



VFBV

VOLUNTEER FIRE
BRIGADES VICTORIA

VFBV VOLUNTEER WELFARE AND EFFICIENCY SURVEY

Summary for participants
July 2013

This summary includes;

- An update on the second Welfare and Efficiency Survey, conducted in 2013
- An overview of trends in the survey when compared with 2012 results

The survey themes

- Respect and Professionalism
- My role as a CFA volunteer
- Co-operation
- Support from CFA
- Training by CFA
- Recruitment and retention
- People management

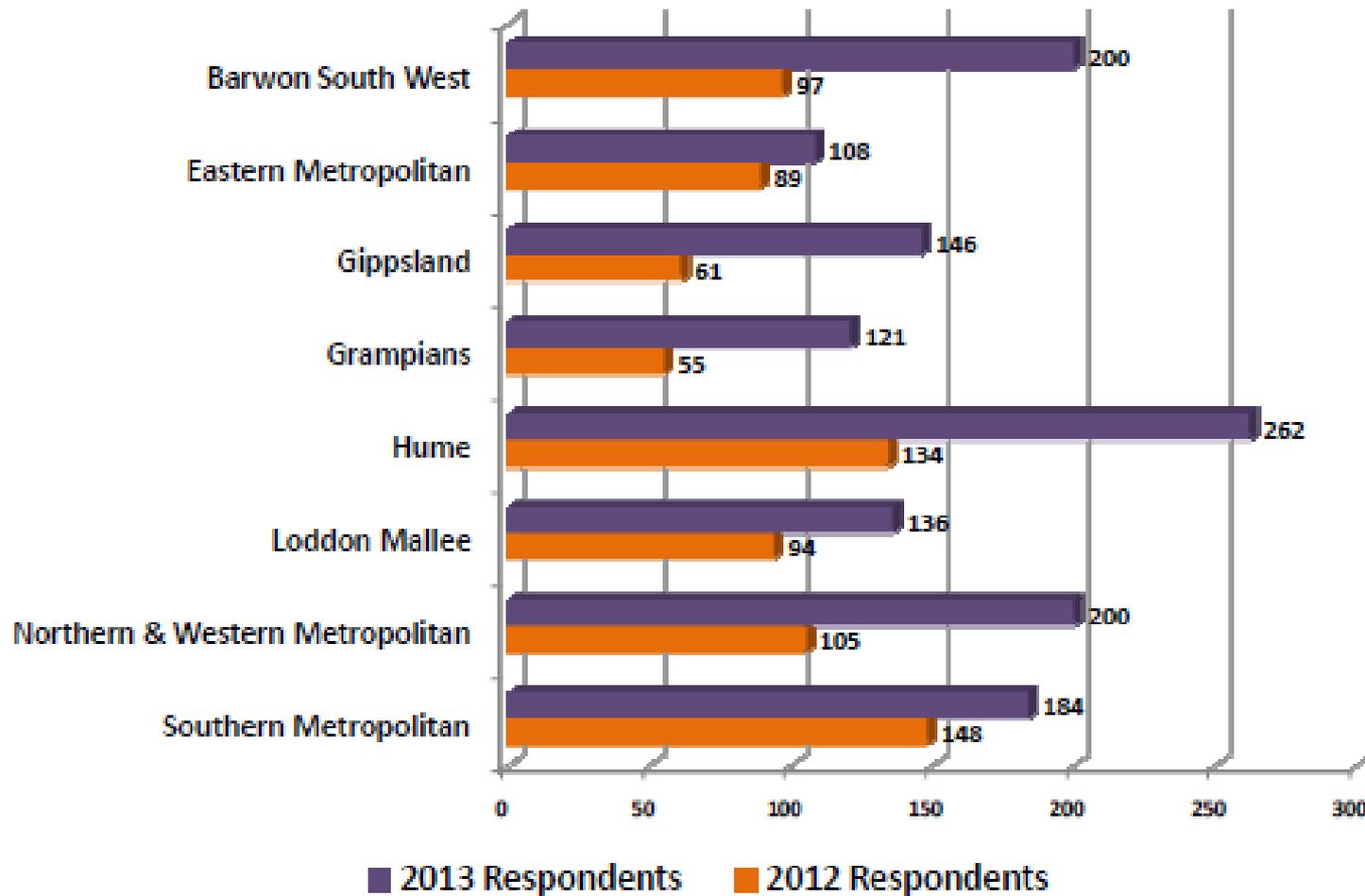
How the survey worked

- The survey presented simple statements about CFA and the participant's own Brigade
- The questions called for two measures; how important it is for the statement to be true and how current performance matches the statement
- Comparing those two figures showed how well volunteers expectations are being met
- There was no change to the survey questions from last year

Great response from volunteers

- 1452 responses, 80% increase on 2012
- 1359 respondents provided all demographic data
- Increase in respondents under 25 years old - 5% in 2013 compared with 3% in 2012
- Increase in female respondents - 15% in 2013 compared with 13% in 2012
- Respondents with less than 5 years CFA volunteer experience; 21% in 2013 compared with 15% in 2012

More respondents in every Region



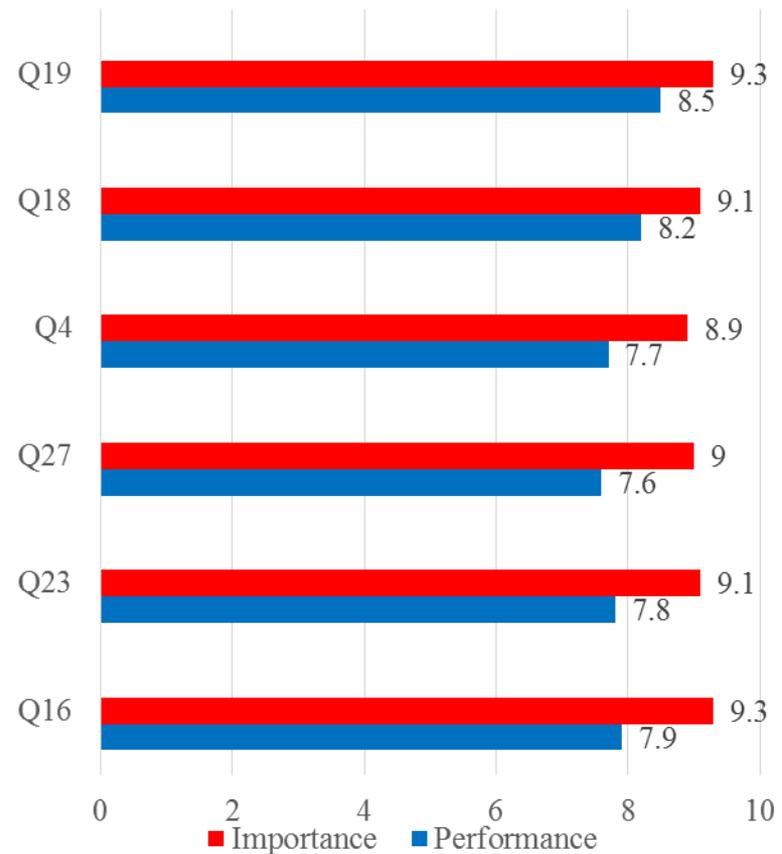
Satisfaction Levels

- 80% are satisfied with their role as a CFA volunteer – 79% in 2012.
- 87% intend to continue as a CFA member – 86% in 2012
- Only 58% are satisfied with the way volunteers are treated by CFA – 54% in 2012
- 26% are dissatisfied and 17% unsure – very similar to last year
- 82% would recommend being a CFA volunteer – 80% in 2012

