VFBV

VOLUNTEER FIRE BRIGADES VICTORIA

2018 VFBV VOLUNTEER WELFARE AND EFFICIENCY SURVEY REPORT

Results & Trends

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2,541 SURVEY PARTICIPANTS

Volunteer Fire Brigades Victoria thanks all the CFA volunteers who took time to participate in the 2018 VFBV Volunteer Welfare and Efficiency Survey. We also take this opportunity to recognise our volunteers who freely give their time to protect their local communities and communities right across Victoria.

This annual survey was designed by and for volunteers and has been conducted since 2012. It is thought to be one of the biggest in Australia. It provides direct, evidence-based feedback about their expectations of and satisfaction with matters they say are important to their general welfare and efficiency when delivering their vital public safety role. The results are made available to volunteers, CFA, all levels of government and other key decision-makers. It is also available on the VFBV website. The survey identifies areas that are working well and those that need immediate to long-term attention to sustain the essential CFA volunteer resource.

Victoria's emergency management sector relies heavily on CFA volunteers. They are a vital resource in the protection and resilience of Victorian communities. The CFA Act 1958 enshrines the obligation of the CFA and the government of Victoria to consult with VFBV as the volunteer representative on "any matter that might reasonably be expected to affect them". It requires that CFA "develop policy and organisational arrangements that encourage, maintain and strengthen the capacity of volunteer officers and members" to undertake their roles, and that the Volunteer Charter must be followed[1].The Volunteer Charter was first signed by the State Government in 2001 and reaffirmed in 2011 and the Emergency Management Volunteer Statement was signed by the State Government and other key parties in May 2016.

EXECUTIVE SUMMARY

In a volunteer-based organisation such as CFA, it is vital to have a culture, policies and organisational arrangements that are well-tuned to encourage, maintain and strengthen the effectiveness, morale and capacity of those volunteers.

In fact, it is so important to Victoria's emergency management capability it is a legislated obligation on CFA and the State Government in the Country Fire Authority Act 1958.

If these settings are not right, CFA risks losing volunteers and will struggle to sustain the capacity and effectiveness of the volunteers who deliver a world-respected emergency capacity essential to Victoria's safety and resilience. Given the decline in volunteer numbers reported by CFA in 2018, it becomes even more important.

The VFBV Volunteer Welfare and Efficiency survey gives CFA and other decision-makers clear feedback, directly from volunteers, about the issues that are affecting their efficiency and welfare.

This report highlights concerning gaps in CFA's arrangements and approach that are impacting on volunteer welfare and efficiency, and that these are not being addressed.

The survey measures what volunteers say is important to their welfare and efficiency and how CFA is performing according to what they are experiencing on-the-ground. The gap between importance and performance is called the VolWEL (Volunteer Welfare and Efficiency Level).

An overall VolWEL of 2.1 is concerning, indicating high levels of dissatisfaction in areas that have been identified by volunteers as important to their welfare and efficiency. That translates directly into retention and attraction capability for what is an essential emergency resource for Victorians.

Any gap above 2.0, and certainly any gap above 2.5, should be considered a critical issue for CFA in relation to the welfare, safety and sustainability of its volunteer workforce.

The best performing areas, with a VolWEL below 1.5, are not critical issues, but there is still great opportunity for improvement.

The 2018 VolWEL results are largely consistent with previous seven years – the areas that had the highest VolWEL when the survey was introduced in 2012 are still the areas causing the highest levels of dissatisfaction among volunteers.

The most notable trend over the past seven years has been the lack of movement on issues identified by volunteers as seriously impacting them. More needs to be done to address issues that volunteers say are significant concerns.

The most significant shift was a decline in the perception of training, with a particularly poor rating among volunteers in brigades serving urban communities.

Cooperation across CFA also remains a significant concern for volunteers. While volunteers felt that consultation and involvement in decision-making at their brigade level was among the best performing areas, consultation and involvement in decision-making at corporate CFA level was the single worst performing measure. Many volunteers include the State Government as 'corporate CFA', based on the anecdotal feedback used to help analyse the results.

The results highlight the most critical issues that need to be addressed if CFA is to maintain and strengthen its volunteer capacity as it is obliged to do under the Act.

With such a strong participation rate, these results are a true indicator for CFA's volunteer workforce. VFBV is committed to working with CFA and the State Government to encourage short and long-term actions that will sustain and strengthen this vital resource.

METHODOLOGY

The purpose of the VFBV Volunteer Welfare and Efficiency Survey is to gain feedback direct from volunteers about their expectations and satisfaction with matters they feel are a priority for their general welfare and efficiency. This report is made available to Government and CFA as vital feedback to inform what needs attention in order for the vital foundation of Victoria's volunteer-based emergency service to be better recognised and supported to meet the future emergency services needs of the Victorian community.

Introduced in 2012 as a broad consultative mechanism to capture formal, evidence-based feedback directly from volunteers, the annual VFBV Volunteer Welfare and Efficiency Survey, along with other extensive consultative forums coordinated by VFBV, provides invaluable information to help ensure CFA establishes appropriate culture, policy and organisational arrangements that encourage, maintain and strengthen volunteers.

The survey was designed with expert, independent organisational and people performance consultants, informed by broad consultation with CFA volunteers on what issues were most important to them. Following this a series of statements were developed that were identified as being most critical to volunteer welfare and efficiency. These statements form the core of the survey and were grouped into seven key themes, within which are several questions. There are also specific statements relating to volunteer's overall satisfaction levels and future intentions.

Participants are also invited to provide additional comments as feedback, and these form a valuable insight into the quantitative results, the formation of observations and possible improvement ideas.

