

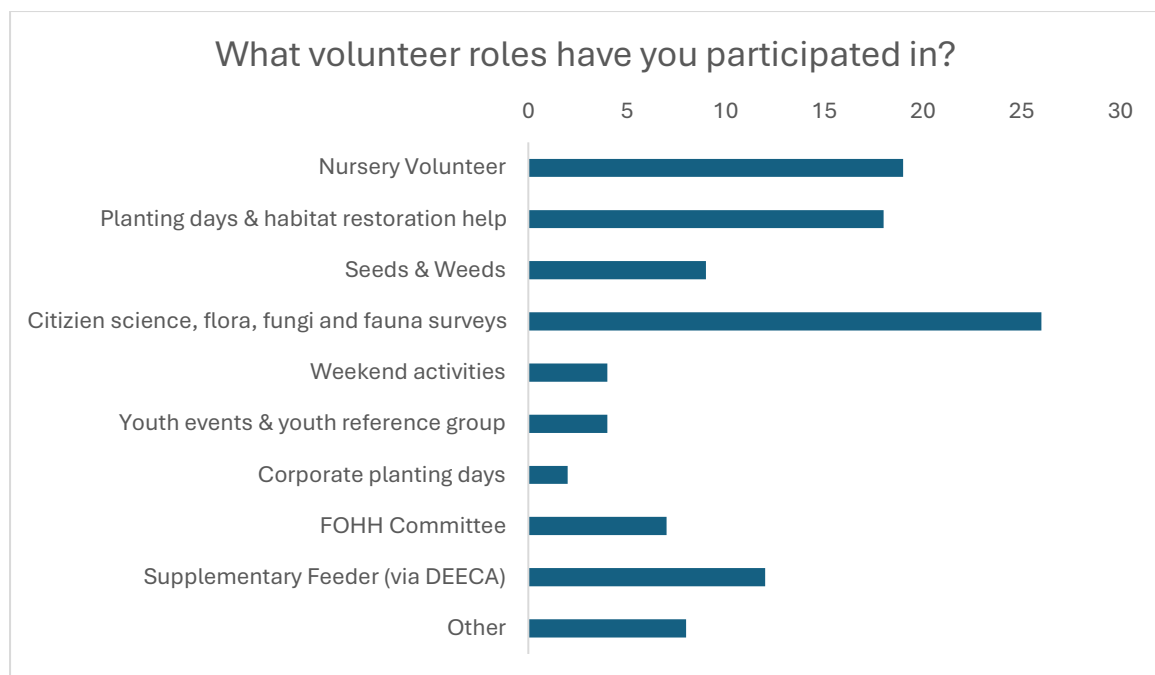


VOLUNTEER SATISFACTION SURVEY RESULTS

This survey was opened on October 1st 2024, and closed on November 11th 2024, lasting approximately 6 weeks. 50 respondents completed the survey both online and on physical copies of the survey. I would like to thank Marita Hanigan for distributing copies of the survey to nursery volunteers, ensuring that all volunteers were represented no matter how they chose to complete the survey. And thank you once again to all respondents.

It is important to note that the 50 respondents to this survey are only a small sample of all volunteers, and that all conclusions drawn from this survey are based on this sample. For the purpose of this survey, they will be considered representative of the opinions of all volunteers.

What volunteer roles have you participated in?



Over half of all respondents (52%) have participated in Citizen science, flora, fungi and fauna surveys. We received responses from at least 2 people in every volunteer role listed, which suggests we have received a representative group of respondents.

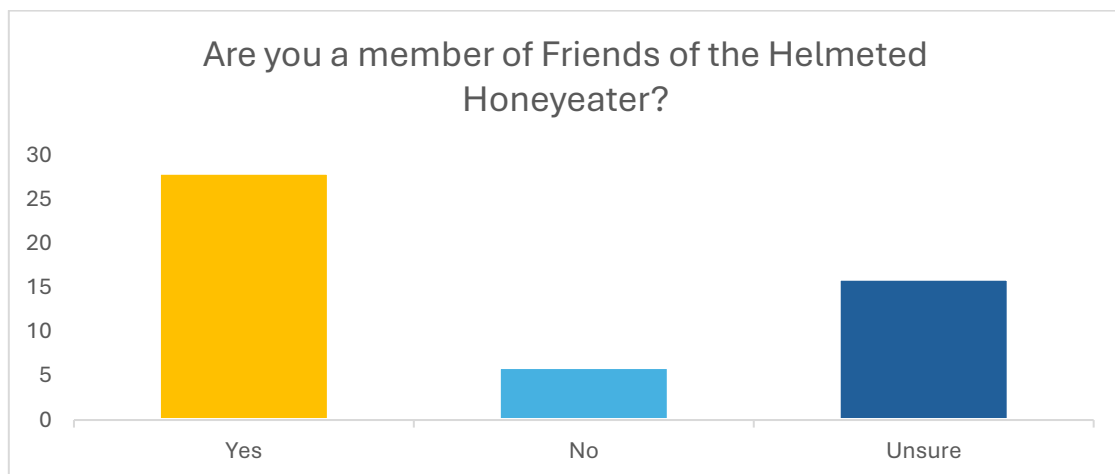
“Other” volunteer roles provided by respondents included:

- Administrative work
- Assisting at social / info days (also called event support by respondents)
- Collecting and processing seeds from outside the reserve to grow in the nursery
- Grant writing and securing funding

- Conducting surveys of FOHH volunteers
- Writing articles on FOHH for local publications
- Merchandise / cards
- Promotion and communication
- Donations

Amongst respondents, there was a feeling that some of this extra work goes unacknowledged, including work in event support and collecting seeds to grow in the nursery.

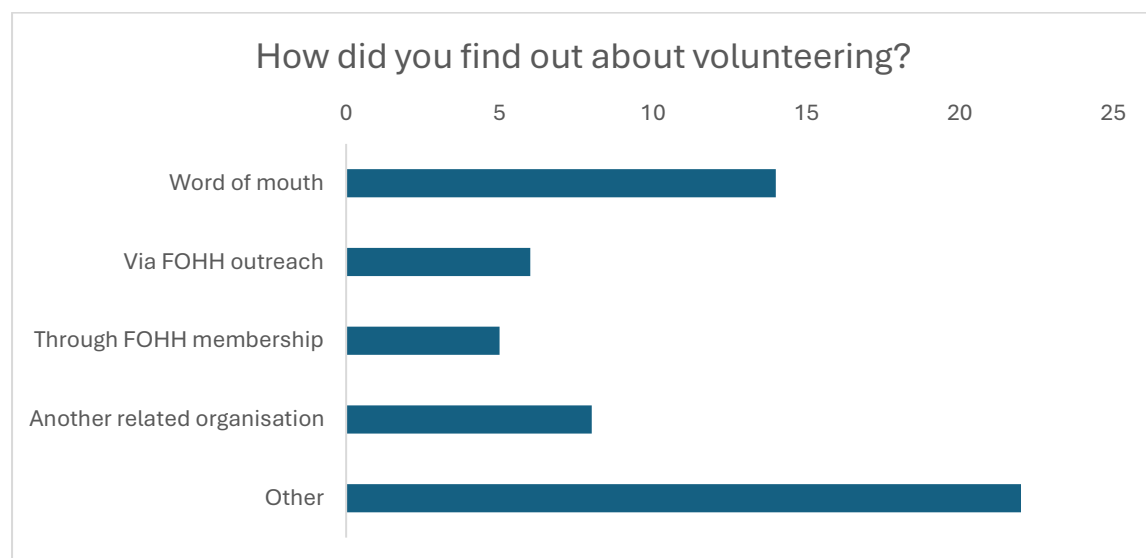
Are you a member of Friends of the Helmeted Honeyeater?



Majority of respondents are members of the Friends of the Helmeted Honeyeater (56%). A third of respondents said they were unsure if they were members with FOHH (32%).

There may be opportunity to increase FOHH membership by making sure it is easy to confirm membership, and easy to sign up for membership.

How did you find out about volunteering?

