

# 2019 Volunteer Survey



Queensland Government

## Volunteering for Queensland 2019 report for QFES

### Purpose

This report presents key results from the 2019 Volunteering for Queensland survey, which was conducted from 25 February to 7 April 2019. Results reflect the views of respondents who volunteer for QFES.

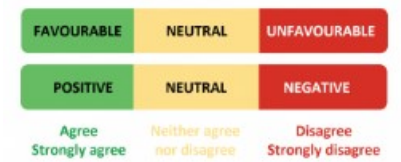
### Reporting framework

Results are displayed under a number of topics. Results for some questions may be repeated in the report, as they relate to several topics and are included under each relevant topic.

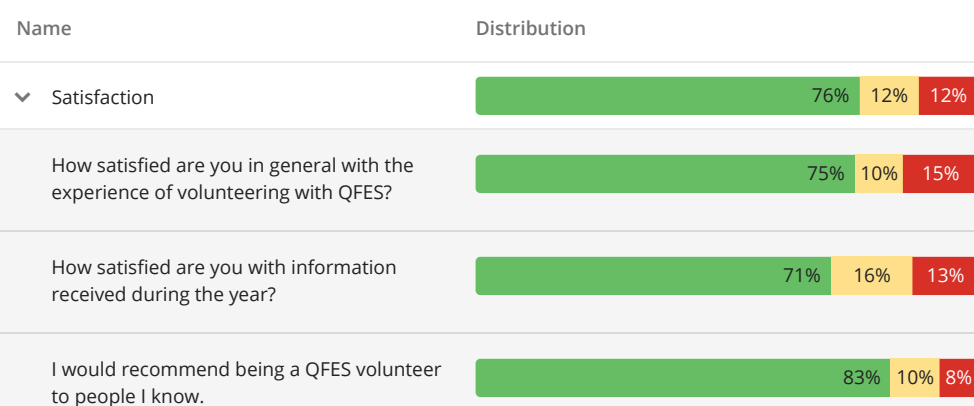
### Response count by Service

| Service ▼               | Count |
|-------------------------|-------|
| Fire and Rescue Service | 38    |
| Rural Fire Service      | 1,379 |
| State Emergency Service | 1,055 |
| Support Service         | 46    |