SEVEN KEY THEMES

1 Respect & Professionalism

2 My Role as a Volunteer

3 Cooperation Across CFA

4 Support From CFA

5 Training by CFA

6 Recruitment & Retention

7 People Management – My Brigade

SURVEY PROMOTION AND ACCESSIBILITY

Volunteers from CFA brigades from across Victoria were invited to take part in the survey during the months of September and October 2018, participation in the survey is on an opt in basis. The survey was promoted via:

- Direct and indirect communication with CFA volunteers.
- Electronic reminders and promotion via social media.
- Physical (paper, flyers, cards) reminders and promotions.
- Multiple lodgement options (electronic and physical).

All online survey responses are entered into a securely encrypted electronic survey record system.

Measures were implemented to block/limit the opportunity for an individual to complete multiple responses and to de-duplicate respondents and verify respondent's eligibility.

An external, independent review[2] of survey controls confirmed that survey response controls were adequate and there is high reliability in the reported results. Any additional measures to further control survey respondent identification would be "detrimental to the stated goals of inclusion and providing an independent voice to the volunteers"[2].

Accessibility and optional anonymity are considered a critical component of the survey and therefore controls that enforce verifiable personal (individual) responses were not employed. These controls are considered complicated and can have the adverse effect of causing members to avoid responding at all.

SURVEY & DATA RELIABILITY

Respondents to the survey could be anonymous or potentially identifiable (respondents have the option to leave contact details, to enable their volunteer status to be verified).

A random sample of potentially identified respondents were validated as CFA volunteers, resulting in confidence that 90% of the respondents[3] who left contact details could be verified as active CFA volunteers[2].

Results were analysed separately by anonymous and identified responses – when viewed as a conglomerate[4], there was no indication of a difference between the two cohorts.

It is therefore considered any 'falsified' records are in the minority[2]. There is no suggestion of bias and the results are representative of the target population.

The large number of respondents provides confidence that the results are likely to represent that of the overall population[2].

The Relative Standard Error[5] is less than 1.5%. This means that a movement in the VolWEL outcome of 0.05 indicates true movement in views and is not just 'noise'.[2]

The VFBV Volunteer Welfare and Efficiency Survey tools and processes have been reviewed by independent data analyst specialists Symbolix to undertake an audit of the survey instrument, access controls, representation and integrity of the findings. This audit reached the conclusion that "reasonable steps had been taken to engage the target population, [and] the returned results are reliable and broadly representative." This review also stated that "with high confidence values and minimal opportunity for bias, the surveyed gaps reported appear legitimate and reliable measures of community experiences."[2]

SURVEY REPRESENTATION

Demographic information about respondents was gathered, including brigade type (rural, urban, integrated), leadership levels, age, length of service etc.

The demographic distribution of the respondent's indicates that the likelihood of bias due to a particular cohort with particular views is unlikely.

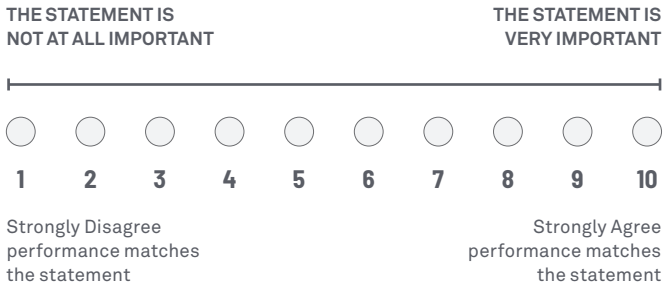
Additionally, the reliability of results as representative of the overall CFA volunteer population is enhanced by the close correlation to the demographic of the broader CFA volunteer cohort.

THE VOLUNTEER WELFARE AND EFFICIENCY LEVEL

SURVEY SCORING

The survey instrument (Survey Monkey) uses a Likert scale (a scale used to represent people's attitudes to a topic) to measure the Importance that a particular factor represents for the respondent and then also for the respondent's view of the Performance of that particular factor.

A score of 10 indicates that the factor has high Importance or Performance for the respondent. While a score of 1 indicates low Importance or Performance for that topic.



DETERMINING THE GAP AND VolWEL OUTCOME

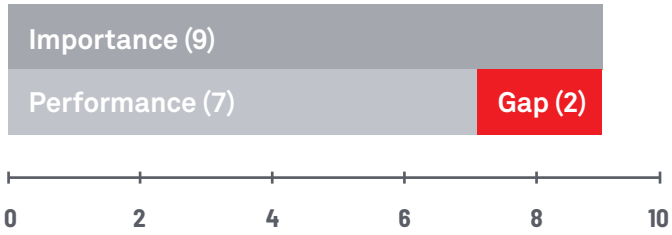
The Gap between how closely Performance meets the expectation of Importance, is referred to as the Volunteer Welfare and Efficiency Level (VolWEL) outcome.

The VolWEL outcome is a way to simply illustrate where things are working well or what needs attention.

A high VolWEL outcome is a sign that things are not working well and by what degree volunteer expectations are not being met.

A low VolWEL outcome is a sign that things are working well and indicates that volunteer expectations are closer to being met.

While a 0.05 VolWEL shift is considered an indicator of true movement[2], for practical purposes VFBV has chosen to consider any change of 0.1 or higher to be significant.

