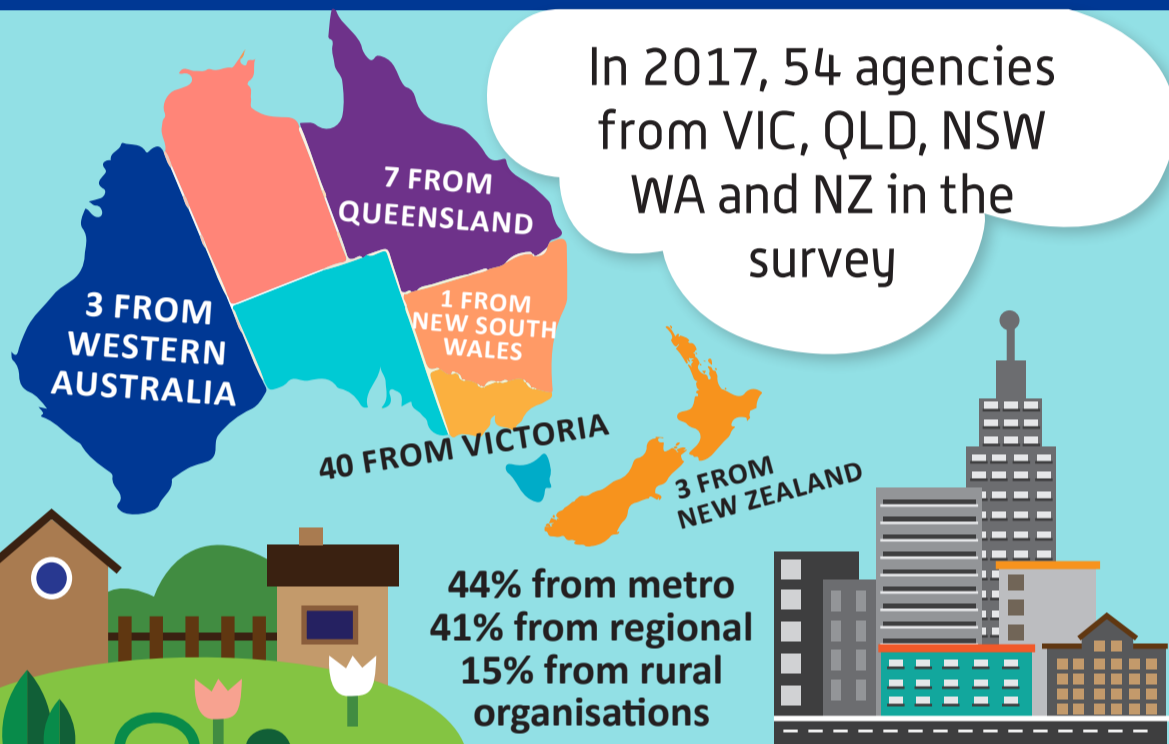


LEADERS OF HEALTH VOLUNTEER ENGAGEMENT (LOHVE) NETWORK 2018 BENCHMARK

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 six 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 2018 benchmark survey.

- All health organisation provide their volunteers with a structured orientation
- Most organisations identify a need for volunteers by networking with staff
- There has been an increase in the format of group volunteer orientations
- Increased adherence to National Volunteering Standards
- Fewer volunteers appear to be contributing more time
- CEOs are taking a lead in supporting volunteer programs
- There is significant difference between the metropolitan, regional and rural agencies

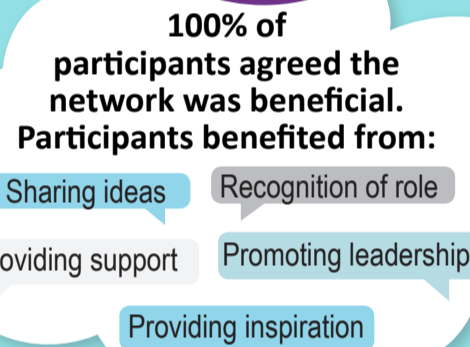


All organisations provide volunteer orientation. These are done via



STRATEGY

- 78% of volunteer programs have a strategic plan
- 63% of programs have Key Performance Indicators to report on
- 78% of volunteer programs have an allocated budget
- 93% of programs align with The National Standards for Volunteer Involvement.

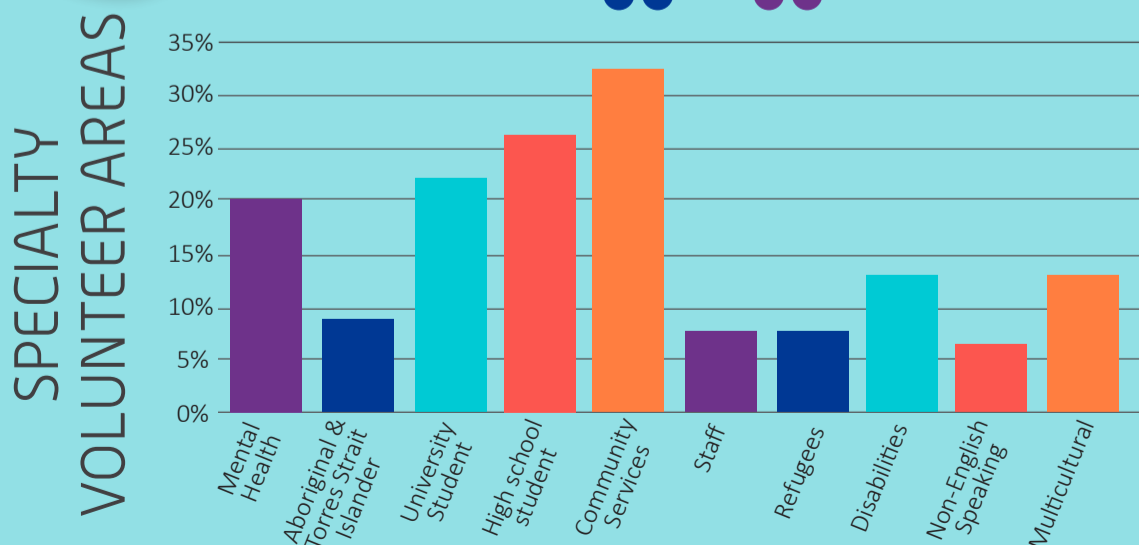


DIFFERENCE BETWEEN VOLUNTEERS IN METRO, REGIONAL AND RURAL ORGANISATIONS:

- Rural volunteers are older
- Rural health services have fewer recruitments of volunteers and less turnover
- Regional have less hours of contribution by their volunteers by has almost 2.5years longer years of service
- Regional have slightly more male volunteers
- There is more mention of volunteers in regional strategic plans with greater engagement by CEO's.
- Metro organisations have recruited more volunteers in the past 12 months but also have a bigger turnover of volunteers
- Metro volunteers do more online training than rural and regional volunteers

HOW DO ORGANISATIONS IDENTIFY A NEED FOR VOLUNTEERS?

- 91% NETWORKING WITH STAFF
- 11% COMMITTEE BASED
- 61% ARE WRITTEN/FORMAL REQUESTS



HOW DO WE RECOGNISE OUR VOLUNTEERS?



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

