

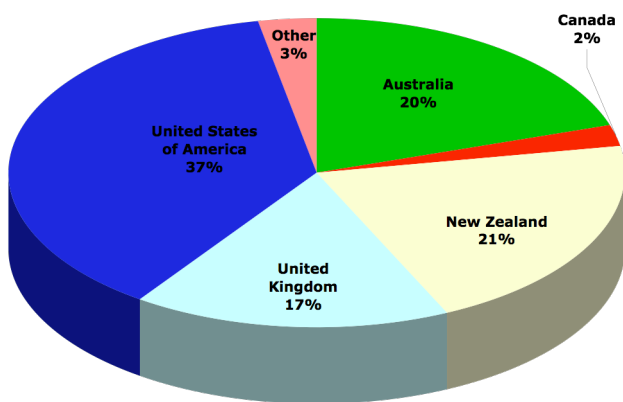


GLOBAL VOLUNTEER MANAGEMENT SURVEY 2008

SUMMARY REPORT

People First –Total Solutions works with not for profits and community organizations in Australia, New Zealand, the UK and USA. The Company specialises in training, coaching and providing consulting services to help organizations achieve the best with, and through their people.

Between November 2007 and May 2008, individuals involved in the coordination, support, management, training or recruitment of volunteers were invited to participate in an online Global Volunteer Management Survey developed and conducted by People First –Total Solutions.



Thank you to all who completed and publicised it. In all, 851 people responded from a total of 23 countries. 95% of the respondents were from four main countries: Australia, New Zealand, the UK and the USA. A further 2% were from Canada.

The following report is a summary of the complete data collected. The results will be made progressively available via websites and journals for the complete sample and also by nation. For more information, please contact research@pfts.com.au

GENERAL SAMPLE DEMOGRAPHICS

In total, the respondents indicated that they managed in excess of 1.5 million volunteers with the total number of hours contributed by these volunteers being reported at 75 million hours of time per year. Some key points reported included:

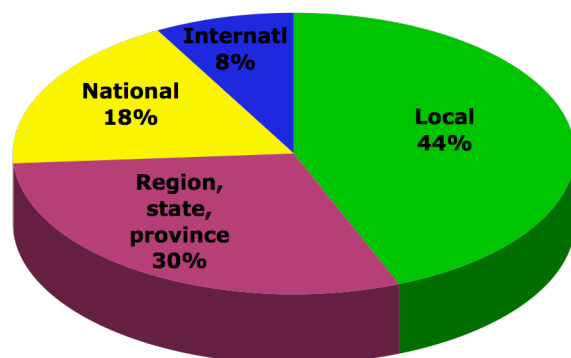
- 11% of all the volunteers working with the respondents were students
- 7% were listed as being corporate volunteers
- 3% of the volunteers attended their volunteer workplace only one or two times a year with the remainder involved more regularly
- The most common program size represented had between 100 and 249 volunteers
- 3% of the respondents had volunteer programs *with less than 10 participants* while 5% of respondents were responsible for volunteer pools which exceeded 10,000 volunteers

| Number of Vols | % of Resps |
|----------------|------------|
| Fewer than 10 | 3% |
| 10 to 49 | 15% |
| 50 to 99 | 12% |
| 100 to 249 | 20% |
| 250 to 499 | 17% |
| 500 to 999 | 14% |
| 1000 to 9999 | 15% |
| 10 000+ | 5% |

Table 1 – Breakdown of volunteer numbers per respondent

ORGANIZATIONS REPRESENTED

Almost half of the organizations delivered their services locally, with a third delivering across a region, state, territory or province. Almost a fifth were organizations delivering services nationally and 8 per cent were internationally focused. The organizations, which engaged the volunteers, covered multiple services. Social welfare and health/medical organizations represented almost half of the organizations.



| Sector | % of Resps |
|---------------------------------|------------|
| Social services/Welfare | 27% |
| Health and Medical | 18% |
| Education and Research | 9% |
| Art, culture, Museums | 6% |
| Environment | 5% |
| Volunteering infrastructure | 5% |
| Sport or recreation | 4% |
| Advice and Information Services | 3% |
| Animal Welfare | 2% |
| Government | 2% |
| Law, crime | 2% |
| Faith based | 2% |

Table 2 – Nature of respondent organizations

The following organization types each represented 1% of the sample: Campaigns or community action, Employment and training, Emergency Management/Response, Fund raising, Housing Heritage and International.