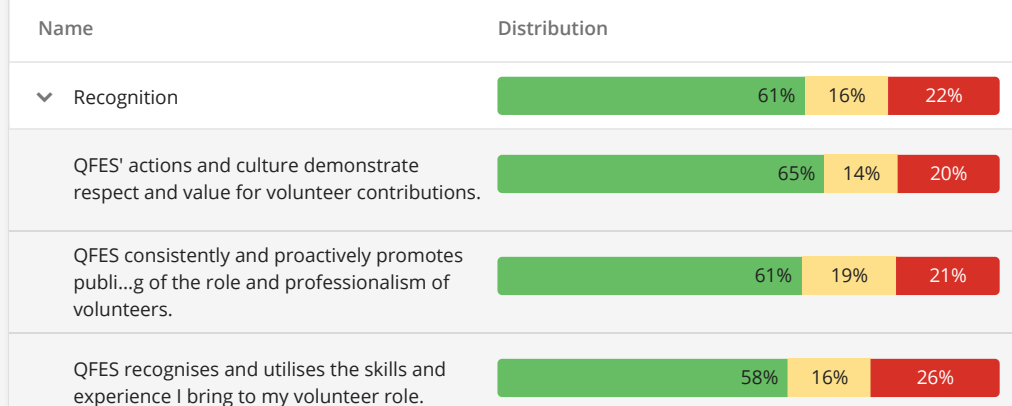
### Response scale



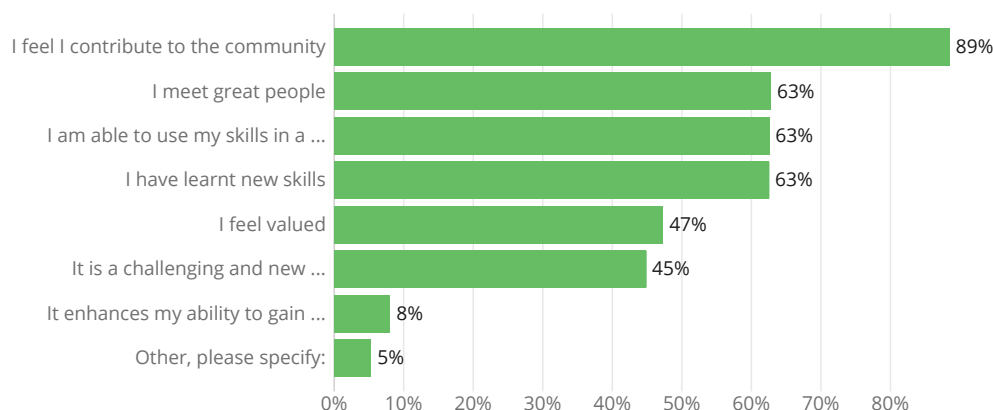
### Satisfaction



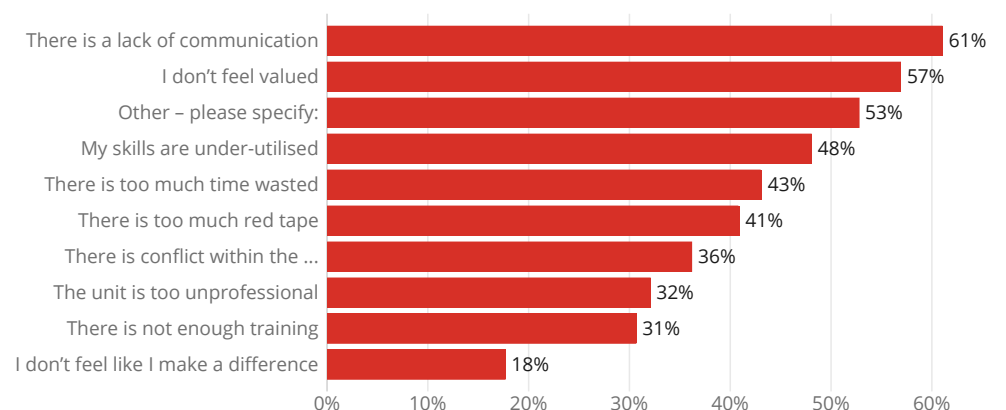
### Recognition



### Reasons for Satisfaction



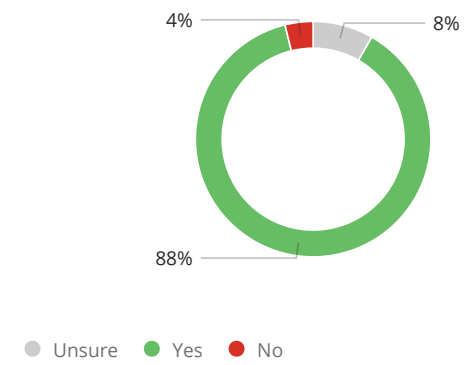
### Reasons for Dissatisfaction



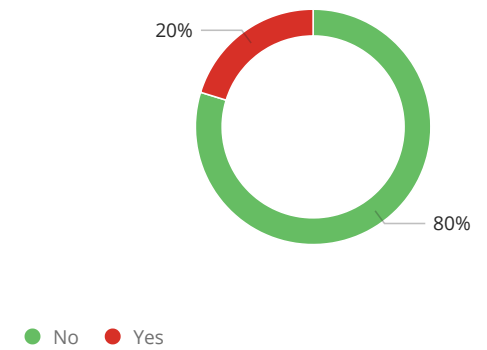
## My role

| Name   | Distribution |
|--|--------------|
| My Role  | 63% 19% 18%  |
| Volunteers who no longer wish to perform operational/operational support roles.                          | 58% 27% 15%  |
| I understand what is expected of me to effectively do my volunteer role.                                 | 88% 7% 5%    |
| QFES recognises and utilises the skills and experience I bring to my volunteer role.                     | 58% 16% 26%  |
| I am provided adequate equipment to perform my role safely.  | 77% 10% 13%  |
| QFES has a 'whole of QFES' approach to service delivery.   | 52% 25% 23%  |
| New volunteers are actively encouraged to participate in volunteer activities/tasks within a reas...     | 77% 14% 9%   |
| QFES has the technology solutions to enable me to do my job effectively.                                 | 50% 27% 23%  |
| QFES is effectively utilising technology solutions to understand my availability and tasking for events. | 45% 27% 28%  |

The functions undertaken by me as a volunteer are relevant to my community's needs.



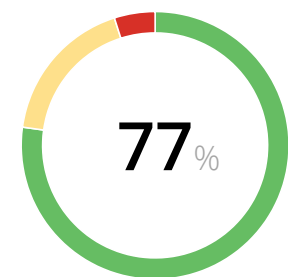
Does your time commitment as a volunteer impact negatively on your work life balance?



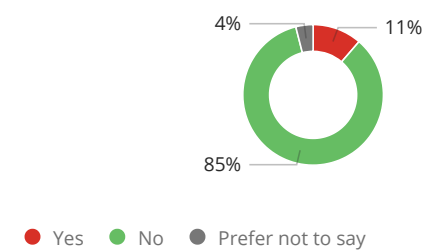
## Support

| Name  | Distribution |
|---|--------------|
| Support   | 69% 20% 11%  |
| To what extent does your employer support you volunteering?   | 63% 22% 15%  |
| I know how to access support networks in QFES e.g. FireCare, SESCare.   | 80% 12% 9%   |
| If I have a mental health concern, I feel comfortable discussing it with my supervisor.                       | 57% 26% 17%  |
| People within QFES are generally understanding and supportive of people affected by mental health challenges. | 57% 31% 12%  |
| I am confident I could support a fellow volunteer affected by domestic and family violence.                   | 77% 18% 5%   |
| If I have a problem or concern, I feel comfortable discussing it with my supervisor/manager.                  | 76% 12% 12%  |

I am confident I could support a fellow volunteer affected by domestic and family violence.



In the past 12 months, have you supported a fellow volunteer affected by domestic and family violence?



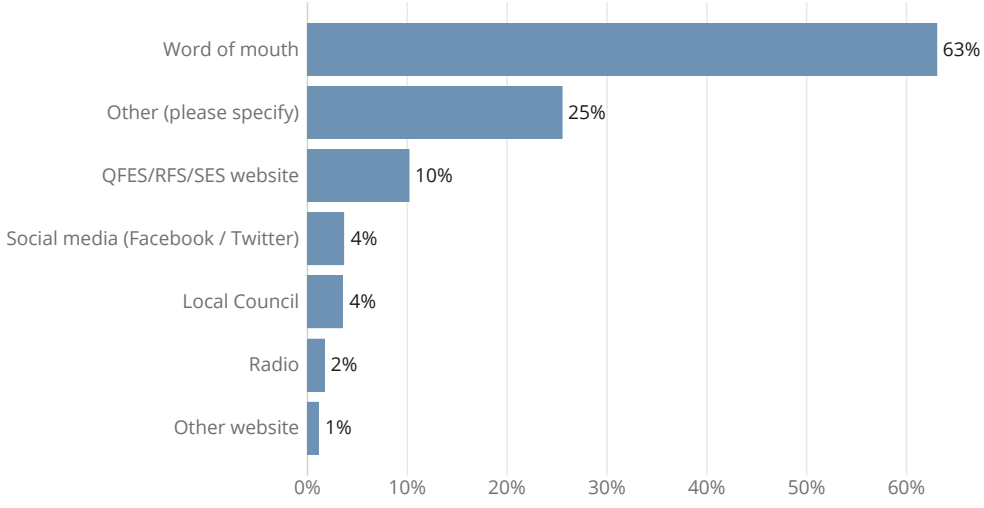
## Training and development

| Name   | Distribution |
|--|--------------|
| Training and Development   | 61% 19% 21%  |
| In QFES, there are opportunities for me to develop my skills and knowledge.                    | 73% 13% 14%  |
| QFES provides good volunteer leadership training in people management and conflict resolution. | 50% 24% 26%  |
| QFES provides flexible training opportunities e.g. various formats, times and locations.       | 59% 19% 22%  |

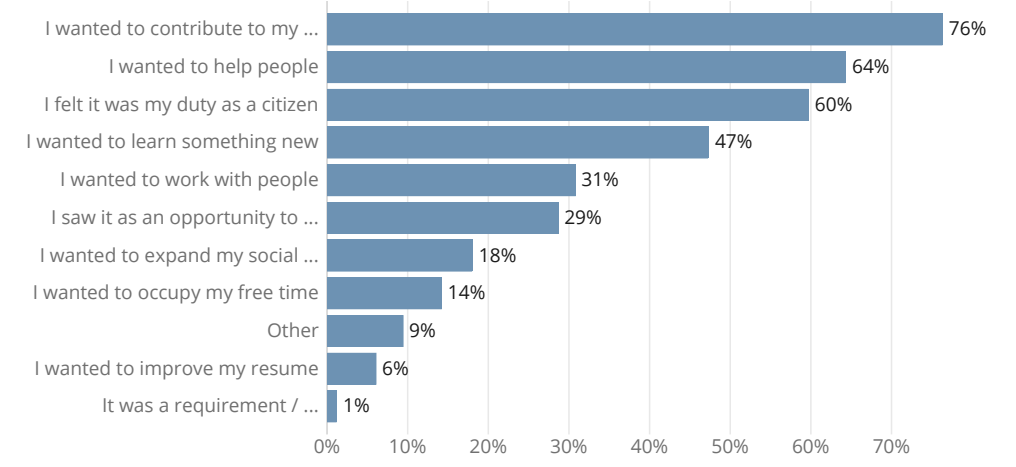
## Recruitment and retention

| Name   | Distribution |
|--|--------------|
| Recruitment and Retention  | 67% 21% 12%  |
| Volunteers who no longer wish to perform operational/operational support roles.                      | 58% 27% 15%  |
| New volunteers are actively encouraged to participate in volunteer activities/tasks within a reas... | 77% 14% 9%   |

