

Leaders of Health Volunteer Engagement (LOHVE) Network 2021 Benchmark

(based on the 2020 calendar year)

Volunteering is a health matter. Offering pathways, connections and health benefits for volunteers, the patients they care for and the services they assist. COVID-19 has had significant impact, with this study revealing 90% of participating agencies had a distinct decrease in volunteer participation, the average number of volunteers dropped from 261 (2020) to 162 (2021) and the equivalent financial benefit to the State of Victoria has dropped from 56M in 2020 to just 26M in 2021



In 2020, 67 agencies from VIC (52), QLD (2), WA (4), NSW (3), NT (1), SA (1) and NZ (1) participated in the survey.



46% are from metropolitan organisations 39% are from regional and 15% rural organisations

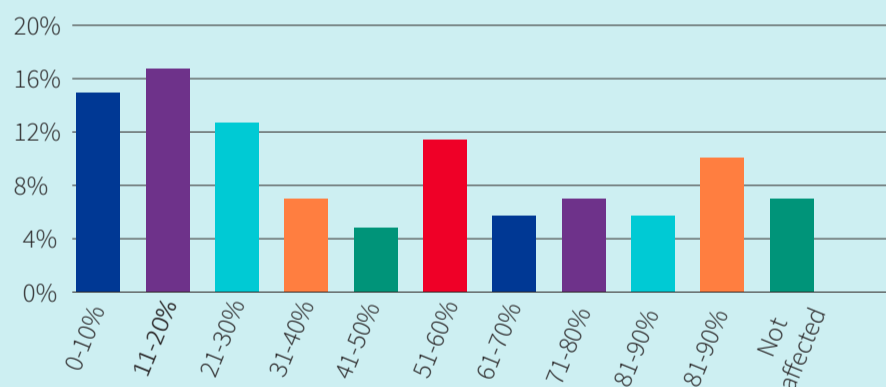


89% of organisations identified the need for volunteers via networking with staff

COVID-19 IMPACT INFORMATION

90% STATED THEY HAD A DECREASE IN VOLUNTEERS DUE TO COVID-19 LOCKDOWNS.

How much did the number of volunteers decrease?



IMPACT TO VOLUNTEER TURNOVER BECAUSE OF:

- 67% health concerns in 2020
- 67% of volunteers leaving for paid employment
- 57% volunteers taking a break from volunteering
- 51% volunteer family concerns in 2020
- 39% fear of COVID-19
- 15% leaving to assist other organisations

DUE TO COVID-19 LOCKDOWNS:

- 90% had a decrease in volunteers
- 43% didn't recruit any volunteers
- 24% were unable to recruit volunteers

DURING COVID-19 LOCKDOWNS VOLUNTEERS WERE SUPPORTED:

- 91% by emails and letters
- 76% by phone calls
- 42% by internet video calls
- 30% by celebrations via various platforms ie. Zoom
- 18% by Facebook

BENEFITS OF THE LOHVE NETWORK

- 100% of responses stated that they thought the Network had been beneficial
- 95% said sharing ideas was the most useful
- 59% said providing each other support was the most useful
- 55% said sharing inspiration was the most useful

IN 2020 THE AVERAGE VOLUNTEER IS:

- 63.3 Years of age
- 23% Male
- 77% Female

WITH AN AVERAGE PER PARTICIPATING AGENCY OF:

- 162 Volunteers
- 12,177 hours contributed
- 5.75 years length of service
- 1.35 paid (FTE) employees in volunteer departments



The Leaders of Health Volunteer Engagement (LOHVE) Network was established in 2011 - its purpose is to support health volunteer managers and coordinators to provide well structured, integrated, inclusive volunteer programs that benefit clients, volunteers, health services and community alike. This world first longitudinal study of health service volunteer programs has been undertaken for the past eight years based on the previous calendar year. 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

