



Futures Project

Evaluation Report:

Building Volunteer Capacity for Community Organisations

Introduction

The 'Building Volunteer Capacity for Community Organisations' workshop took place on 9 November 2015 at Ethnic Communities' Council of Victoria's office in Carlton over a four hour session. 37 participants attended the session and 23 completed the post-workshop evaluation questionnaire.

The post-workshop evaluation was composed of 2 Likert scale questions, 3 open-ended written response questions and 1 "yes/no" question about participants' organisations. These questions aimed to assess the relevance of the workshop topic to their organisation, information and skills gained, which of the presented strategies the participants would implement in the future and how the workshop itself could be improved.

Attendees were asked about the type and size of their organisation. Of the 23 who completed the evaluation forms, 6 reported coming from an ethno-specific organisation, 11 from a multicultural organisation, 2 from a mainstream organisation, and 4 did not respond.

	0-5	5-10	10-25	25-50	50-100	100+
How many volunteers does your organisation have?	0	6	2	6	2	7

Summary

The overall results from the 23 participant evaluation questionnaires received indicate that there was a positive response to the 'Building Volunteer Capacity for Community Organisations' workshop. Participants gained useful information on a range of topics, including volunteer supervision and support, volunteer recruitment tools, volunteer marketing campaign and volunteering National Standards. The presentations, panellists, relevance and clarity of the information were well received by the participants who indicated overall satisfaction with the event. Suggested improvements included having a structured discussion, a later start time, the possibility of a different location, and more case studies.

Results

Table 1
Self-Assessment Post-Workshop Survey
N: 23

	Strongly agree	Agree	Disagree	Strongly disagree
3. The forum topic was useful and relevant to my organisation.	14 (61%)	9 (39%)	0	0
4. The information was presented in a way that was clear and easy to understand	15 (65%)	8 (35%)	0	0

Table 1 shows the results from both Likert scale type questions, assessing the relevance and the clarity of the information presented. The results indicate that there were no participants that disagreed or strongly disagreed with the relevance of the topic or the clarity of the information presented. All participants either agreed, or strongly agreed that the topic was useful, and most strongly agreed that the information was presented in a way that was clear and easy to understand. This suggests that the information presented was interesting and dynamic and that the presentations were relevant to the individuals and organisations attending.

Table 2
Self-Assessment Post-Workshop Survey
N: 22

Survey Question	Participants' Comments
<p>5. What strategies were provided to you today that you plan on implementing in your volunteer management plan?</p>	<p>Ethno-specific Community Organisations</p> <p><i>More often look at national standards for volunteers.</i></p> <p><i>Marketing strategies (focus on capacity building). Volunteer handbook (content revise).</i></p> <p><i>Involving volunteers in updating volunteer's position description.</i></p> <p><i>Evaluate our volunteer program with the help of the standards provided by Volunteering Victoria (the amended current version).</i></p> <p><i>Read National Standards for volunteer involvement. Implement volunteer meetings/cup of tea or coffee sessions for feedback/support purposes.</i></p> <p><i>Using procedure from National Standards for involving volunteers.</i></p> <p>Multicultural Organisations</p> <p><i>One strategy I would implement is to start a reward program for the carers in my organisation.</i></p> <p><i>All of them. As I am new to the position of Volunteer Coordinator, the information and guest speakers was very valuable.</i></p> <p><i>Look at greater need to define boundaries.</i></p> <p><i>Refer to standards to develop our policies.</i></p> <p><i>Volunteers handbook/manual.</i></p> <p><i>Interviewing volunteers, being clear about what their rights and responsibilities are. Rewarding volunteers appropriately.</i></p> <p><i>Recruit inwards – maximise resources.</i></p> <p><i>None.</i></p> <p><i>Recruit right person. Bigger does not equal better.</i></p> <p><i>Importance of updating/being familiar with volunteer standards. Overview of different organisations engagement strategies ie. Volunteers being included as staff and how this might work in practice. Psychological wellbeing support of volunteers and performance management.</i></p>