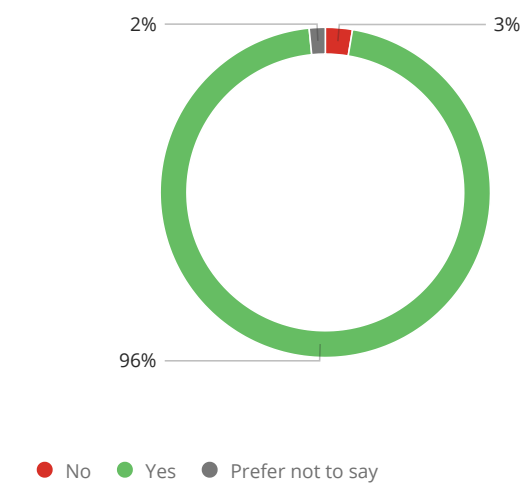
How did you first learn about volunteering opportunities with QFES? ▼ 1



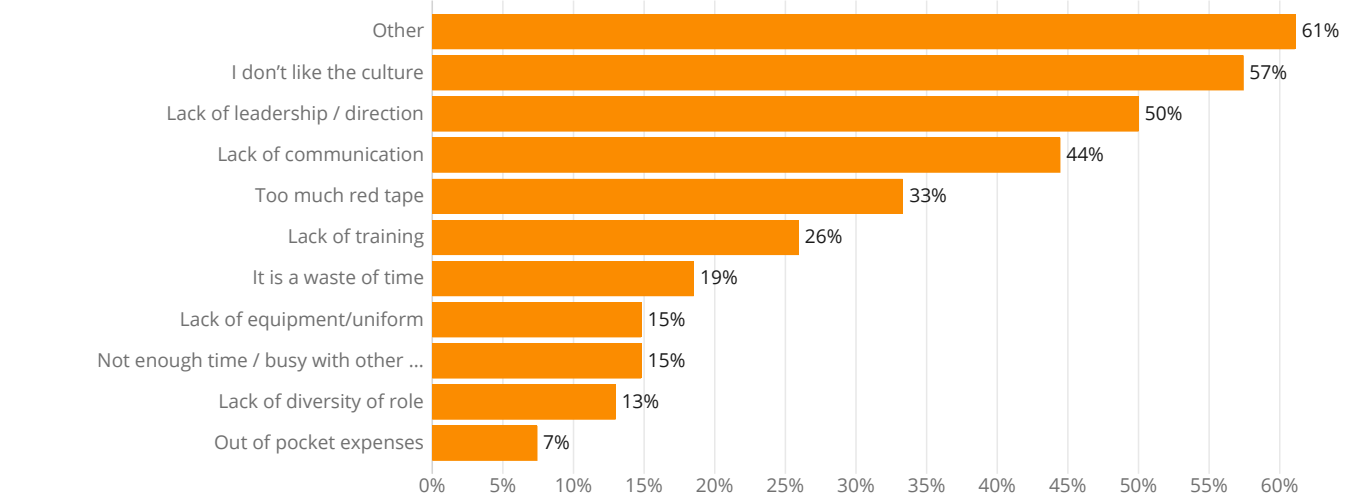
What factors motivated you to volunteer with QFES? You can select more than one option. ▼ 1



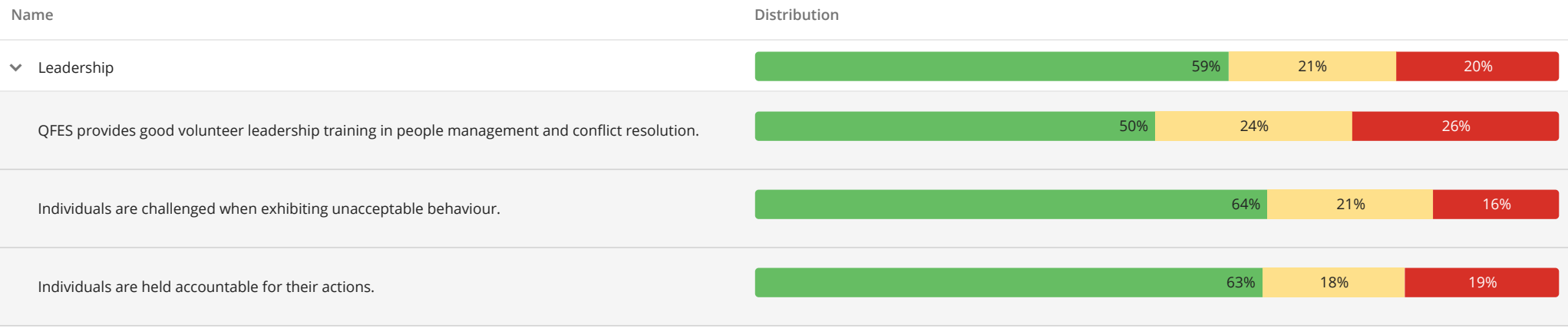
Do you intend to continue volunteering? ▼ 1



