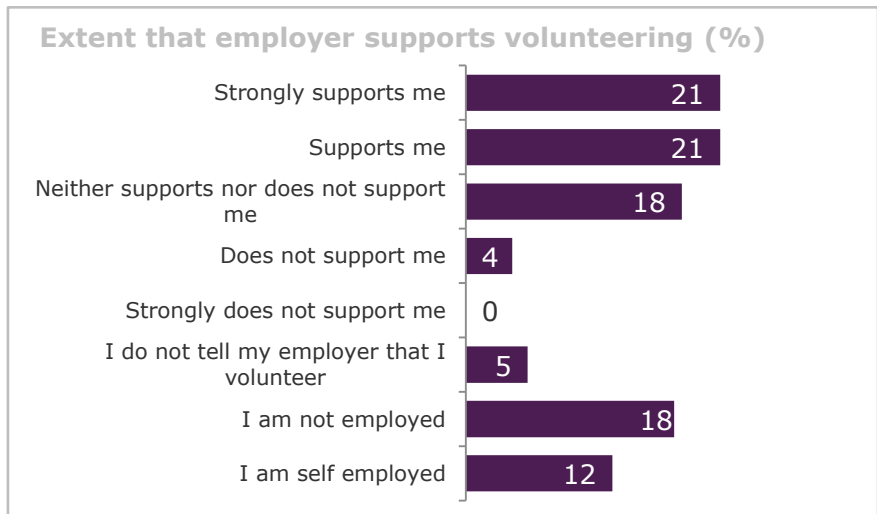
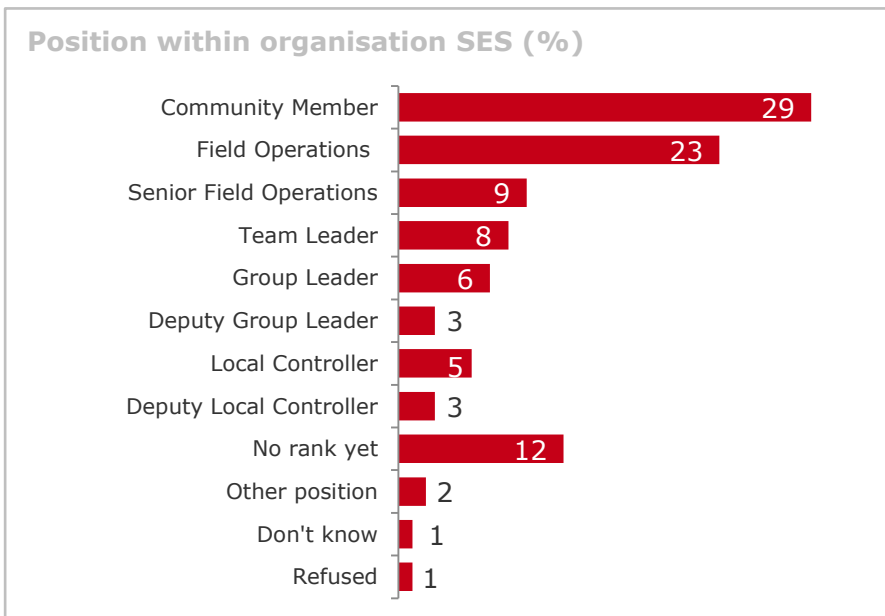
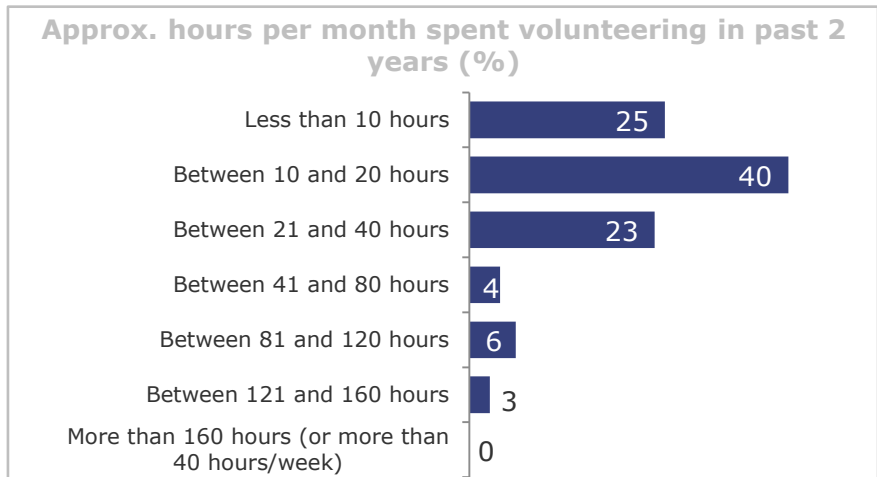
Demo5. What is your age? BASE: SES respondents - Northern (n=154)

Demo1. What is your current employment status? BASE: SES respondents - Northern (n=154)

Demo2. What is the highest level of education that you have completed? BASE: SES respondents - Northern (n=153)

Demo8. Do you identify as any of the following? BASE: SES respondents - Northern (n=152)

# Respondent Profile (2)



Demo4. How long have you been volunteering with the SES? BASE: SES respondents - Northern (n=154)  
 A3. And which position do you currently hold? BASE: SES respondents - Northern (n=155)  
 A4. On average, across the last 2 years, approximately how many hours per months did you spend volunteering for the SES? BASE: SES respondents - Northern (n=155)  
 A5. To what extent does your employer support you volunteering? BASE: SES respondents - Northern (n=154)



# Thank you

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