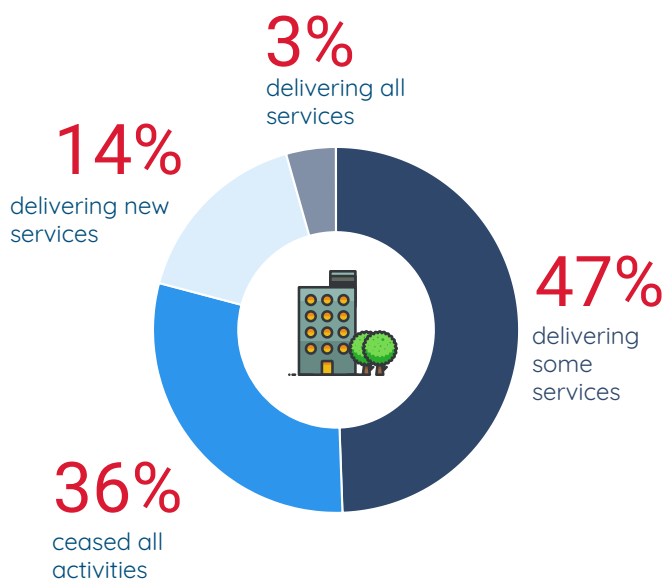# Volunteer Management During COVID-19
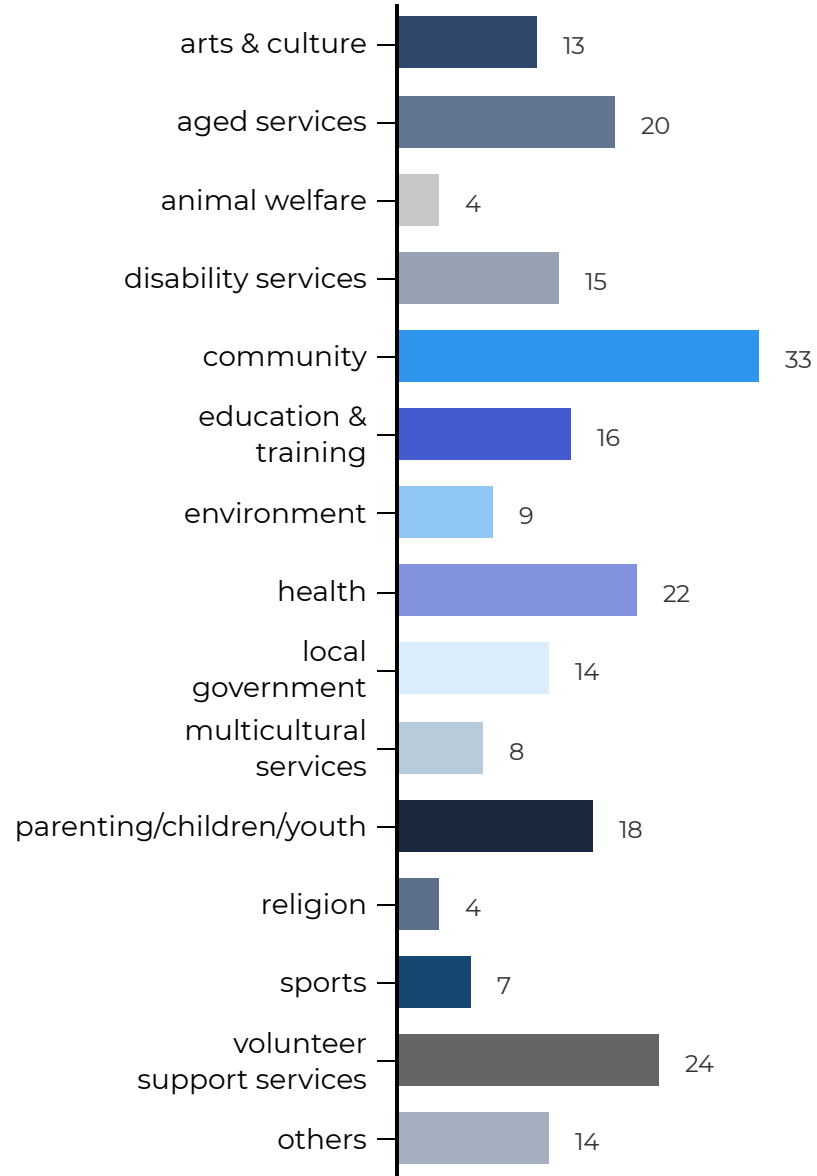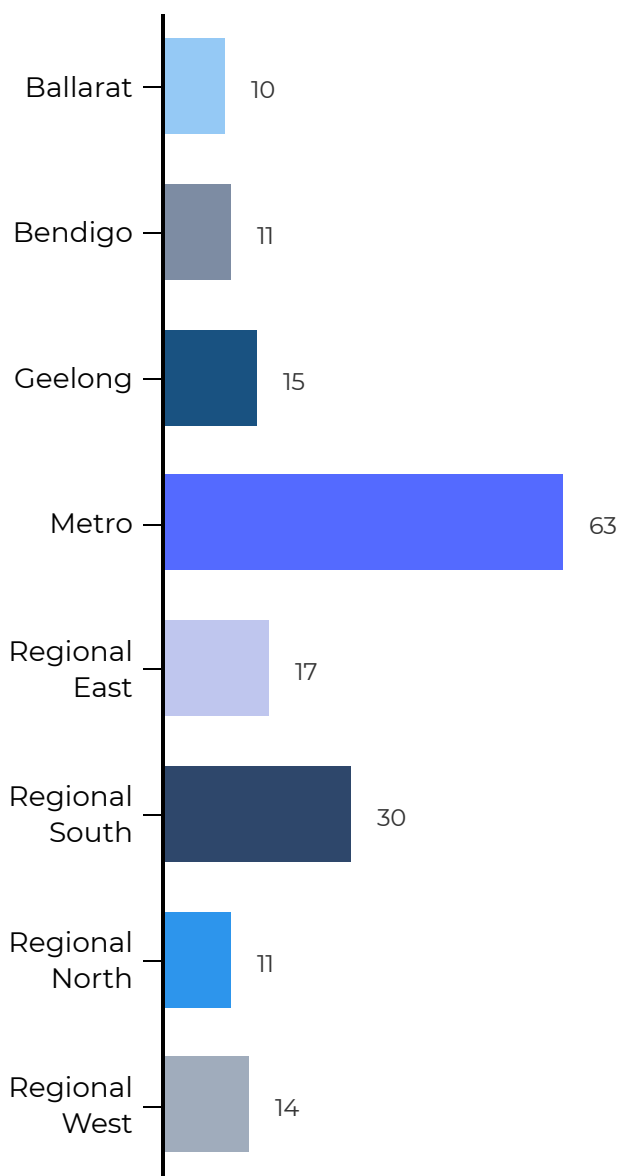
How have organisations been impacted?