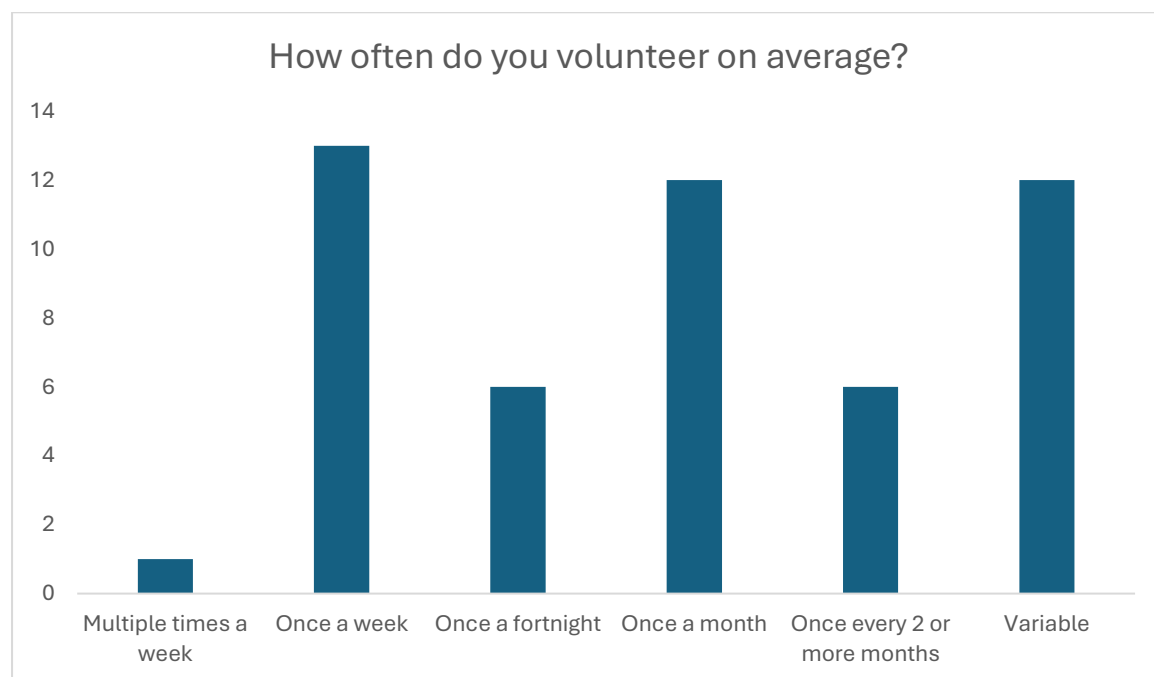


A large portion of respondents (28%) found out about volunteering by word of mouth, many others found out through Birdlife Australia, the FOHH website, or a google search.

Responses to “other” included:

- Google
- FOHH website
- Birdlife Australia
- Council information
- DEECA
- Through Michelle Faram, our nursery manager
- By purchasing plants at the nursery
- An article in the newspaper
- Threatened Species Network
- Researching the Helmeted Honeyeater and how to see them
- Researching the Yellingbo reserve
- Living close by to Yellingbo
- Found out from a previous member (word of mouth)
- By a friend (word of mouth)
- Foundation member (word of mouth)

How often do you volunteer on average?



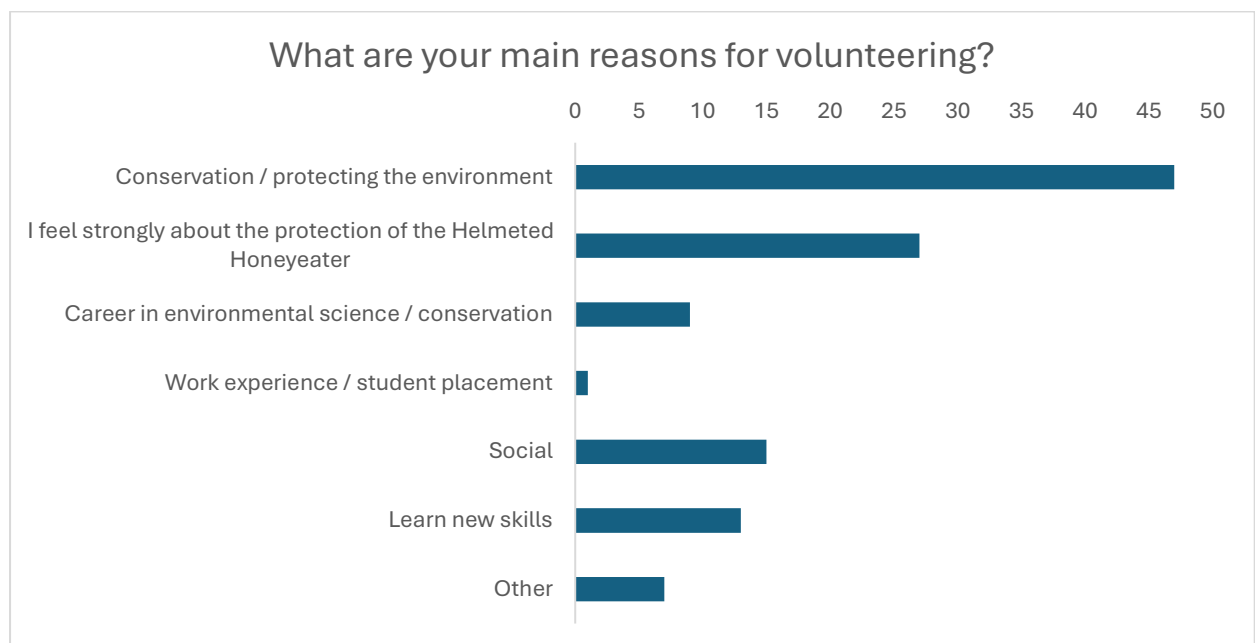
Responses to this question were varied, with 26% of respondents volunteering once a week, 24% once a month, and 24% were variable.