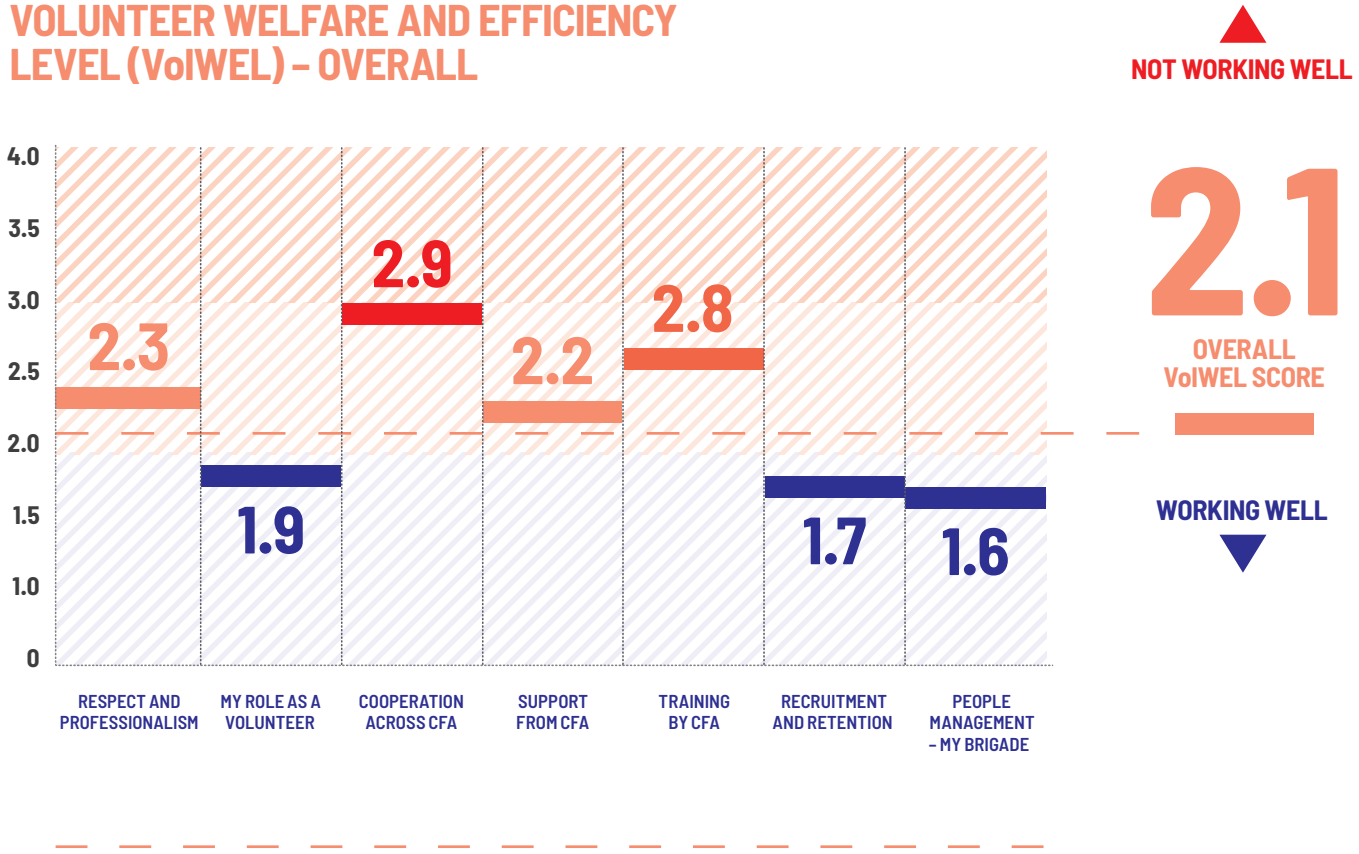


DESCRIPTIONS

>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.

VolWEL OUTCOME – CFA VOLUNTEERS

VOLUNTEER WELFARE AND EFFICIENCY LEVEL (VolWEL) – OVERALL



The overall VolWEL outcome is the best overall indicator of how well volunteer expectations are being met.

An overall VolWEL of 2.1 is considered a large gap indicating that 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.

The VolWEL outcome shows clearly where CFA and brigades are meeting the expectations of volunteers and where there are areas that should be prioritised to address volunteer concerns.

For example, CFA volunteers felt that the Recruitment and Retention and People Management – My Brigade themes were closer to meeting their expectations, while the Cooperation across CFA and Training by CFA themes tended to have poorer VolWEL outcomes.

KEY OBSERVATIONS

SUMMARY BASED ON RESPONSES TO INDIVIDUAL STATEMENTS

MOST POSITIVE

▼ A VolWEL outcome of less than 1.5

Volunteers responded most positively to the following statements;

RECRUITMENT AND RETENTION

- There are no barriers to the roles that women can occupy within a brigade.
- Diversity is accepted and welcomed at brigades.
- New volunteers are actively supported to allow them to turn out to incidents within a reasonable time of joining the brigade.
- New volunteers in non-response roles are actively supported to allow them to contribute in my brigade within a reasonable time of joining.

PEOPLE MANAGEMENT – MY BRIGADE

- Volunteers are effectively consulted and involved in decision making at brigade level.
- There is a friendly environment within brigades, which welcomes new members and has good morale.

MY ROLE AS A VOLUNTEER

- Volunteers feel the time they devote to CFA is productive and worthwhile.

AREAS FOR SIGNIFICANT IMPROVEMENT

▲ A VolWEL outcome of 2.5 or more

Volunteers responded most negatively to the following statements;

TRAINING BY CFA

- CFA provides enough training opportunities in formats, at time and locations that make it easy for me to participate.
- CFA provides good leadership training for volunteers in people management, brigade management, conflict resolution and mentoring.
- Training is available and provided within a reasonable distance from members' brigades.

SUPPORT FROM CFA

- CFA corporate policies and leadership support an effective volunteer-based and fully integrated organisation.
- Paid personnel in local brigades / Districts are committed to supporting and empowering volunteers.

COOPERATION ACROSS CFA

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

RECRUITMENT AND RETENTION

- Brigades are successful in recruiting and retaining young people as volunteers.

FURTHER OBSERVATIONS

- The biggest shift in opinion relates to training. This gap has increased by 0.2 this year, reversing the trend from 2017 and making it a critical need to be addressed.
- Within the theme of training, urban brigades report the largest gap between expectation and performance overall, including a critical 3.5 VolWEL on the specific statement about availability and opportunity for training in formats, locations and times that are accessible.

