



# MATTERS AFFECTING THE WELFARE AND EFFICIENCY OF VOLUNTEER MEMBERS OF CFA

## DASHBOARD



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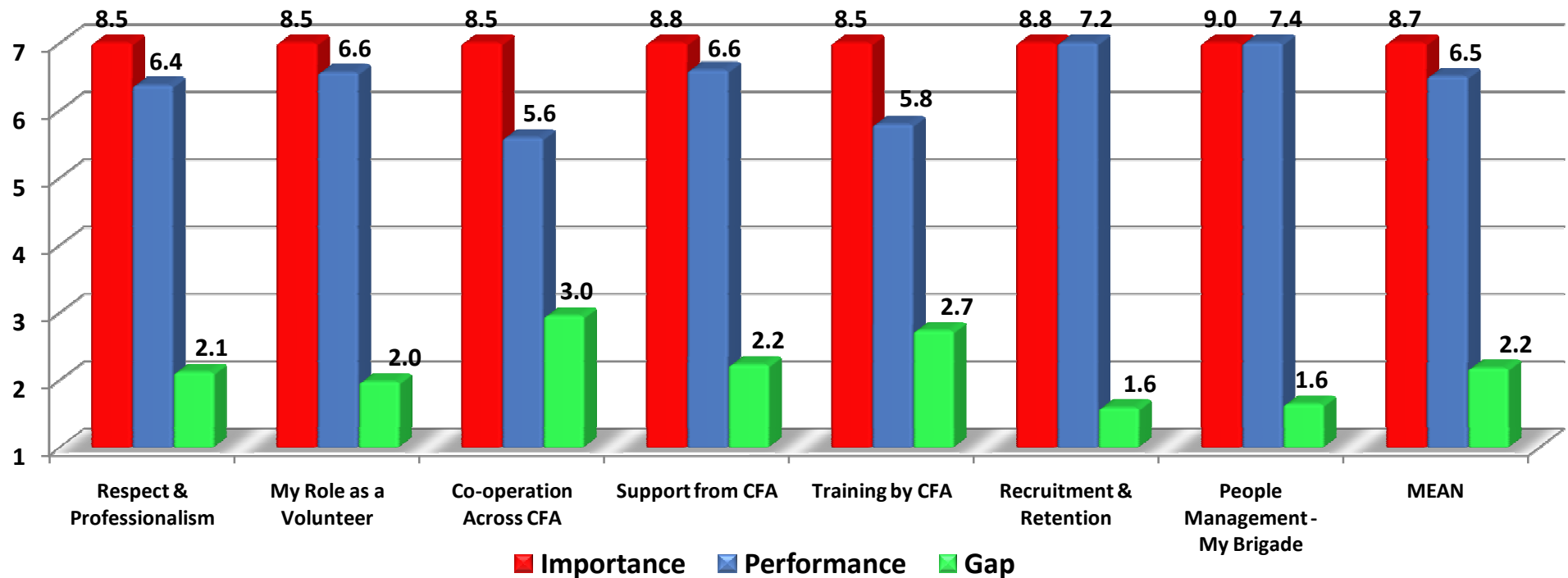
**April 2013**

# SCORES ACROSS EACH GROUP OF STATEMENTS - 2013

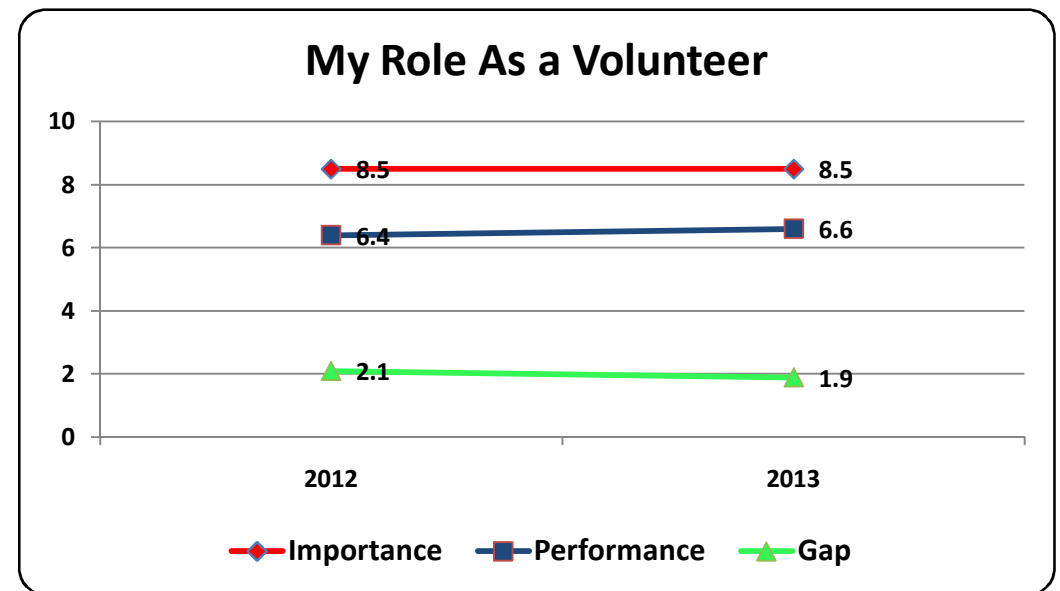
Respondents were asked to rate 33 statements for Importance and Performance from 1 to 10.

Performance scores from 1- 4 are negative, scores 5 and 6 are fence sitting and scores 7 to 10 are positive.

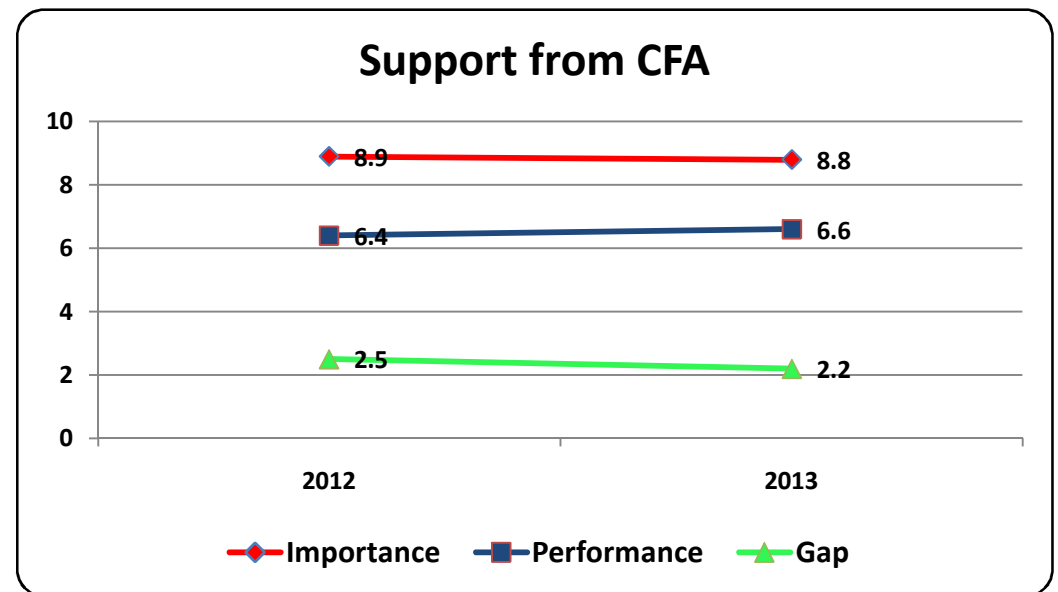
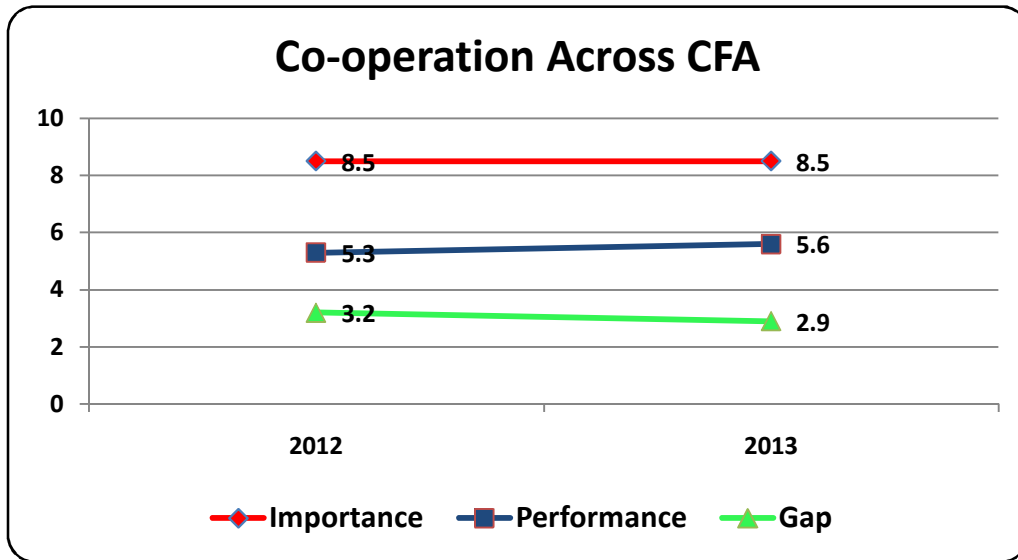
In all cases the gap between Importance (Expectations) and Performance is the significant issue.



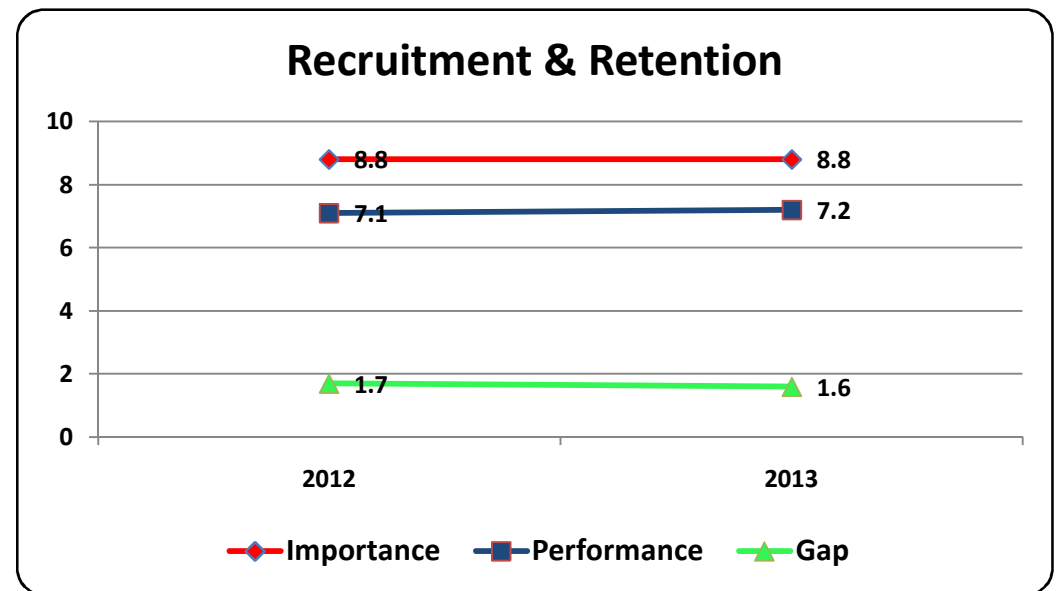
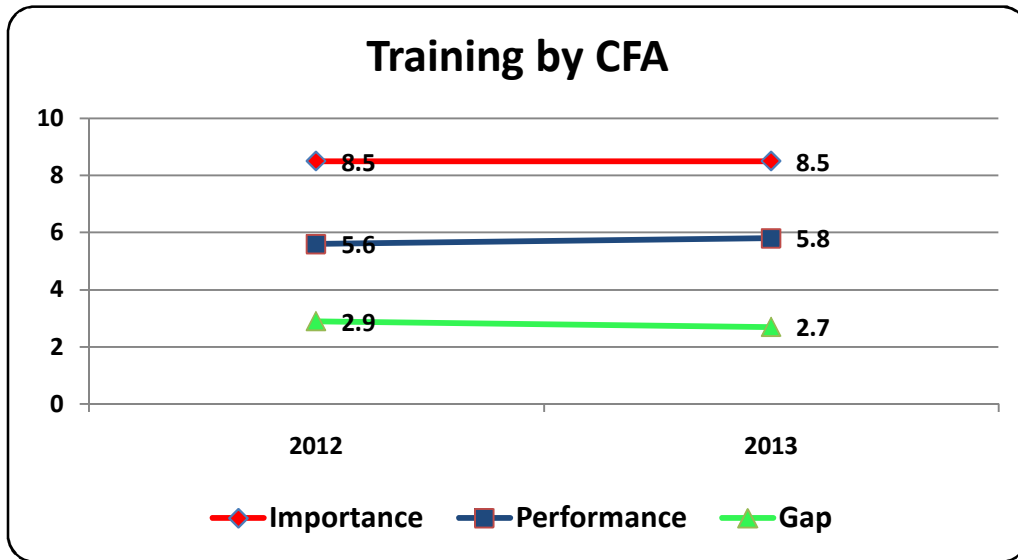
# PERFORMANCE SCORES ACROSS EACH GROUP OF STATEMENTS – ANNUAL COMPARISON



