

2025 Volunteering for Queensland survey

Response count

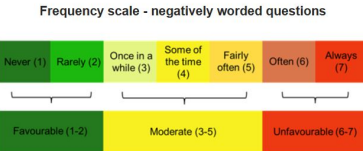
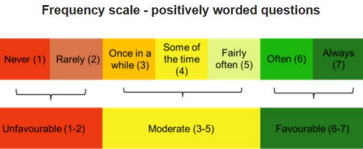
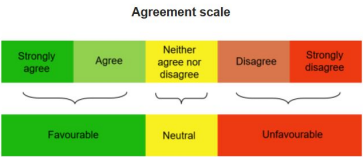
1,287

Exportable summary

This report provides a summary of the results for the 2025 Volunteering for Queensland survey. It includes results for the following themes:

- Engagement
- What's working well, and areas for development
- Recruitment and retention
- My team
- Recognition
- Leadership
- Training and development
- Health, safety and wellbeing
- Information and communication
- Domestic and family violence
- Workplace behaviour

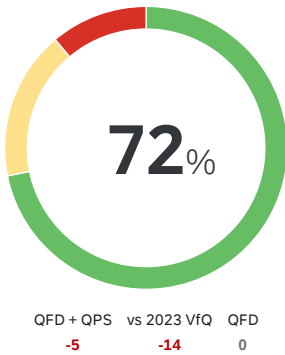
Note: To print a copy of this report from the online dashboard, click on the *Export Dashboard* button, then export to PDF with the *Hide filters* option unchecked.



Engagement

Engagement is an individual's connection to their organisation. It is a global measure of workforce experience. Many factors influence engagement: leadership, a positive and inclusive team culture, leader support, and accountability, to name a few.

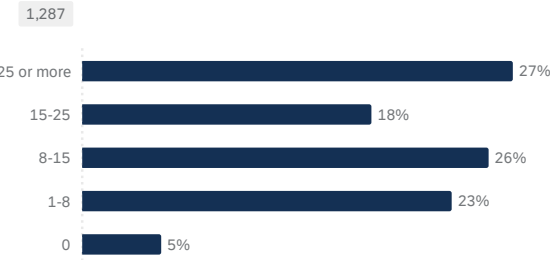
Engagement



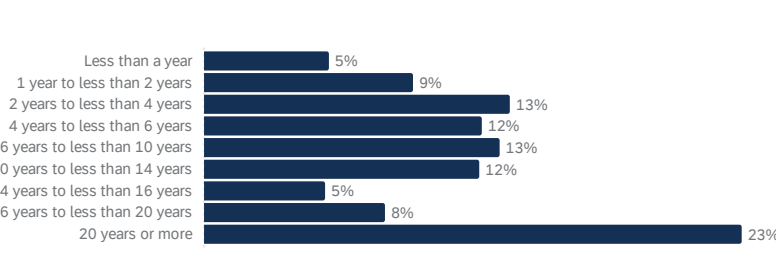
Engagement

Question	Responses	Distribution	QFD + QPS	vs 2023 VfQ	QFD
I am proud to tell others I volunteer for my service	1113	<div><div></div></div> 79%	-5	-11	0
I feel strong personal attachment to my service	1135	<div><div></div></div> 71%	-4	-11	0
I would recommend my service as a great place to volunteer	1112	<div><div></div></div> 65%	-6	-20	0

Hours per month spent volunteering in the last six months



How long have you been a volunteer?