Performance Strengths

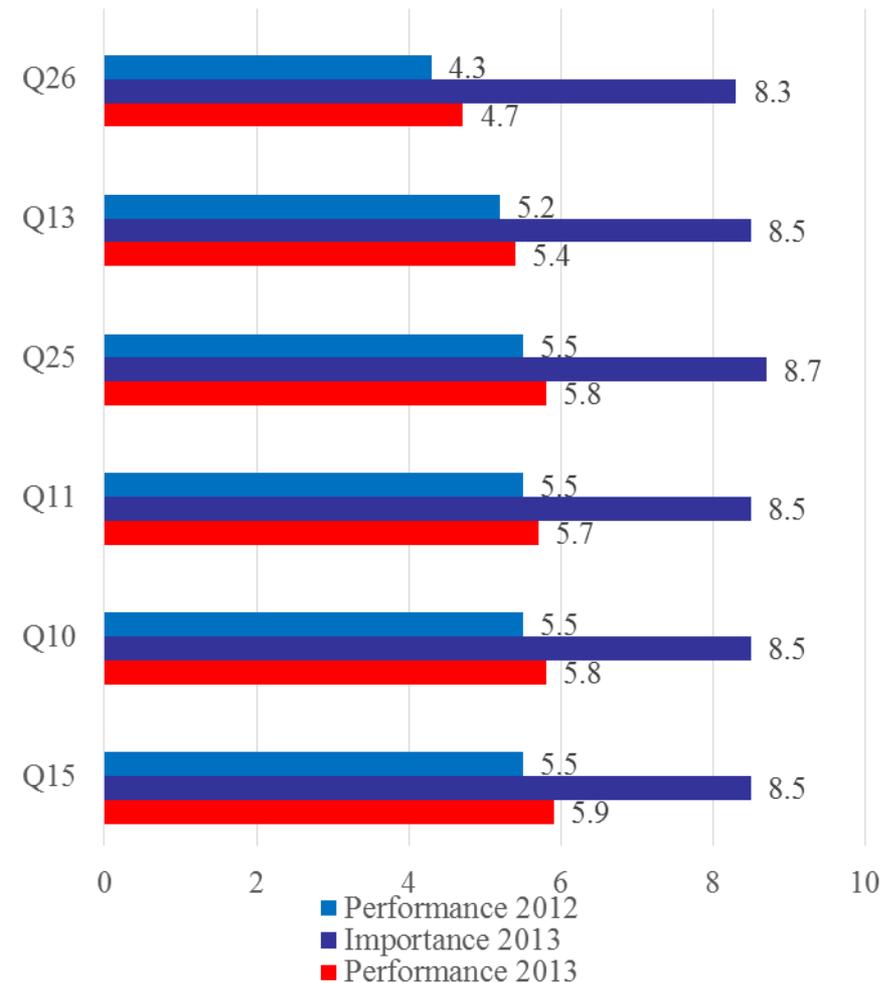
At **brigade** level

- Q19 no barriers to roles woman can occupy.
- Q18 welcome people from diverse backgrounds.
- Q4 time I devote is worthwhile
- Q27 volunteers effectively consulted and involved at Brigade level
- Q23 environment is volunteer friendly and welcoming – create good morale.
- Q16 workplace bullying not tolerated.

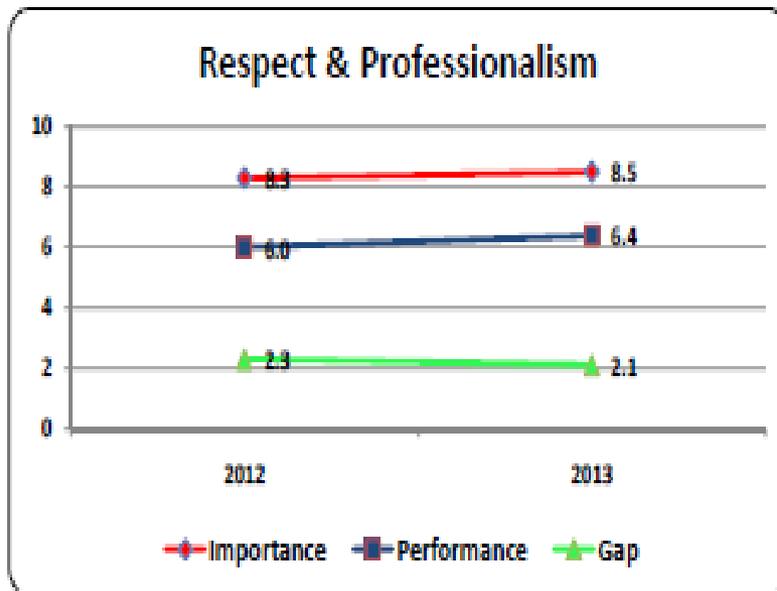


Performance Weaknesses

- Q26 volunteers effectively consulted and involved at corporate level
- Q13 training opportunities in formats, times, places that suit volunteers
- Q25 volunteers effectively consulted and involved at Region, District level
- Q11 workforce arrangements enable cooperative, integrated team
- Q10 good leadership training, people management, conflict resolution
- Q15 policies and procedures support volunteer based and fully integrated organisation



