

PARTICIPANT INFORMATION SHEET

Protocol Number: 2021/234
Project Title: Satisfaction and retention in volunteer organisations

WHAT IS THE PURPOSE OF THE SURVEY?

Surf Life Saving has partnered with researchers to help establish an approach for measuring and monitoring volunteer member satisfaction. The aim of this project is to better understand the volunteering experience at Surf Life Saving and its' many Surf Life Saving Clubs (SLSCs)/Life Saving Clubs (LSCs) and to investigate how leadership, culture, and climate at Surf Life Saving and/or SLSCs/LSCs impacts upon volunteer satisfaction as well as the factors that drive people's decisions to stay or leave the organisation.

WHY HAVE I BEEN INVITED TO TAKE PART?

All volunteer members of SLSCs/LSCs in New South Wales, Queensland, South Australia, Tasmania, Victoria, Western Australia and Northern Territory have been invited to take part in this organisational-wide survey.

WHO IS CONDUCTING THE SURVEY?

Academic researchers who specialise in volunteering will be administering the survey and reporting the results to Surf Life Saving. The researchers are independent from Surf Life Saving so your identity is protected, and you can feel comfortable providing honest feedback. The researchers conducting the survey are Dr Vivien Forner, Institute of Management Psychology (vivienforner@managementpsychology.com.au, +61 417666632), Assistant Professor Djurre Holtrop, Tilburg University (D.J.Holtrop@tilburguniversity.edu), Professor Marylène Gagne, Curtin University ([Marylene.Gagne@curtin.edu.au](mailto:Marylène.Gagne@curtin.edu.au)), and Associate Professor Michael Jones, University of Wollongong (mjones@uow.edu.au).

WHAT DO I HAVE TO DO?

You are invited to complete a confidential online survey, providing feedback about your experiences as a Surf Life Saving member throughout the past season. The questions take about 15 minutes to complete and ask about your satisfaction, your experience with Surf Life Saving leaders at all levels and how you feel about various aspects of your role and your club. For example, "In my club, everyone's ideas for how to do things better are given serious consideration" and "I am satisfied with the amount of training I receive in SLS". If you choose to complete the survey, click on the link that is sent to you via email.

WHAT HAPPENS TO THE INFORMATION I PROVIDE?

Your individual responses will remain confidential, and your identity is protected. To enable you to be honest and open in your feedback, the survey is being run externally/independent from Surf Life Saving and the organisation will not have access to the raw data, unless otherwise specified. The results of the survey will be presented to Surf Life Saving as a summary report of the key findings. All survey responses will be reported in an aggregated and de-identified manner. Surf Life Saving will use the information to make informed decisions about how to improve the quality of the volunteering experience for members. The data

will also be used to measure progress toward state Strategic Plans. The data will also contribute towards academic research about volunteer satisfaction/retention.

To see how volunteers' experiences and attitudes change over time, this survey will be conducted biennially. When a member completes the survey through their individual link, their unique respondent identification number is embedded alongside their responses. The researchers use the embedded identification number to link members to their data over time. Surf Life Saving will never have access to information that could reveal who completed the survey and who did not.

WHAT ARE MY RIGHTS?

Participation in the research is voluntary. Choosing not to participate won't affect your relationship with Surf Life Saving. You may stop participating at any time by closing the survey. If you withdraw by closing the survey, incomplete responses will not be included. If you wish to have your previously submitted survey responses withdrawn you can do so at any time by contacting Dr Vivien Forner as per the details below. You have the right to have your questions about the research answered. If you have any questions or wish to discuss the research, contact Dr Vivien Forner by phone +61 417666632 or email vivienforner@managementpsychology.com.au.

ARE THERE ANY RISKS OR INCONVENIENCES?

Apart from the time taken to complete the survey we can foresee no risks for you in this study. Some of the questions in the survey ask about your experiences at Surf Life Saving and interactions with other members, for example "At Surf Life Saving I feel forced to do things I don't want to do" and "My leader is overly critical of me and draws attention to my failings". If the questions in the survey raise issues for you or you experience distress, you can close the survey at any point. A list of 24 hour contact support services are available at <https://www.health.nsw.gov.au/mentalhealth/services/Pages/support-contact-list.aspx> and some SLS states have access to wellbeing services, details of which will be available on your SLS state's website. For 24 hour crisis support, you can also contact Lifeline at 13 11 14.

HOW WILL THIS RESEARCH BENEFIT ME AND OTHERS?

By better understanding the factors that drive volunteers' satisfaction the research will help Surf Life Saving and other organisations create a positive volunteering climate where volunteers are happier and getting the most out of their volunteer experience. With your consent, the data collected as part of this research may also be added to a data bank that will contribute to future research into understanding factors that drive volunteer satisfaction, wellbeing, and intention to continue volunteering.

FUNDING, ETHICS REVIEW AND COMPLAINTS

This study is an industry research project funded by Surf Life Saving. Institute of Management Psychology has a consulting arrangement with Surf Life Saving to conduct this research. The study has been reviewed by the Human Research Ethics Committee (Social Science, Humanities and Behavioural Science) of the University of Wollongong. If you have any concerns or complaints regarding the way this research has been conducted, you can contact the UoW Ethics Officer on (02) 4221 3386 or email rso-ethics@uow.edu.au.