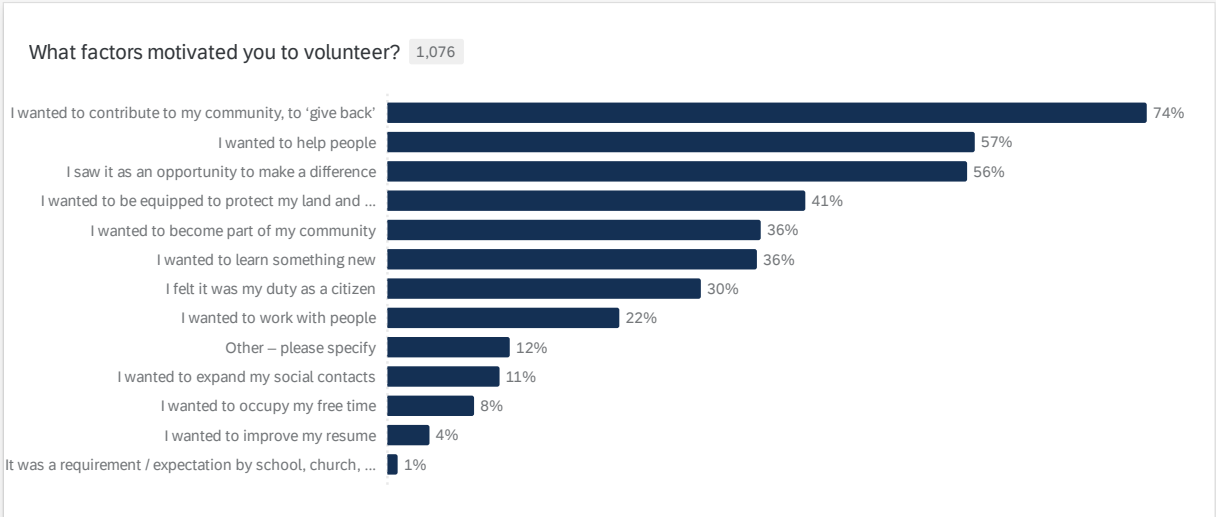
What's working well, and areas for improvement

What's working well		
Question	Responses	Distribution
I am confident I would respond safely and appropriately if a colleague disclosed to me that they were a victim-survivor of domestic and family violence	540	<div><div></div><div>92%</div><div></div></div>
I feel safe in my team	1092	<div><div></div><div>89%</div><div></div></div>
I understand what is expected of me to effectively do my volunteer role	1090	<div><div></div><div>89%</div><div></div></div>
I am confident I would respond safely and appropriately if a colleague disclosed to me that they were using domestic and family violence	539	<div><div></div><div>88%</div><div></div></div>
My volunteer work has a positive impact on the lives of the people of Queensland	1054	<div><div></div><div>86%</div><div></div></div>
My leader shows appreciation for my contribution to our volunteer work objectives	1007	<div><div></div><div>86%</div><div></div></div>
I feel included in my team	1090	<div><div></div><div>86%</div><div></div></div>
I feel respected in my team	1089	<div><div></div><div>85%</div><div></div></div>
People are treated fairly and equitably in my volunteer workplace	1093	<div><div></div><div>84%</div><div></div></div>
I feel that my contribution is recognised in my team	1090	<div><div></div><div>81%</div><div></div></div>