How long have you volunteered for?



Most of our volunteers have been volunteering for 3-5 years (26%). Volunteer retention appears to decline after 5 years of service.

What are your main reasons for volunteering?



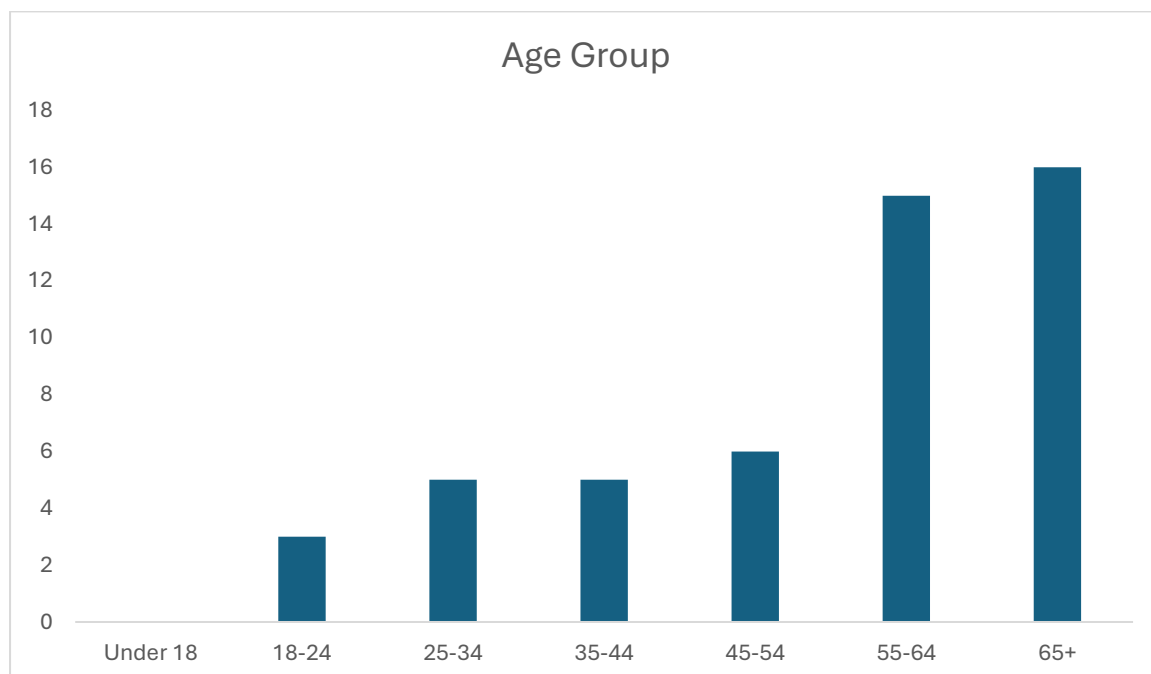
Overwhelmingly, 94% of respondents volunteer for conservation purposes and protecting the environment. 54% of respondents volunteer because they feel strongly about the protection of the Helmeted Honeyeater.

Responses to "other" included:

- Being part of the solution in improving the state of the environment
- Share my knowledge and skills with others

- Understand more and connect with the area I live in
- I feel welcome in my role as a volunteer
- I can do something practical and immediate, alongside like-minded people, and make a clear difference
- You can see an outcome to your efforts, and hear others express what that means to them

Age group

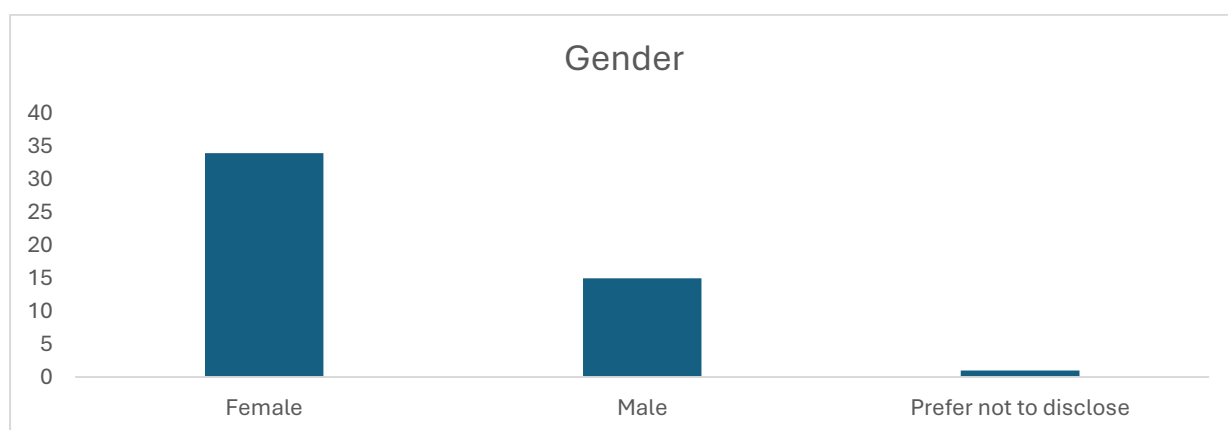


Majority of respondents fit into the 55-64, and 65+ categories (62%).

