

Leaders of Health Volunteer Engagement (LOHVE) Network 2019 Benchmark

The Leaders of Health Volunteer Engagement (LOHVE) Network was established in 2011 and its purpose is to support health volunteer managers and coordinators in the provision of well structured, integrated volunteer programs that are inclusive and benefit clients, volunteers, health services and community alike.

Each year, for the past seven years a benchmark survey has been undertaken. Members of the network are involved in the design of the questions and pick topics to help them learn about other health services and develop and reshape their own volunteer programs. These are the results from the 2019 benchmark survey, based on data from the 2018 calendar year.



In 2018, 60 agencies from VIC (44), QLD (8), WA (3), NSW (1), NT (1), USA (1) and SA (2) participated in the survey.



48% are from metropolitan organisations



35% are from regional and 17% rural organisations

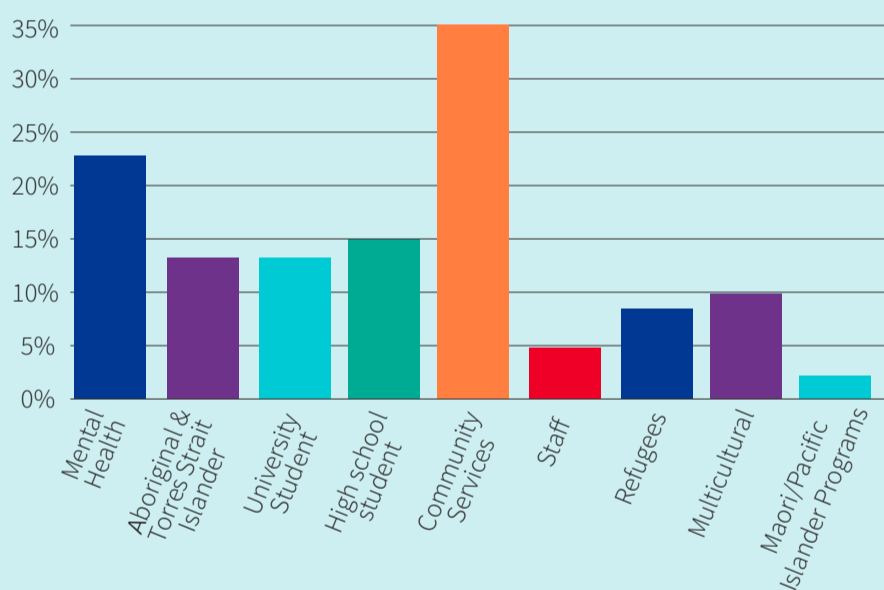


95% of organisations identified the need for volunteers via networking with staff



67% stated they had received a written or formal request.

SPECIALTY VOLUNTEER AREAS



BENEFITS OF THE LOHVE NETWORK

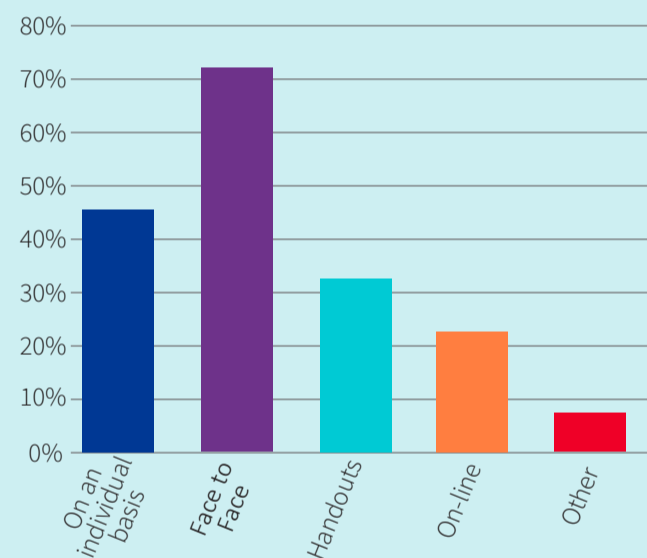
100% of responses stated that they thought the Network had been beneficial

88% said sharing ideas was the most useful

90% said their program aligned with the Volunteer Australia National Standards for Volunteer Involvement

82% said providing each other support was the most useful

ORIENTATION PRESENTATION



IN 2019 THE AVERAGE VOLUNTEER IS:

56

Years of age



22% Male



78% Female

WITH AN AVERAGE OF:

282

Volunteers



29,384 hours contributed



5.6 years length of service



1.53 paid employees work in volunteer departments.

PROGRAM INFORMATION

- 99% have structured orientation programs with 85% orienting volunteers in groups.
- 68% of organisations had CEO involvement in their volunteer orientations.
- 97% of organisations provide ongoing education and training for their volunteers.
- 88% had an allocated budget for their volunteer programs.

- 80% stated as Managers/Coordinators of volunteers they are supported to attend conferences - 70% receive payment of the conference, 75% are given time off to attend, 48% have the cost of their travel paid, and 38% are covered for the accommodation.
- 38% stated they had a strategic plan for their volunteer programs.
- 51% stating their volunteer program have (KPI's) they are expected to report to.



Bendigo Health has carried out the benchmark survey on behalf of the LOHVE Network. Thank you to all participating organisations from this year and previous years. Anyone wishing to join the LOHVE Network or participate in future surveys should contact Sharon Walsh at Bendigo Health swalsh@bendigohealth.org.au