VOLUNTEERS and THEIR ORGANIZATIONS

85 per cent of respondents stated that volunteers were *essential to achieving their organization's goals*. 70 per cent saw volunteers as an effective way of engaging the community. 46 per cent stated that volunteers were an additional resource to getting things done. Almost one fifth (19%) identified volunteers as a cost saving measure and 0.6% saw volunteers as being a nuisance!

Key Roles Volunteers Perform:

- 96% involved volunteers in service provision– 4 per cent did not give volunteers this role
- 70% of all organizations had volunteers working in minor administration roles
- 63% involved volunteers as Board or Committee members or trustees
- 63% had opportunities for significant administration roles
- 62% were involved in fundraising
- 45% of organizations had volunteers involved in managing, recruiting or training volunteers
- 19% had volunteers involved in management roles within the organization

Most Common Out of pocket expenses covered by respondent agencies

- 55.7% provided reimbursement of travel, parking, petrol or phone costs
- 54.3% made free on-site parking available
- 46.8% gave volunteers free meals or drinks
- 42.6% allowed casual dress
- 26.8% paid for training courses, journals or enrolment fees

VOLUNTEER LEADERSHIP DATA

The survey captured considerable information about those who lead volunteer effort, their titles, employment status and lines of accountability. The most significant findings included:

Employment Status of those leading volunteer effort

- 89.5% of all respondents were paid employees, 7.5% were volunteers while 3% undertook the role as a combined paid/volunteer role for the same organization.
- For those who indicated they worked only part time hours, the average number of hours allocated per week across the entire survey was 20.5 (*while one person managing a program of 200 volunteers indicated they did so on only half an hour per week!*)
- 10% of all part time respondents worked one day or less per week

Titles used by those leading volunteer effort

- 69% of respondents held the title Volunteer Manager, Volunteer Coordinator or similar
- 14% held a managerial title of which volunteer management was only one component
- 7% identified themselves as being CEO's, Executive Directors or equivalent
- 3% were board members responsible for or actively running the volunteer program
- 2% were consultants.

Lines of accountability

The two most common reporting lines for the responders were to another agency line manager (50%) or directly to the CEO / ED (28%). Of the remainder, 16% indicated that they reported to a Board or committee, 4 % reported to a Manager or Coordinator of volunteers. 1% reported to an employee (not a manager) and 1% directly to the membership of the organisation

Shared responsibilities for volunteers

- 34% indicated that there were other people in the organization, working at similar levels to themselves, who also managed volunteer effort in other departments/teams/projects
- 30% of respondents were the only person managing volunteers in their agency
- 26% indicated that they had other staff leading volunteer effort on their behalf
- 10% reported that they were accountable to someone higher than them in their organization who had overall responsibility for the volunteer program

Education qualifications

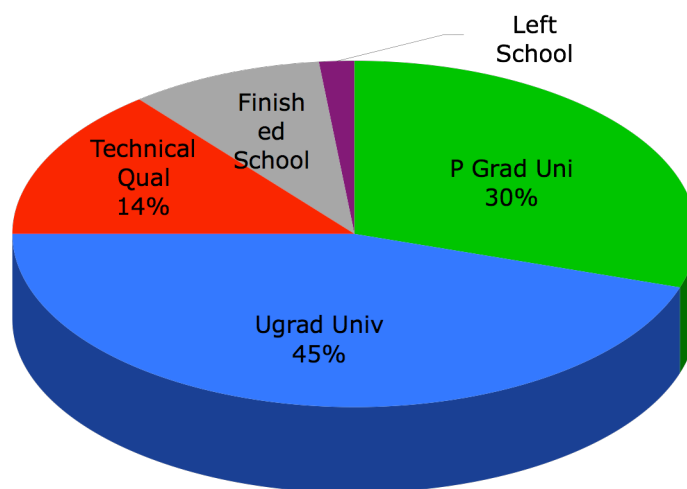
Respondents were very highly qualified -75% indicating they had a tertiary degree with a third indicating a postgraduate qualification.