# PERFORMANCE SCORES ACROSS EACH GROUP OF STATEMENTS – ANNUAL COMPARISON

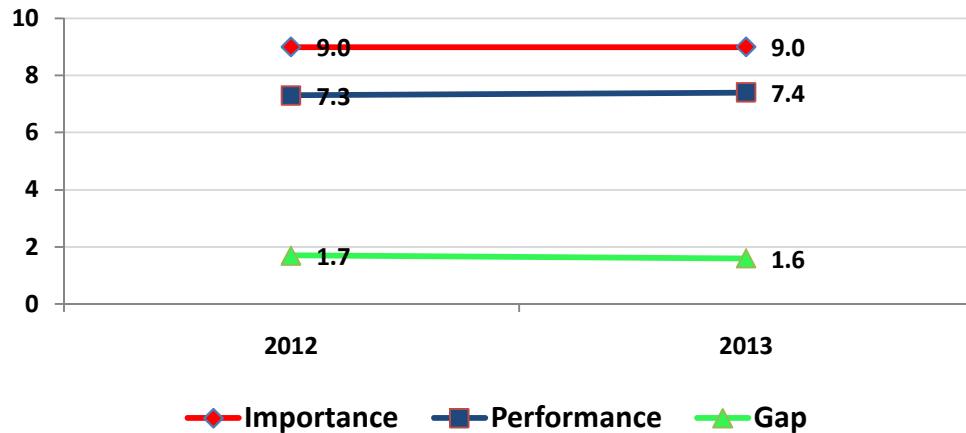


# PERFORMANCE SCORES ACROSS EACH GROUP OF STATEMENTS – ANNUAL COMPARISON

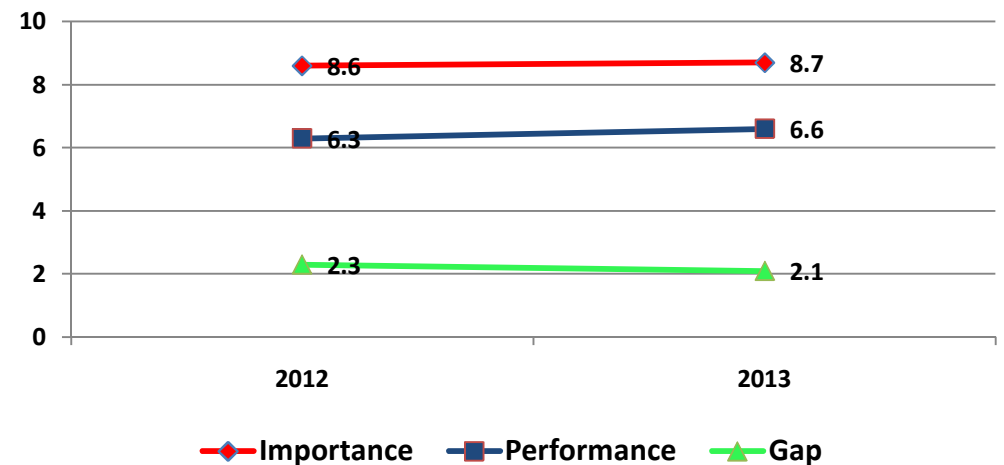


# PERFORMANCE SCORES ACROSS EACH GROUP OF STATEMENTS – ANNUAL COMPARISON

## People Management - My Brigade

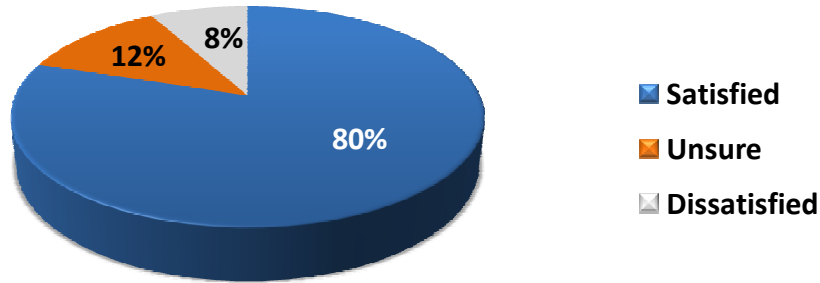


## Mean Across All Clusters

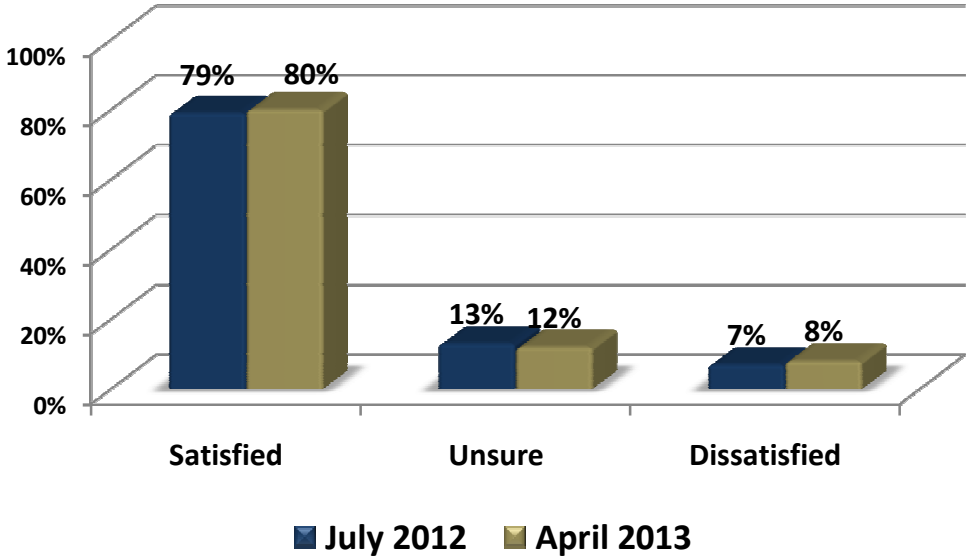


# SATISFACTION LEVELS

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

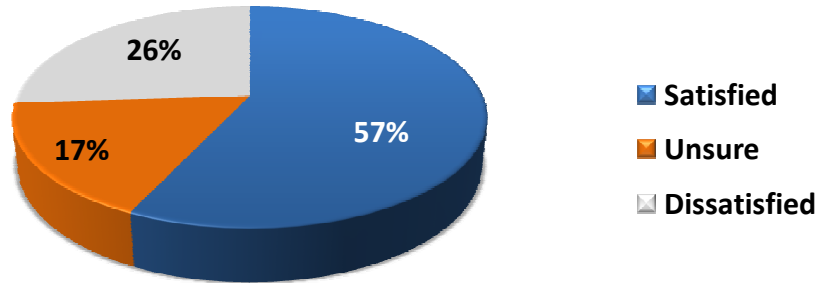


Satisfied	7-10
Unsure	5-6
Dissatisfied	1-4

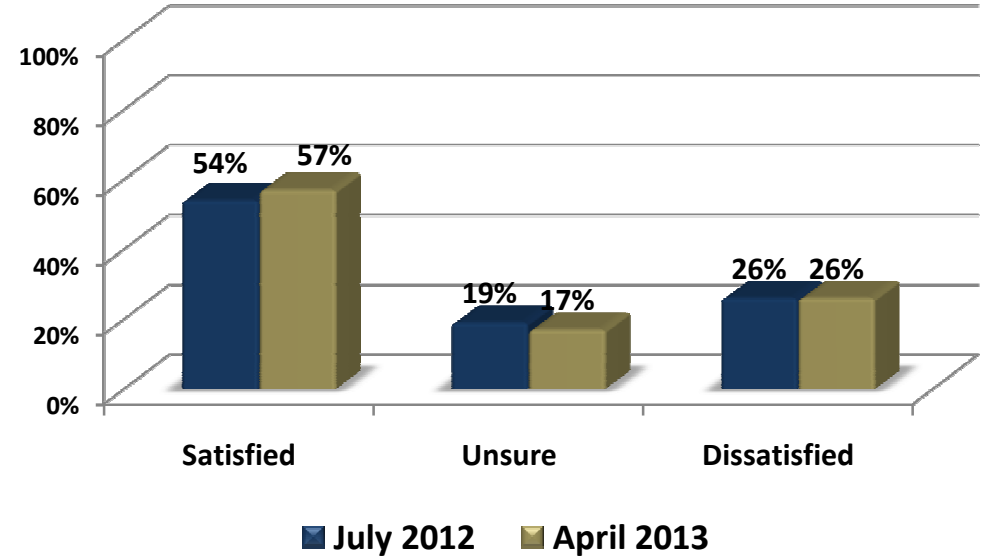


# SATISFACTION LEVELS

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



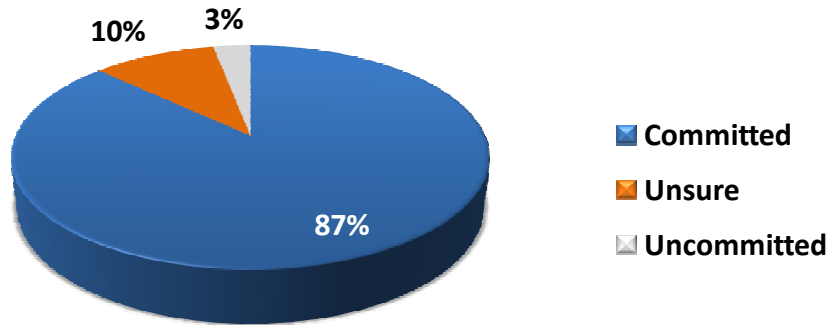
Satisfied	7-10
Unsure	5-6
Dissatisfied	1-4