- Members are most satisfied with their role and activities at a brigade level. Most members feel the time they devote to the CFA is productive and worthwhile.
- Members are least satisfied with cooperation across CFA at the corporate / management level, which includes how CFA consults and involves volunteers in decisions that affect them, how policies support CFA volunteers, how staff work with volunteers, and support for volunteer leadership and people management.

- The biggest gap between expectation and performance within an overall theme is in Cooperation across CFA. This theme has the poorest overall VolWEL outcome of all themes in the survey at 2.9.
- All four statements in the cooperation theme (page 12) received a VolWEL of 2.5 or above, a significant gap between expectation and performance requiring immediate action.
- The most negative perception for the entire survey relates to the statement that CFA volunteers are effectively consulted and involved in decision-making at the 'corporate' level, with a large and concerning VolWEL of 3.5.
- Feedback comments indicate that CFA volunteers include the State Government in the 'corporate / management' category.

- Overall, 80% of volunteers intend to continue with the CFA since the drop reported in 2016, however this remains well below the positive intention rates of 87% reported in 2013 and 2014.
- Only 67% of volunteers from integrated brigades and 78% from urban brigades intended to remain with the CFA, compared to 84% for rural brigades. As a significant portion of Victoria's critical surge capacity comes from urban and integrated brigades this is a major concern, in particular considering the drop in volunteer numbers reported by CFA in the past year.
- These results should be of significant concern, particularly as it is possible that some of the most dissatisfied members resigned in the past year, meaning this may be under-reported in the results.
- Rural brigade members are most likely to recommend being a CFA volunteer (78%), followed by urban brigade members (70%). Volunteers from integrated brigades are least likely to recommend being a CFA volunteer (54%).

- Younger members have the best VolWEL outcomes of all age groups, although they are generally more concerned than older members about attracting and retaining young people.
- Volunteers with less than one year membership are generally more satisfied, with a VolWEL of 1.0, while members with six years' and above service are significantly less happy with a VolWEL of 3.0.

- Overall, 75% of respondents were satisfied with their role as a CFA volunteer. Volunteers from rural brigades are the most satisfied (78%), and those from integrated brigades are the least satisfied (56%). The decline in this measure first reported in 2016 has not improved.
- Only 50% of volunteers are satisfied with how they are treated by the CFA. This remains concerningly low and has not improved since the decline began in 2016. A breakdown by brigade type indicates rural members are the most satisfied (55%) and integrated and urban brigades the least satisfied (43%).

- Volunteer leaders who work above the brigade level (eg. Group and District) are the least satisfied, with an alarming 3.7 gap between the expectation and performance of CFA corporate / management given they are the members most commonly engaging with the CFA leadership.

- 'Recruitment and retention' continues as one of the more positive areas, but results highlight the recruitment and retention of younger volunteers as an ongoing concern.

- Volunteers reported little concern about barriers to the roles women can occupy, and high levels of inclusiveness of all backgrounds and beliefs. The responses for women in these categories were slightly less favourable than men when responding to questions on diversity and bullying.
- People management at brigade level was the best performing theme with a VolWEL of 1.6. This includes that the environment at their brigade is friendly and welcoming, that volunteers are effectively consulted at brigade level, and that workplace bullying is not tolerated in brigades.
- However there were some concerns about brigade leaders dealing effectively with bullying and conflict resolution and morale, which ties into the feedback that volunteer leaders are not receiving enough training in these areas.

SURVEY PARTICIPATION

- The number of CFA respondents (2541) continues to be high and statistically robust and has been independently confirmed as a valid representation of the wider CFA population by an independent review.
- The demographics profile of respondents largely represents the overall CFA volunteering population.
- However there is a slight under-representation of younger people and women compared to CFA's broader demographics, although their participation rate in the survey has been consistent over the years.
- All CFA Districts are represented in the responses.
- A small group of respondents identified as being under 25 (approximately 3%). This is consistent with previous years.
- 33% of respondents provided additional comments to support or add to their views.

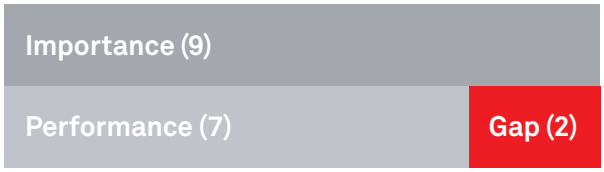
TRENDS BY THEME

The relative measure of how closely performance meets the expectation of importance, is shown by the gap and indicated in red.

A gap of 2.5 or more is indicative of a significant issue needing to be addressed.

A gap of less than 1.5 indicates volunteer expectations are closer to being met.

Example:



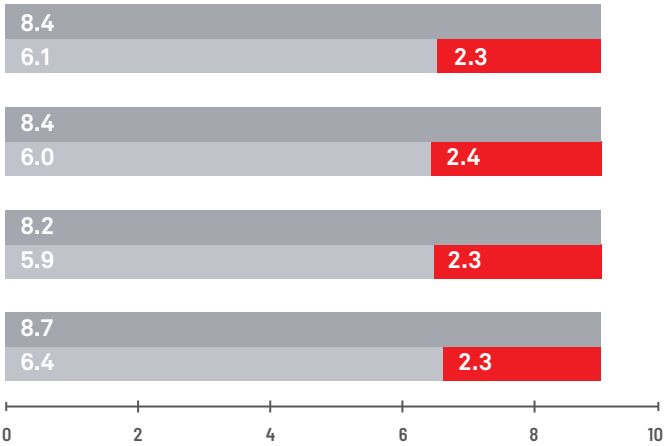
1. RESPECT AND PROFESSIONALISM

Q: I respect and appreciate the effort made by CFA to support me as a volunteer.

Q: The respect and value of the contribution of volunteers is evident in CFA's actions and culture.

Q: In general, CFA staff accept and recognise the professionalism of volunteers.

Q: CFA consistently and proactively promotes public understanding of community confidence in the role and professionalism of CFA volunteers and their brigades.



