

2021 VFBV Volunteer Survey Summary Results



ABOUT VFBV

Volunteer Fire Brigades Victoria (VFBV) is the CFA Volunteer peak body and volunteer association established under the Country Fire Authority Act to represent CFA volunteers on all matters that affect their welfare and efficiency.

VFBV is an independent association, operating autonomously from CFA but at the same time working closely with CFA and other key stakeholders to engage volunteers in CFA and other deliberations and provide advice on all matters affecting them. VFBV works tirelessly to represent, advocate and support CFA volunteers to the CFA Board and management, governments, ministers, members of parliament, councils, instrumentalities, business and the public.

OUR VISION

Strong Volunteerism, Embraced to Build Community Resilience for a Safer Victoria.

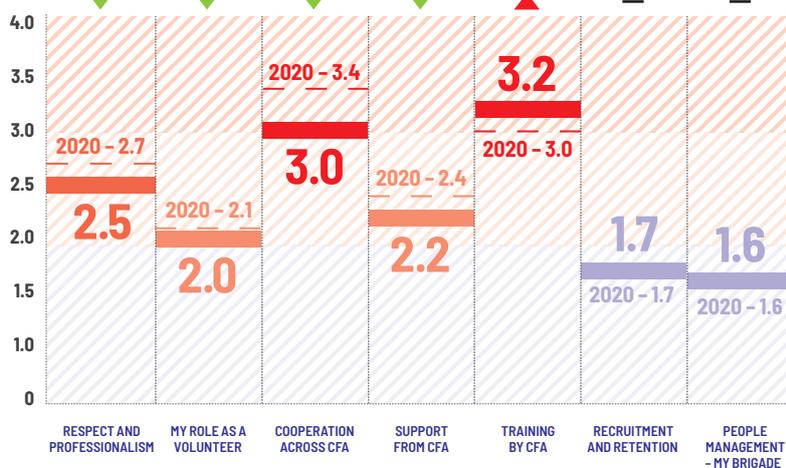
THE VOLUNTEER WELFARE AND EFFICIENCY SURVEY

The VFBV Volunteer Welfare and Efficiency Survey is an initiative by VFBV, designed by and for volunteers to help capture and communicate fundamental issues as volunteers see them. It is conducted annually, with the first survey conducted in 2012. The Volunteer Welfare and Efficiency Survey is a critical and important tool that gives CFA and other decision makers clear feedback, directly from volunteers about the issues that are affecting their welfare and efficiency.

The survey measures CFA volunteer attitudes of the importance of each particular factor and their corresponding view of performance. The gap between how closely performance meets the expectation of importance is referred to as the Volunteer Welfare and Efficiency Level (VoIWEL) outcome. A high VoIWEL outcome is a sign that things are not working well, while a low VoIWEL is a sign that things are working well. Any VoIWEL over 2.0 indicates a large to critical gap is emerging and volunteers are highly dissatisfied with arrangements requiring priority attention. Movements of 0.05 are considered an indicator of true movement.

VOLUNTEER WELFARE AND EFFICIENCY LEVEL (VoIWEL) - OVERALL

WE LISTENED TO
2643
CFA VOLUNTEERS



▲ NOT WORKING WELL

2.2

OVERALL
VoIWEL SCORE

▼ WORKING WELL

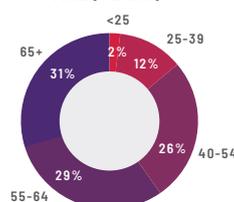
- ▲ results have improved compared to last year
- ▲ results have worsened compared to last year
- results are the same as last year

WHO RESPONDED?

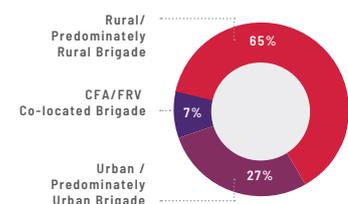
GENDER



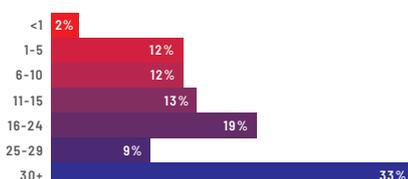
AGE (YEARS)



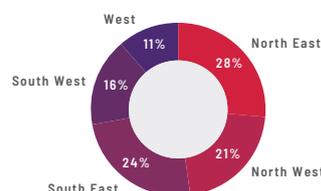
BRIGADE TYPE



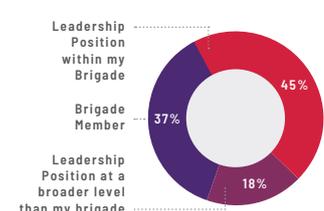
LENGTH OF SERVICE (YEARS)