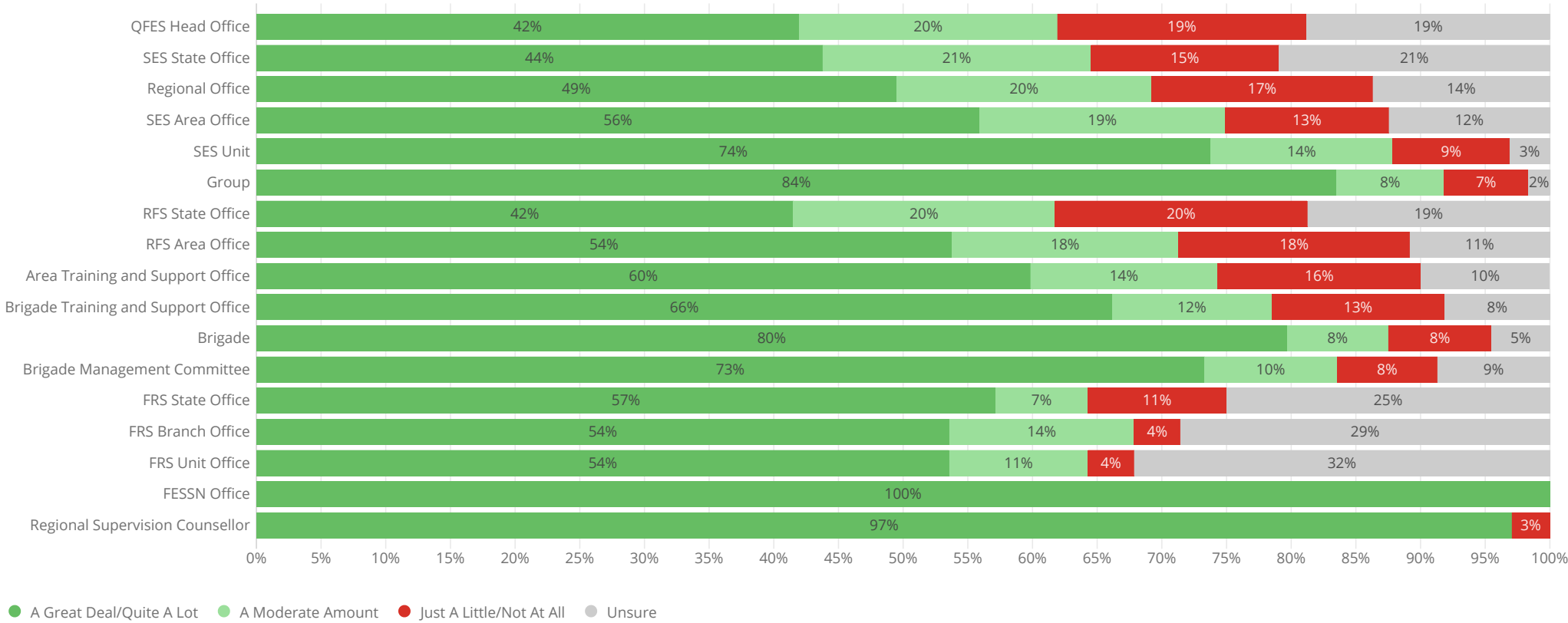
If you do not intend to continue volunteering please tell us the main reason/s. ▼ 1