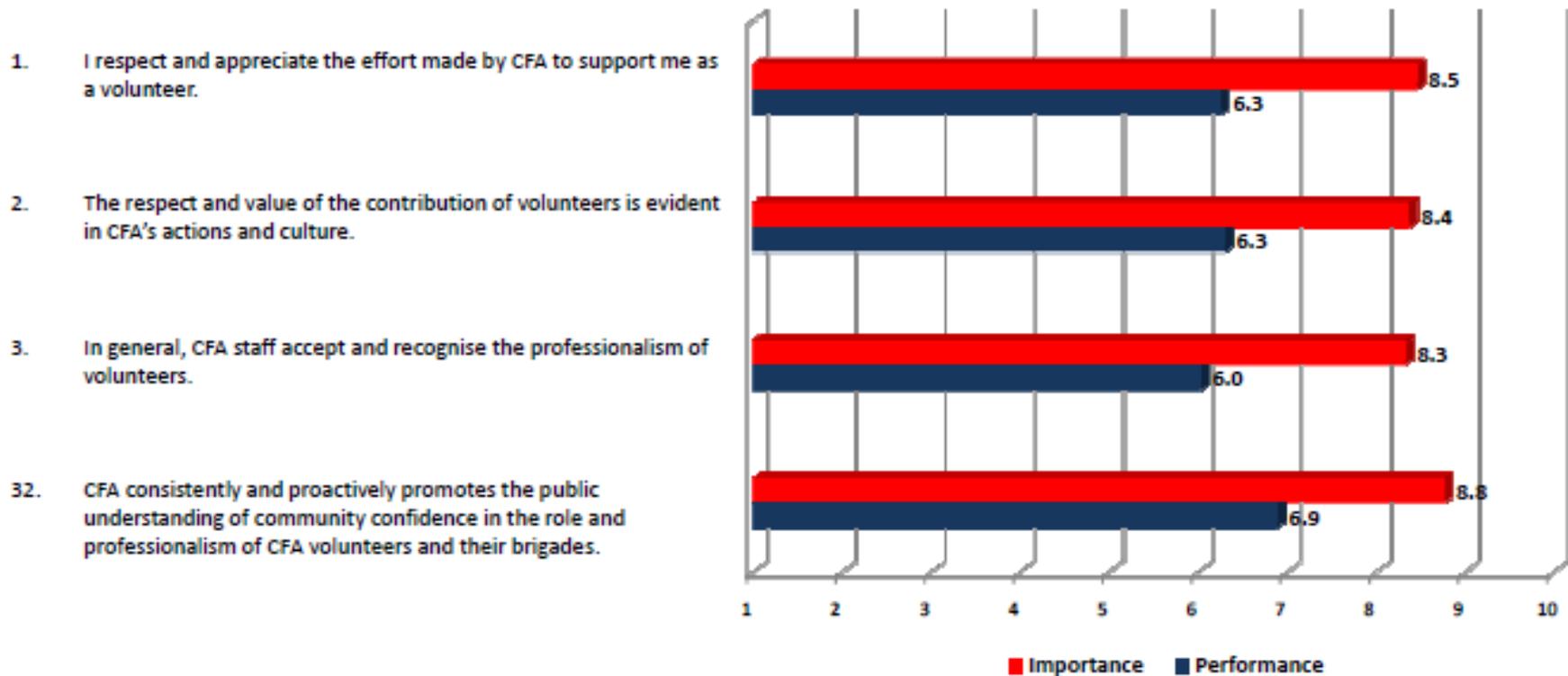
Respect & Professionalism



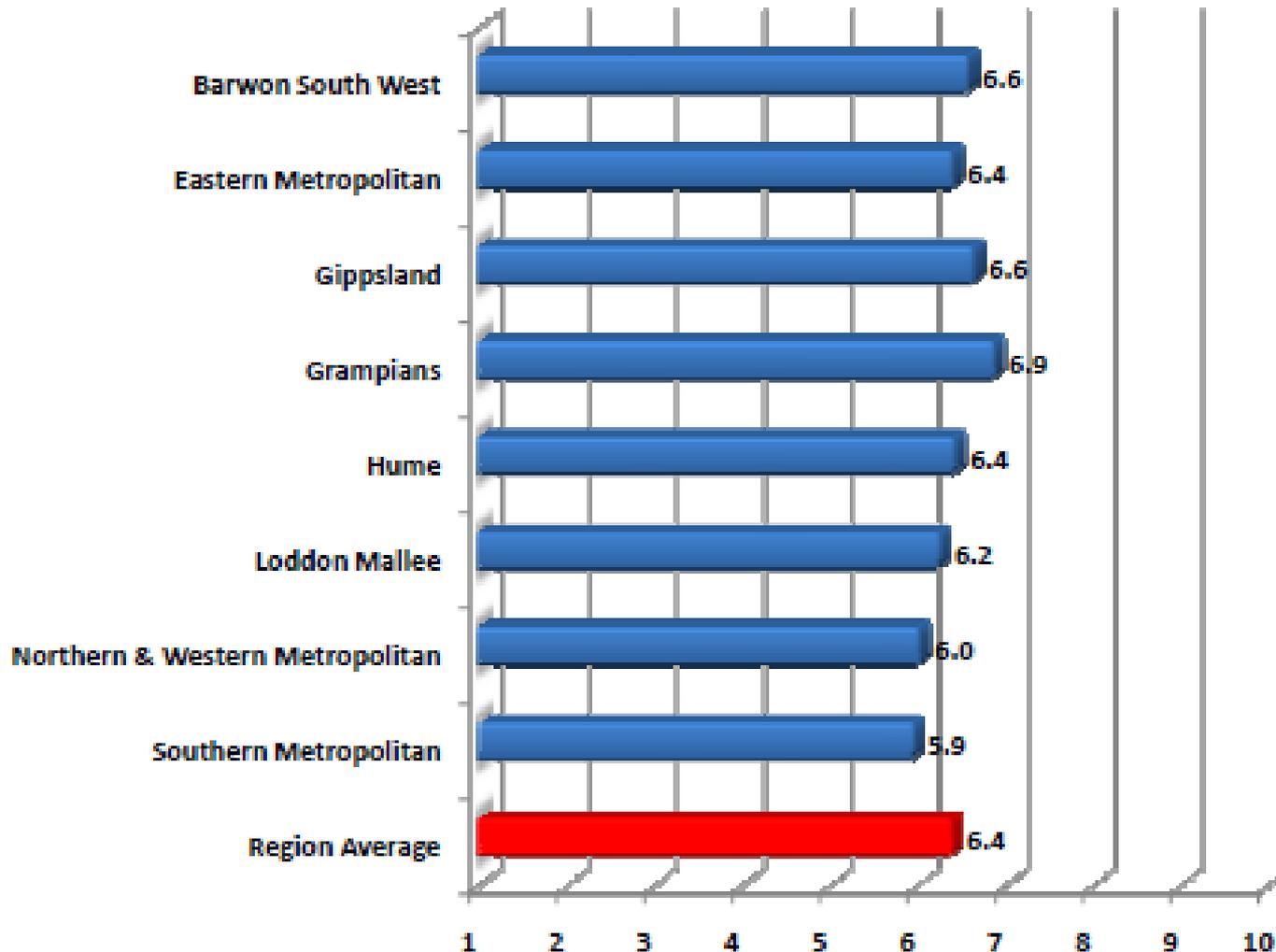
- Perceptions of respect were lowest in Northern & Western Metro and Southern Metro regions
- CFA is seen to be doing a reasonable job of promoting professionalism of CFA brigades and volunteers

Respect & Professionalism

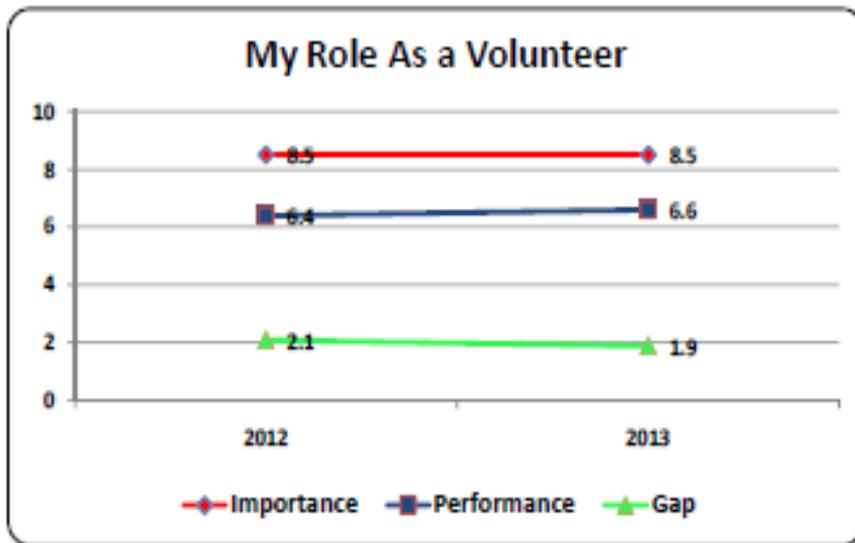
This chart shows the average of the ratings awarded for each of the 4 statements in this section by all respondents.