REGION RESPONSE



VOLUNTEER ROLE



VOLUNTEER WELFARE & EFFICIENCY LEVEL (VoIWEL) DESCRIPTIONS

>3.0	Critical need for priority attention	A Gap of 3.0 or more indicates that there is a critical gap between volunteer expectations and performance and volunteers are highly dissatisfied. Priority attention is needed.
2.5 – 2.9	Significant Gap – immediate attention required	A Gap between 2.5 and 2.9 indicates there are significant issues that need to be addressed. Immediate action should be put in place to rectify areas of concern.
2.0 – 2.4	Large Gap – remedial action to be taken	A Gap between 2.0 and 2.4 indicates these issues are impacting volunteer welfare and efficiency and will be causing dissatisfaction with the volunteering experience. Action to address volunteer concerns should be implemented.
1.5 – 1.9	Mid-range Gap – need for improvement	A Gap between 1.5 and 1.9 indicates that volunteer expectations are not being met and should be addressed in both action and strategic plans, in the shorter term. Volunteers are indicating lower levels of satisfaction.
1.0 – 1.4	Small Gap – potential for improvement	A Gap between 1.0 and 1.4 indicates longer term planning should include addressing volunteer concerns. Volunteers are reasonably satisfied.
0 – 0.9	Meeting Expectations	A Gap of less than 1.0 indicates that on the whole, volunteer expectations are being met. These results would be evidence of high levels of satisfaction.

SURVEY QUESTION RESULTS



RESPECT & PROFESSIONALISM

Question	Importance	Performance	Gap	Indicator
Q I respect and appreciate the effort made by CFA to support me as a volunteer.	8.5	6.0	2.5	▼
Q The respect and value of the contribution of volunteers is evident in CFA's actions and culture.	8.4	6.0	2.4	▼
Q In general, CFA staff accept and recognise the professionalism of volunteers.	8.4	6.1	2.3	▼
Q CFA consistently and proactively promotes public understanding of community confidence in the role and professionalism of CFA volunteers and their brigades.	8.7	5.8	2.9	▲

MY ROLE AS A VOLUNTEER

Question	Importance	Performance	Gap	Indicator
Q I feel the time I devote to CFA is productive and worthwhile.	8.7	7.3	1.4	—
Q 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.	8.1	6.1	2.0	—
Q 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.	8.3	6.5	1.8	▼
Q CFA recognises and utilises the skills and experience that I bring to CFA.	8.6	6.1	2.5	—
Q 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.	8.4	6.0	2.4	▼

COOPERATION ACROSS CFA

Question	Importance	Performance	Gap	Indicator
Q Volunteers and CFA staff work cooperatively at all levels to achieve shared goals and serve the community.	8.6	6.2	2.4	▼
Q CFA's workforce arrangements allow the paid staff and volunteers to work cooperatively as a united team.	8.4	5.5	2.9	▼
Q Volunteers are effectively consulted and involved in decision making at my local District/Regional level.	8.6	5.6	3.0	▼
Q Volunteers are effectively consulted and involved in decision making at CFA Corporate level.	8.2	4.6	3.6	▼

SUPPORT FROM CFA

Q CFA corporate policies and leadership supports an effective volunteer based and fully cooperative organisation.	8.4	5.5	2.9	▼
Q CFA works actively to discourage workplace bullying.	9.1	7.1	2.0	▼
Q My employer is effectively recognised and supported to release me to undertake my volunteer commitments.	8.5	6.7	1.8	▼
Q CFA paid personnel (including seconded staff) in my local brigade/district area are committed to supporting and empowering volunteers.	8.7	6.2	2.5	▼
Q Volunteer leaders in my brigade are effectively supported and empowered to manage my brigade and undertake their roles.	9.0	7.1	1.9	▼

TRAINING BY CFA

Q CFA provides good leadership training for volunteers in people management, brigade management, conflict resolution and mentoring.	8.4	5.6	2.8	▼
Q Most training is available and provided within a reasonable distance from my brigade.	8.5	5.4	3.1	▲
Q CFA provides enough training opportunities in formats, at times and at locations that make it easy for me to participate.	8.5	5.0	3.5	▲

RECRUITMENT & RETENTION

Q My brigade is successful in 'recruiting' younger people as volunteers.	8.4	5.8	2.6	▲
Q My brigade is successful in 'retaining' younger people as volunteers.	8.4	5.7	2.7	▲
Q People from all cultural backgrounds, different religious, political and personal beliefs are all made welcome at my brigade.	9.2	8.2	1.0	▲
Q There are no barriers to the roles women can occupy in my brigade.	9.2	8.5	0.7	▼
Q New volunteers are actively supported to allow them to turn out to incidents within a reasonable time of joining the brigade.	9.0	7.4	1.6	▼
Q The environment across the wider CFA is volunteer-friendly and welcoming to new members.	9.0	7.1	1.9	▼
Q New volunteers in non-response roles are actively supported to allow them to contribute in my brigade within a reasonable time of joining.	8.4	6.8	1.6	—

PEOPLE MANAGEMENT: MY BRIGADE

Q My brigade leaders are able to deal effectively with human resource, conflict resolution and morale issue at brigade level.	8.7	6.6	2.1	—
Q Workplace bullying is not tolerated in brigades of which I have been a member.	9.3	7.9	1.4	▼
Q People management issues, conflict resolution and volunteer morale are generally well managed within my brigade.	8.9	7.2	1.7	▼
Q The environment at my brigade is volunteer-friendly, welcoming to new members and creates good morale.	9.2	7.9	1.3	▲
Q Volunteers are effectively consulted and involved in decision making at my brigade level.	9.0	7.7	1.3	▼