	<p>Mainstream Organisations</p> <p><i>CALD social media online groups – a way of tapping into CALD communities as a recruitment source.</i></p> <p><i>I am reviewing our volunteer program – I will use National Standards along with tips of how other organisations recruit, retain and reward volunteers. Excellent information – great timing.</i></p> <p>Organisation not identified</p> <p><i>Marketing.</i></p> <p><i>Volunteer support and engagement. Offer volunteer counselling support if they need it. Organise different training for volunteers.</i></p> <p><i>Standard. Induction and awards.</i></p> <p><i>Recruitment strategies – specifically recruiting based on motivation.</i></p>
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Table 2 shows which strategies participants planned to implement in their volunteer management plan, based upon those strategies provided during the workshop. A high number of participants noted the National Standards as a vital resource they will use in the future. Many participants also suggested that the marketing and recruitment strategies outlined would be used in future volunteer management plans.

Table 3
Self-Assessment Post-Workshop Survey
N: 23

	Yes	No	Did not answer
<p>6. In its current form, I am confident that my organisation will be able to manage its volunteers in the rapidly changing environment and meeting volunteer standards.</p>	<p>14 (61%)</p>	<p>7 (30%)</p>	<p>2 (9%)</p>
<p>If no, please include details of some of the changes you would like to implement to your volunteer management as a response to the changes within the sector and standards.</p>	<p>Comments:</p> <p><i>How to maintain volunteers and to provide them with the right tools eg. Support, training.</i></p> <p><i>Appoint a ‘volunteer’ officer, PD for the committee.</i></p> <p><i>Need to better understand the sector, experiences of others, and develop structures and resources.</i></p> <p><i>We are too time poor to create and follow through with regular documentation. We need to set aside time. We need to create a project-based short-term volunteering that is engaging to younger volunteers who wish to upskill.</i></p> <p><i>More volunteers to develop.</i></p> <p><i>Includes a more detailed job description.</i></p> <p><i>We need to do survey often/maybe every year.</i></p>		

Table 3 shows participants' assessment of their confidence that their organisation will be able to manage its volunteers in the rapidly changing environment and meeting volunteer standards. While most respondents answered 'Yes', the results show that 30% of respondents did not have confidence that their organisation would be able to manage.

The second part of the table identifies some of the changes participants, who answered 'No' to this question, would like to implement in their volunteer management as a response to the changes within the sector and standards. A number of participants noted the need to upskill and provide training for volunteers. One participant commented on the need to develop structures and resources, while another would like to see more detailed job descriptions.

Table 4
Self-Assessment Post-Workshop Survey
N: 22

<i>Survey Question</i>	<i>Participants' Comments</i>
5. Which presentation did you find most relatable based on your organisation's purpose?	<p>Ethno-specific Community Organisations</p> <p><i>It was a little bit too much promotion/organisational. But I found a lot of information useful. Perfect.</i></p> <p><i>Froniditha and Jewish Care.</i></p> <p><i>All of them were relevant to our organisation's purpose.</i></p> <p><i>Jewish Care, Froniditha, AMES.</i></p> <p><i>Volunteer supervision and support. Volunteer marketing campaign. Every session was unique in its own way highlighting certain points that were helpful. Thank you!</i></p> <p><i>All of them.</i></p> <p>Multicultural Organisations</p> <p><i>The presentation from Brotherhood of St Laurence.</i></p> <p><i>All.</i></p> <p><i>(Missed some of them) AMES – engagement strategies.</i></p> <p><i>AMES.</i></p> <p><i>AMES Australia and Froniditha.</i></p> <p><i>Volunteer standards and marketing.</i></p> <p><i>Froniditha.</i></p> <p><i>Froniditha, volunteering Geelong.</i></p> <p><i>All.</i></p> <p><i>AMES Australia – I will get in touch with them. Volunteer management to discuss issues/processes. Thanks for the links.</i></p> <p><i>Jewish Care – marketing strategy and where volunteering fits with HR.</i></p> <p>Mainstream Organisations</p> <p><i>Jewish Care re: their recruitment strategy.</i></p>

