

Volunteer Feedback Survey 2021

In 2020, the percentage of Australian's who volunteered for an organisation or group was the lowest rate ever recorded by the Australian Bureau of Statistics.

To ensure the future sustainability of the Surf Life Saving movement, we need to provide a positive volunteering experience, where members are happy and want to stay.

But what does this look like in SLSNSW?

SLSNSW is working towards a strategy to boost volunteer retention and satisfaction. We want to better understand the volunteering experience at Surf Life Saving and investigate how leadership, culture, and climate impacts the satisfaction of our volunteers, and their decisions to stay or leave the organisation.

The primary objective for 2021 was to establish the SLSNSW Member Feedback Survey, an evidence-based tool to measure and monitor volunteer satisfaction and experience.

2021 Measures



Member Satisfaction

Overall, satisfaction in different roles, what members like and dislike



Climate and Culture

Social climate and inclusion, trust, wellbeing



Turnover Intention

Intentions to leave, reasons why volunteers want to stay/leave



Leadership

Interpersonal style of SLSNSW leaders, leadership culture

Survey Development

The 2021 survey had 120 questions. The results are being used to refine the survey. In future years, the survey will be shorter and more focused.

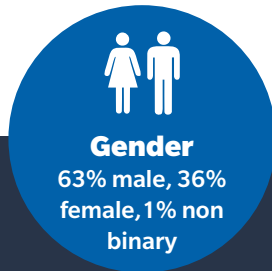
Ethics

The research was reviewed and approved by the University of Wollongong Human Research Ethics committee (Protocol 2021/234) and carried out in accordance with the National Statement on Ethical Conduct in Human Research (2007).

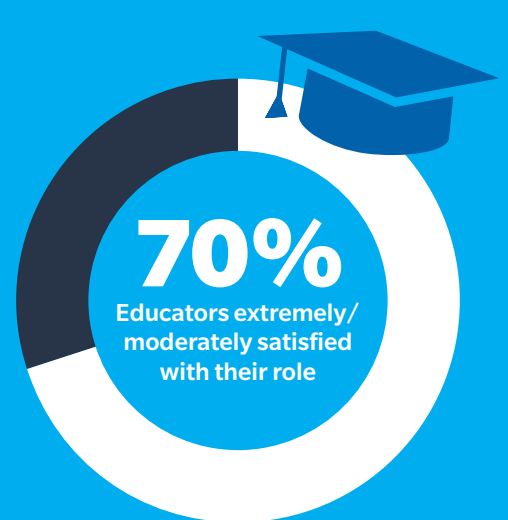
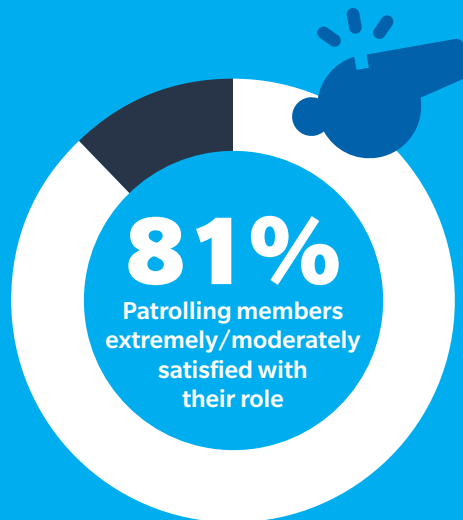
Confidentiality

Survey data remains confidential and secured by the researchers (who are independent from SLSNSW). SLSNSW does not have access to raw data or individual responses of members.

Participant Profile



Member Satisfaction



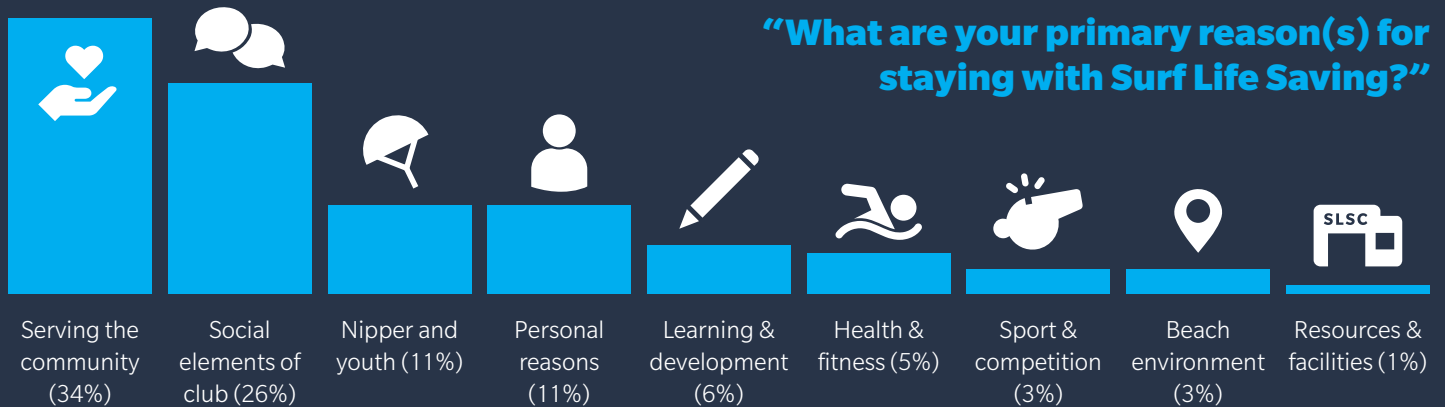
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Top 4 Drivers of Member Satisfaction