There is room to engage with younger volunteers and help foster higher retention amongst younger volunteers (18-54). This may be particularly beneficial to nursery volunteers, who deal with a high volume of plant orders at the nursery.

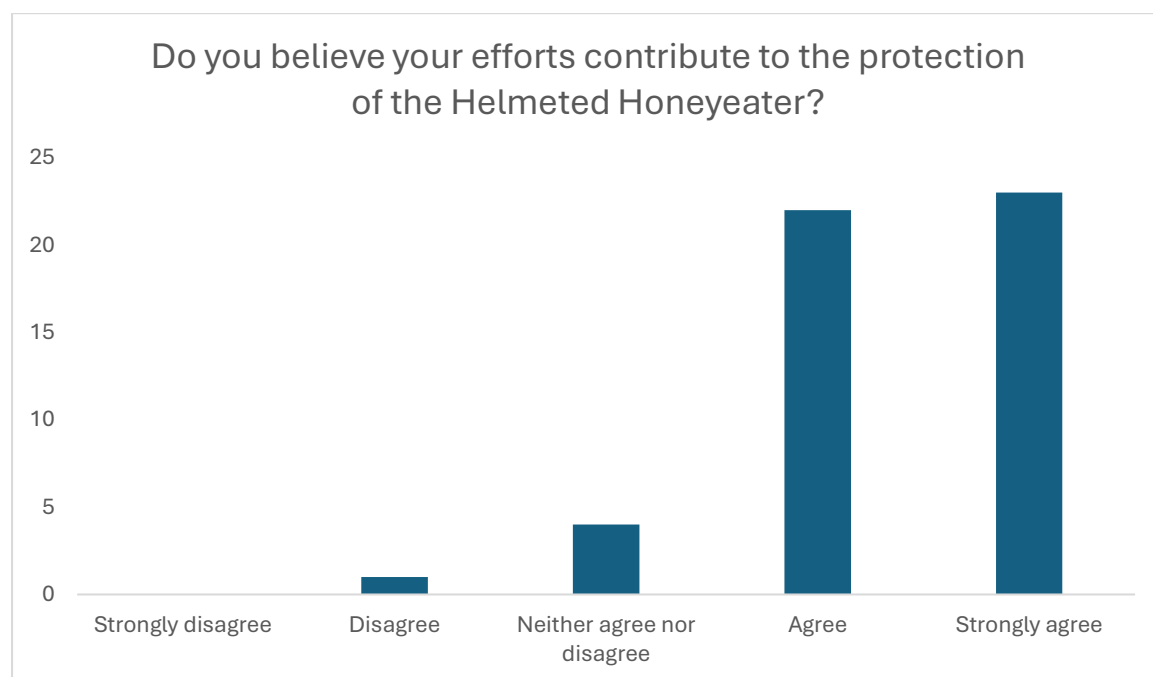
There could be a variety of reasons why most of our volunteer base fits into the 55 and over category. This may have to do with the amount of time that volunteers are able to contribute around work commitments, family commitments etc.