Levels of networking

60% were members of a local volunteer managers network, 45% of an online volunteer network, 44% belonged to a volunteer centre and 41% were members of a professional association. 4.7% were IAVE members.

On-going Training

The two most commonly accessed and appreciated forms of training were workshops facilitated by specialist trainers and Conferences/Retreats. Two thirds of respondents felt these methods were very useful. A much fewer number attended in-house training or by volunteer centre facilitated training, online training or teleconferences. Less than 40% of respondents saw these latter methods as useful.



LENGTH OF TIME IN VOLUNTEER MANAGEMENT

- 43% of the respondents had worked in volunteer management for 5 years or less while
- 20% had worked in the field for less than 2 years
- Impressively, 38% had been involved for more than 10 years and 20% for more than 15

Length of time in current position

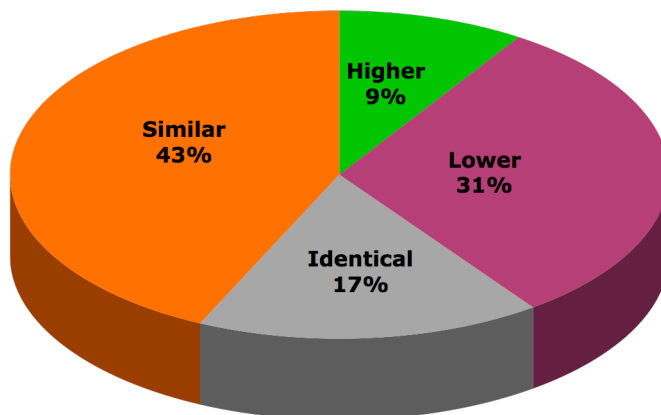
- 67% of respondents had been in their **current job** for less than 5 years
- 44% had served less than 2 years in their current role
- Two thirds (65%) expect to have left their **current role** in less than five years with 18% seeing themselves in the same job for a decade or more.

Likelihood of continuing to work in volunteer management

- One worrying trend is that 42% of those respondents currently managing volunteers saw themselves **no longer working in the field** of volunteer management by 2013
- By contrast, 35% expected to be still in the field in more than a decade.

RATES OF PAY FOR VOLUNTEER MANAGERS

- Full time annual salaries for managers of volunteers ranged from \$US9,600 to \$US90,000
- The average yearly income across all full time managers was \$US 45,296
- The average wage for Australian and UK based volunteer managers was 10 - 15% above this average. New Zealand and US volunteer managers earned 10 to 20% less than this average
- Almost one third (31%) of respondents reported that their salary was lower than someone doing a similar job in the same organization while only 9% thought they got paid higher rates



ORGANIZATIONAL SUPPORT

- 75% said that they received good support from their organization while
- 14% felt powerless to influence their organization
- 25% believed that their Board did not understand the role they play

VOLUNTEER MANAGEMENT AS PART OF A PROFESSION

- 91% saw their job as being part of the volunteer management profession however,
- 63% still indicated it was a stepping-stone in their career path
- 4% saw it only as a job that pays the bills while
- 32% of respondents saw volunteer management as their final job
- Interestingly, 3% saw the role of volunteer management as a burden imposed upon them

PRESSING NEEDS IDENTIFIED BY VOLUNTEER MANAGERS

- 64% said they needed more resources and or a greater budget for their program
- 63% said they key perception holding back to growth of volunteer management is that it was felt Volunteer managers would never be paid the equivalent of other professions who manage people