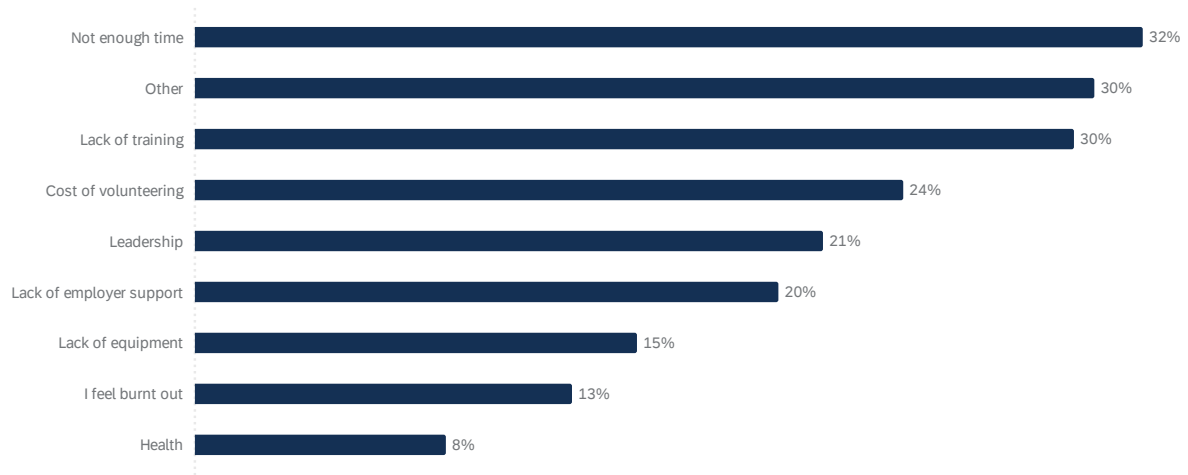
Areas for improvement		
Question	Responses	Distribution
Volunteers are consulted about significant change that impacts their volunteering role	998	<div><div></div><div>49%</div><div>37%</div></div>
I feel that my contribution is recognised by my agency	1116	<div><div>27%</div><div>32%</div><div>41%</div></div>
I receive the training and development I need as a leader	391	<div><div>29%</div><div>33%</div><div>38%</div></div>
In my team, we discuss ways to promote mental health	945	<div><div>36%</div><div>44%</div><div>20%</div></div>
I am overloaded with my volunteering commitments*	940	<div><div>36%</div><div>56%</div><div></div></div>
My volunteering is emotionally demanding*	940	<div><div>37%</div><div>54%</div><div></div></div>
Senior leaders create an environment where volunteers feel heard	384	<div><div>41%</div><div>27%</div><div>32%</div></div>
Senior leaders keep volunteers informed about what's going on	386	<div><div>43%</div><div>29%</div><div>28%</div></div>
In my team, we discuss ways to promote wellbeing	951	<div><div>43%</div><div>44%</div><div></div></div>
I am well informed about what is happening in my service	1000	<div><div>45%</div><div>31%</div><div>24%</div></div>

Recruitment and retention

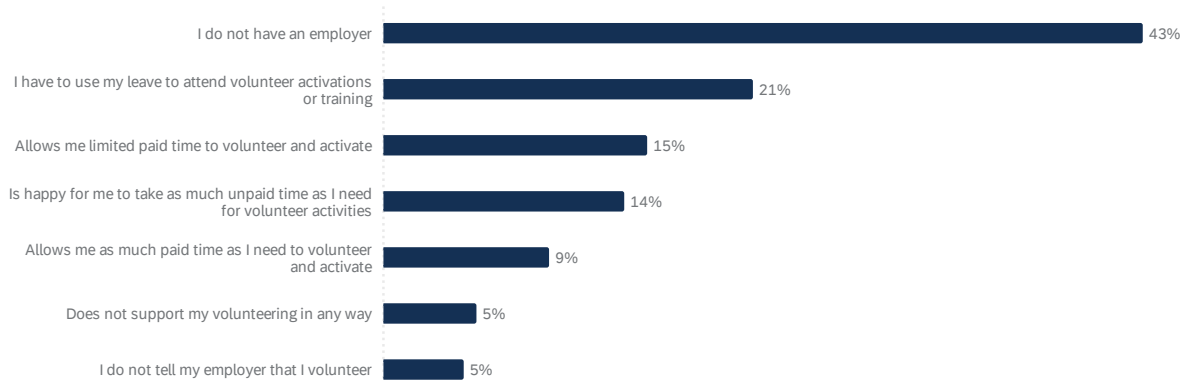
These results provide insights into factors affecting recruitment and retention, including volunteers' other commitments, perceived barriers, motivations for getting involved, and the level of support they receive from their employers. Also captured is volunteers' intention to continue volunteering, and potential reasons for leaving.