Respect & Professionalism



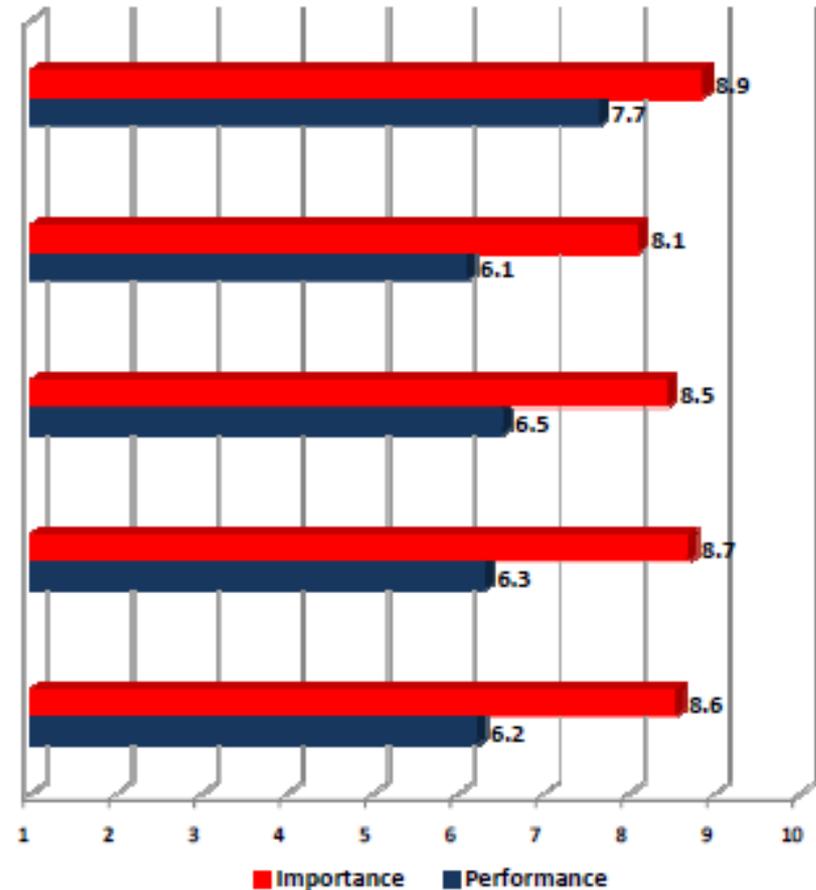
My Role as a Volunteer



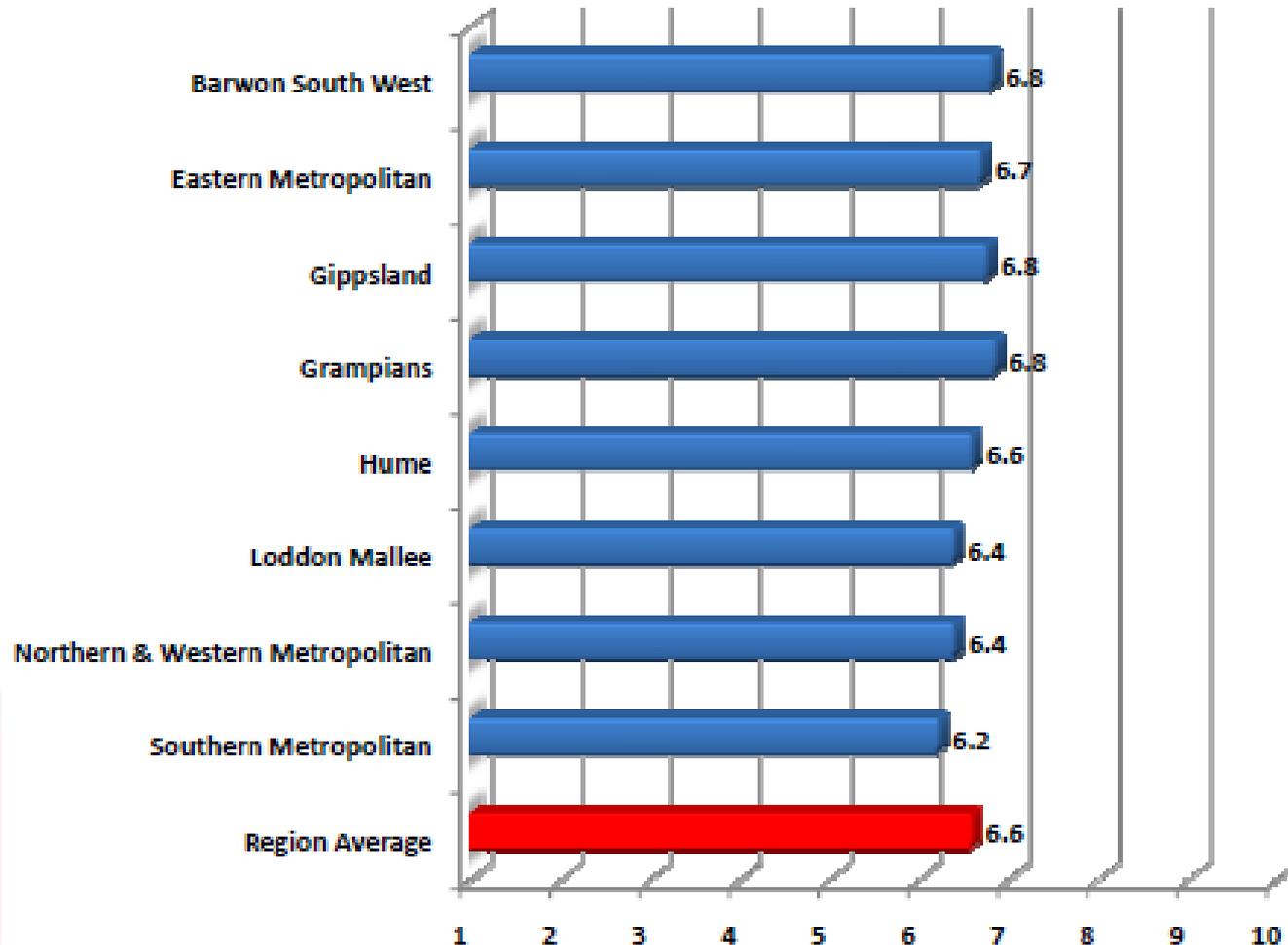
- Volunteers largely regard the time and effort devoted to the CFA as productive and worthwhile
- They are looking for more volunteer/life balance
- Want more utilisation of their skills and experience

My Role as a Volunteer

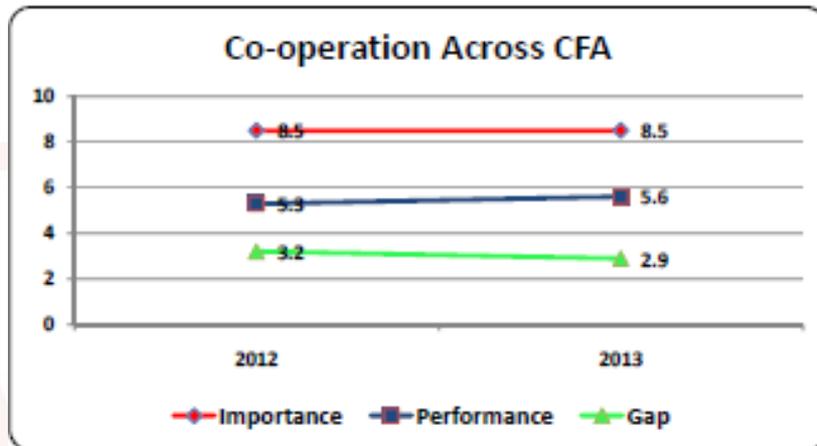
- 4. I feel the time I devote to CFA is productive and worthwhile.
- 5. CFA is doing everything it can to facilitate a good balance between my service and time commitment as a volunteer and other parts of my life.
- 9. Volunteers who no longer wish to perform operational roles are supported to continue their volunteer service in other non-operational/operational support roles in a positive and supportive way.
- 22. CFA recognises and utilises the skills and experience that I bring to CFA.
- 29. CFA proactively provide opportunities for me to progress and develop my skills to more senior/diverse roles as part of an individual volunteer career pathway.



My Role as a Volunteer



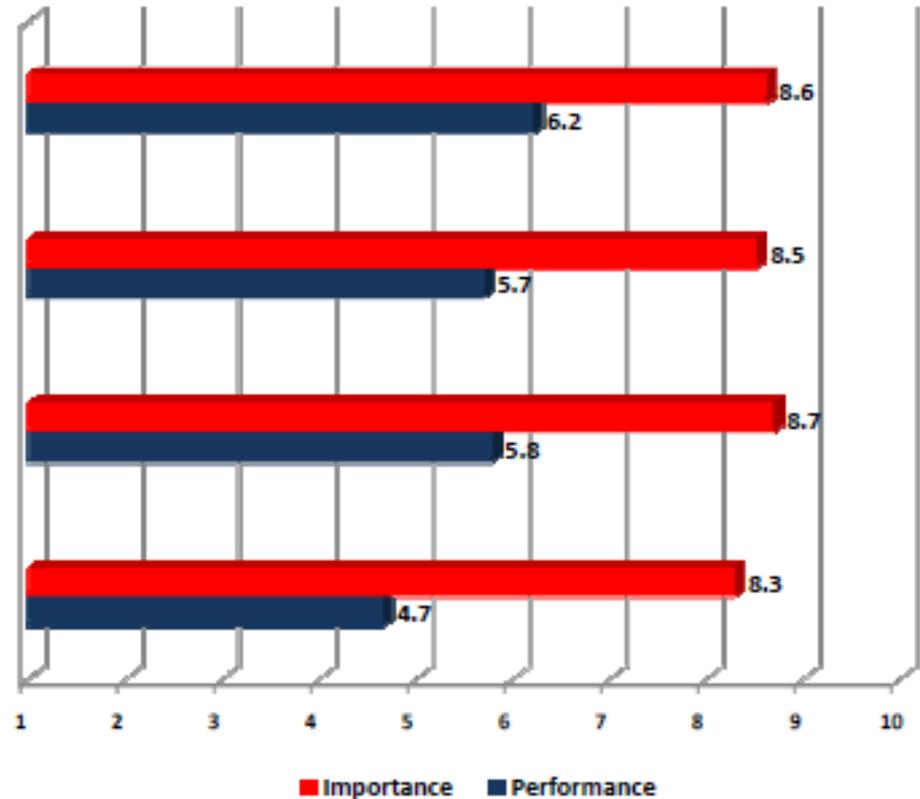
Co-operation



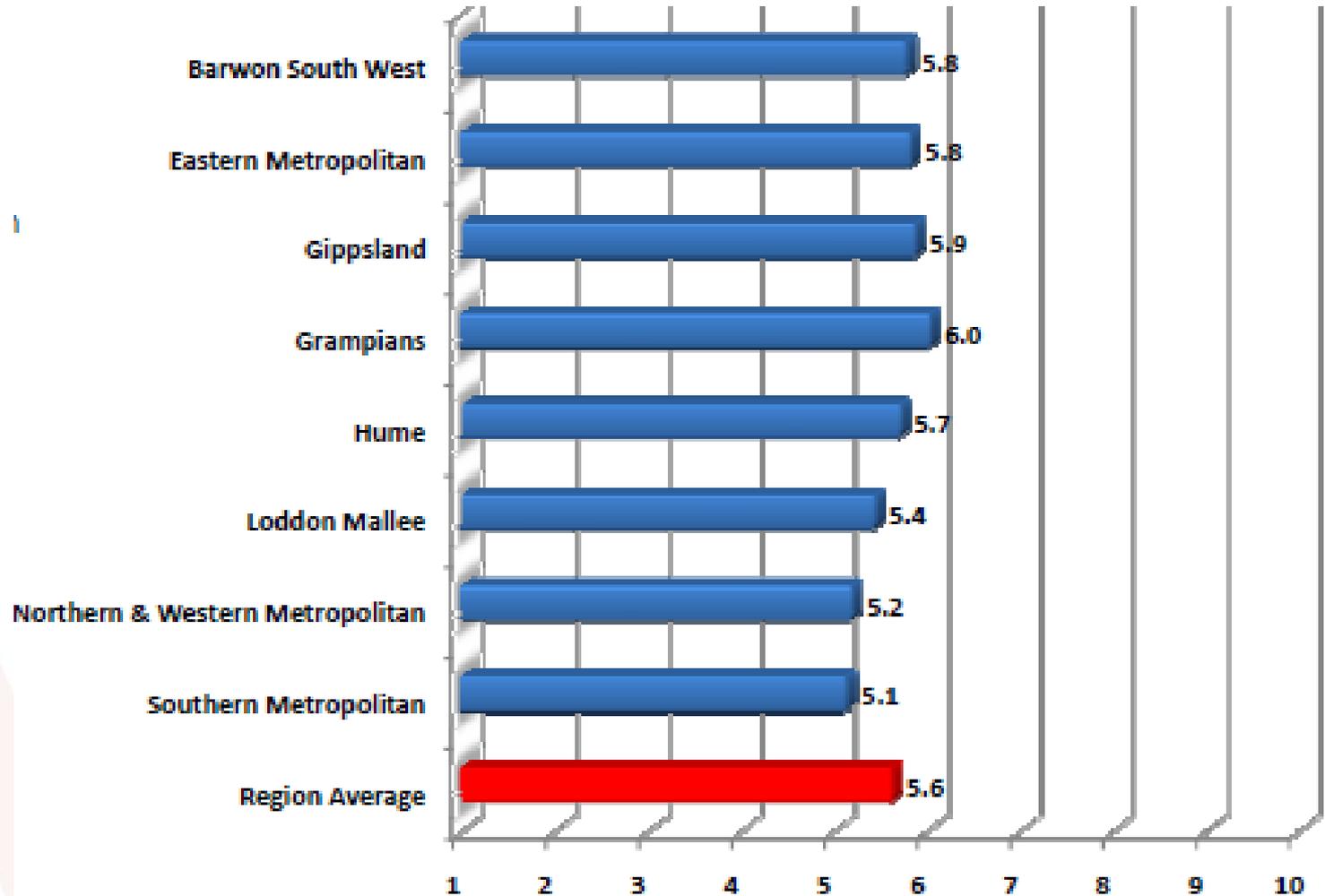
- Volunteers feel they are not being effectively consulted and involved in CFA decision making. More so at corporate level
- Volunteers want better arrangements to allow paid staff and volunteers to work as an integrated team