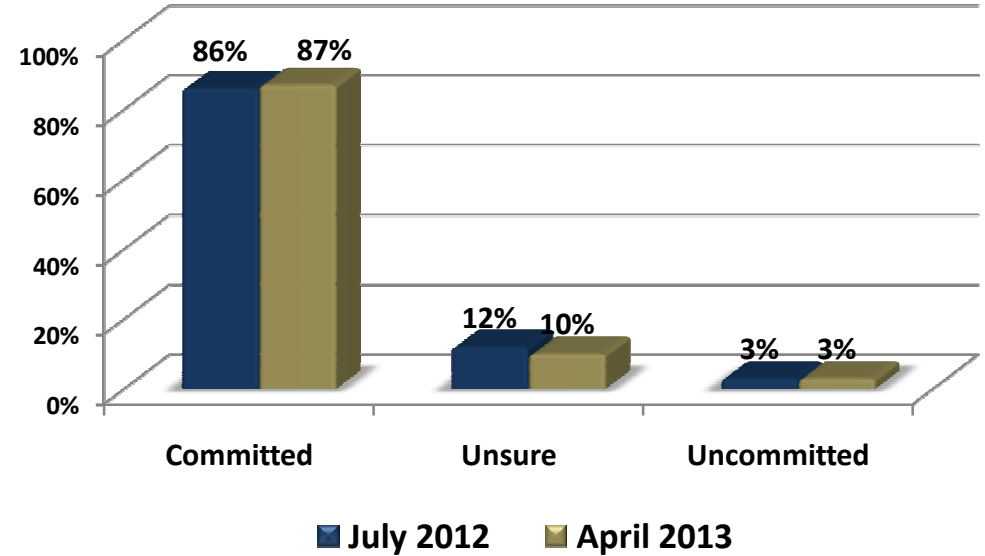


# SATISFACTION LEVELS

36. I intend to continue my membership with CFA.

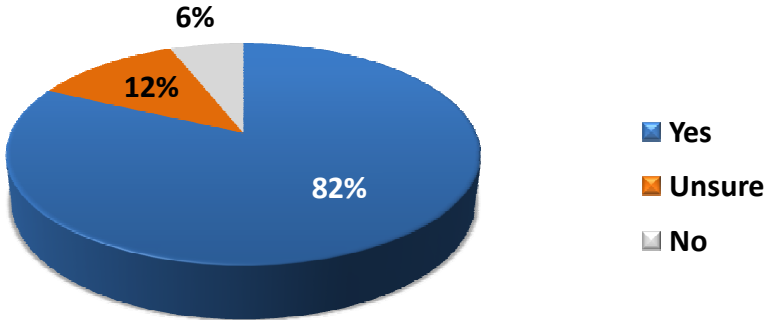


Committed	7-10
Unsure	5-6
Uncommitted	1-4

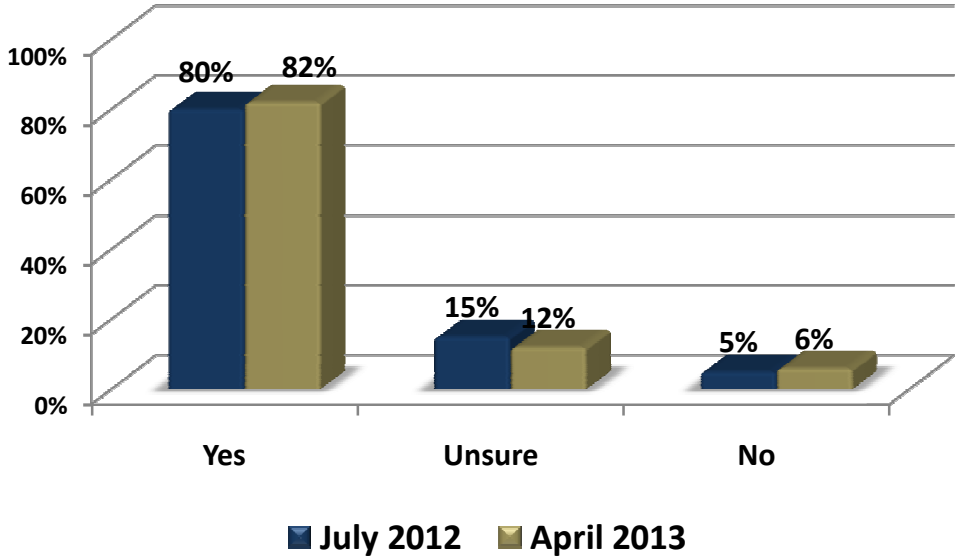


# SATISFACTION LEVELS

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

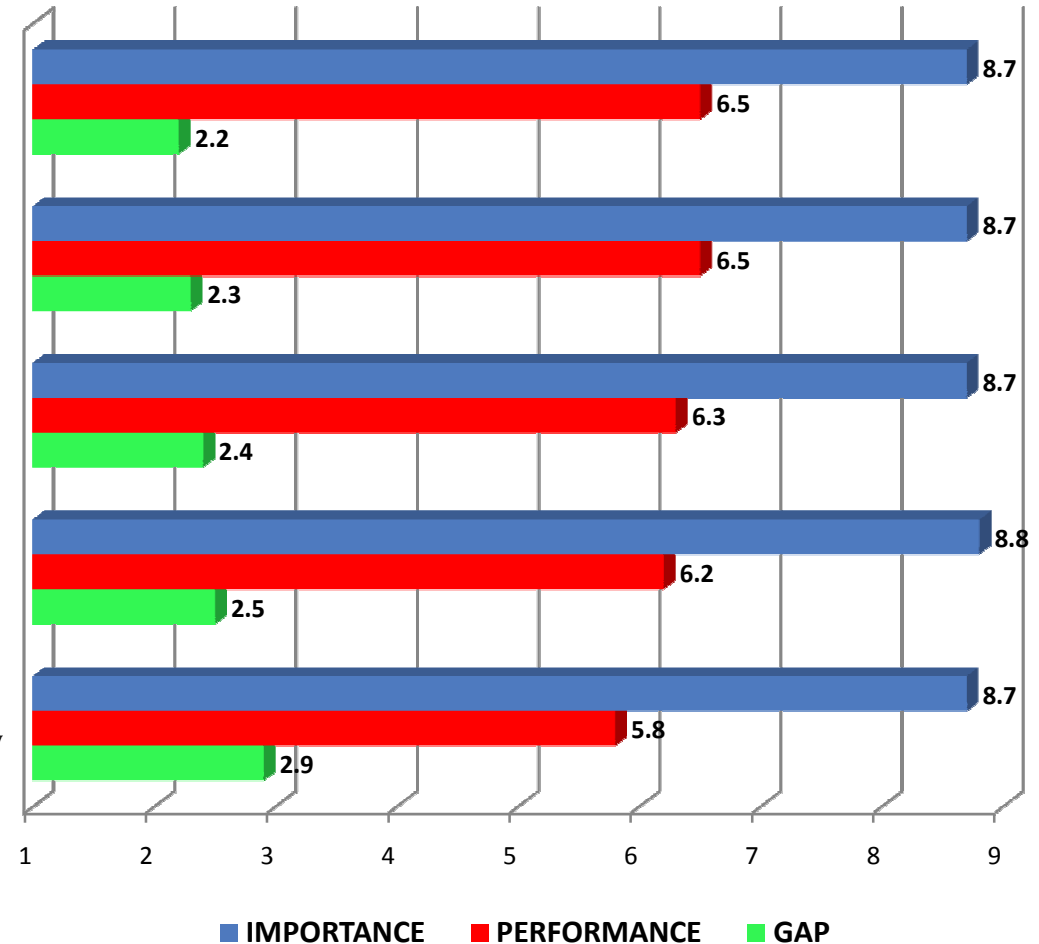


Yes	7-10
Unsure	5-6
No	1-4



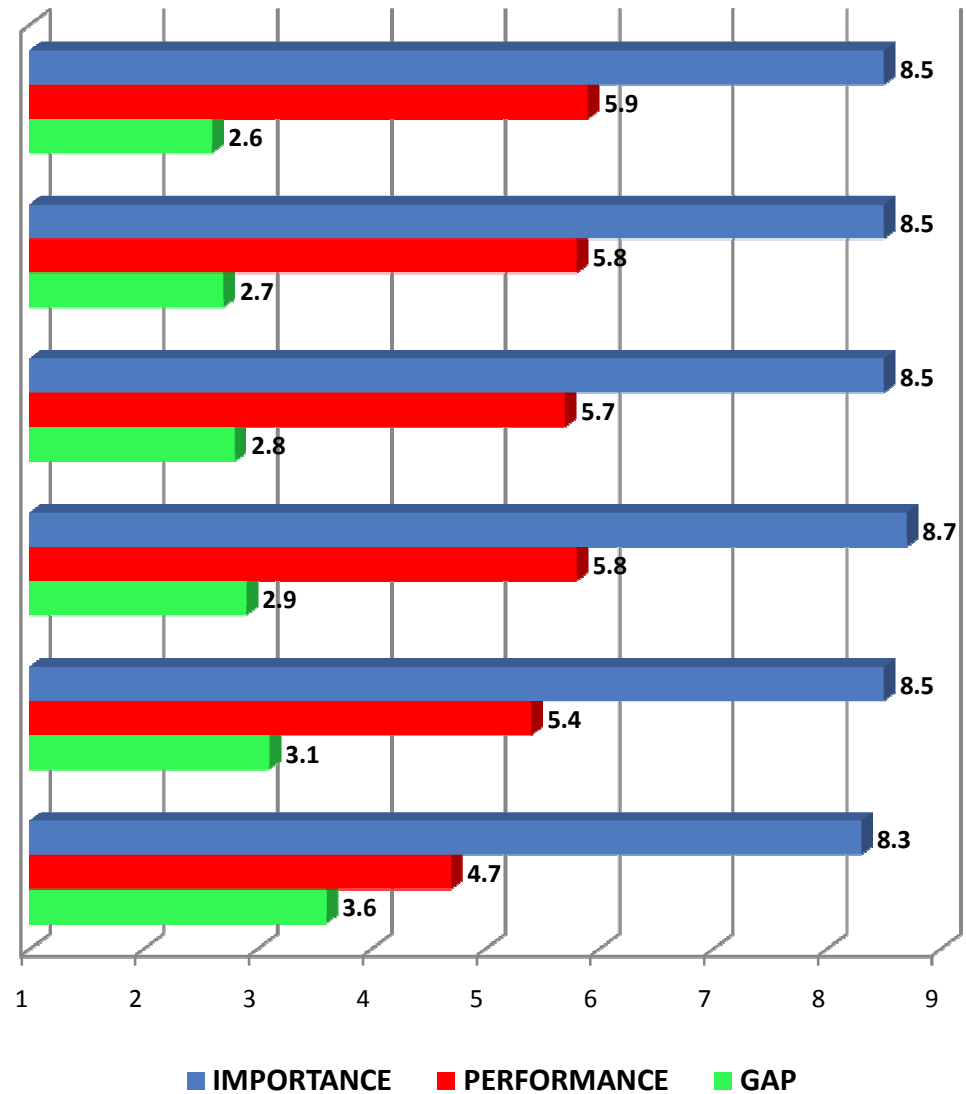
# PRIORITIES OF VOLUNTEERS - 2013

- 14 My brigade leaders are able to deal effectively with human resource, conflict resolution and morale issues at brigade level.
- 28 My employer is effectively recognised and supported to release me to undertake my volunteer commitments.
- 22 CFA recognises and utilises the skills and experience that I bring to CFA.
- 30 CFA paid personnel in my local brigade/district area are committed to supporting and empowering volunteers.
- 25 Volunteers are effectively consulted and involved in decision making at my local District/Regional level.

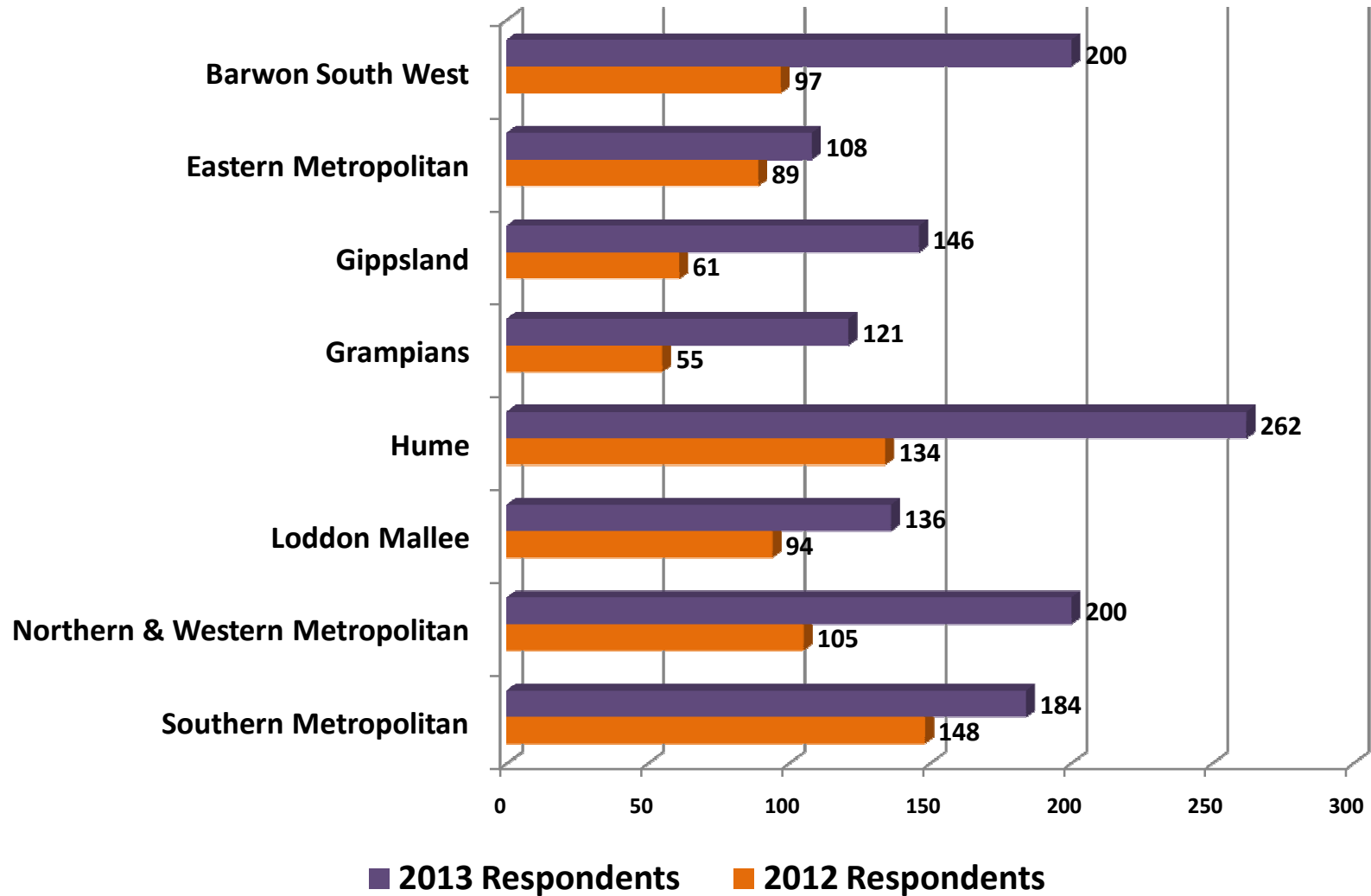


# OTHER PERFORMANCE WEAKNESSES - 2013

- 15 CFA corporate policies and leadership supports an effective volunteer based and fully integrated organisation.
- 10 CFA provides good leadership training for volunteers in people management, brigade management, conflict resolution and mentoring.
- 11 CFA's workforce arrangements allow the paid staff and volunteers to work cooperatively as an integrated team.
- 25 Volunteers are effectively consulted and involved in decision making at my local District/Regional level.
- 13 CFA provides enough training opportunities in formats, at times and at locations that make it easy for me to participate.
- 26 Volunteers are effectively consulted and involved in decision making at CFA Corporate level.