	<p><i>Standards. Last presentation – Jewish Care.</i></p> <p>Organisation not identified</p> <p><i>All presentations gave valuable information. New National Standards very interesting.</i></p> <p><i>Brotherhood of St Laurence, Fronditha Care, AMES Services, Jewish Care.</i></p> <p><i>Volunteer supervision and support. Volunteer marking campaign.</i></p> <p><i>Volunteer recruitment tools – Amana Everton. Volunteer marketing campaign – Sharon Malecki.</i></p>
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Table 4 shows which presentation participants found most relatable based on their organisation’s purpose. Many of the participants from multicultural organisations found AMES’s presentation the most relatable. Jewish Care, Fronditha and the Brotherhood of St Laurence were also named by a number of participants, along with the volunteer supervision and support, volunteer recruitment tools, volunteer marketing campaign and volunteer standards sessions, as being relatable and useful.

Table 5
Self-Assessment Post-Workshop Survey
N: 19

Survey Question	Participants’ Comments
<p>6. In what way could this information session be improved?</p>	<p>Ethno-specific Community Organisations</p> <p><i>Please – start late – it is big traffic before 9am. Will be great start at 10/10.30. I have to pick up daughter to school. Thanks.</i></p> <p><i>Location suitability.</i></p> <p><i>T’was good! Thank you!</i></p> <p><i>Supply summaries of presentations in a hard/soft copy.</i></p> <p><i>Time start 9.30am to avoid traffic problem in the morning.</i></p> <p>Multicultural Organisations</p> <p><i>Starting time could be around 10am to allow people travelling long distances to leave home at a reasonable time.</i></p> <p><i>Examples from smaller organisations and/or the transition process to establishing volunteer protocols and policies.</i></p> <p><i>Less presenters. Word-café style groupings.</i></p> <p><i>Printed material:</i></p> <ul style="list-style-type: none"> - <i>national standards</i> - <i>example of documentation given to/filled out by volunteers.</i> <p><i>Public transport was ultimately a pain ☹.</i></p> <p><i>N/A</i></p> <p><i>All good.</i></p> <p><i>A lot of presentations of overview of organisations and volunteer recruitment/engagement processes however not necessarily able to</i></p>

	<p><i>get into nitty gritty issues and facilitate discussion. This one was elderly care organisation specific – perhaps consider youth engagement. Perhaps consider break-out groups or sending email with questions/topics that coordinators may have. It perhaps felt targeted at coordinators learning how to conduct themselves which is a great resource for those groups. A fantastic forum - venue, time, free event were fantastic. Great to engage various community groups. Thank you!</i></p> <p>Mainstream Organisations</p> <p><i>More case studies about interesting recruitment strategies. Some presentations followed traditional methods. More engaging CALD communities if you are a mainstream organisation.</i></p> <p><i>Excellent presentations, met my expectations and more – thank you!</i></p> <p>Organisation not identified</p> <p><i>Air conditioning consistency would have been great but otherwise no issues at all! Great program!</i></p> <p><i>Overall it was really good to see different organisations sharing their experience with volunteering. I've got few of amazing ideas that I can implement in my organisation. Thank you.</i></p> <p><i>Case studies. Panel discussion.</i></p> <p><i>Maybe a location with better parking options or closer to public transport options.</i></p>
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Table 5 shows the responses regarding ways in which the session could be improved. A number of participants noted that the location and early start time as being difficult. A few participants commented that they would like case studies, more group discussion and breakout groups. One participant did note that examples from smaller organisations would have been useful. One participant suggested that printed materials would be helpful.

Appendix 1: Names of Organisations that Attended

- 3031 GAW
- AIS
- AMES Australia
- AMCS
- AGWS
- BDL
- Casa Cultura
- CCSSCI
- CCV
- Chinese Health Foundation of Australia
- CMY
- DCH
- ECCV
- Fronditha Care
- Gippsland Multicultural Services

- ICV
- Jewish Care
- Link Community Transport
- MCWA
- PCCV
- Red Cross
- RusCare
- Southern Migrant & Refugee Centre
- UNITED
- Uniting AgeWell
- VIRWC
- Volunteering Geelong