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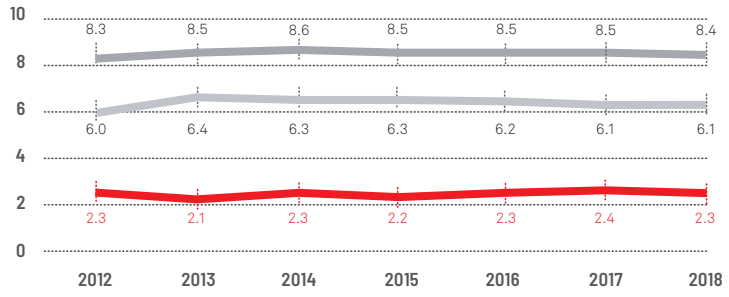


"In the fifty years I have served as a volunteer firefighter, Captain, Deputy Group Officer and Group Officer I have never seen the morale of volunteer members so low."

Brigade leader

2. MY ROLE AS A VOLUNTEER

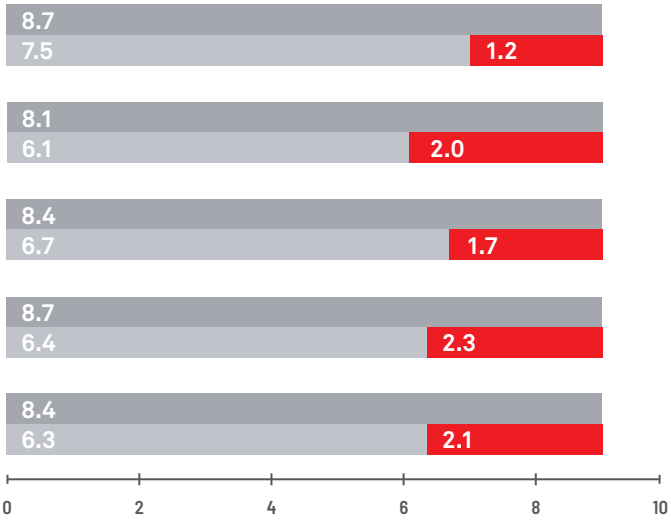
Q: I feel the time I devote to CFA is productive and worthwhile.

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.

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.

Q: CFA recognises and utilises the skills and experience that I bring to CFA.

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.



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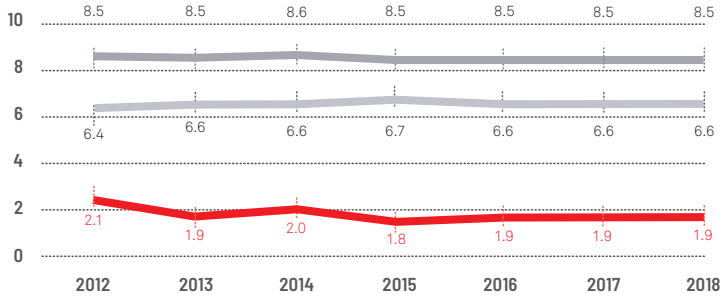


"Volunteers are being actively excluded from opportunities that used to exist. ... CFA culturally has been progressively ignoring opportunities for volunteers to step up and be involved in the operation of the organisation."

Brigade member

"I have skills recognised at a national level, but not allowed to use them under CFA policy."

Brigade member

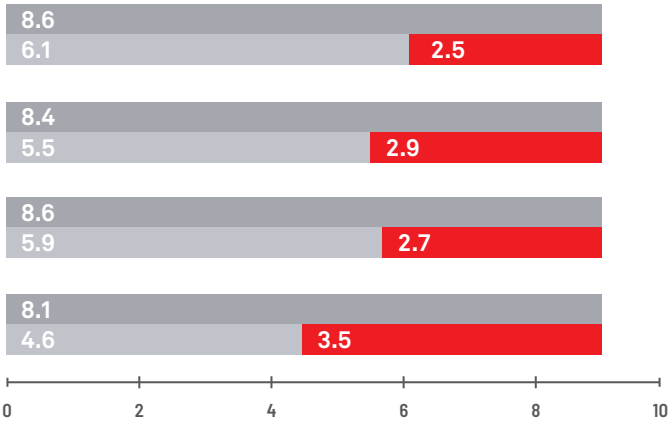
3. COOPERATION ACROSS CFA

Q: Volunteers and CFA staff work cooperatively at all levels to achieve shared goals and serve the community.

Q: CFA's workforce arrangements allow the paid staff and volunteers to work cooperatively as an integrated team.

Q: Volunteers are effectively consulted and involved in decision making at my local District/Regional level.

Q: Volunteers are effectively consulted and involved in decision making at CFA Corporate level.



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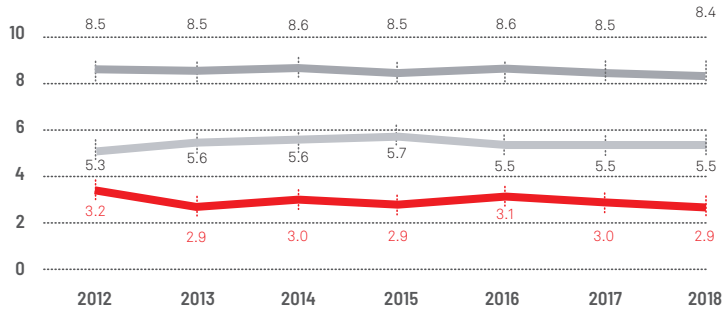


"It is the interference of Government into decisions that affect volunteers without consulting those volunteers first and not CFA specifically that causes the most concern and conflict."

