



Mercy Services Volunteer Satisfaction Survey 2014



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Summary

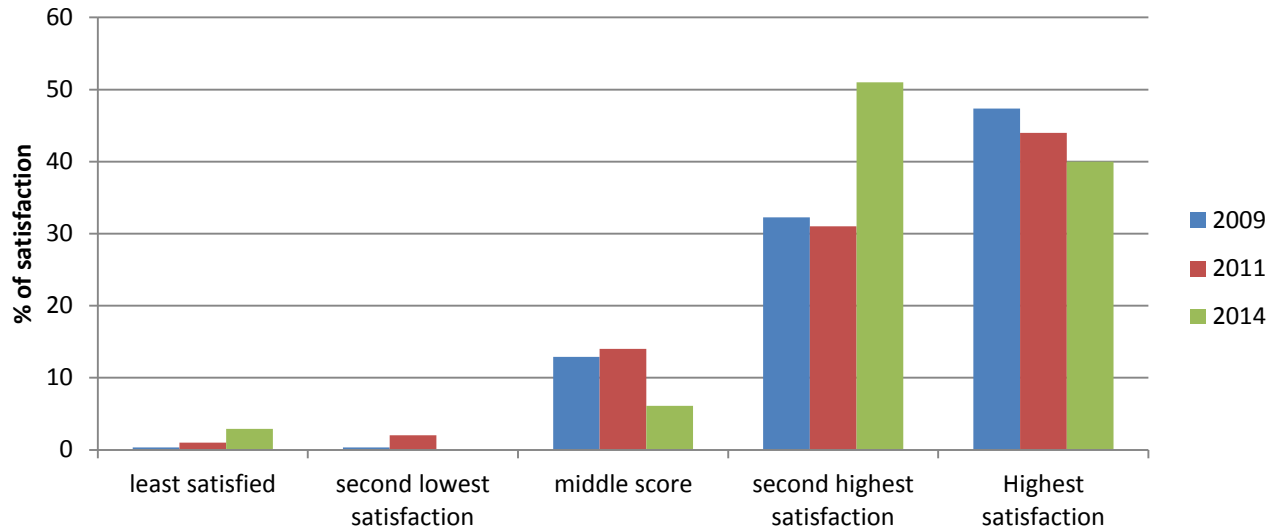
Mercy Services volunteers were posted an invitation to participate in a satisfaction survey. Participation was voluntary and volunteers' (responses) were anonymous unless volunteers provided their contact details.

This is the third volunteer satisfaction survey. The previous surveys were in 2009 and 2011. It is not possible to compare the 2014 survey with previous surveys as these had a different scoring scale and some differences in the wordings of questions.

A total of 112 surveys were distributed with 57 returned, equating to a response rate of 49.11%. A summary of volunteers survey responses are as follows. Note: survey item response averages were calculated with the *not applicable* response scores removed.

1. ***Client's lives are improved by my voluntary work?*** was answered by (94.5%) 52 volunteers. The response ratings were 3.6% *Strongly disagree*, 0% *Disagree*, 0% *Neutral*, 43.6% *Agree* and 47.3% *Strongly agree*. The average response rating was 4.38.
2. ***I tell people that volunteering with Mercy Services is a positive experience for me?*** was answered by (96.4%) 53 volunteers. The response ratings were 3.6% *Strongly disagree*, 0% *Disagree*, 3.6% *Neutral*, 47.3% *Agree* and 41.8% *Strongly agree*. The average response rating was 4.28.
3. ***My coordinator informs me of my client's needs?*** was answered by (96.4%) 53 volunteers. The response ratings were 18.9% *Not applicable*, 3.8% *Strongly disagree*, 0% *Disagree*, 5.7% *Neutral*, 34% *Agree* and 37.7% *Strongly agree*. The average response rating was 4.26.
4. ***How do you rate the emotional support provided to you by Mercy Services?*** was answered by (98.2%) 54 volunteers. The response ratings were 13% *Not applicable*, 0% *Strongly disagree*, 0% *Disagree*, 7.4% *Neutral*, 40.7% *Agree* and 38.9% *Strongly agree*. The average response rating was 4.36.
5. ***Reimbursement of expenses and other material support provided to me by Mercy Services is adequate?*** was answered by (96.4%) 53 volunteers. The response ratings were 30.2% *Not applicable*, 3.8% *Strongly disagree*, 0% *Disagree*, 9.4% *Neutral*, 32.1% *Agree* and 24.5% *Strongly agree*. The average response rating was 4.05.
6. ***Training provided to me by Mercy Services has been adequate?*** was answered by (98.2%) 54 volunteers. The response ratings were 13% *Not applicable*, 0% *Strongly disagree*, 0% *Disagree*, 5.6% *Neutral*, 64.8% *Agree* and 16.7% *Strongly agree*. The average response rating was 4.13