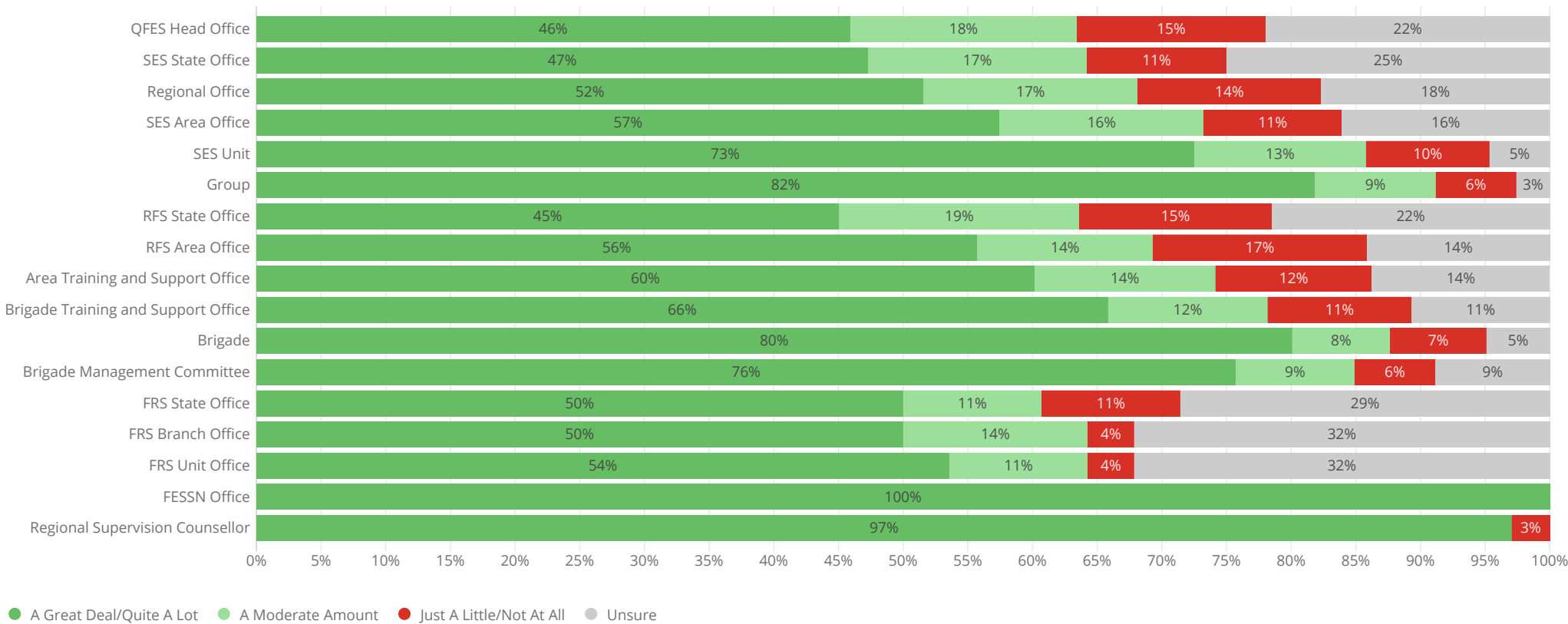
## Leadership



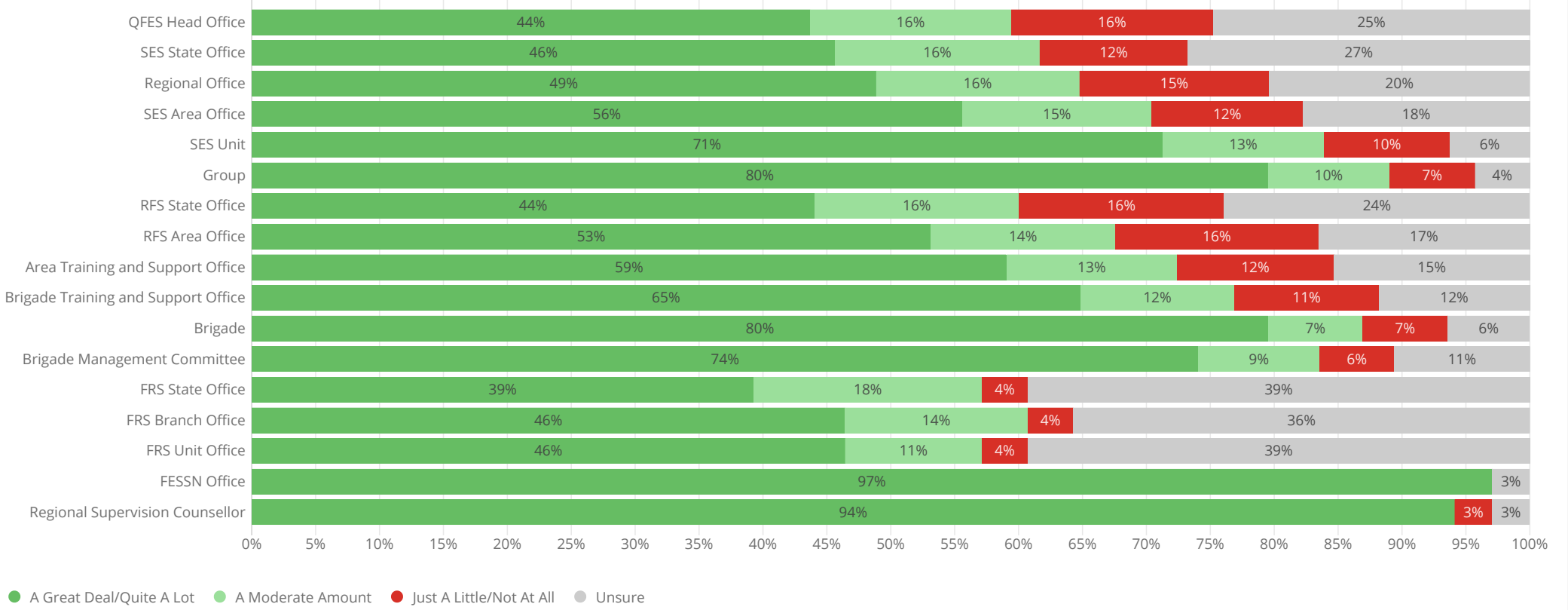
## To what extent do you feel the following treat volunteers with dignity and respect?



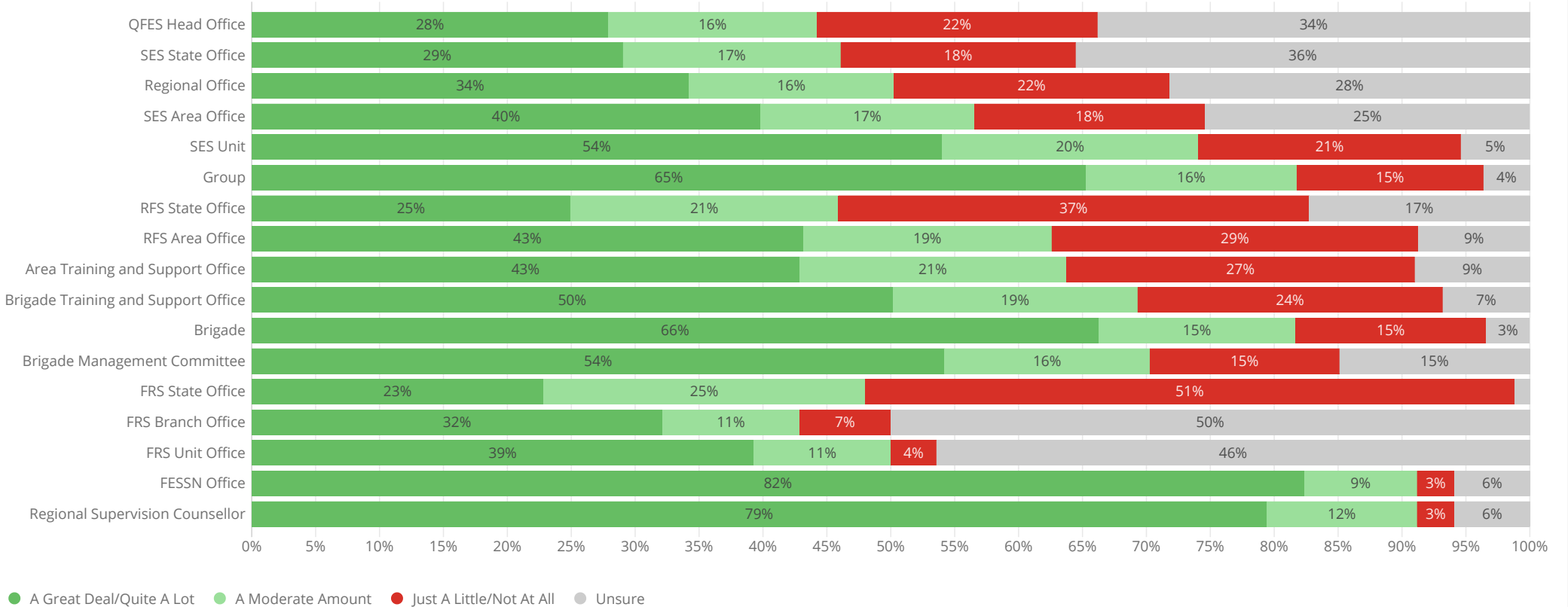
## To what extent do you feel the following demonstrate honesty and integrity?



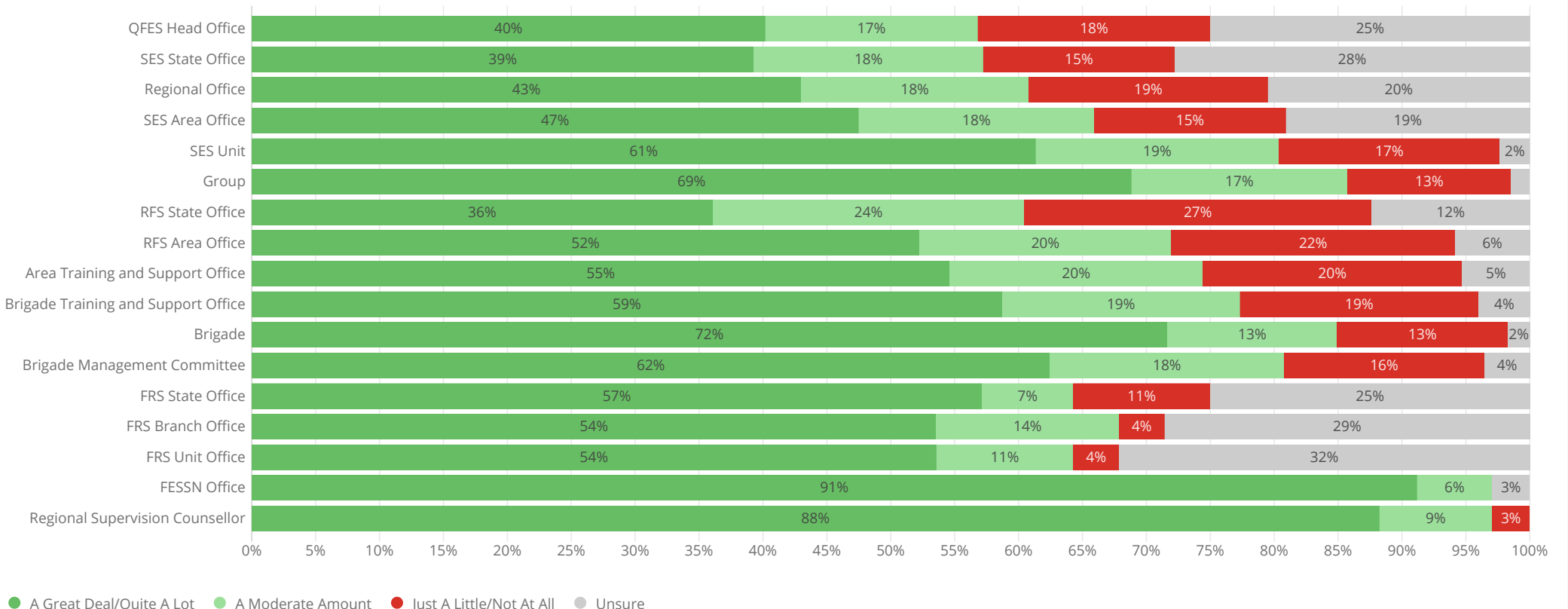
To what extent do you feel the following model the behaviours expected of volunteers?