Brigade leader

4. SUPPORT FROM CFA

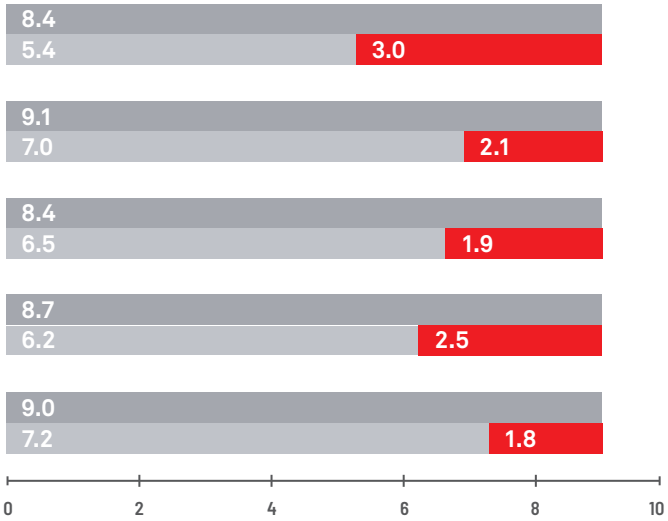
Q: CFA corporate policies and leadership supports an effective volunteer based and fully integrated organisation.

Q: CFA works actively to discourage workplace bullying.

Q: My employer is effectively recognised and supported to release me to undertake my volunteer commitments.

Q: CFA paid personnel in my local brigade/district area are committed to supporting and empowering volunteers.

Q: Volunteer leaders in my brigade are effectively supported and empowered to manage my brigade and undertake their roles.



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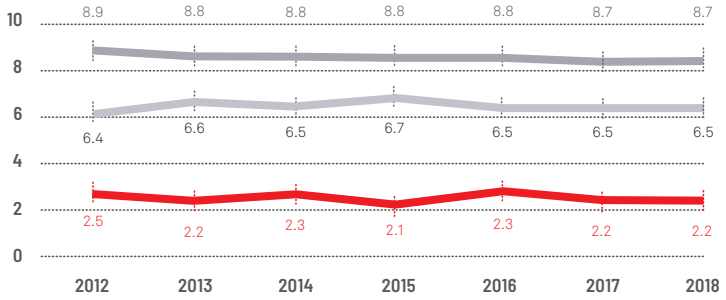


"LISTEN to what we have to say and become more flexible and adaptive to address OUR needs. There has been too much 'direction' and not enough 'conversation'... Plan [forums] according to our needs and schedules rather than what suits people in Melbourne."

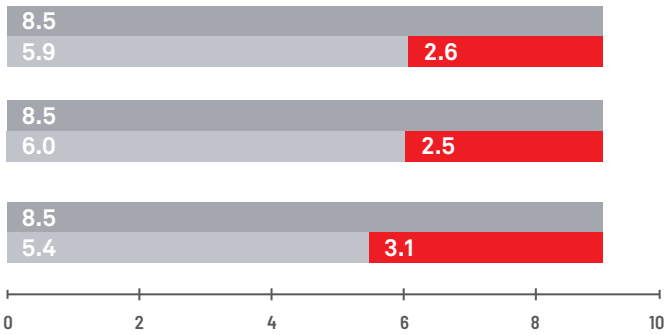
Brigade leader

5. TRAINING BY CFA

Q: CFA provides good leadership training for volunteers in people management, brigade management, conflict resolution and mentoring.

Q: Most training is available and provided within a reasonable distance from my brigade.

Q: CFA provides enough training opportunities in formats, at times and at locations that make it easy for me to participate.



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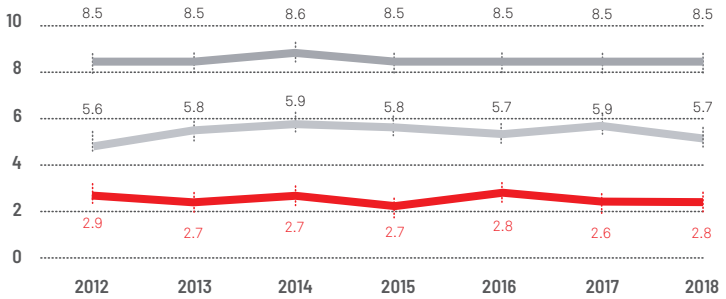


"In a recent CFA budget I noticed the only line which didn't increase was volunteer training. That says all about CFA attitude to volunteers."

Brigade member

"The lack of training packages is a continual frustration, in particular structural fire fighter, and structural crew leader, which have been withdrawn and "under review" for a number of years now."

Brigade leader

6. RECRUITMENT AND RETENTION

Q: My brigade is successful in 'recruiting' younger people as volunteers.

Q: My brigade is successful in 'retaining' younger people as volunteers.

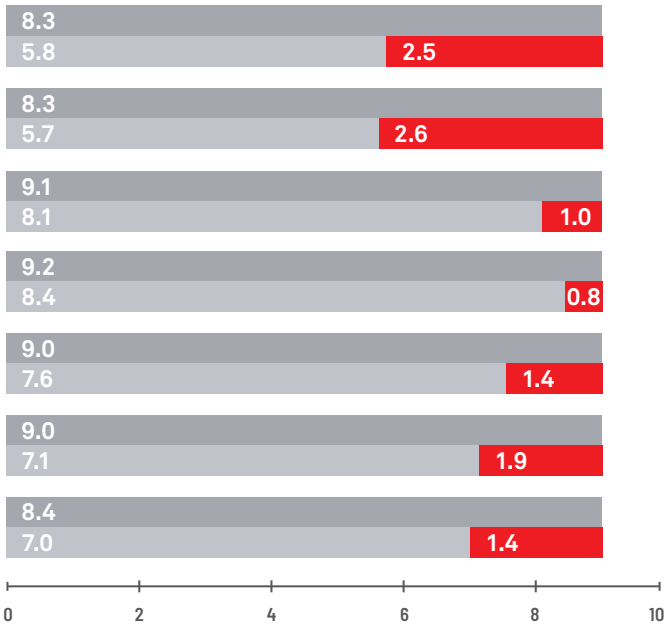
Q: People from all cultural backgrounds, different religious, political and personal beliefs are all made welcome at my brigade.