Co-operation

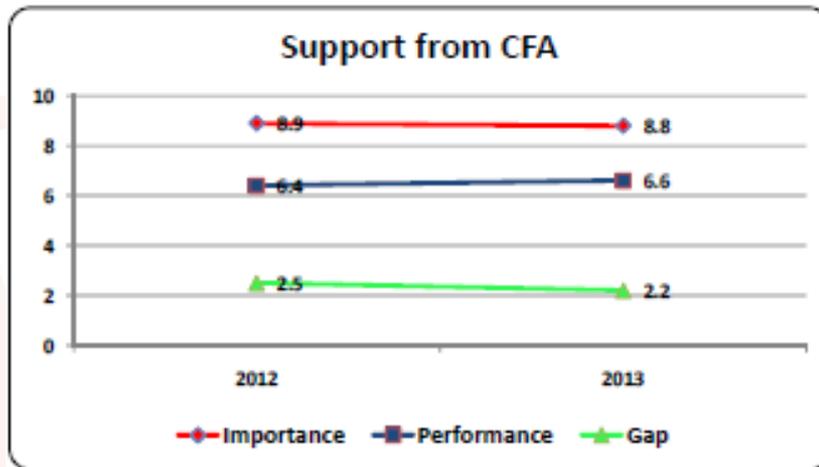
- 6. Volunteers and CFA staff work cooperatively at all levels to achieve shared goals and serve the community.
- 11. CFA's workforce arrangements allow the paid staff and volunteers to work cooperatively as an integrated team.
- 25. Volunteers are effectively consulted and involved in decision making at my local District/Regional level.
- 26. Volunteers are effectively consulted and involved in decision making at CFA Corporate level.



Co-operation



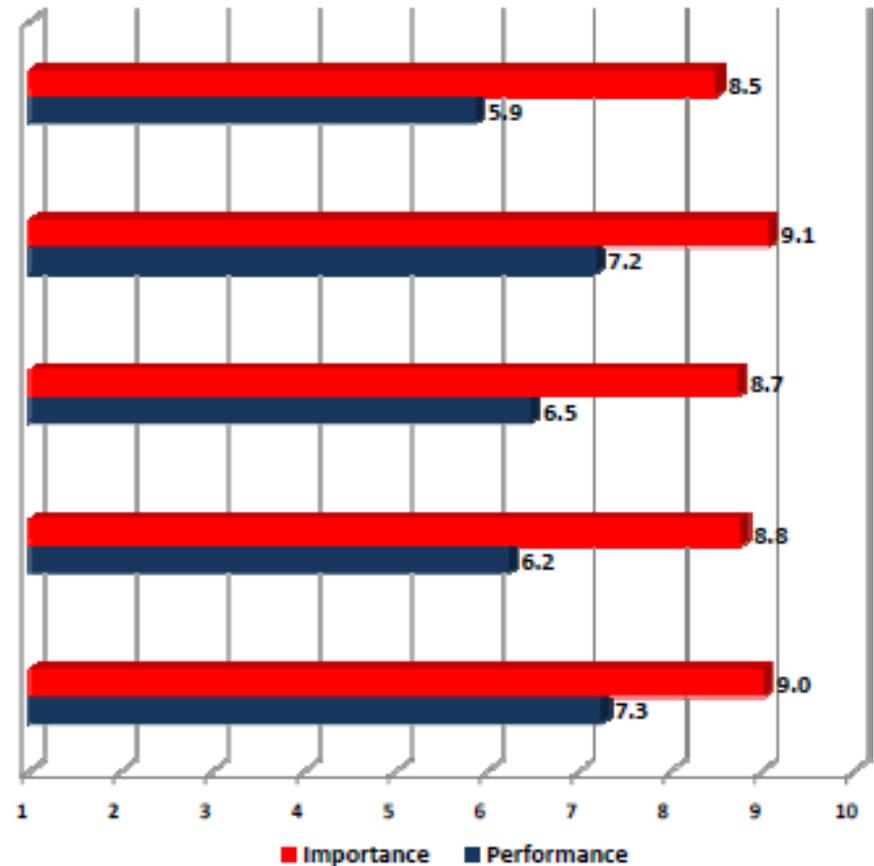
Support from CFA



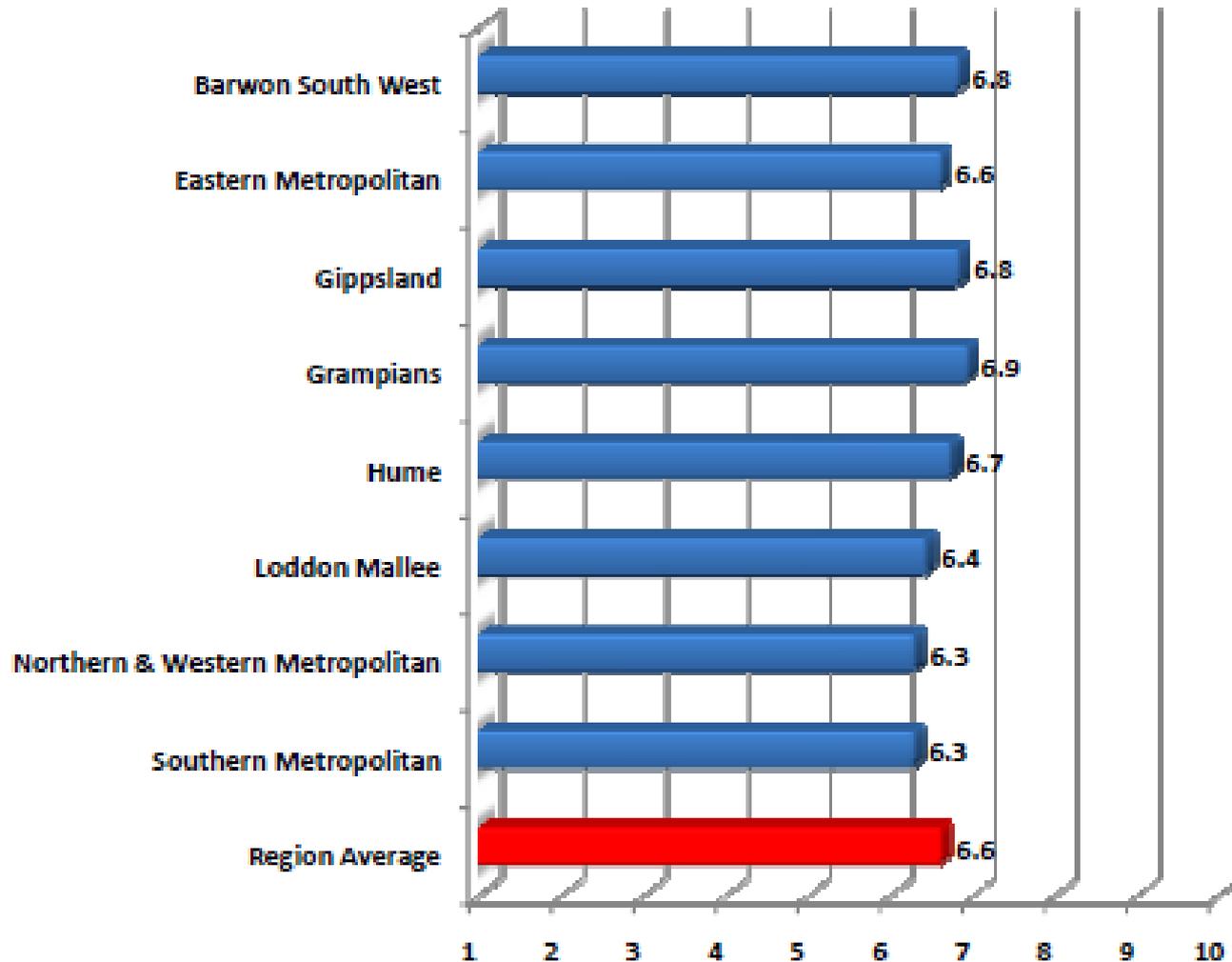
- CFA corporate policies and leadership not seen to be effective in supporting a volunteer based & fully integrated organisation
- Volunteer leaders at brigade level seen to be generally effectively supported & empowered