Mercy Services overall volunteer satisfaction scores



Given the response rate of 49.11% some caution may be needed if generalising the results to the population of all Mercy Services volunteers, as 55 volunteers (50.89%) did not return the survey. However, the results do indicate that the volunteers who completed the survey are quite satisfied with those aspects of service that the survey measured with 91% of all responses endorsing the 2 highest response ratings. The highest average response score (4.36) was for item 4 (*How do you rate the emotional support provided to you by Mercy Services?*). Conversely, the lowest score average (4.05) was for item 5 (*Reimbursement of expenses and other material support provided to me by Mercy Services is adequate?*). It is noted that the largest difference between averages was 0.31, and that (only) 2.9% of volunteers endorsed a lower rated response option. Volunteer comments generally reflected the high level of satisfaction as found in the survey item scores, most of which were positive in nature with the exception of a small number of comments relating to the reimbursement of costs which also had the lowest response average.

Mercy Services response to the survey results

The overwhelming response from volunteers is that they are very satisfied with the work they do and with the support they receive from Mercy Services. Mercy Services management commends our Coordinators and the other staff who provide affirmation, encouragement, support and assistance to our volunteers.

There are some very serious complaints and suggestions for improvement in the survey returns. In September 2014, in response to concerns raised by volunteers, Mercy Services management increased the volunteers meal reimbursement and increased the cap on daily travel reimbursement between a volunteers home and voluntary work. The issues that led to the delays in the payment of volunteer reimbursements were addressed with the decision to increase administrative resources with the employment of a Finance Manager.

Methodology

Mercy Services volunteers were mailed an invitation to participate in an anonymous satisfaction survey to assess how well the service meets their needs. If volunteers agreed to participate they could return the survey using a pre-paid return addressed envelope. Volunteers *could* provide their name and contact details if they wished to be contacted by the General Manager regarding any aspect of the survey. The survey comprised 6-items with volunteers asked to tick the most appropriate response to each item (5 point likert scale) ranging from (1) *strongly disagree* to (5) *strongly agree* with option 3 being a neutral response (*neither disagree nor agree*). Each survey item also included a *not applicable* response option. Volunteers could provide additional feedback in the form of a written comment for each item and also comment *How could we improve your experience as a volunteer with us?* if they wished to do so.

Response rate

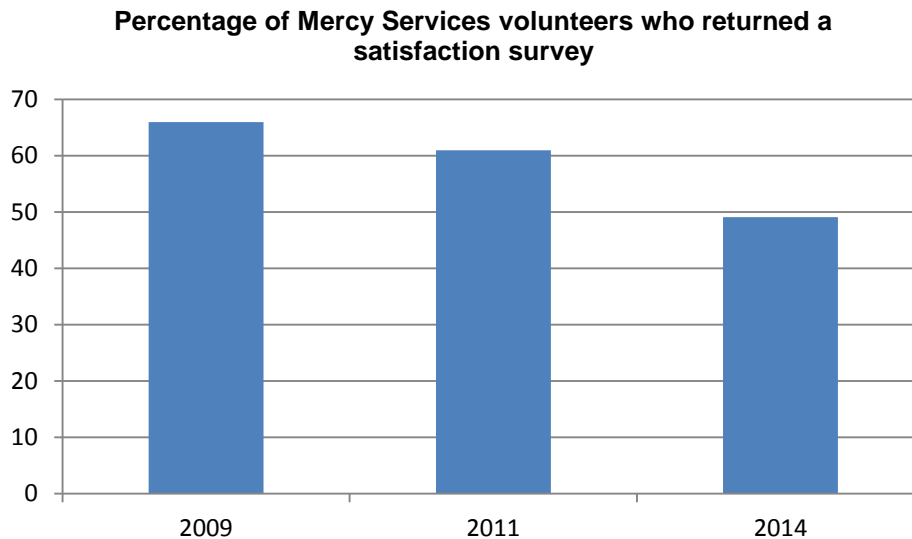
The Satisfaction Survey was sent to volunteers from the following Mercy Services programs:

- Foster Grandparents Program
- Lake Macquarie Community Transport
- Mercy Day Centre (Tighes Hill)
- Newcastle Elderly Citizen's Centre
- Newcastle Social Support
- North Lake Social Support including social activities/meals run at West Wallsend
- Social Support Dementia Monitoring
- Toronto Area Frozen Meal Deliveries

Elmore Vale Neighbour Aid volunteers were not included as they had only been with Mercy services for two months. Wallsend Carers were not sent the survey as they had not yet joined Mercy Services.

The following results have been compiled from the completed returned surveys. A total of 112 surveys were distributed with 57 returned, equating to a response rate of 49.11%. Not all survey items were answered by all volunteers who returned a completed survey and 2 surveys were returned blank. The *not applicable* survey item responses were not included in the analysis of survey response ratings, (*strongly disagree* to *strongly agree*) and as such were only used to illustrate the overall distribution of responses for each survey item.

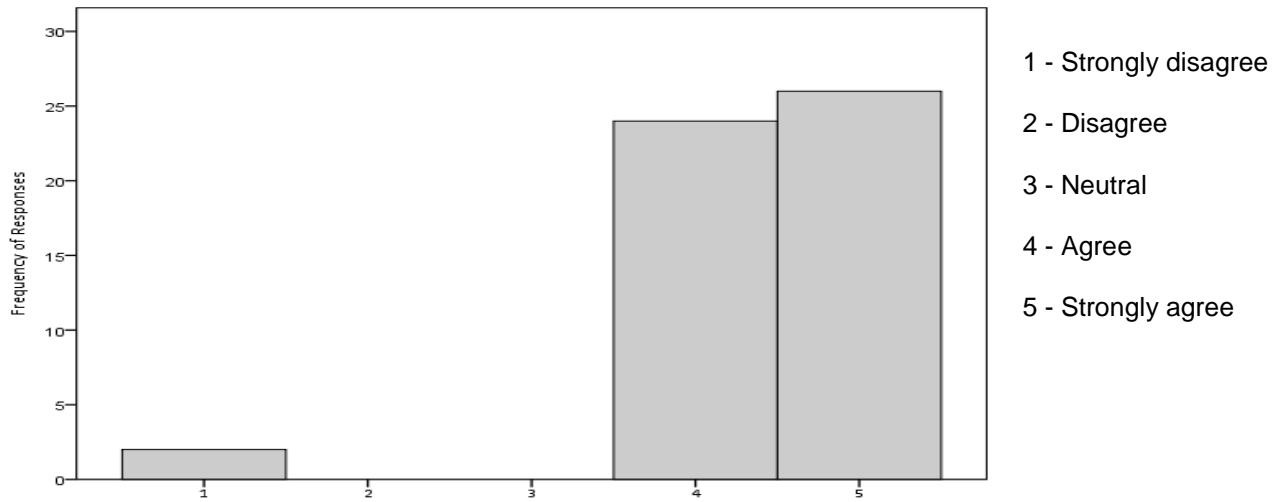
Figure 1. Percentage of Mercy Services volunteers who returned a satisfaction survey 2009, 2011 and 2014