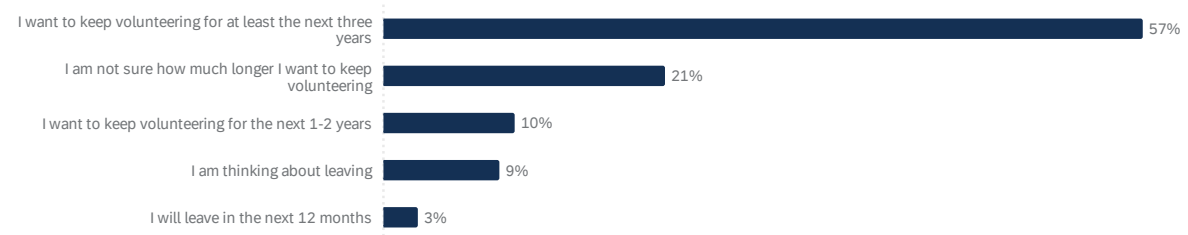
Barriers to volunteering 991



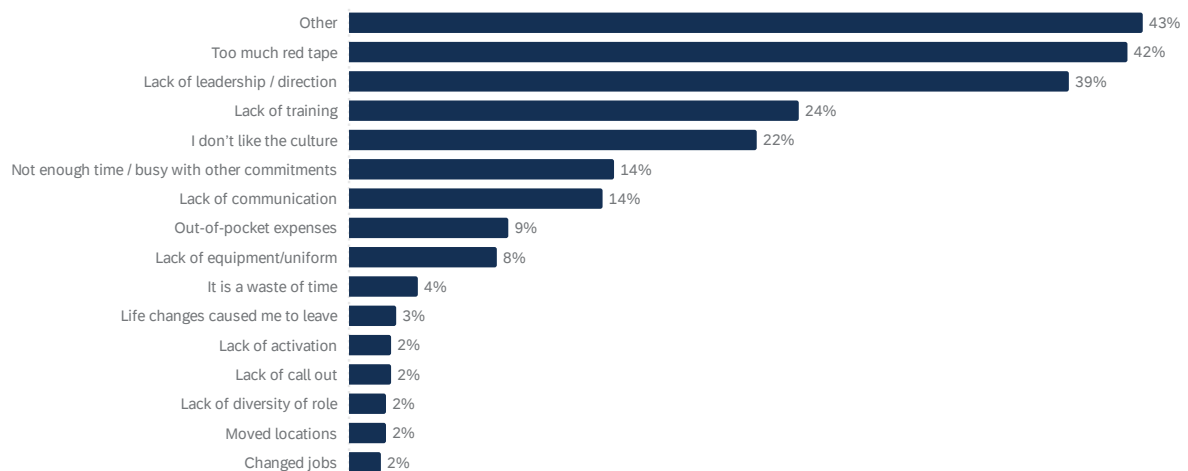
To what extent does your employer support you volunteering? 1,014



Which of the following best reflects your current thoughts about your volunteer role? 1,092



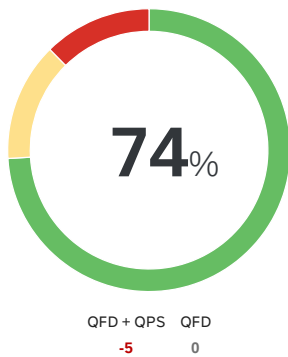
Reasons for leaving 347



My team

These results reflect volunteers' experiences in their team, including perceptions of their role, how their team interacts, and whether they feel safe, respected, included, and treated fairly.

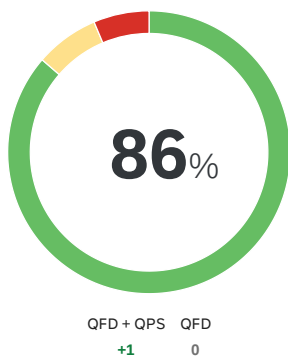
My role



My role

Question	Responses	Distribution	QFD + QPS	vs 2023 VfQ	QFD
I understand what is expected of me to effectively do my volunteer role	1090	<div><div>89%</div></div>	-1	-1	0
My volunteer work has a positive impact on the lives of the people of Queensland	1054	<div><div>86%</div></div>	-3	-5	0
I receive the training I need to effectively do my volunteer role	1086	<div><div>48%</div></div>	-11	-	0