Gender



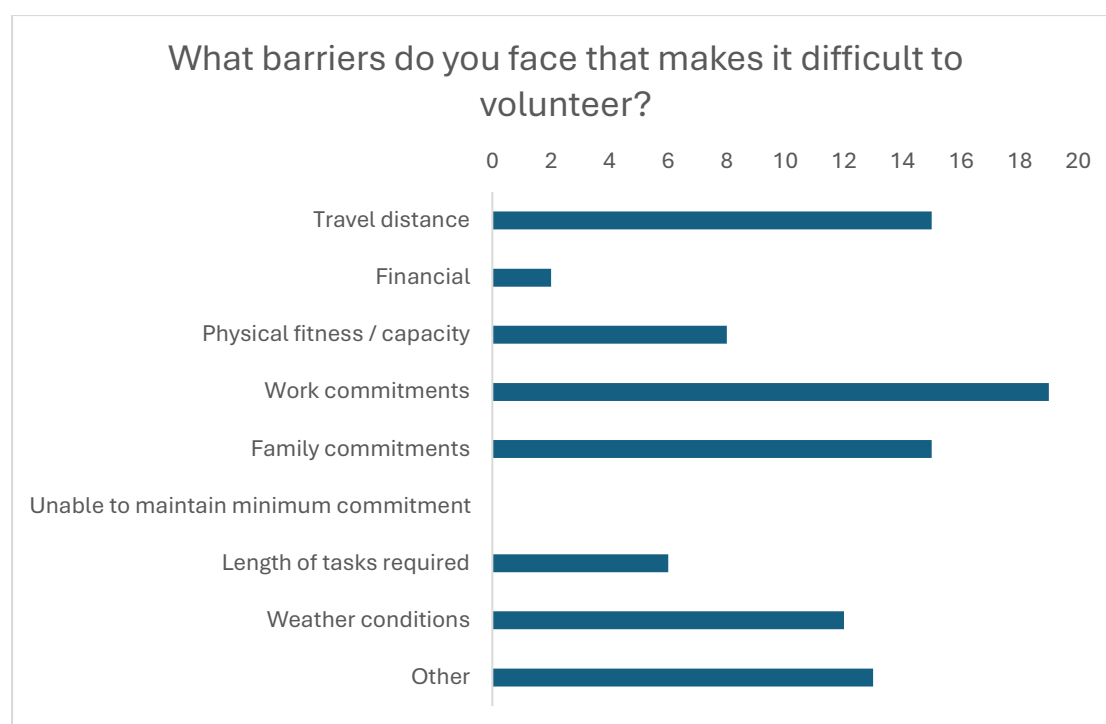
68% of respondents described themselves as female.

Do you believe your efforts contribute to the protection of the Helmeted Honeyeater?



90% of respondents agreed or strongly agreed that they believe their efforts contribute to the protection of the Helmeted Honeyeater.

What barriers do you face that makes it difficult to volunteer?

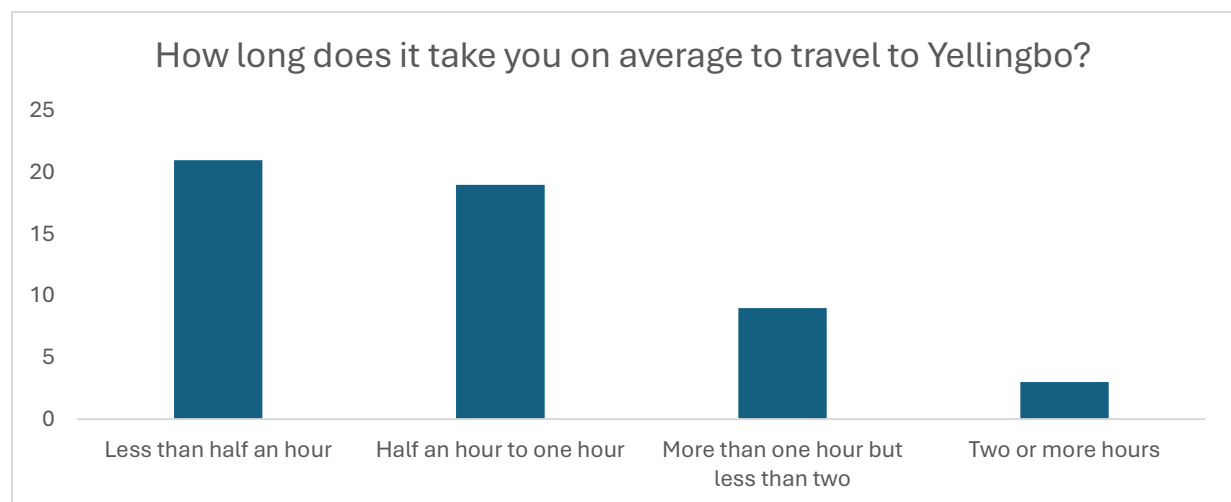


There was no overwhelming consensus on the most common barrier to volunteering. However, the three most selected responses were work commitments (38%), travel distance (30%), and family commitments (30%).

