

Leaders of Health Volunteer Engagement (LOHVE) Network 2017 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 five 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 2017 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

In 2017, 40 agencies from VIC, QLD and WA participated in the survey



**53% from metro
30% from regional
17% from rural organisations**

All organisations provide volunteer training and ongoing training – but there are different ways the training is presented



STRATEGY

- 47%** of volunteer programs have a strategic plan
- 95%** of programs have Key Performance Indicators to report on
- 85%** of volunteer programs have an allocated budget
- 95%** of programs align with The National Standards for Volunteer Involvement.

HOW ORGANISATIONS BENEFIT FROM THE LOHVE NETWORK?

- Sharing ideas
- Recognition of role
- Providing support
- Promoting leadership
- Providing inspiration

DIFFERENCE BETWEEN VOLUNTEERS IN METRO, REGIONAL AND RURAL ORGANISATIONS:

- Rural volunteers are older
- Rural volunteers have the highest length of service
- Metro organisations have recruited more volunteers in the past 12 months, but also have a bigger turnover of volunteers
- Metro volunteers are more active and contribute more hours

HOW DO ORGANISATIONS IDENTIFY A NEED FOR VOLUNTEERS?

- 88%** NETWORKING WITH STAFF
- 10%** COMMITTEE BASED
- 63%** ARE WRITTEN/FORMAL REQUESTS

IN 2017, THE AVERAGE VOLUNTEER IS:

57
YEARS OF AGE

21%

79%

WITH AN AVERAGE OF

13%
ANNUAL TURNOVER

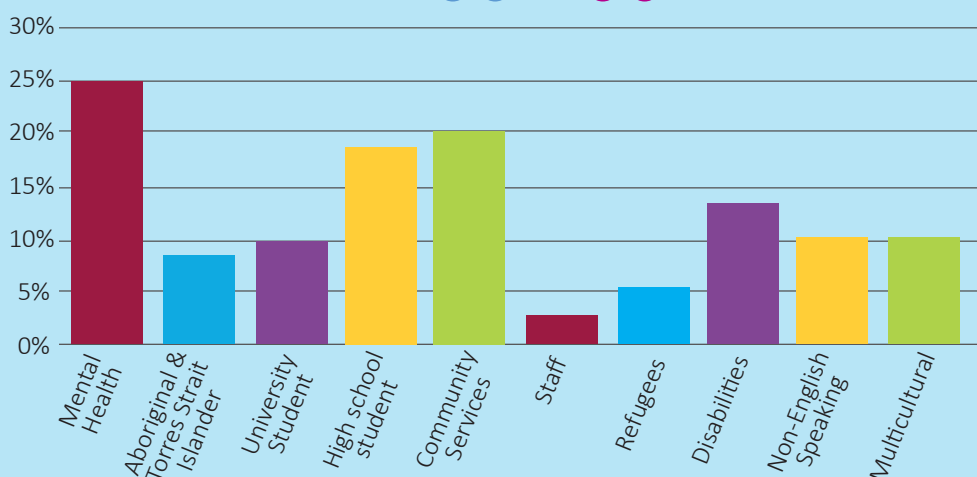
YEARS LENGTH OF SERVICE

5

25,887
HOURS DONATED

247
VOLUNTEERS

WHERE VOLUNTEERS ARE BASED IN ORGANISATIONS



HOW DO WE RECOGNISE OUR VOLUNTEERS?

- ADMIT ONE (Movie tickets, Discounts, Celebrations)
 - Access to parking Pins
 - Access to staff amenities
 - Access to education Newsletters Certificates
 - Meals Discount on Meals Lunches Morning/afternoon teas
- AND MANY OTHER WAYS**



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