My team

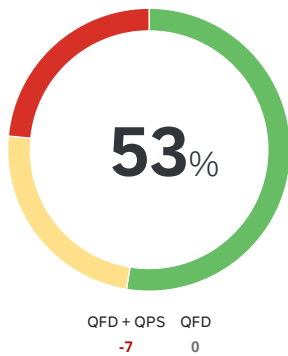


My team

Question	Responses	Distribution	QFD + QPS	vs 2023 VfQ	QFD
I feel safe in my team	1092	<div><div>89%</div></div>	0	-	0
In my team, we treat each other respectfully	1092	<div><div>88%</div></div>	+1	+2	0
I feel included in my team	1090	<div><div>86%</div></div>	+2	-	0
I feel respected in my team	1089	<div><div>85%</div></div>	+2	-	0
People are treated fairly and equitably in my volunteer workplace	1093	<div><div>84%</div></div>	+1	+13	0

Recognition

Recognition



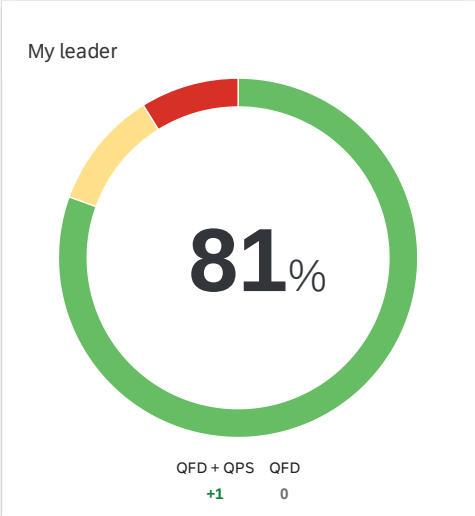
Recognition

Question	Responses	Distribution	QFD + QPS	vs 2023 VfQ	QFD
I feel that my contribution is recognised in my team	1090	<div><div>81%</div></div>	+1	-	0
I feel that my contribution is recognised by my service	1095	<div><div>50%</div><div>28%</div><div>22%</div></div>	-8	-	0
I feel that my contribution is recognised by my agency	1116	<div><div>27%</div><div>32%</div><div>41%</div></div>	0	-	0

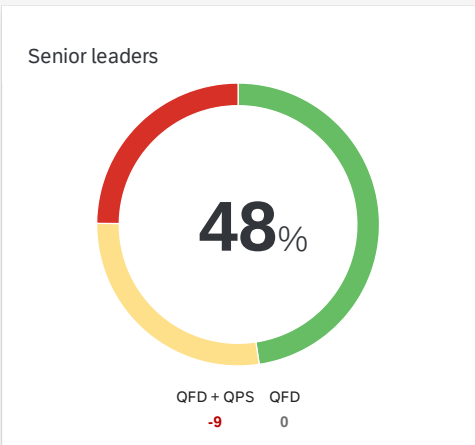
Leadership

These results show volunteers' perceptions of two levels of leadership within their service. It explores volunteers' perceptions of both their immediate and senior leaders, focusing on how leadership influences their overall experience.

'Your leader' was defined as the person volunteers report to: FESSN Regional Supervision Counsellors/PSO Coordinator or RFSQ First Officers. 'Senior leaders' was defined as FESSN Program Managers and Regional Mental Health Managers or RFSQ Area Managers/Managers.



Question	Responses	Distribution	QFD + QPS	vs 2023 VfQ	QFD
My leader treats people in our team respectfully	1010	<div><div>87%</div></div>	+1	+5	0
My leader shows appreciation for my contribution to our volunteer work objectives	1007	<div><div>86%</div></div>	+1	+7	0
My leader leads by example	1005	<div><div>80%</div></div>	0	-	0
I feel comfortable discussing my volunteer work challenges with my leader	1001	<div><div>78%</div></div>	0	+1	0
My leader communicates in an appropriate and timely manner	1010	<div><div>77%</div></div>	+1	-	0
My leader clearly communicates performance expectations	1006	<div><div>75%</div></div>	0	+4	0



Question	Responses	Distribution	QFD + QPS	vs 2023 VfQ	QFD
Senior leaders model the values/principles of my service	382	<div><div>55%</div><div>25%</div></div>	-7	0	0
Senior leaders demonstrate honesty and integrity	385	<div><div>54%</div><div>28%</div></div>	-9	-7	0
Senior leaders provide clear direction for the future of my service	385	<div><div>45%</div><div>28%</div><div>27%</div></div>	-9	-4	0
Senior leaders keep volunteers informed about what's going on	386	<div><div>43%</div><div>29%</div><div>28%</div></div>	-11	-11	0
Senior leaders create an environment where volunteers feel heard	384	<div><div>41%</div><div>27%</div><div>32%</div></div>	-9	-3	0