- 3% delivering all services
- 14% delivering new services
- 47% delivering some services
- 36% ceased all activities

How have volunteers been impacted?

- 4% willing to be seconded to another organisation
- 25% not engaged
- 38% some remain engaged
- 33% are engaged
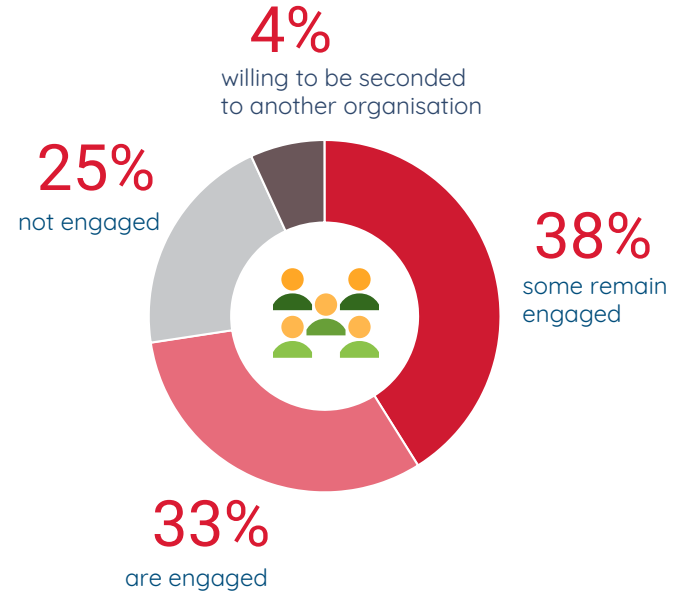
Organisations Surveyed

Location	Count
Ballarat	10
Bendigo	11
Geelong	15
Metro	63
Regional East	17
Regional South	30
Regional North	11
Regional West	14

Sector	Count
arts & culture	13
aged services	20
animal welfare	4
disability services	15
community	33
education & training	16
environment	9
health	22
local government	14
multicultural services	8
parenting/children/youth	18
religion	4
sports	7
volunteer support services	24
others	14

Most Pressing Issues for Volunteer Managers

1 STAYING CONNECTED
one third of the organisations were concerned that their volunteers would not return once the pandemic is over

2 HIGH RISK CATEGORIES
15 respondents had challenges with their volunteer workforce themselves being high risk categories

3 ADAPTION TO ONLINE & REMOTE VOLUNTEERING
13 respondents had issues related to adapting to online volunteering. This included issues with changing systems and also retraining volunteers

4 GENERAL SAFETY/WELL - BEING
organisations with active programs face a new challenge - health and safety of their volunteers and potential exposure of their volunteers

5 LOSS OF RESOURCES
ceased programs have impacted funding, organisational resources and capacity to deliver services

6 LOSS OF VOLUNTEER HOURS
organisations are concerned about losing their volunteers since many programs have stopped delivering

Volunteering VICTORIA