<p>Autonomy </p> <p>Feeling free to be yourself, make decisions and have choices in how you carry out your role.</p>	<p>Inclusive Climate </p> <p>Volunteers' diverse backgrounds and opinions are valued and utilised to adapt and improve the club.</p>
<p>Trust </p> <p>Being comfortable to raise concerns. Confidence that volunteers' interests drive decisions.</p>	<p>Belonging </p> <p>Having close friends at Surf Life Saving who know and care about you.</p>

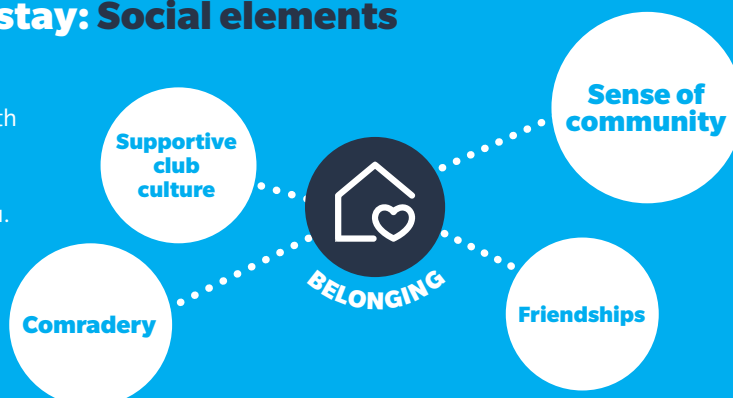
Top 4 Drivers of Turnover

<p>Member Satisfaction </p> <p>The strongest determinant of members' intention to leave SLS was how satisfied they felt with their overall volunteering experience.</p>	<p>Autonomy </p> <p>Lots of rules and control. Lack of freedom and opportunities to make decisions and have input. When volunteers are not in the diver's seat.</p>
<p>Belonging </p> <p>Lacking close connections and friendships with people at Surf Life Saving.</p>	<p>Leadership Behaviours </p> <p>Adverse and controlling interpersonal leadership behaviours from a Surf Life Saving leader.</p>



Reasons to stay: Social elements

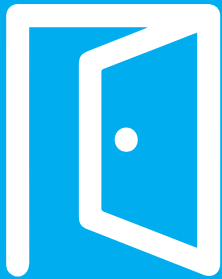
Close connections and friendships with people at Surf Life Saving who know and care about you.



“I enjoy the club atmosphere and the way I am treated at the club, I feel accepted and loved”

“The sense of community and friendships in our club. I feel my life has been enriched from belonging to such a wonderful organisation”

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22%
of members said they would be leaving next season

24%
of members frequently think about leaving Surf Life Saving

“If there are reasons for which you consider leaving Surf Life Saving, what are your primary reason(s)?”



■ **52%** Personal Reasons
■ **48%** SLSNSW Reasons
■ **64%** Issues with Leadership
■ **36%** Other reasons

Reasons to leave: issues with leadership

'Old Guard' mentality

The 'old boys club'

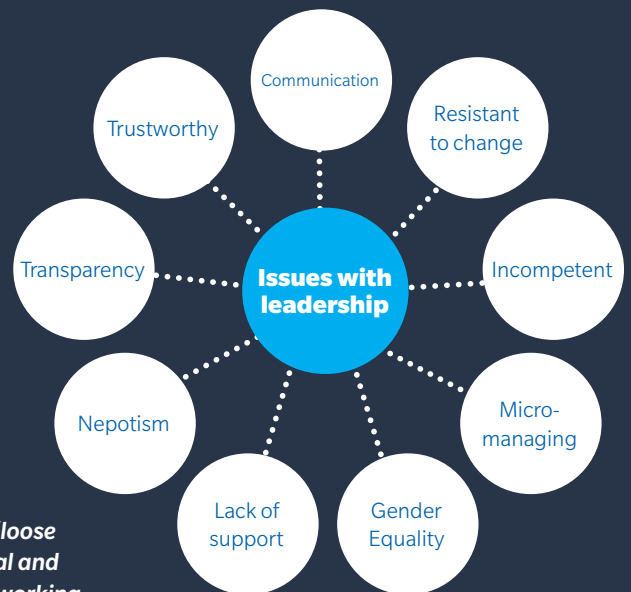
Control creates a toxic environment and leads to abuse of authority, divisive behaviour, bullying and harassment and a rigid and inflexible mindset that is resistant to change

Mens' club... bullying, misogynistic leadership, sexism is an issue.

"We are all supposed to be 'equal members' of our club. There is however an inner circle that control the club...[they] actually act like bullies and exclude you if you don't agree with them."

"Lack of willingness from 'old school' executive to encourage new ideas and release control of functional areas they have managed for many years."

“ A club and leadership team (loose term) which are dysfunctional and seem self-serving, rather than working in the interests of the members. ”



Key take-aways

The majority (79%) of SLSNSW members are satisfied and want to stay!

There are opportunities for making the movement even better into the future.

Volunteers are especially sensitive to poor leadership - issues with leadership are driving volunteers away.

To make a difference in your club or branch, focus on the strongest drivers of satisfaction and turnover.

Ingredients for a positive volunteering experience at SLS



Autonomy



Belonging



Inclusive Climate



Trust



Supportive Leadership