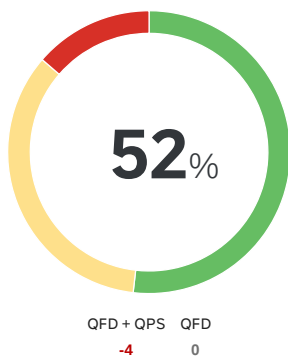
Training and development

Question	Responses	Distribution	QFD + QPS	QFD
I receive the training I need to effectively do my volunteer role	1086	<div><div>48%</div><div>21%</div><div>31%</div></div>	-11	0
I receive the training and development I need as a leader	391	<div><div>29%</div><div>33%</div><div>38%</div></div>	-4	0

Health, safety and wellbeing

These results show how supported volunteers feel to carry out their roles safely and sustainably. They also examines leaders’ attitudes towards health and safety, and the demands associated with volunteering.

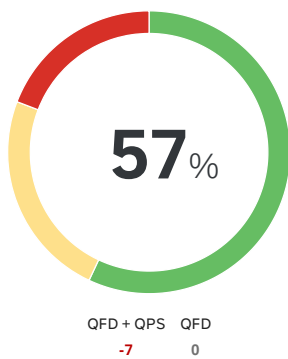
In my team



In my team

Question	Responses	Distribution	QFD + QPS	vs 2023 VfQ	QFD
I am provided with the right equipment to perform my volunteer role safely	959	<div><div>71%</div><div></div><div></div></div>	-5	-3	0
In my team, we proactively discuss workplace safety	956	<div><div>56%</div><div>37%</div><div></div></div>	-4	-3	0
In my team, we discuss ways to promote wellbeing	951	<div><div>43%</div><div>44%</div><div></div></div>	-3	-2	0
In my team, we discuss ways to promote mental health	945	<div><div>36%</div><div>44%</div><div></div></div>	-3	-2	0

Leader support



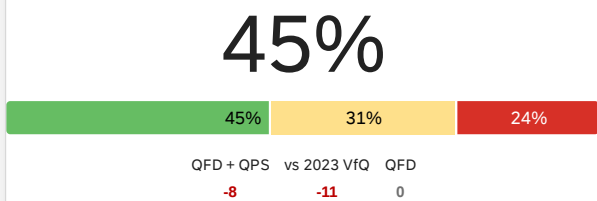
Leader support

Question	Responses	Distribution	QFD + QPS	vs 2023 VfQ	QFD
I feel that my service considers the wellbeing of the volunteer workforce to be important	961	<div><div>57%</div><div>24%</div><div></div></div>	-10	-13	0
Senior leaders act quickly to correct problems or issues that affect volunteers health, safety or wellbeing	952	<div><div>57%</div><div>24%</div><div></div></div>	-5	-3	0

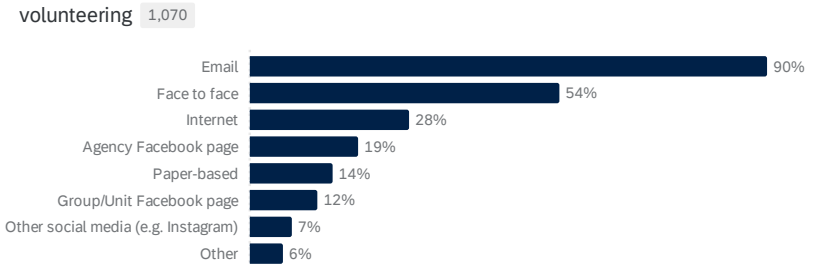
Question	Responses	Distribution	QFD + QPS	vs 2023 VfQ	QFD
My volunteering is emotionally demanding*	940	<div><div>37%</div><div>54%</div><div>9%</div></div>	-2	+13	0
I am overloaded with my volunteering commitments*	940	<div><div>36%</div><div>56%</div><div>8%</div></div>	-1	-5	0
Volunteers are consulted about significant change that impacts their volunteering role	998	<div><div>15%</div><div>49%</div><div>37%</div></div>	-6	-7	0