To what extent do you feel the following resolve conflict?



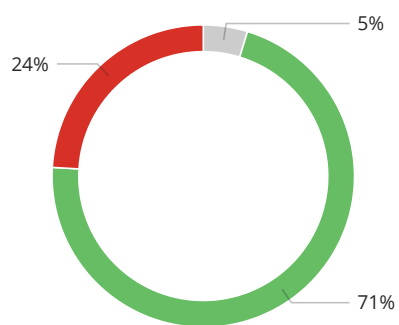
To what extent do you feel the following model effective leadership skills?



## Workplace conduct

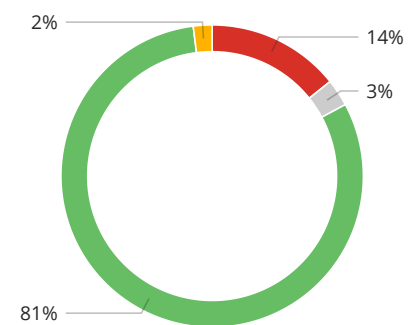
| Name  | Distribution |
|---|--------------|
| Workplace Conduct and Safety  | 77% 13% 10%  |
| Individuals are challenged when exhibiting unacceptable behaviour.                                  | 64% 21% 16%  |
| Individuals are held accountable for their actions.   | 63% 18% 19%  |
| I understand the Qld Public Service Code of Conduct applies to me as a volunteer.                   | 92% 6%       |
| I have a good understanding of QFES' expectations of my behaviour.                                  | 93% 5%       |
| I have received education and am able to access ...res relating to workplace conduct or behaviours. | 83% 11% 6%   |
| If I have a problem or concern, I feel comfortable discussing it with my supervisor/manager.        | 76% 12% 12%  |
| If I raised a complaint, I feel confident that it would be taken seriously.                         | 67% 14% 19%  |
| I feel I am able to resolve a workplace conduct issue or conflict locally.                          | 76% 14% 10%  |
| Workplace behaviour reflects QFES' values.  | 77% 16% 7%   |

During the last 2 years have you witnessed bullying or sexual harassment in your QFES volunteer workplace? 1



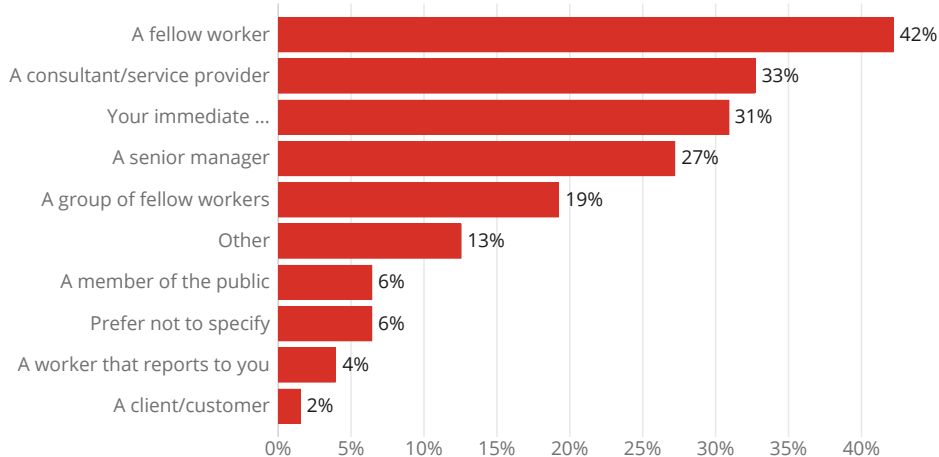
● Don't know ● No ● Yes

During the last 2 years have you been subjected to bullying or sexual harassment in your QFES volunteer workplace? 1