# RESPONDENTS BY REGION

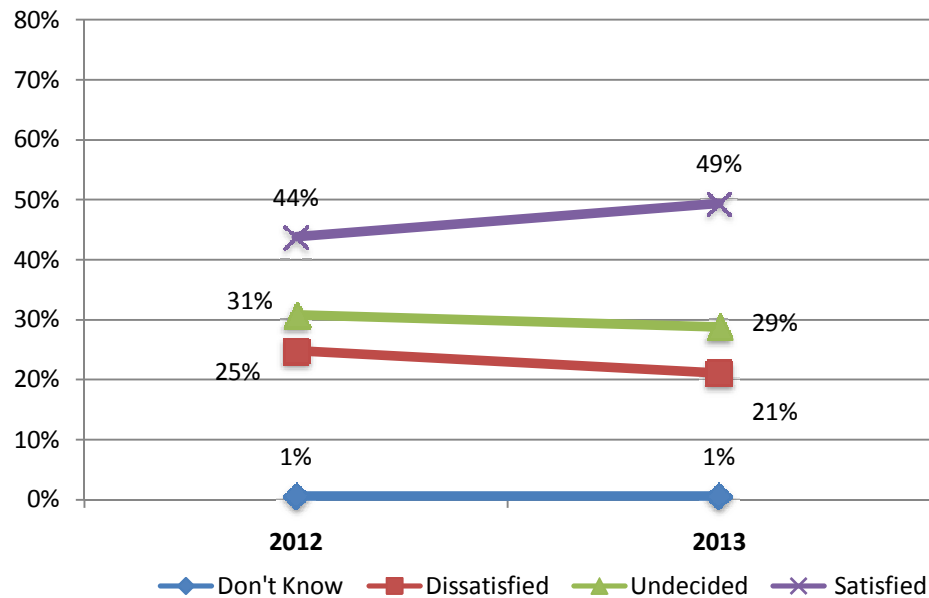


# SATISFACTION ACROSS EACH GROUP OF STATEMENTS PERFORMANCE SCORES

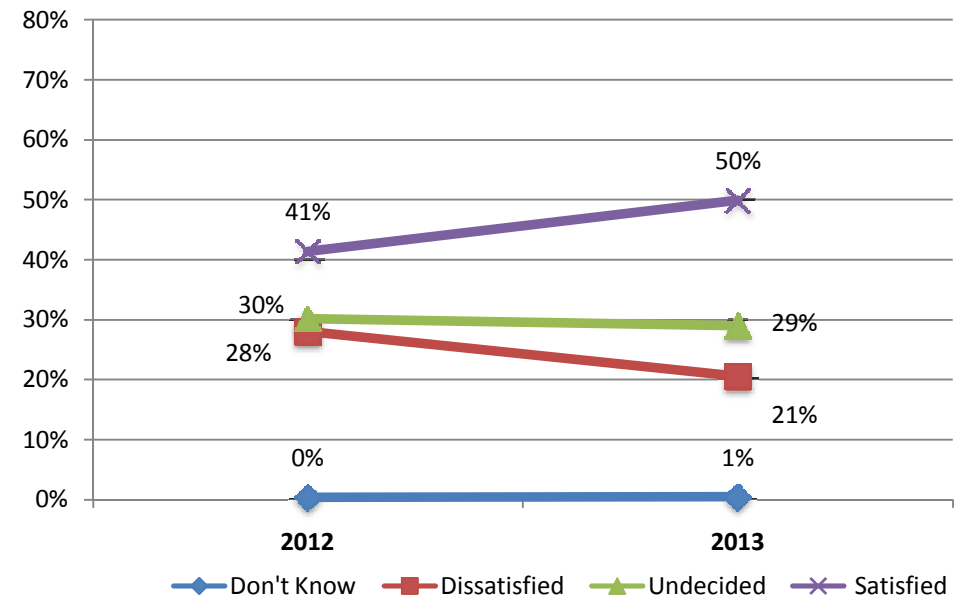
## RESPECT AND PROFESSIONALISM

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q1 - I respect and appreciate the effort made by CFA to support me as a volunteer.



Q2 - The respect and value of the contribution of volunteers is evident in CFA's actions and culture.

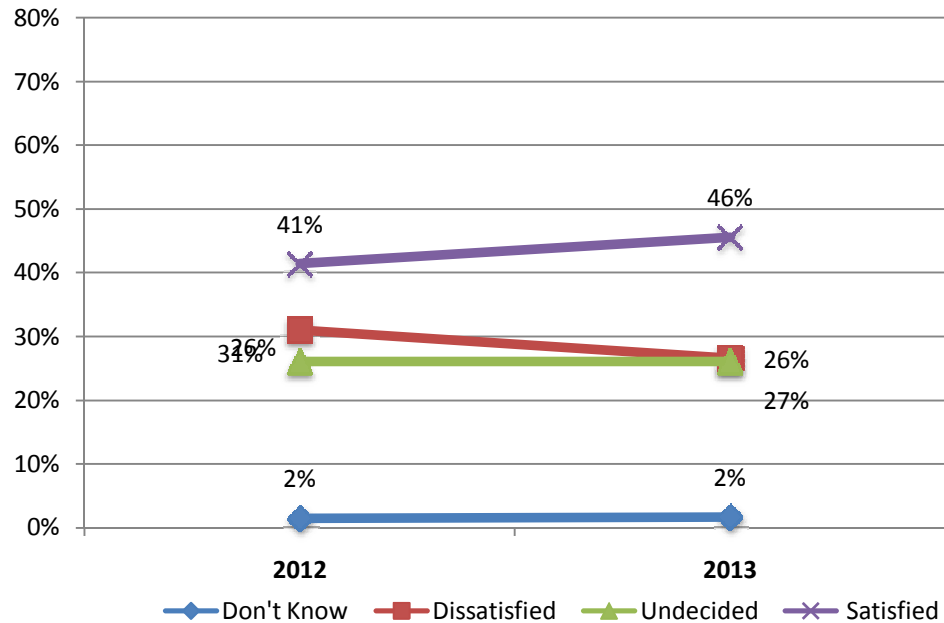


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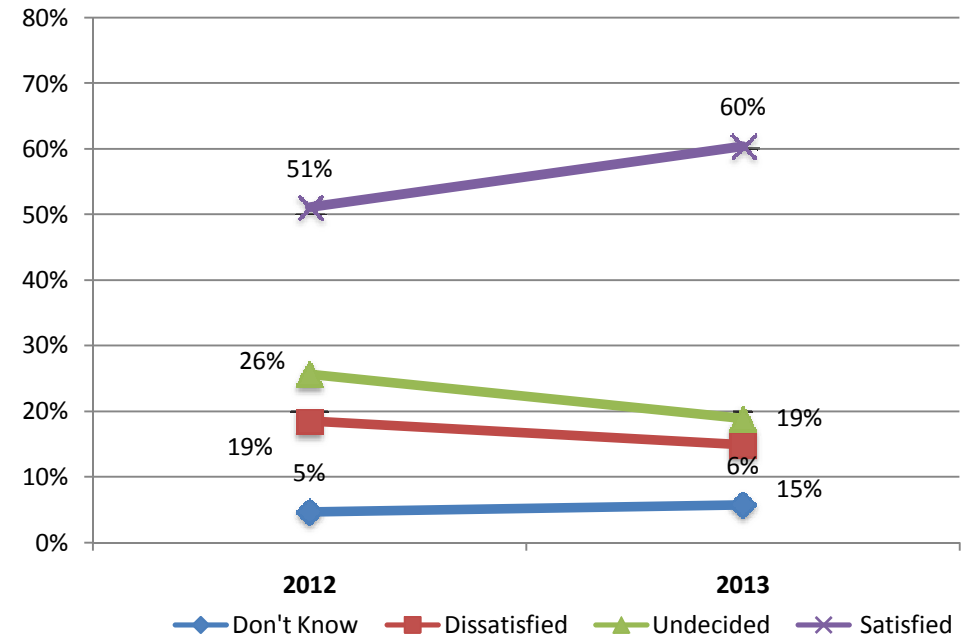
## RESPECT AND PROFESSIONALISM

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q3 - In general, CFA staff accept and recognise the professionalism of volunteers.



Q32 - CFA consistently and proactively promotes public understanding of community confidence in the role and professionalism of CFA volunteers and their brigades.

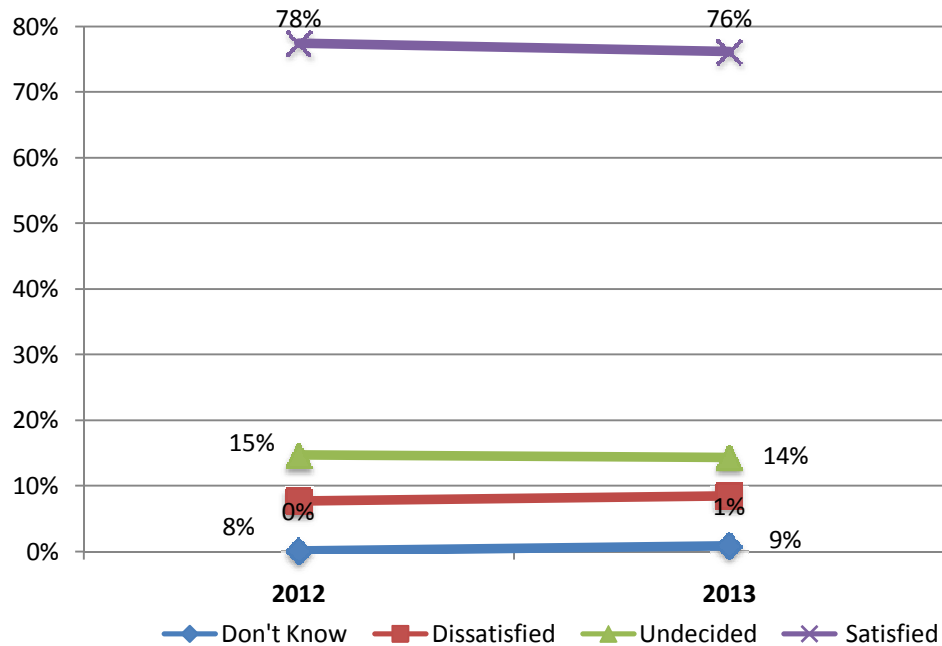


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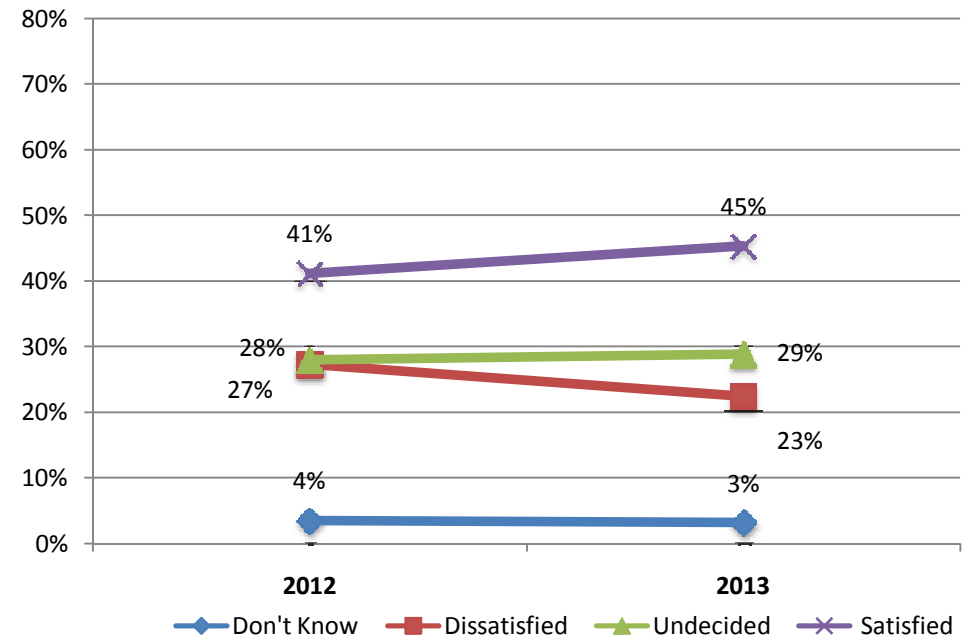
## MY ROLE AS A VOLUNTEER

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q4 - I feel the time I devote to CFA is productive and worthwhile



Q5 - 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.