Support from CFA

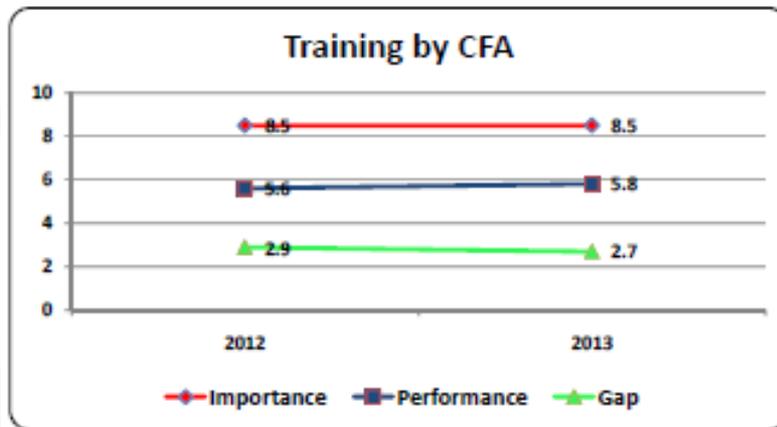
- 15. CFA corporate policies and leadership support an effective volunteer based and fully integrated organisation.
- 17. CFA works actively to discourage workplace bullying.
- 28. My employer is effectively recognised and supported to release me to undertake my volunteer commitments.
- 30. CFA paid personnel in my local brigade/district area are committed to supporting and empowering volunteers.
- 31. Volunteer leaders in my brigade are effectively supported and empowered to manage my brigade and undertake their roles.



Support from CFA



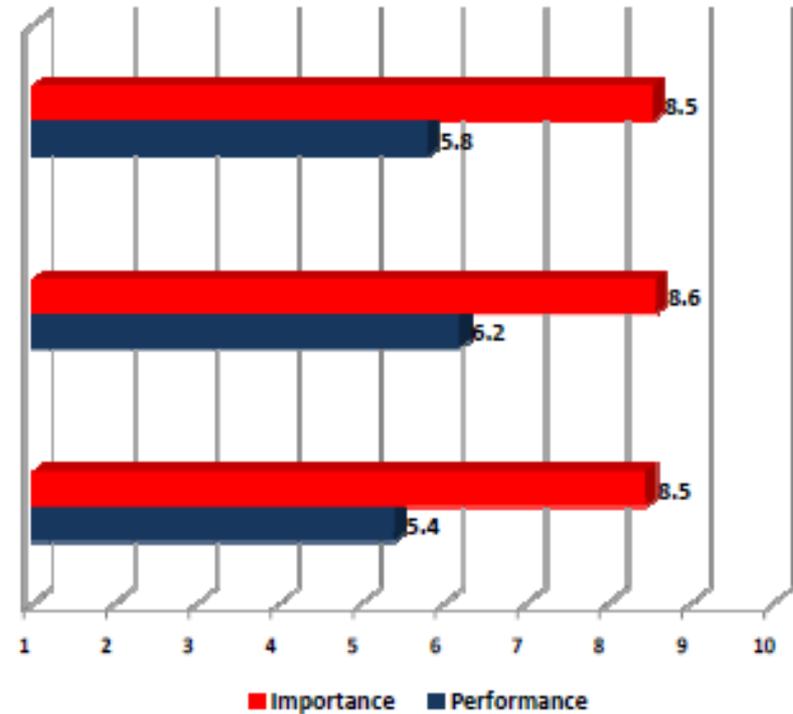
Training by CFA



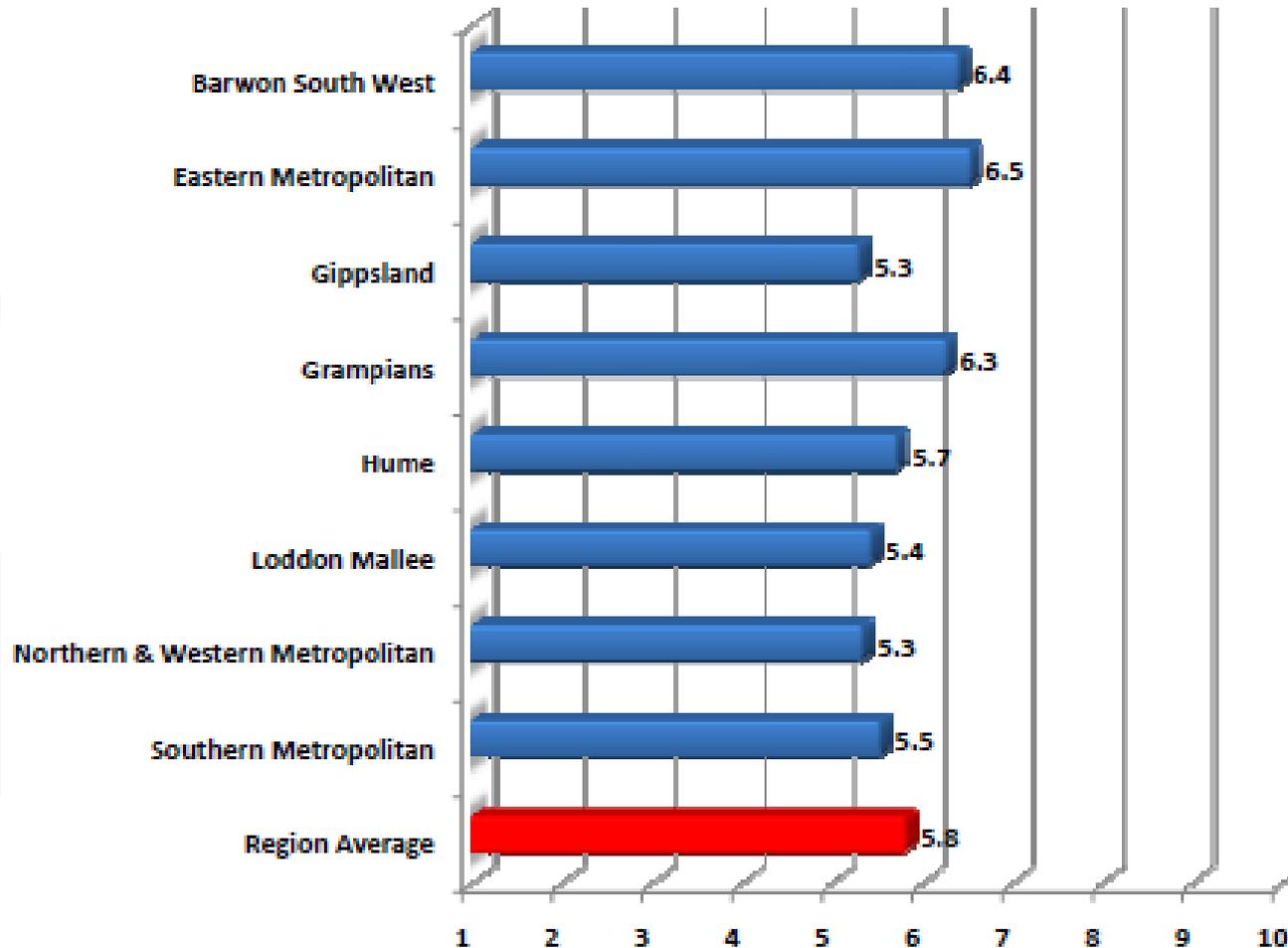
- Slight improvement in leadership training
- Minor change to proximity of location of training
- Less satisfaction with the training opportunities, format, times and locations