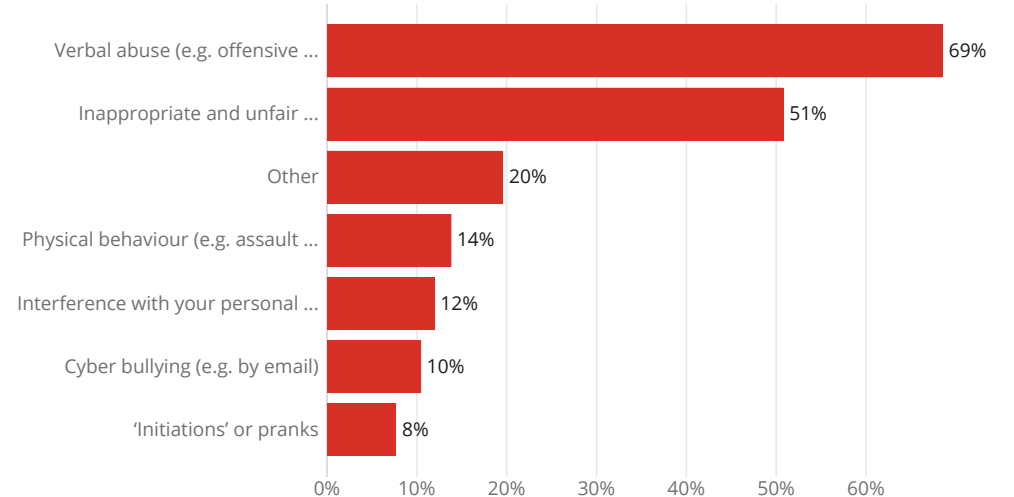


● Bullying ● Don't Know ● No ● Sexual harassment

Thinking about when you experienced bullying, who were you bullied by? 1

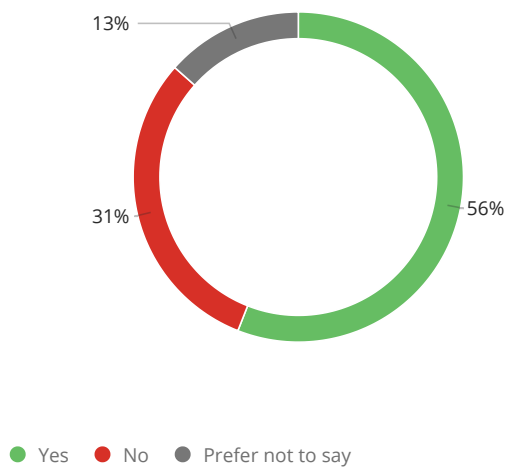


What type of bullying did you experience? 1



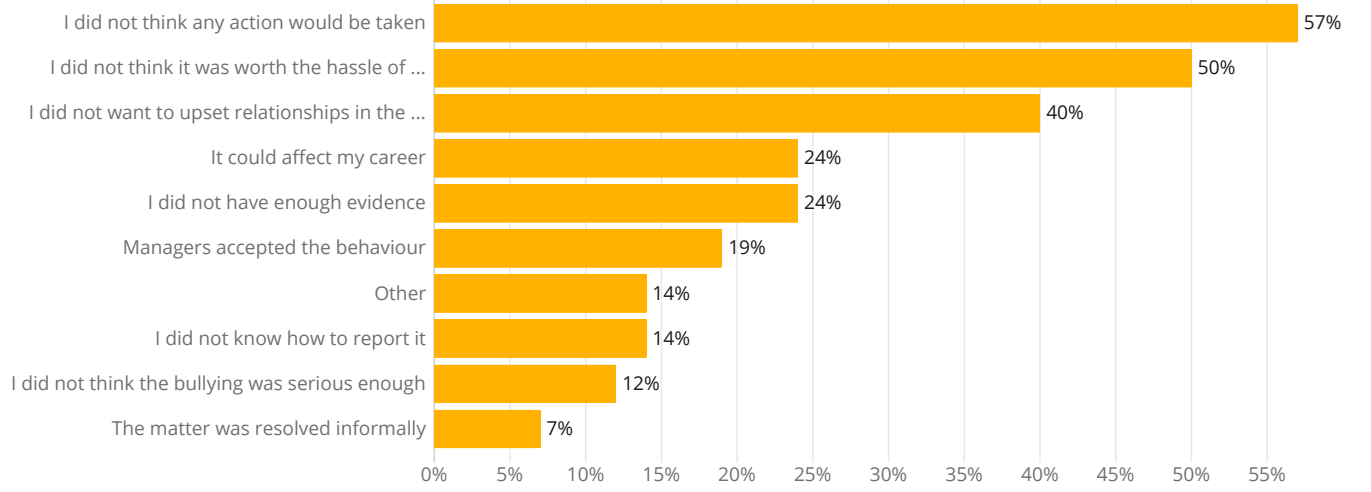
### Did you report the bullying?

1



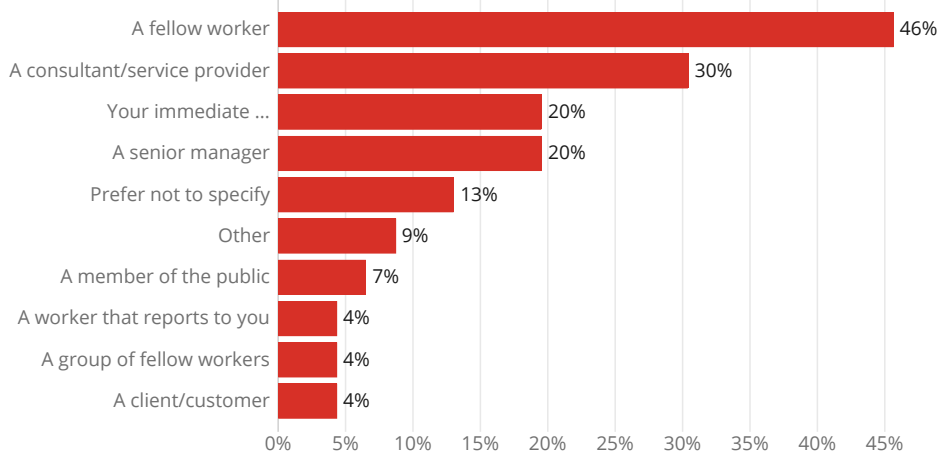
### Why did you not report it?

1



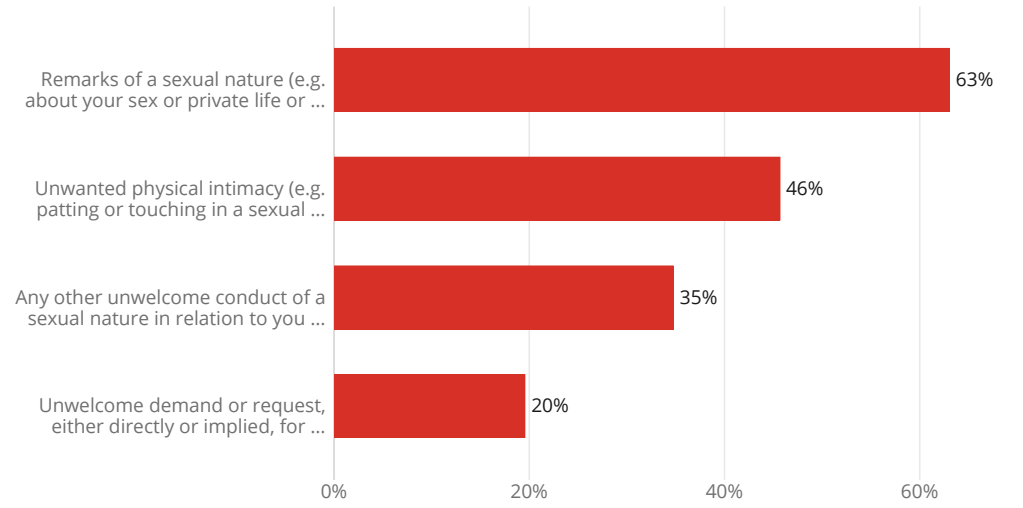
### Thinking about when you experienced sexual harassment, who were you harassed by?

1



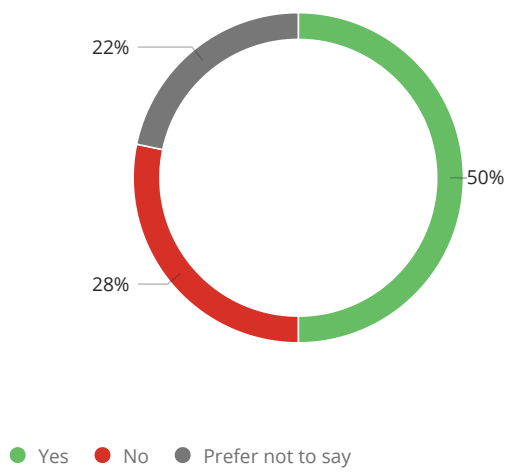
### What type of sexual harassment did you experience?