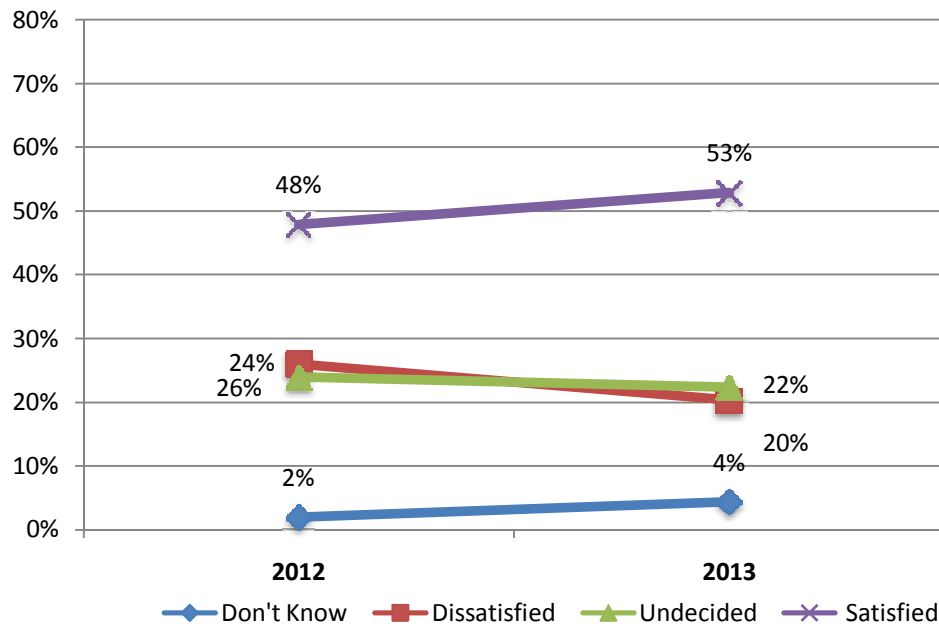


# SATISFACTION ACROSS EACH GROUP OF STATEMENTS PERFORMANCE SCORES

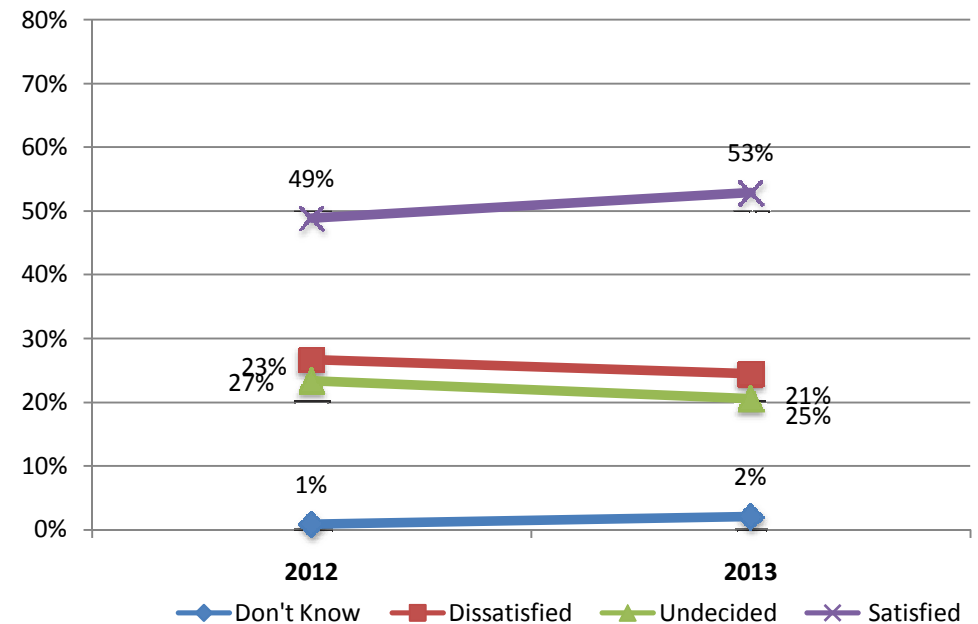
## MY ROLE AS A VOLUNTEER

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q9 - Volunteers who no longer wish to perform operational roles are supported to continue their volunteer service in other non-operational/operational support roles



Q22 - CFA recognises and utilises the skills and experience that I bring to CFA.

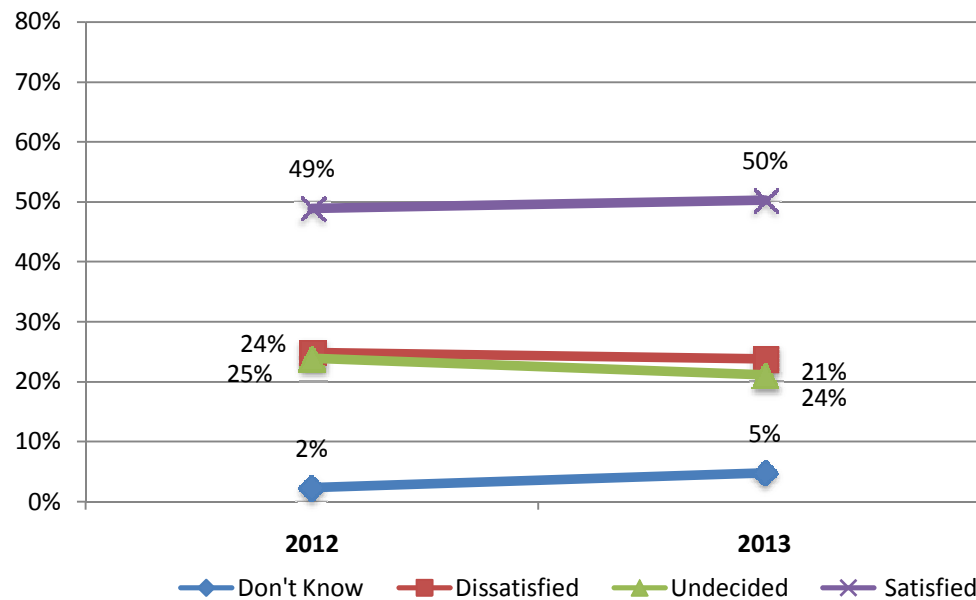


# SATISFACTION ACROSS EACH GROUP OF STATEMENTS PERFORMANCE SCORES

## MY ROLE AS A VOLUNTEER

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q29 - 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.

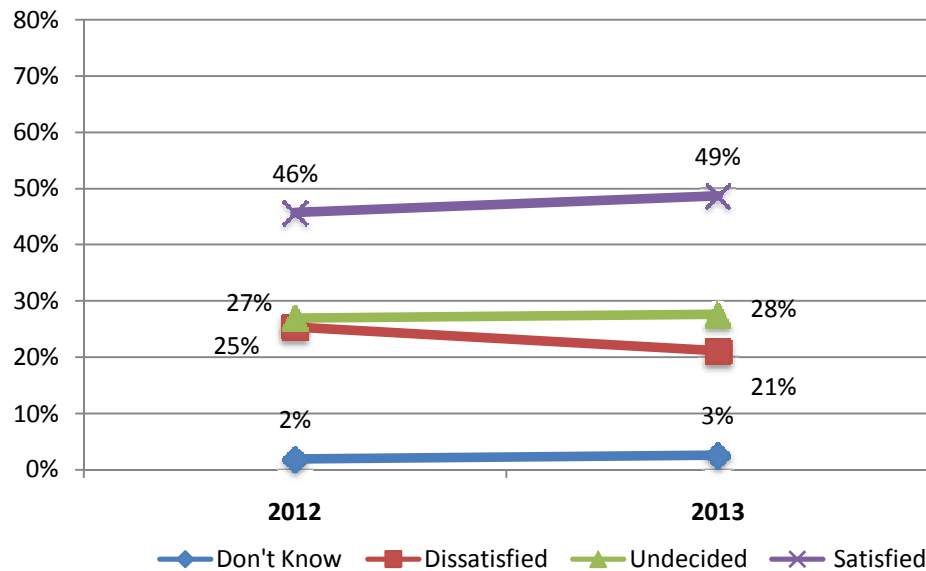


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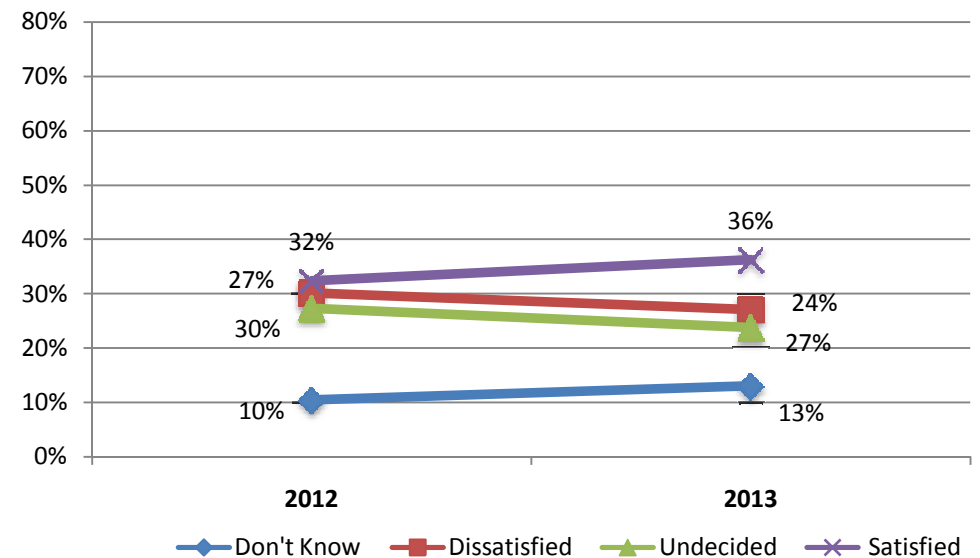
## CO-OPERATION

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q6 - Volunteers and CFA staff work cooperatively at all levels to achieve shared goals and serve the community.



Q11 - CFA's workforce arrangements allow the paid staff and volunteers to work cooperatively as an integrated team.

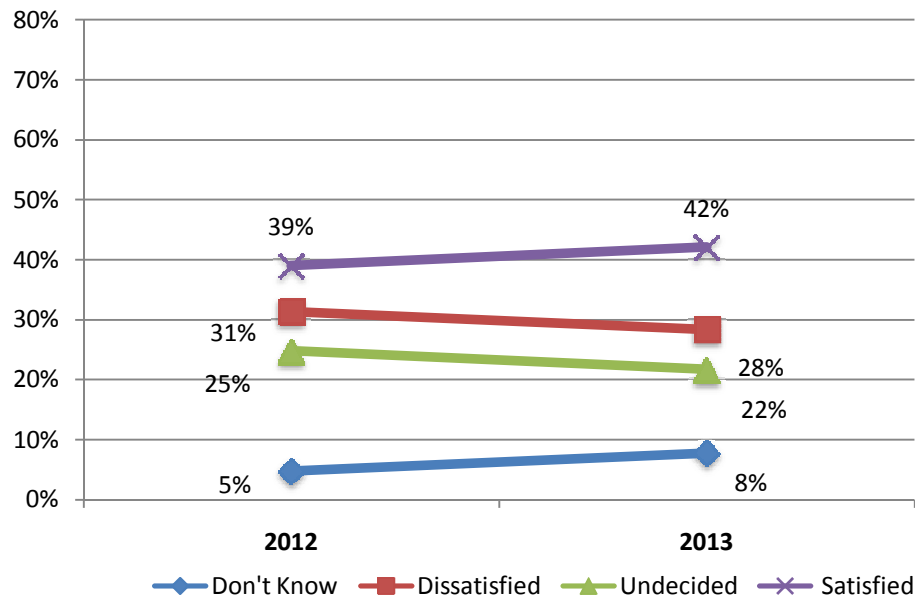


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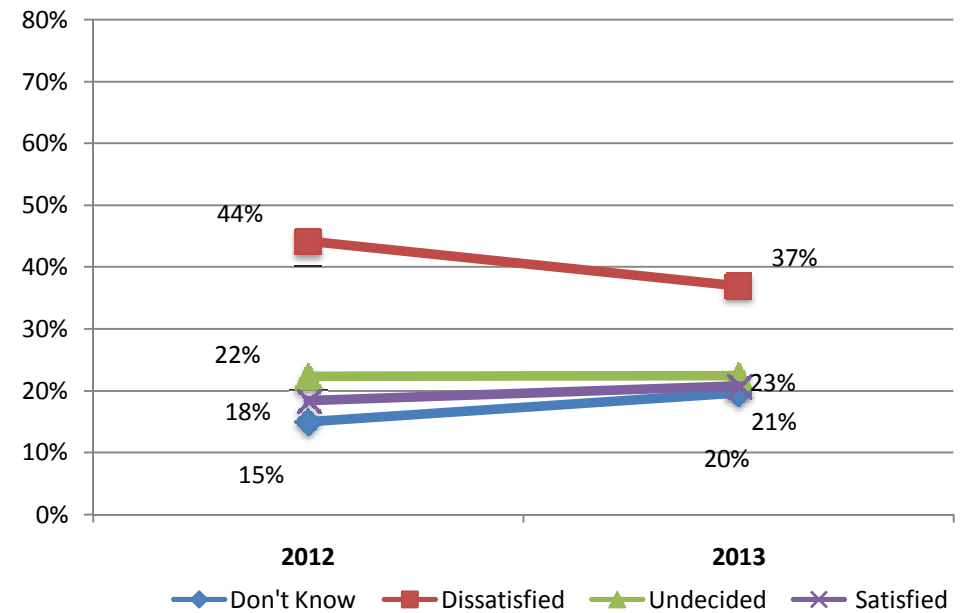
## CO-OPERATION

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q25 - Volunteers are effectively consulted and involved in decision making at my local District/Regional level.