Training by CFA

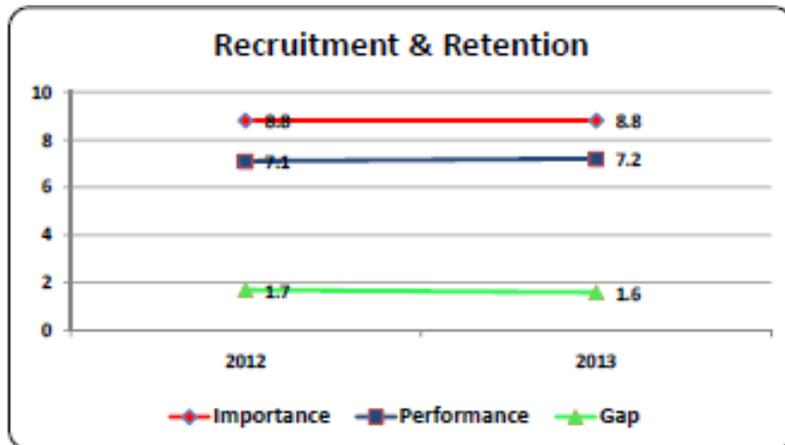
- 10. CFA provides good leadership training for volunteers in people management, brigade management, conflict resolution and mentoring.
- 12. Most training is available and provided within a reasonable distance from my brigade.
- 13. CFA provides enough training opportunities in formats, at times and at locations that make it easy for me to participate.



Training by CFA

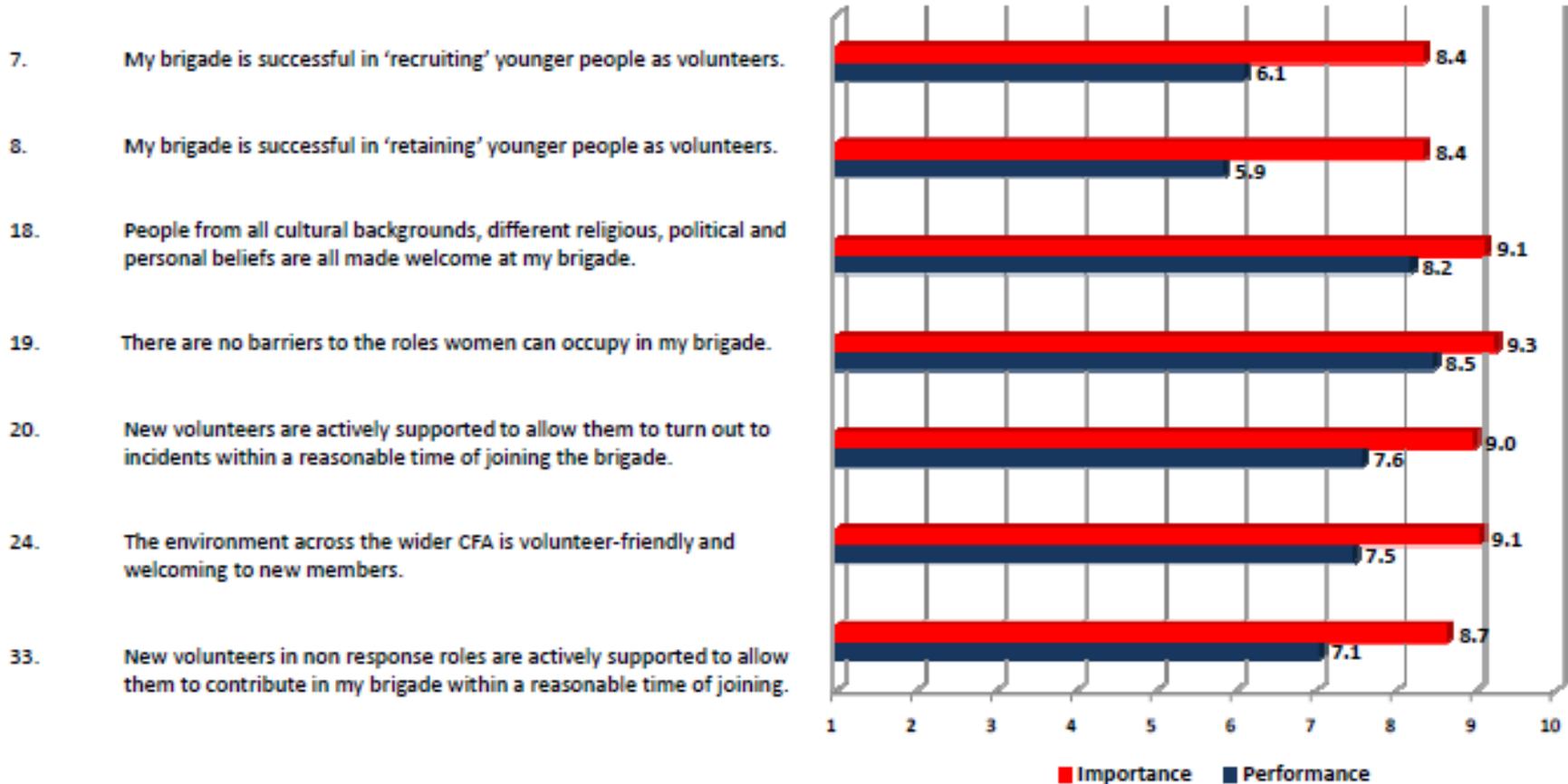


Recruitment and Retention

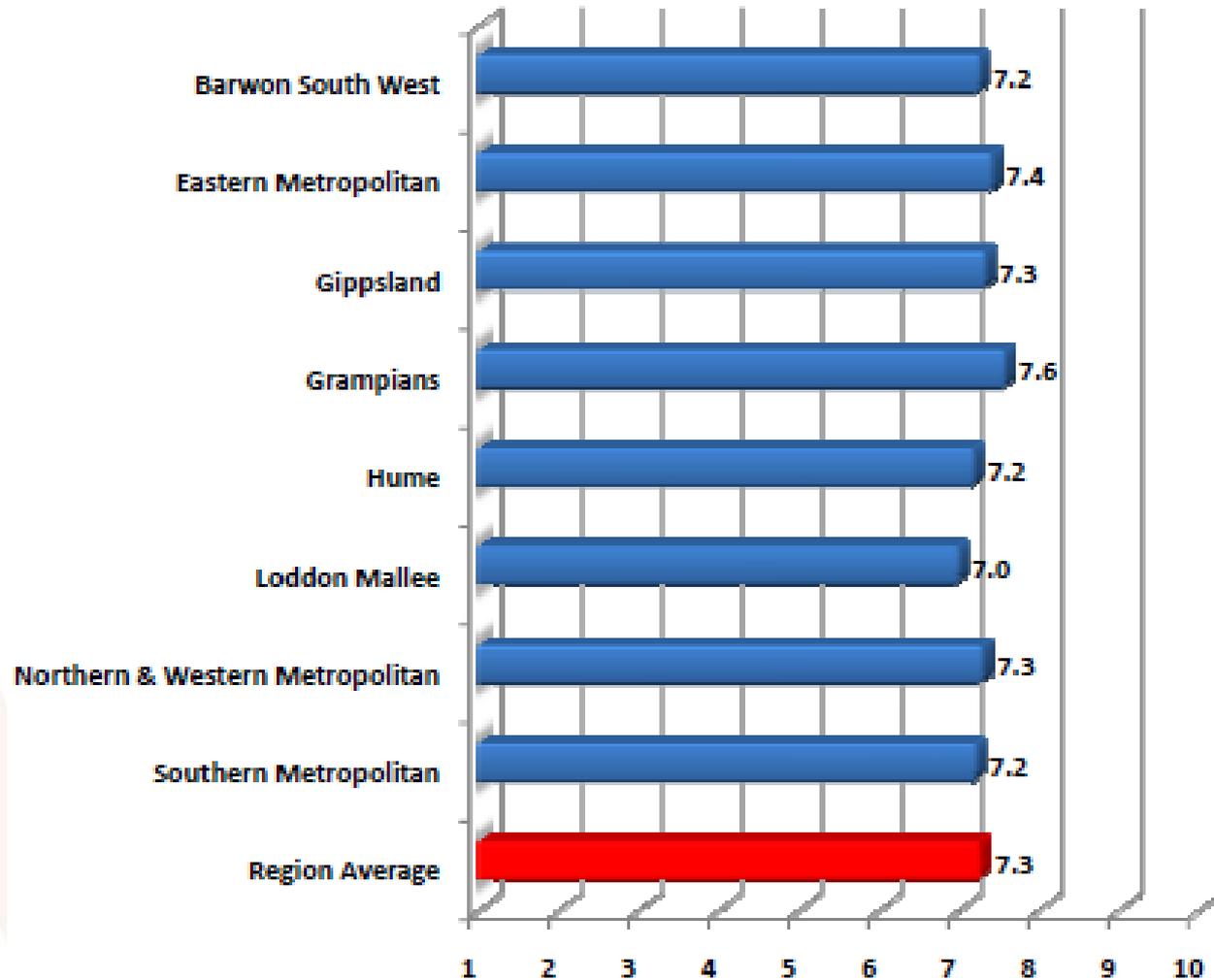


- A strong positive is a lack of discrimination at brigade level on gender, cultural backgrounds, religious, political and personal beliefs
- CFA environment is seen to be volunteer friendly and welcoming to new members