Satisfaction Survey responses

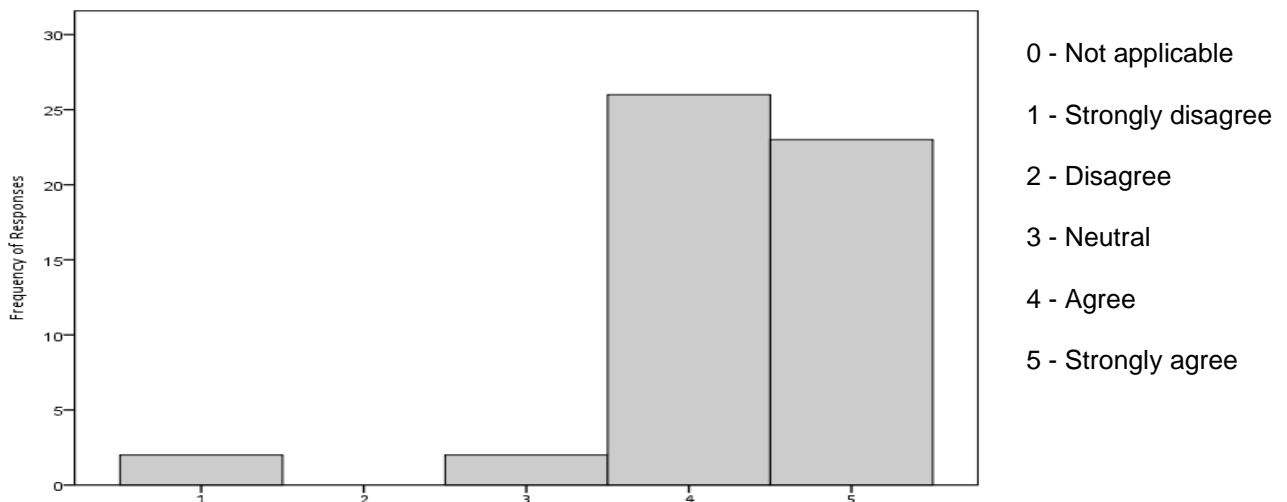
Item 1. Client's lives are improved by my voluntary work? was answered by 52 volunteers (94.5%). Three point-six percent (1) answered *Strongly disagree*, 0% (0) *Disagree*, 0% (0) *Neutral*, 43.6% (24) *Agree* and 47.3% (26) of volunteers answered *Strongly agree*, displayed in Figure 1. Comments: 10 volunteers (18.2%) provided a written comment two of which were unsure: *hopefully; I do not know if this applys [applies], but I try to please the clients I come in touch with.* The remaining comments were all positive in nature; *the smile on my clients face confirms the above; it helps the clients keep their independence; clients are very grateful and happy; I get told all the time if it wasn't for the volunteers they would be either dead or in a nursing home; all clients like to see me and have a great time; I like helping people; I feel a great satisfaction in volunteering; F.G at Stockton, what more can I say?* One comment was not applicable.

Figure 2. Client's lives are improved by my voluntary work?



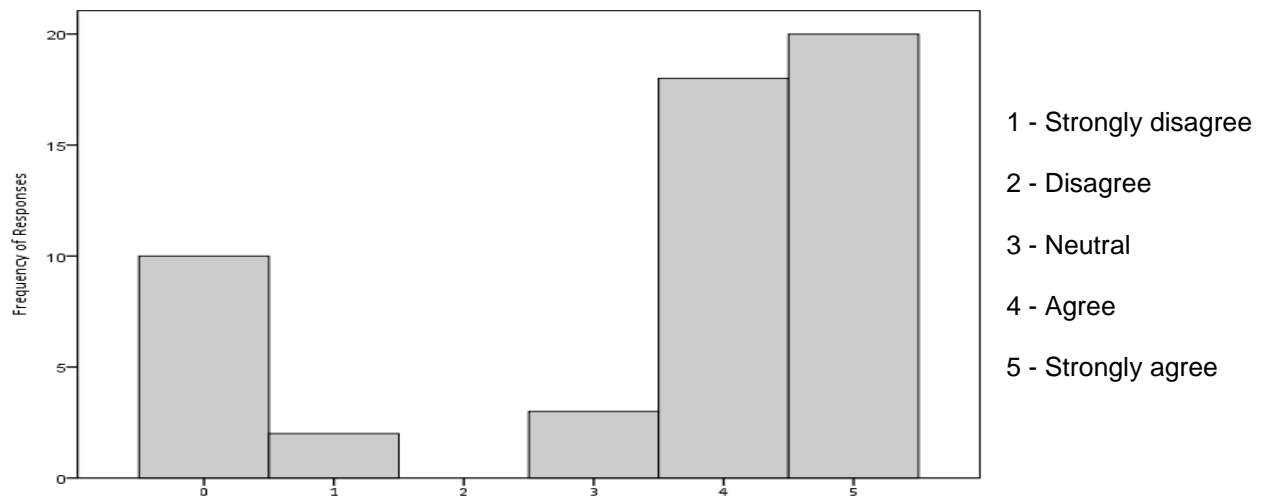
Item 2. I tell people that volunteering with Mercy Services is a positive experience for me? was answered by 53 volunteers (96.4%). Three point-six percent (2) answered *Strongly disagree*, 0% (0) *Disagree*, 3.6% (2) *Neutral*, 47.3% (26) *Agree* and 41.8% (23) of volunteers answered *Strongly agree*, displayed in Figure 2. Comments: 10 volunteers (18.2%) provided a comment: *I'm always praising the service & friendliness of everyone I have met at Mercy; I gain much more than I ever can give; everyone who knows me realises this; I do in the hope they may also agree to volunteer; allowing me to help the elderly; it's good to give back to the community; I have given your number probably 15 times in 6 years that I've been doing it; voluntary work is actually part of my recovery; I like doing the work at the kitchen.* One comment was not applicable.