Q26 - Volunteers are effectively consulted and involved in decision making at CFA Corporate level.

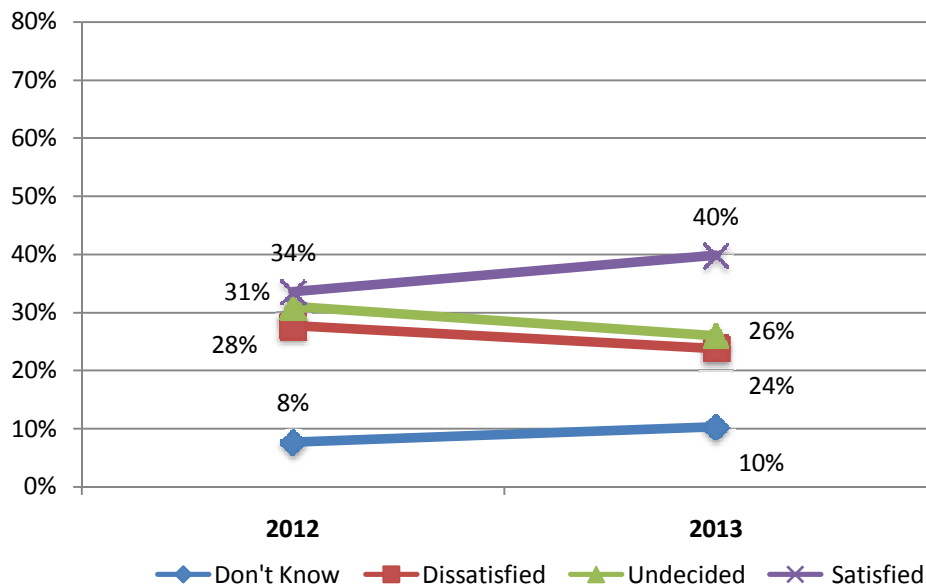


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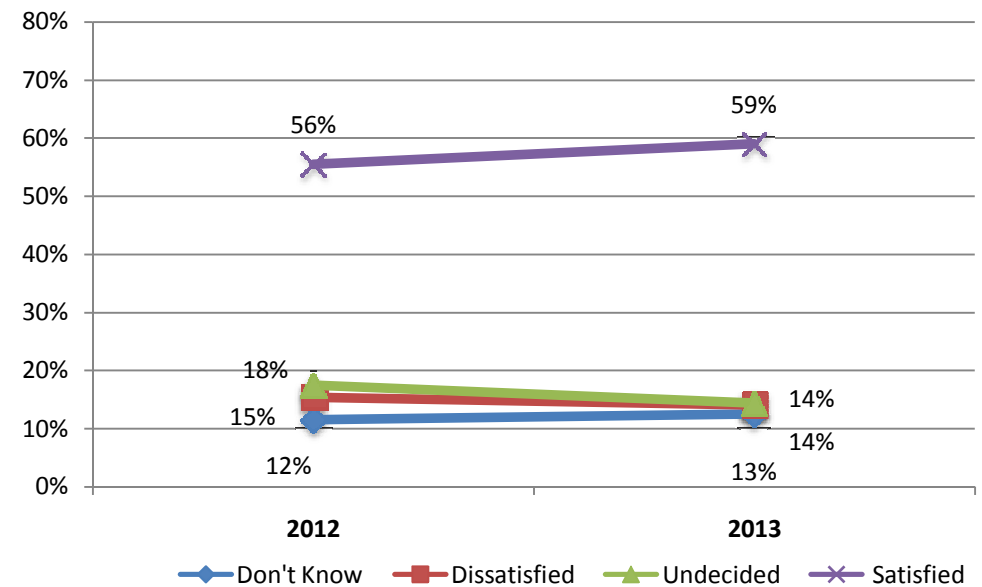
## SUPPORT FROM CFA

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q15 - CFA corporate policies and leadership support an effective volunteer based and fully integrated organisation.



Q17 - CFA works actively to discourage workplace bullying.

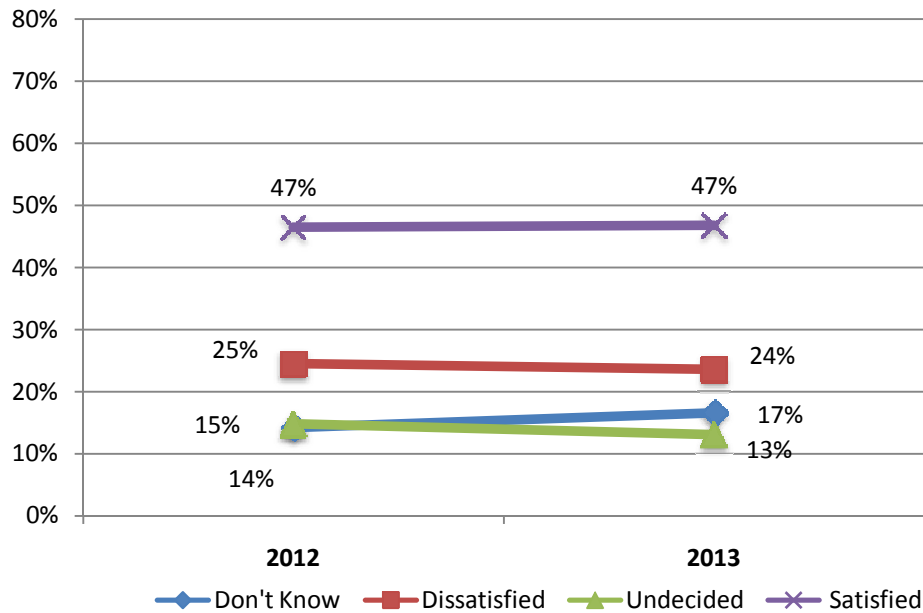


# SATISFACTION ACROSS EACH GROUP OF STATEMENTS PERFORMANCE SCORES

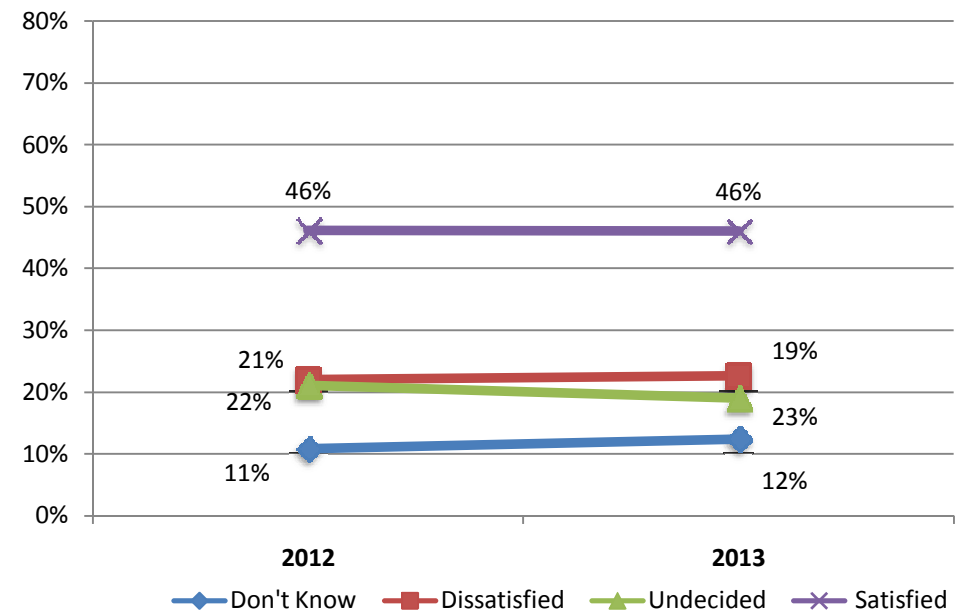
## SUPPORT FROM CFA

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q28 - My employer is effectively recognised and supported to release me to undertake my volunteer commitments.



Q30 - CFA paid personnel in my local brigade/district area are committed to supporting and empowering volunteers.

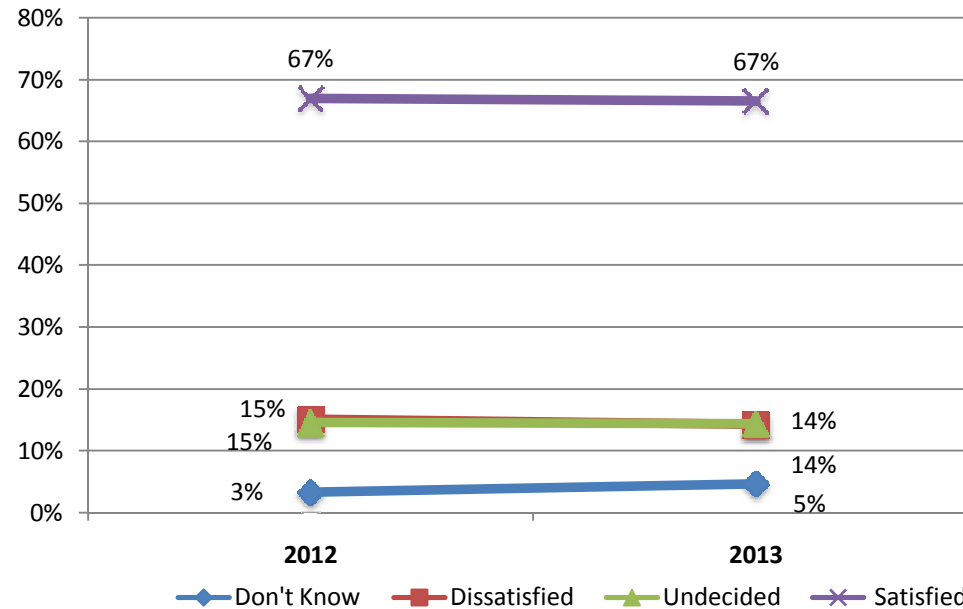


# SATISFACTION ACROSS EACH GROUP OF STATEMENTS PERFORMANCE SCORES

## SUPPORT FROM CFA

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q31 - Volunteer leaders in my brigade are effectively supported and empowered to manage my brigade and undertake their roles.

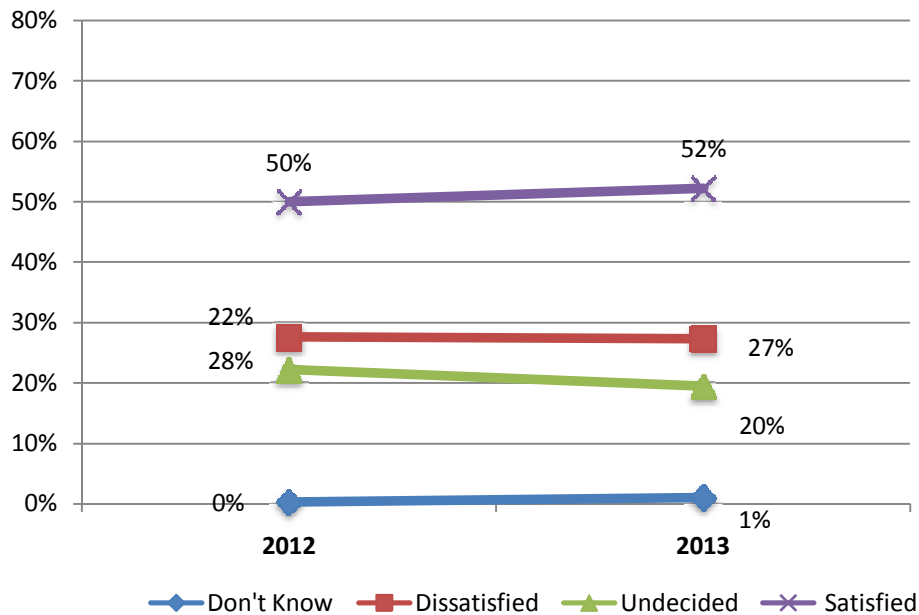


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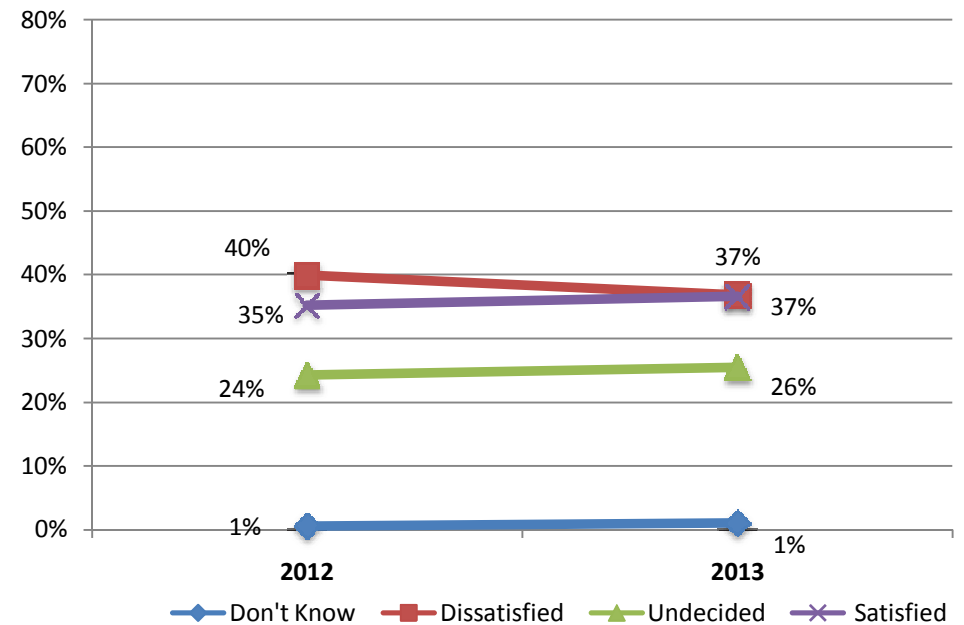
## TRAINING BY CFA

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q12 - Most training is available and provided within a reasonable distance from my brigade.