Information and communication

I am well informed about what is happening in my service



Preferred methods to access and keep up to date with information relating to volunteering



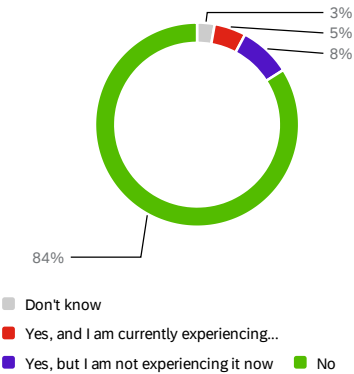
Domestic and family violence

Question	Responses	Distribution	QFD	QFD + QPS
I am confident I would respond safely and appropriately if a colleague disclosed to me that they were a victim-survivor of domestic and family violence	540	<div><div></div><div>92%</div><div>6%</div></div>	0	0
I am confident I would respond safely and appropriately if a colleague disclosed to me that they were using domestic and family violence	539	<div><div></div><div>88%</div><div>9%</div></div>	0	0

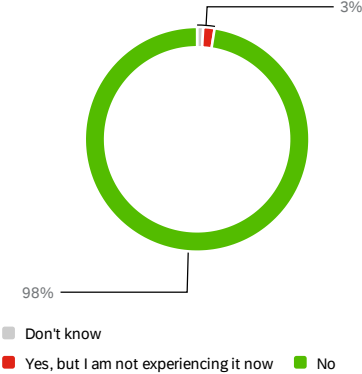
Workplace behaviour

In the last 12 months, have you experienced any of the following in your volunteer workplace?

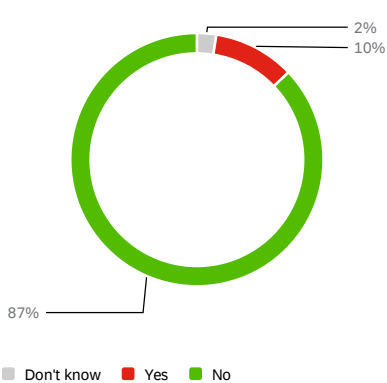
Bullying 937



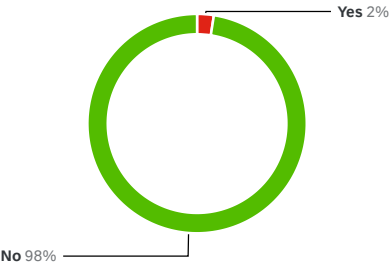
Sexual harassment 920



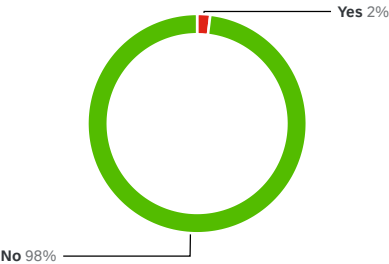
Workplace violence or aggression 932



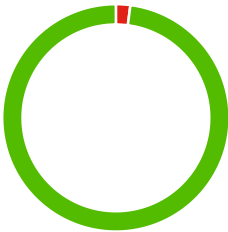
Racism



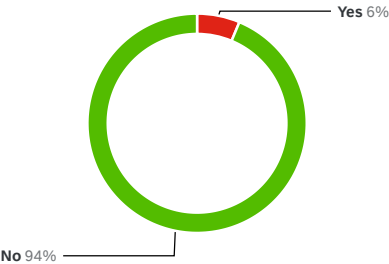
Discrimination because of disability



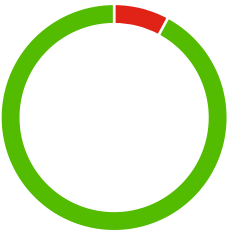
Discrimination because of sexual orientation



Discrimination because of gender



Discrimination because of age



Discrimination because of cultural background