1



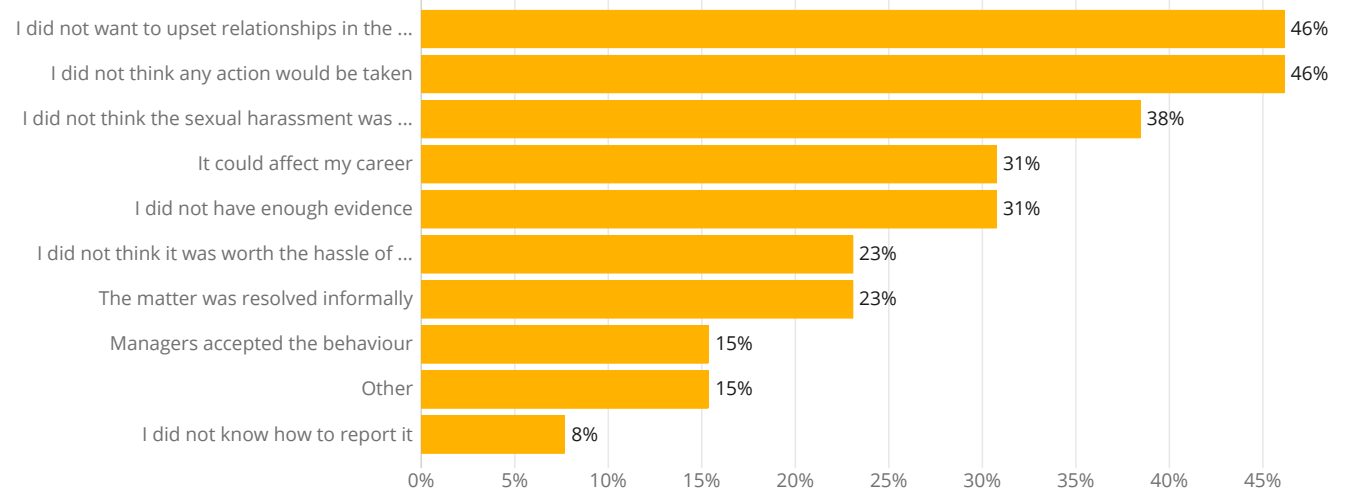
### Did you report the sexual harassment?

1



### Why did you not report it?

1

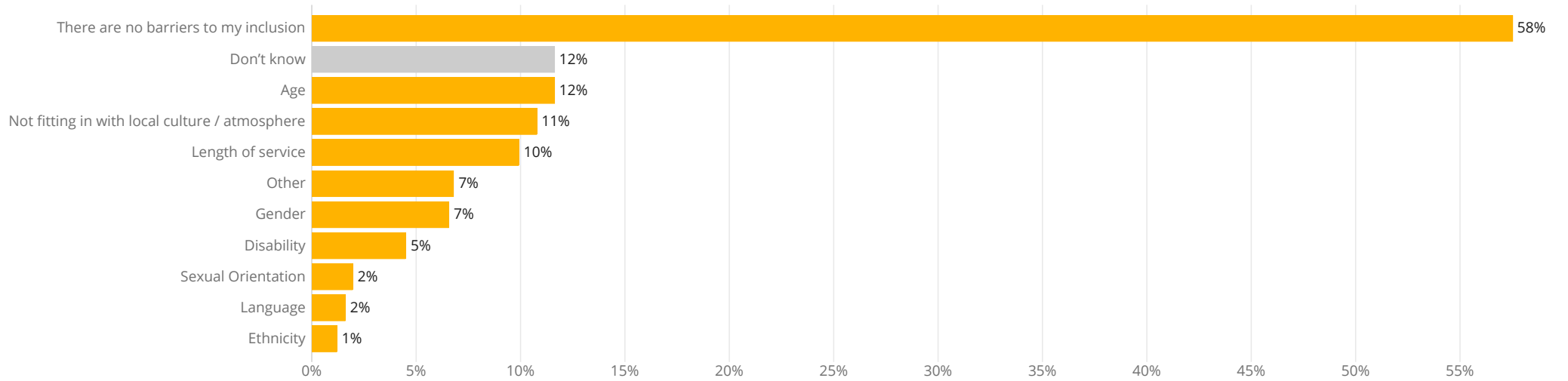


## Culture

| Name   | Distribution |
|--|--------------|
| ▼ Culture  | 70% 18% 12%  |
| QFES' actions and culture demonstrate respect and value for volunteer contributions.     | 65% 14% 20%  |
| QFES has a 'whole of QFES' approach to service delivery.                                 | 52% 25% 23%  |
| My volunteer workplace has an inclusive culture where diversity is valued and respected. | 80% 14% 6%   |
| There have been positive changes in the culture over the past 2 years.                   | 55% 33% 12%  |
| I am aware of QFES' values.  | 87% 11% 2%   |
| Workplace behaviour reflects QFES' values.   | 77% 16% 7%   |
| There is a strong culture of team work in my local area.                                 | 83% 9% 8%    |
| There is a strong culture of team work in my region.                                     | 71% 18% 11%  |
| There is a strong culture of team work in my service.                                    | 74% 17% 9%   |
| There is a strong culture of team work in QFES.  | 60% 23% 17%  |

## Thinking about possible barriers to inclusion within QFES, which, if any, of the following have been barriers to your inclusion?

▼ 1

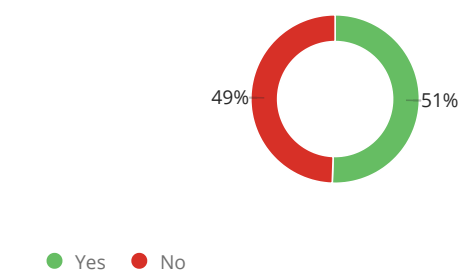


## Information and communication

| Name   | Distribution |
|--|--------------|
| ▼ Information and Communication  | 50% 25% 25%  |
| How satisfied are you with information received during the year?   | 71% 16% 13%  |
| Volunteers are effectively consulted and involved in decision-making at my local area level.             | 55% 19% 25%  |
| Volunteers are effectively consulted and involved in decision-making at State level.                     | 25% 36% 39%  |
| QFES has the technology solutions to enable me to do my job effectively.                                 | 50% 27% 23%  |
| QFES is effectively utilising technology solutions to understand my availability and tasking for events. | 45% 27% 28%  |
| I can easily access the information I need to make informed, evidence-based decisions.                   | 52% 26% 22%  |

## Are you aware of the QFES Volunteerism Strategy released in October last year?

▼ 1



## In the past few years QFES has rolled out the following systems. Are you aware of these systems?