Q: There are no barriers to the roles women can occupy in my brigade.

Q: New volunteers are actively supported to allow them to turn out to incidents within a reasonable time of joining the brigade.

Q: The environment across the wider CFA is volunteer-friendly and welcoming to new members.

Q: New volunteers in non-response roles are actively supported to allow them to contribute in my brigade within a reasonable time of joining.



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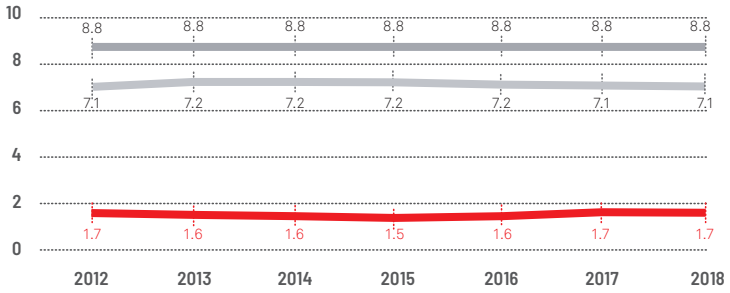


"Attracting new young members is essential for the survival of country brigades. More needs to be done to help recruit."

Brigade leader

7. PEOPLE MANAGEMENT – MY BRIGADE

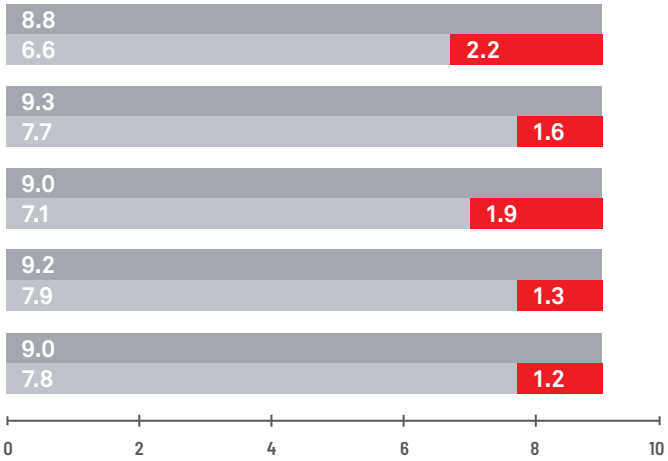
Q: My brigade leaders are able to deal effectively with human resource,conflict resolution and morale issues at brigade level.

Q: Workplace bullying is not tolerated in brigade of which I have been a member.

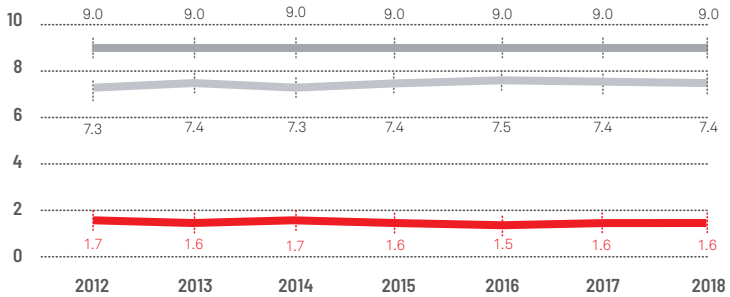
Q: People management issues, conflict resolution and volunteer morale are generally well managed within my brigade.

Q: The environment at my brigade is volunteer-friendly, welcoming to new members and creates good morale.

Q: Volunteers are effectively consulted and involved in decision making at my brigade level.



TREND



"I am a very happy and motivated volunteer and have very good support from my Brigade BMT and members. I find CFA very productive volunteering."

Brigade member

WHO IS VOLUNTEER FIRE BRIGADES VICTORIA?

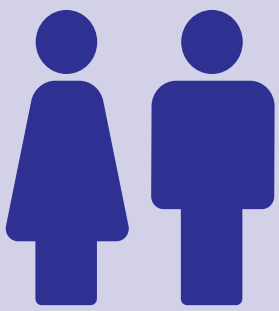
Vision:
Strong volunteerism, embraced to build community resilience for a safer Victoria.

Volunteer Fire Brigades Victoria (VFBV) was established under the Country Fire Authority Act 1958 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 CFA volunteers.

VFBV actively partners with government and emergency management agencies to ensure volunteers and their communities remain actively involved in emergency management decision making at every level through day to day practical work in VFBV/CFA Joint Committees, Volunteer Consultative Forum and working to ensure positive, practical results flow from various reviews impacting on volunteers, volunteerism, emergency management and community safety.

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 and to measure and understand how satisfied volunteers are with arrangements in place to support, encourage and enable them in their significant contribution to Victorian communities.



90%

of respondents indicated awareness of the role VFBV plays in support of brigades and volunteers

SATISFACTION

OBSERVATIONS

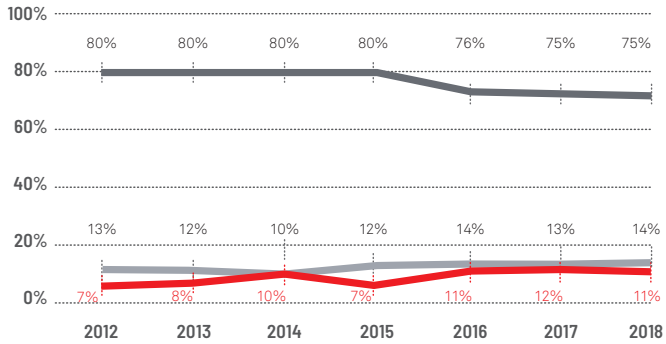
- Satisfaction with their role as a volunteer has shown either little or no improvement over the past three years.
- Satisfaction with the way volunteers are treated by CFA remains concerningly low – with no improvement on the decline first reported in 2016.
- There has been a slight but gradual improvement in the number of members who would recommend being a CFA volunteer and in their intention to continue.
- Coupled with the decline in volunteer numbers reported by CFA in 2018 it is possible that many dissatisfied volunteers have already resigned or withdrawn from CFA, which may have influenced the trends across all satisfaction measures.