Q13 - CFA provides enough training opportunities in formats, at times and at locations that make it easy for me to participate.



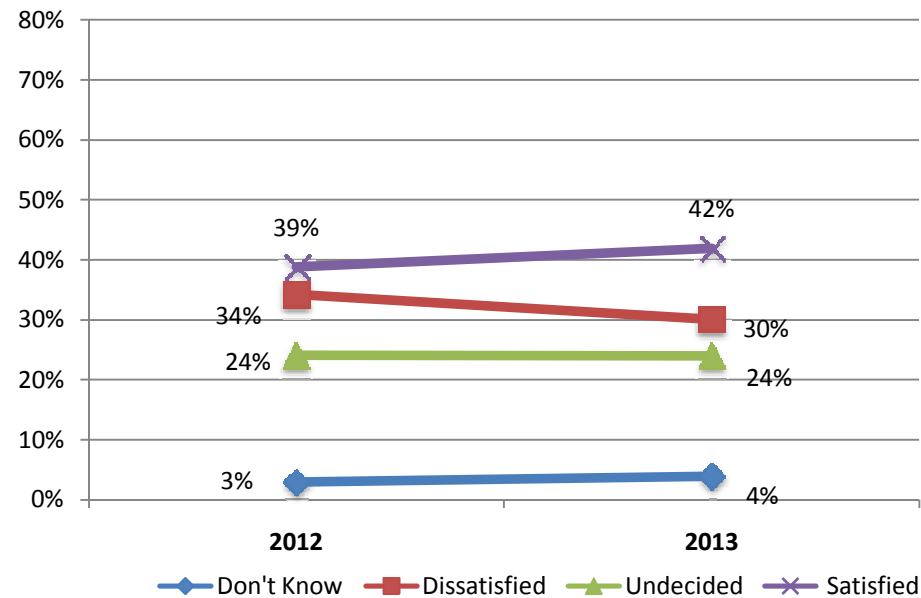


# SATISFACTION ACROSS EACH GROUP OF STATEMENTS PERFORMANCE SCORES

## TRAINING BY CFA

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q10 - CFA provides good leadership training for volunteers in people management, brigade management, conflict resolution and mentoring.

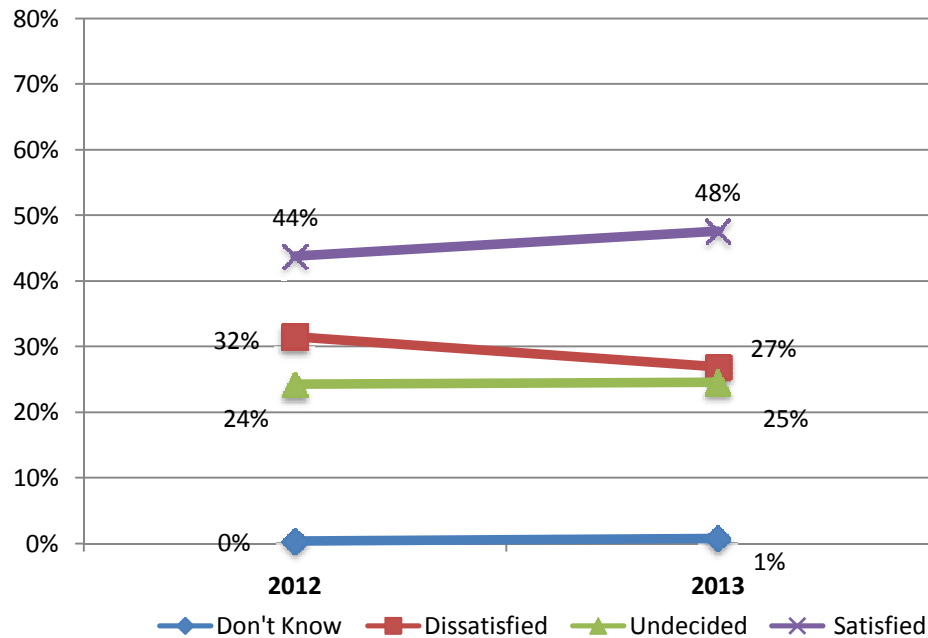


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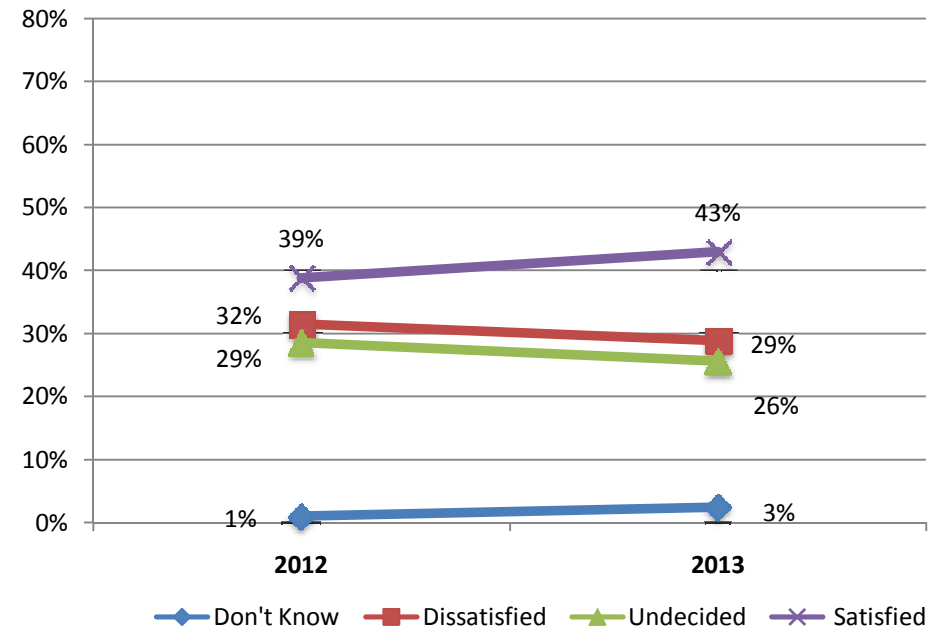
## RECRUITMENT AND RETENTION

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q7 - My brigade is successful in 'recruiting' younger people as volunteers.



Q8 - My brigade is successful in 'retaining' younger people as volunteers.

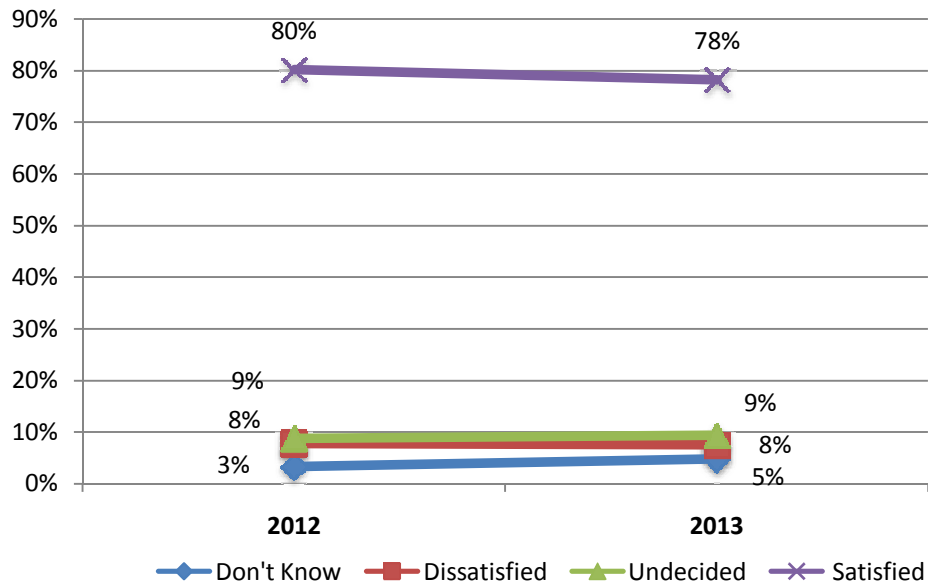


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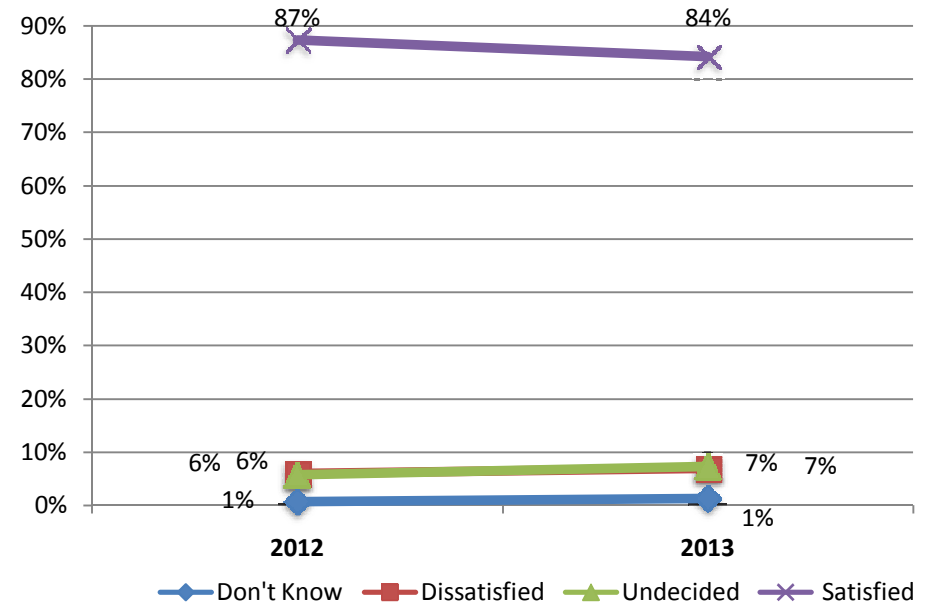
## RECRUITMENT AND RETENTION

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q18 - People from all cultural backgrounds, different religious, political and personal beliefs are all made welcome at my brigade.



Q19 - There are no barriers to the roles women can occupy in my brigade.

