

# Leaders of Health Volunteer Engagement (LOHVE) Network 2020 Benchmark

(based on the 2019 calendar year)



In 2019, 54 agencies from VIC (37), QLD (6), WA (2), NSW (6), NT (1), SA (1) and NZ (1) participated in the survey.

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. This world first longitudinal study of health service volunteer programs has been undertaken for the past eight years based on the previous calendar year.

**Volunteering is a health matter. Imagine the true value of volunteering to health, health care and health service when this year the study revealed that just 37 Victorian Health Services together generated almost \$56 Million based solely on hours of contribution.**

On average the financial value to each participating agency was more than \$1.5M.



54% are from metropolitan organisations 33% are from regional and 13% rural organisations

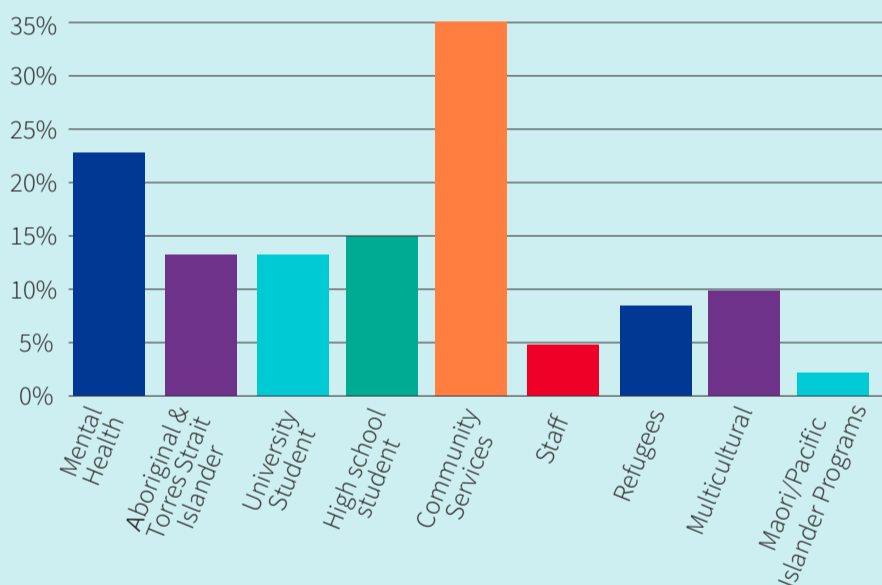


93% of organisations identified the need for volunteers via networking with staff



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

85% said sharing ideas was the most useful

78% said providing each other support was the most useful

80% said sharing inspiration was the most useful



50% stated volunteers were included in their Health Service Strategic Plans.



61% stated their volunteer program have Key Performance Indicators (KPIs) they are expected to report to.



93% stated their program aligns to the National Volunteering Standards.



89% had an allocated budget for their volunteer programs.

IN 2019 THE AVERAGE VOLUNTEER IS:

61

Years of age



24% Male



76% Female

WITH AN AVERAGE PER PARTICIPATING AGENCY OF:

261

Volunteers



35,045 hours contributed



5.98 years length of service



1.4 paid (FTE) employees in volunteer departments

## PROGRAM INFORMATION

- 100% have structured orientation programs with 89% orienting volunteers in groups, 71% stating orientation is carried out face to face and 20% of volunteers orientated online.
- 57% of organizations stated their CEO welcomed volunteers at orientation, 19% providing an overview and 22% using it as an opportunity to say thank you. 41% of participants stated no involvement by their CEO in their volunteer orientations.

- 98% of organizations provide ongoing education and training for their volunteers.
- 89% stated as Managers/Coordinators of volunteers they are supported to attend conferences - 65% that they are supported with the cost of conference fee, 72% are given time off to attend, 46% have the cost of their travel paid, and 37% are covered for the accommodation.

The churn of volunteers remains high. In 2018 and 2019 LOHVE Benchmark learned that for every 100 volunteers recruited to a health service, 80 volunteers leave a health service. In 2020 we found that for every 100 volunteers recruited that 92 leave health service showing an increase. This year also saw the average turnover of volunteers is 18%.



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](mailto:swalsh@bendigohealth.org.au)