RESULTS

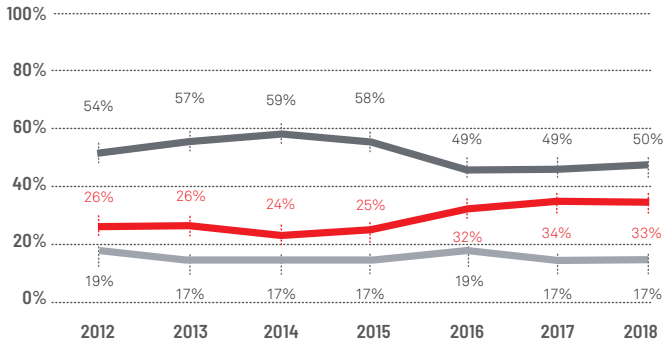
Respondents were asked to rate their satisfaction on a 10-point scale: from 1 "not at all" to 10 "very" (with 5 indicating unsure).

7-10 SATISFIED **5-6** UNSURE **1-4** DISSATISFIED

Overall how satisfied are you with your role as a CFA volunteer?



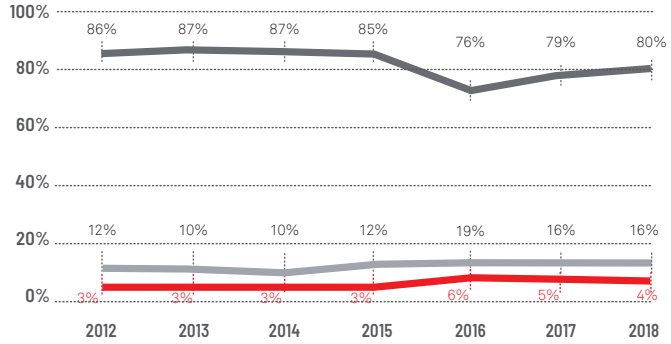
Overall how satisfied are you with the way volunteers are treated by CFA?



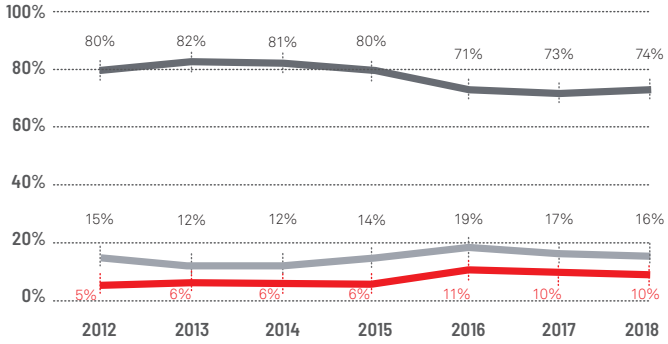
Respondents were asked to rate their satisfaction on a 10-point scale: from 1 "definitely not" to 10 "definitely" (with 5 indicating unsure).

7-10 YES **5-6** UNSURE **1-4** NO

I intend to continue my membership with CFA.



I would recommend being a CFA volunteer to people I know.



MOTIVATION

OBSERVATIONS

The survey asked respondents to select one of six potential main reasons they volunteer. Overwhelmingly, CFA volunteers contribute their time for one of two main reasons – shown in the graph.

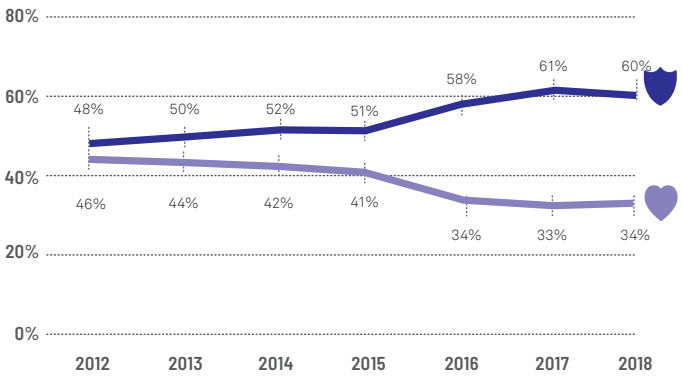
The trend in the shift away from volunteering for a sense of fulfilment in supporting my community in a meaningful way towards to help protect the community I live is evident in the results since the second year of the survey in 2013.

This trend appears to have remained consistent with the 2017 results. The change in reason for volunteering could be an indication that volunteers do not feel that their contribution to CFA is valued.

SUMMARY OF TRENDS

To help protect the community I live in.

A sense of fulfilment in supporting my community in a meaningful way.



FOOTNOTES

1. Section 6, *Country Fire Authority Act 1958*
2. VFBV engaged independent data analyst specialists Symbolix in 2018 to conduct an audit of the survey instrument, access controls, representation and integrity of the findings and report on these findings to VFBV.
3. 95% statistical confidence that the true value lies within the window [78.2% - 96.7%]
4. Using a technique called Non-metric Multidimensional scaling, or NMDS.
5. The Relative Standard Error (RSE) is an expression of confidence in the reported metrics ability to reflect the true population.

* Minor grammar and spelling corrections have been made for readability, and some quotes have been edited for conciseness. Every effort has been made to retain the relevance and intent of the full quote.

60%

To help protect the community I live in.

34%

A sense of fulfilment in supporting my community in a meaningful way.

3% Other

2% To enjoy social contact

1% To learn new skills

Nb: To meet new people attracted 0% (n=10) of responses.

VFBV

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