Responses to “other” included:

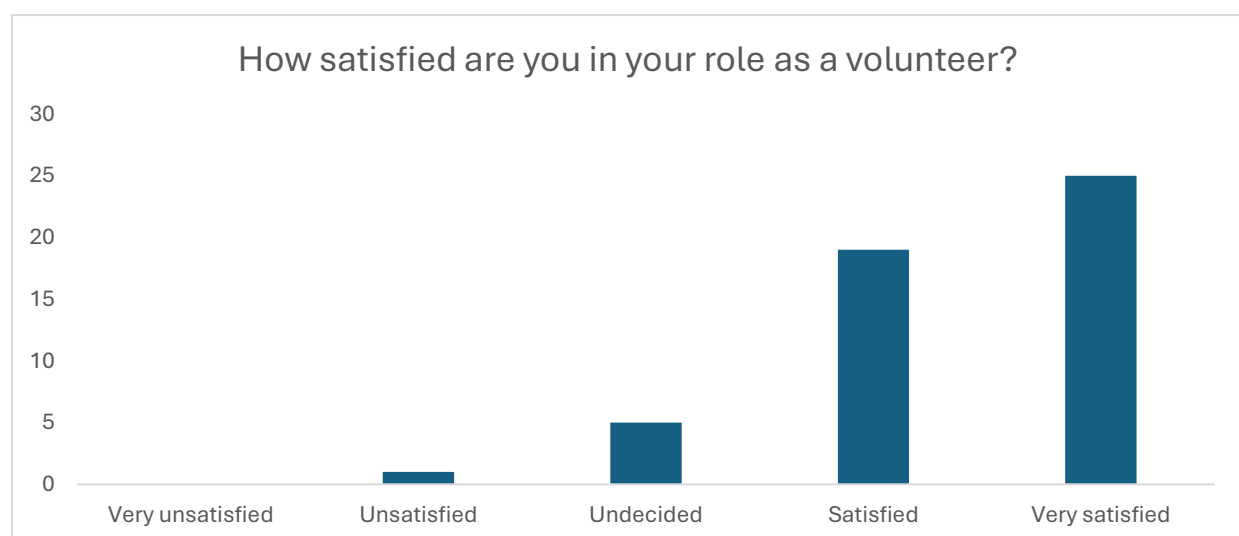
- Not feeling the same sense of “whole team” in the group, due to the absence of social / info days
- Not feeling welcome
- Not enough opportunity to contribute (lack of planting days and working bees for the public)
- Other interests that clash with volunteering
- Health problems
- Study commitments
- Costs of petrol prices (financial). Respondent commented they appreciate that they are always welcome to volunteer despite not being able to come all the time
- Not enough time in their schedule to volunteer more than they already are
- Paperwork required by Parks Vic

How long does it take you on average to travel to Yellingbo?



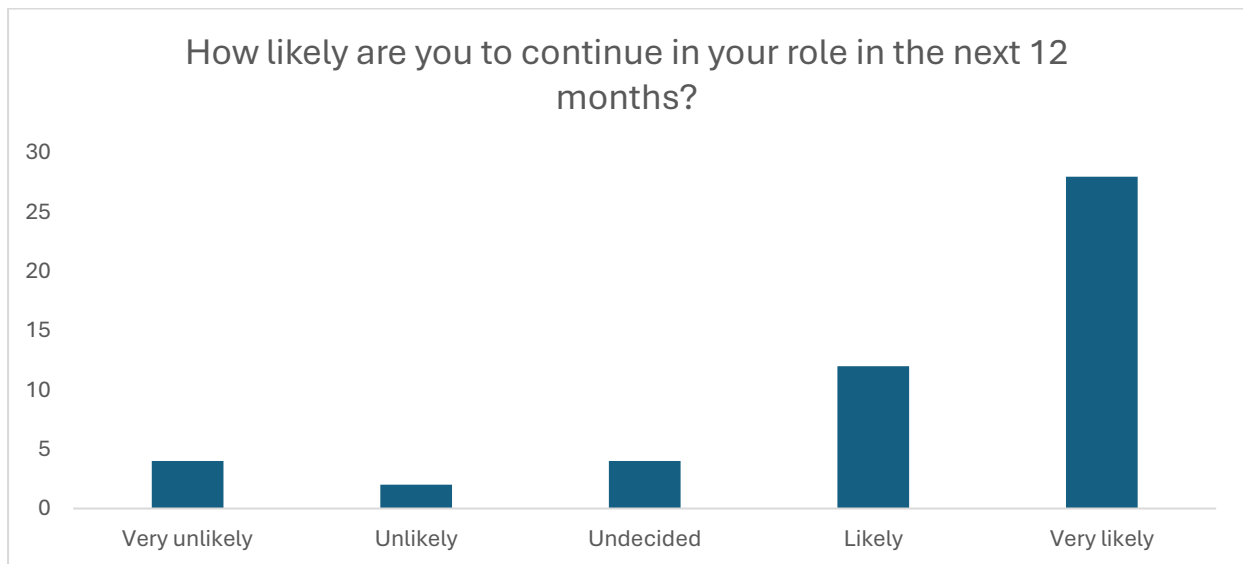
42% of all respondents can travel to Yellingbo in less than half an hour.