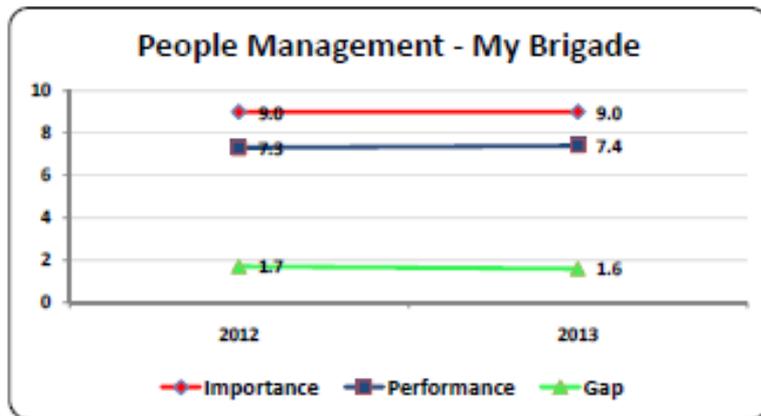
Recruitment and Retention



Recruitment and Retention cont.



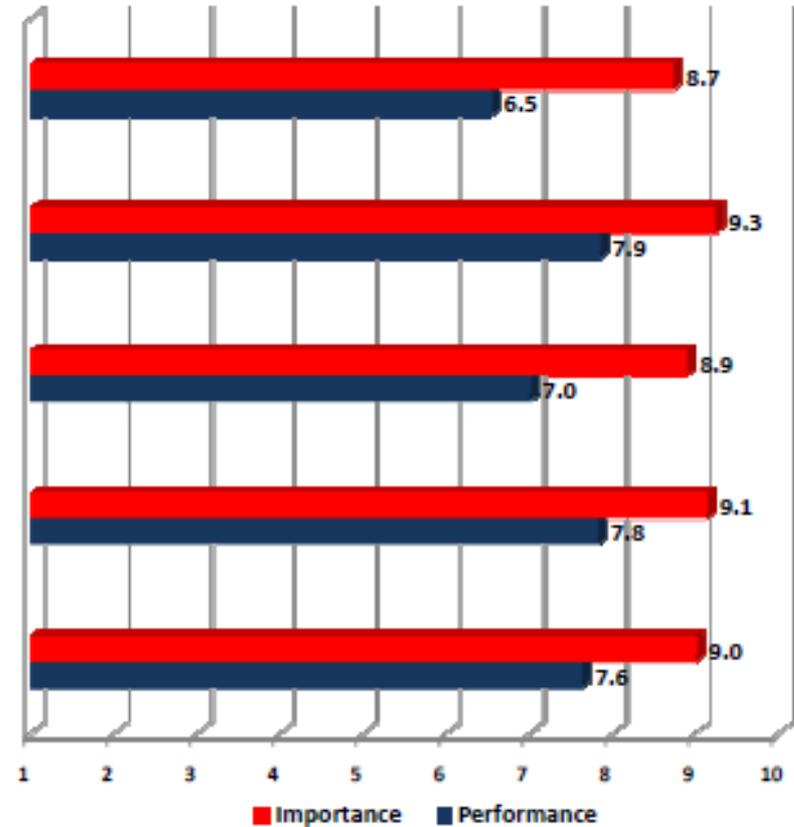
People Management – My Brigade



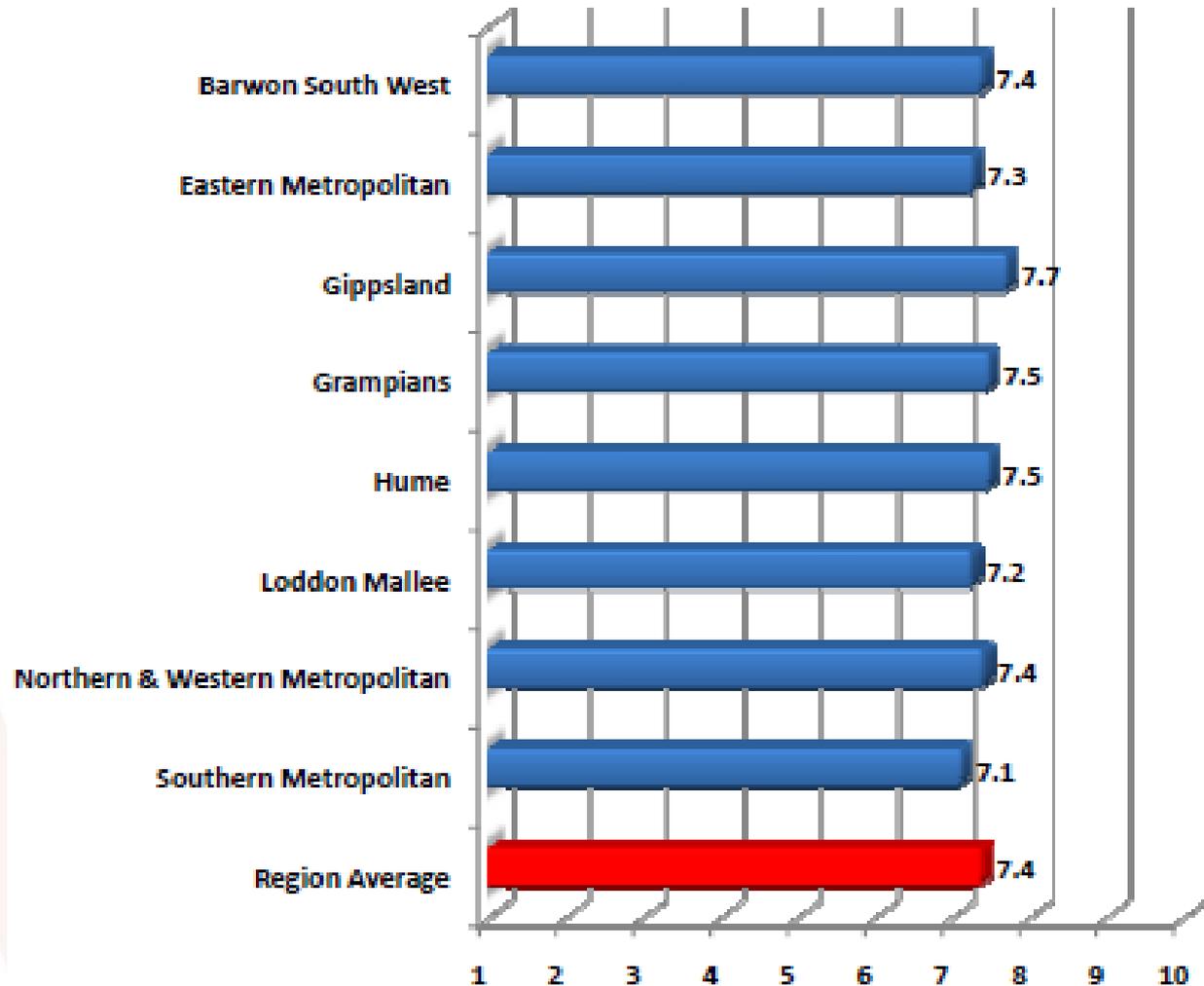
- Generally regarded as fairly positive
- Volunteers looking for more action in regards to workplace bullying

People Management – My Brigade

- 14. My brigade leaders are able to deal effectively with human resource, conflict resolution and morale issues at brigade level.
- 16. Workplace bullying is not tolerated in brigades that I have been a member of
- 21. People management issues, conflict resolution and volunteer morale are generally well managed within my brigade.
- 23. The environment at my brigade is volunteer-friendly, welcoming to new members and creates good morale.
- 27. Volunteers are effectively consulted and involved in decision making at my brigade level.



People Management – My Brigade



VFBV's next steps

- Communicate results and encourage conversation
- Continue with targeted drill down surveys
- Market survey for members to register in advance
- Encourage gender/age sample for future surveys
- Pick an issue and drive practical improvement at Regional level
- Communicate results and relevant improvement initiatives
- Seek CFA support to encourage discussion across each Dept/Region/District