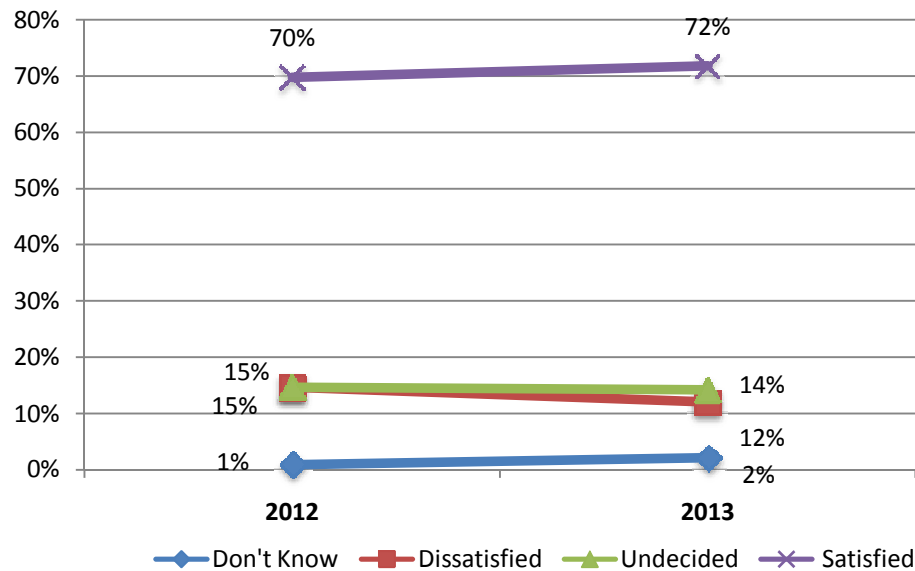


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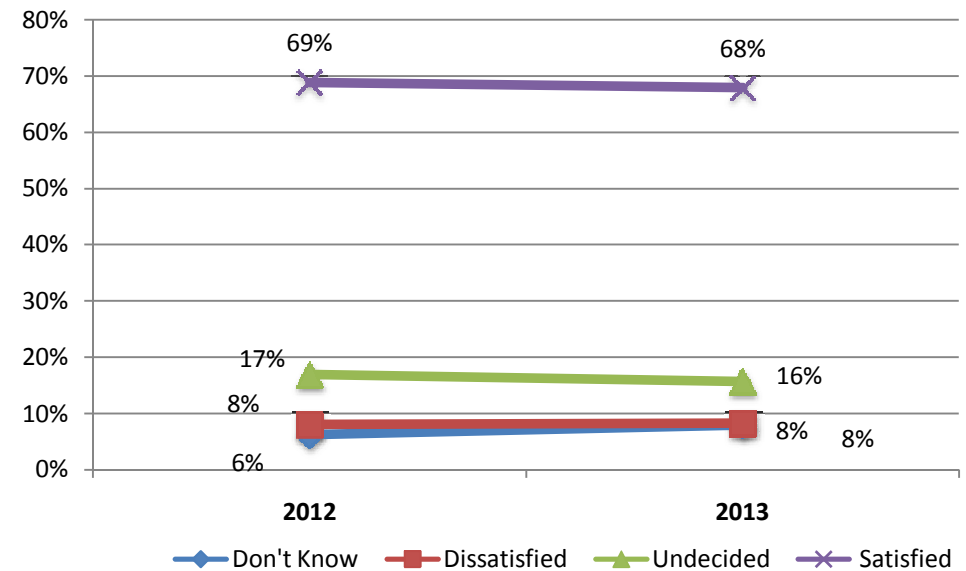
## RECRUITMENT AND RETENTION

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q20 - New volunteers are actively supported to allow them to turn out to incidents within a reasonable time of joining the brigade.



Q24 - The environment across the wider CFA is volunteer-friendly and welcoming to new members.

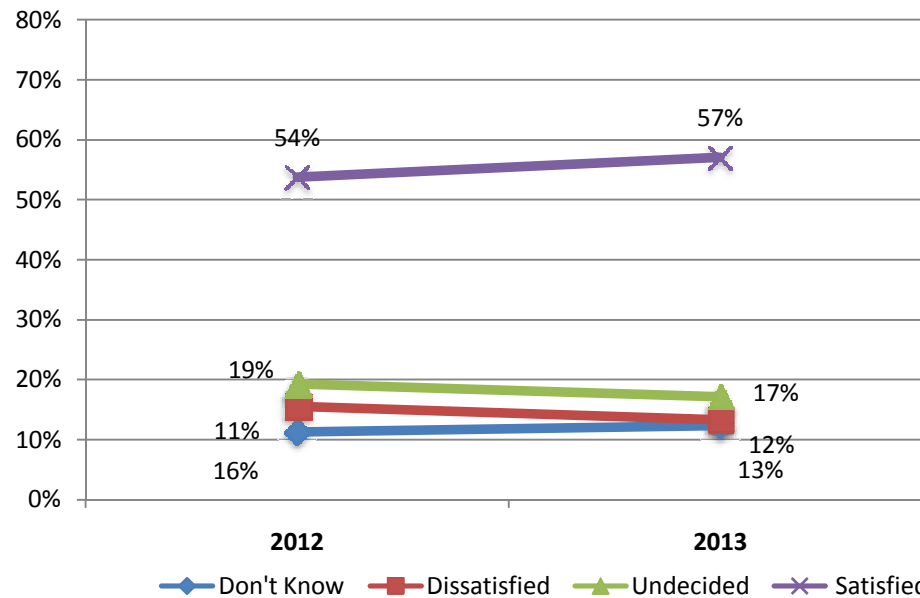


# SATISFACTION ACROSS EACH GROUP OF STATEMENTS PERFORMANCE SCORES

## RECRUITMENT AND RETENTION

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q33 - New volunteers in non response roles are actively supported to allow them to contribute in my brigade within a reasonable time of joining.

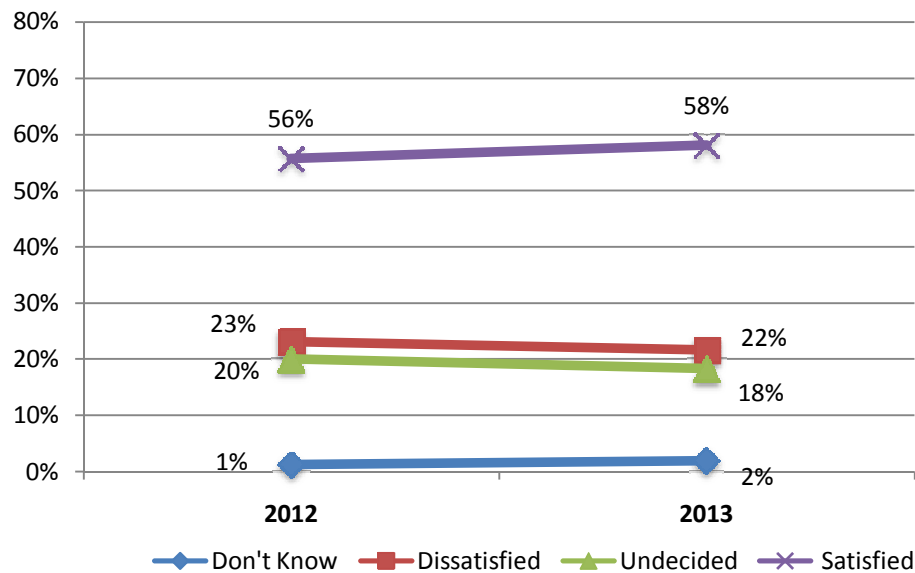


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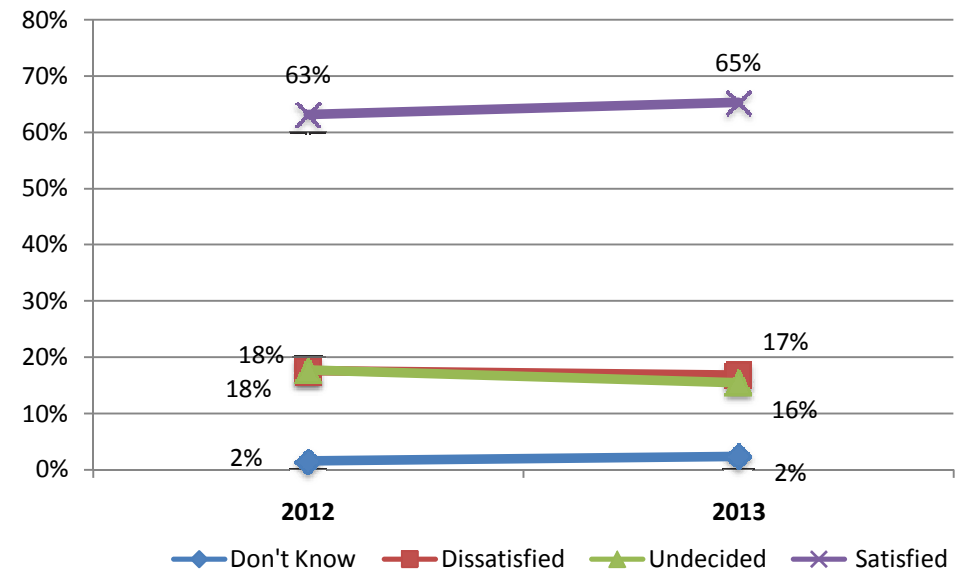
## PEOPLE MANAGEMENT – MY BRIGADE

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q14 - My brigade leaders are able to deal effectively with human resource, conflict resolution and morale issues at brigade level.



Q21 - People management issues, conflict resolution and volunteer morale are generally well managed within my brigade.

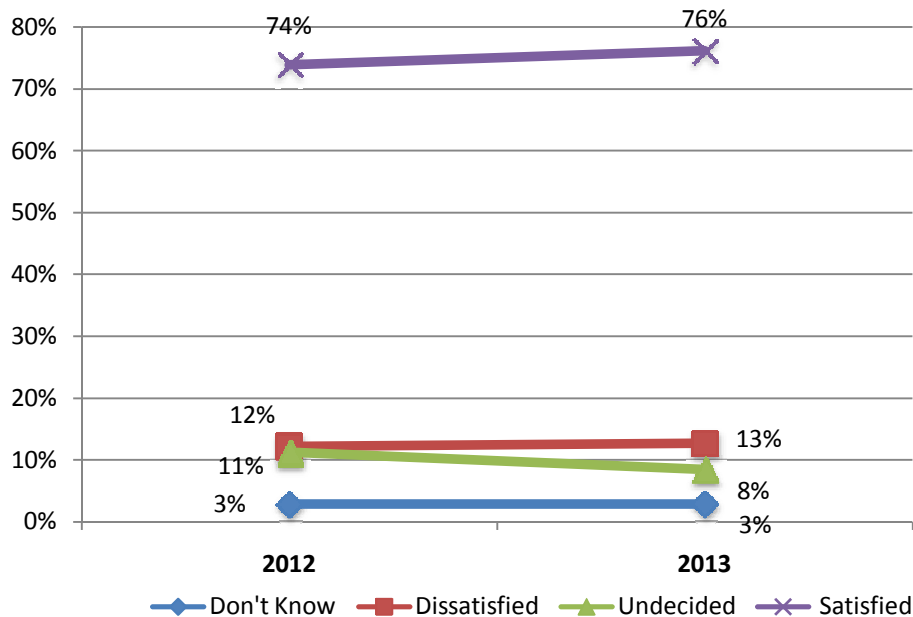


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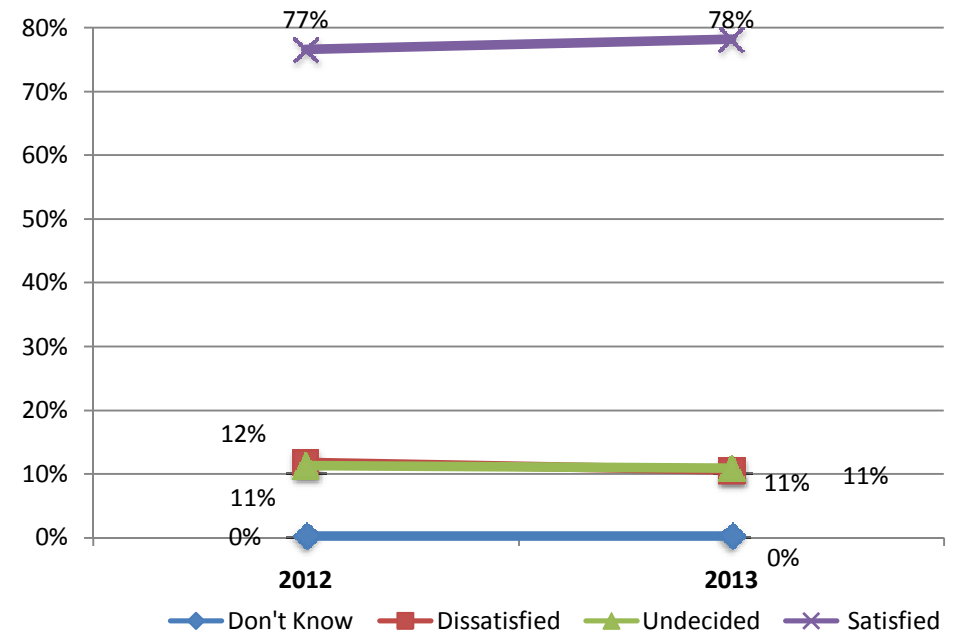
## PEOPLE MANAGEMENT – MY BRIGADE

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q16 - Workplace bullying is not tolerated in brigades that I have been a member of.



Q23 - The environment at my brigade is volunteer-friendly, welcoming to new members and creates good morale.



# SATISFACTION ACROSS EACH GROUP OF STATEMENTS PERFORMANCE SCORES

## PEOPLE MANAGEMENT – MY BRIGADE

<b>Satisfied</b>	7-10
<b>Undecided</b>	5-6
<b>Dissatisfied</b>	1-4

Q27 - Volunteers are effectively consulted and involved in decision making at my brigade level.