How satisfied are you in your role as a volunteer?



88% of all respondents said that they were satisfied or very satisfied in their role.

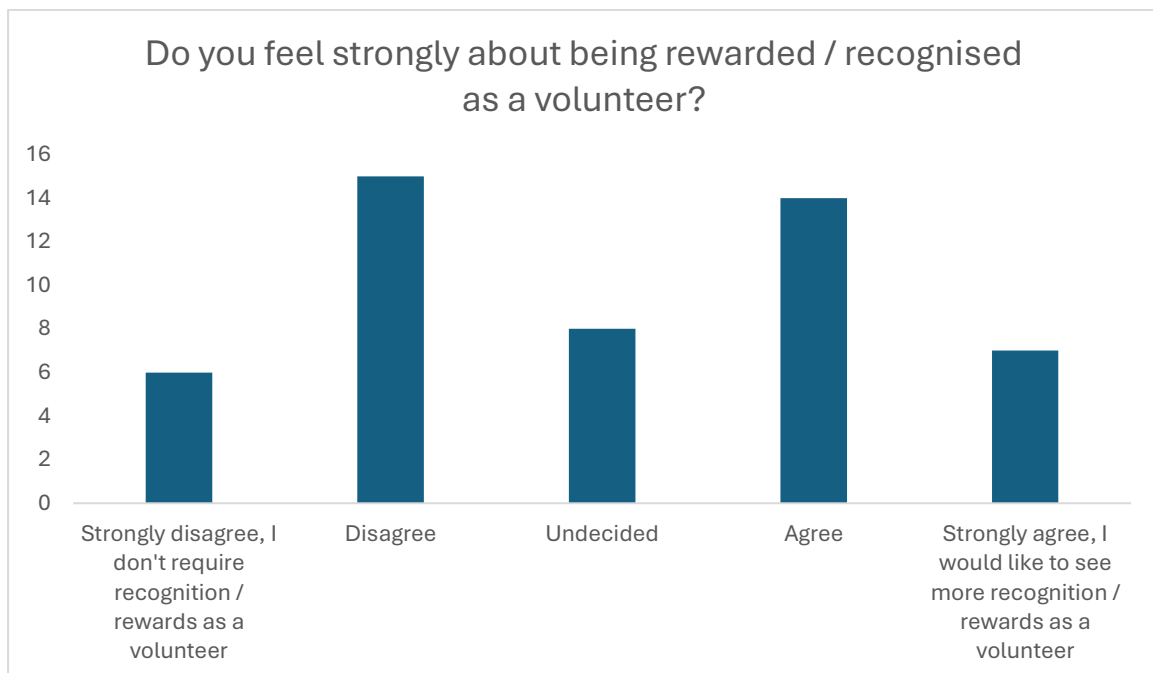
How likely are you to continue in your role in the next 12 months?



80% of respondents said that they were likely or very likely to continue in their role in the next 12 months.

12% of respondents said that they were either unlikely or very unlikely to continue in the next 12 months. Despite most respondents feeling positive about continuing in their role, there is opportunity to engage with those who don't see themselves continuing in the next 12 months.

Do you feel strongly about being rewarded / recognised as a volunteer?



There was no consensus on whether volunteers felt strongly about being rewarded / recognised or not. If there comes such a time where the committee can consider a volunteer reward ie. Helmeted Honeyeater merchandise for a milestone commitment, this could be done on an opt in basis, to satisfy the varied responses to this question. Alternatively, a life membership to FOHH appears to be a valued and low-cost reward for volunteer service.

The 2024 AGM and previous discussion amongst the committee raised some concerns about volunteer recognition. Without people who are more heavily involved with the nursery than most committee members, we would have missed several volunteer milestones to be recognised. Moving forward, it may be beneficial to create a database with nursery volunteer join dates if it does not already exist. This way at an upcoming AGM, we can request a list of names that are due for recognition and/or life membership.

Some volunteers commented that although they agree with being rewarded and recognised as a volunteer, they don't feel that they need more. They were satisfied with verbal thanks from Bruce, Paula and Amy (DEECA staff).

Some volunteers commented that they don't feel they need to be rewarded but do feel that they need to be recognised. Others commented that knowing native wildlife continues to exist because of their efforts is reward enough.

A volunteer commented that they believe recognition of volunteers will encourage others to help as well.

Do you believe there are ample opportunities to meet with volunteers and members in person? (Members & Friends meetings etc)



A large portion of respondents (40%) believe that there are plenty of opportunities to meet in person. 22% of respondents don't believe there are enough opportunities to meet in person. 18% of respondents believe that there are enough opportunities but would like to see more.