Figure 3. I tell people that volunteering with Mercy Services is a positive experience for me?



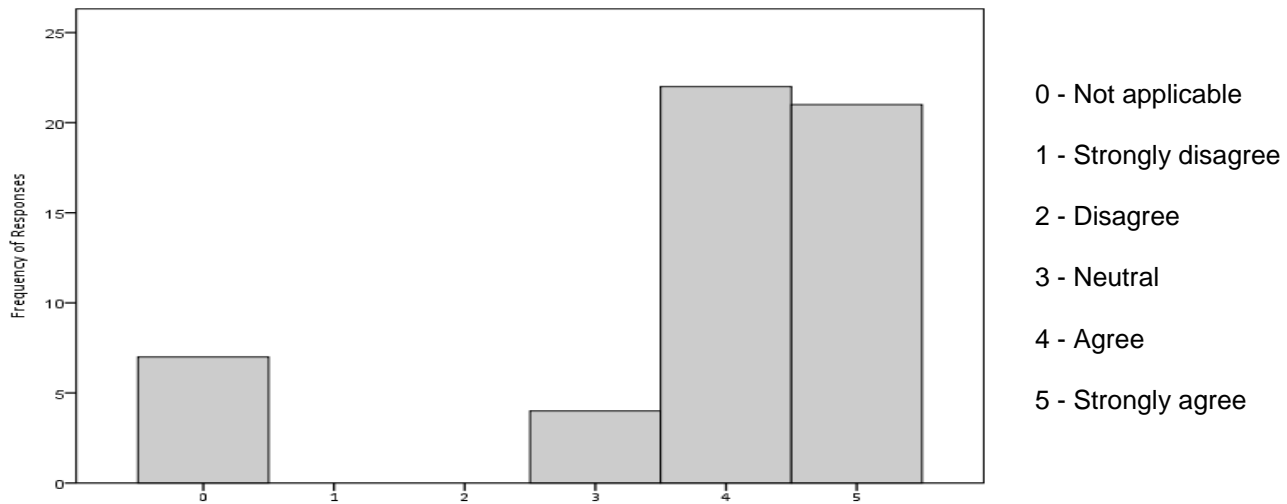
Item 3. My coordinator informs me of my client`s needs? was answered by 53 volunteers (96.4%). Eighteen point-nine percent (10) answered *Not applicable*, 3.8% (2) *Strongly disagree*, 0% (0) *Disagree*, 5.7% (3) *Neutral*, 34% (18) *Agree* and 37.7% (20) of volunteers answered *Strongly agree*, displayed in Figure 3. Six volunteers (11.1%) provided a comment with one volunteer noting that: *sometimes not notified of cancellations*. The remaining comments were all positive; *I`m always well informed about my client i.e. need to know information; my coordinator has always given the right information; are told clients have special needs in regards to what they eat; only telephone calls to client to help with loneliness*. One comment was not applicable.

Figure 4. My coordinator informs me of my client`s needs?



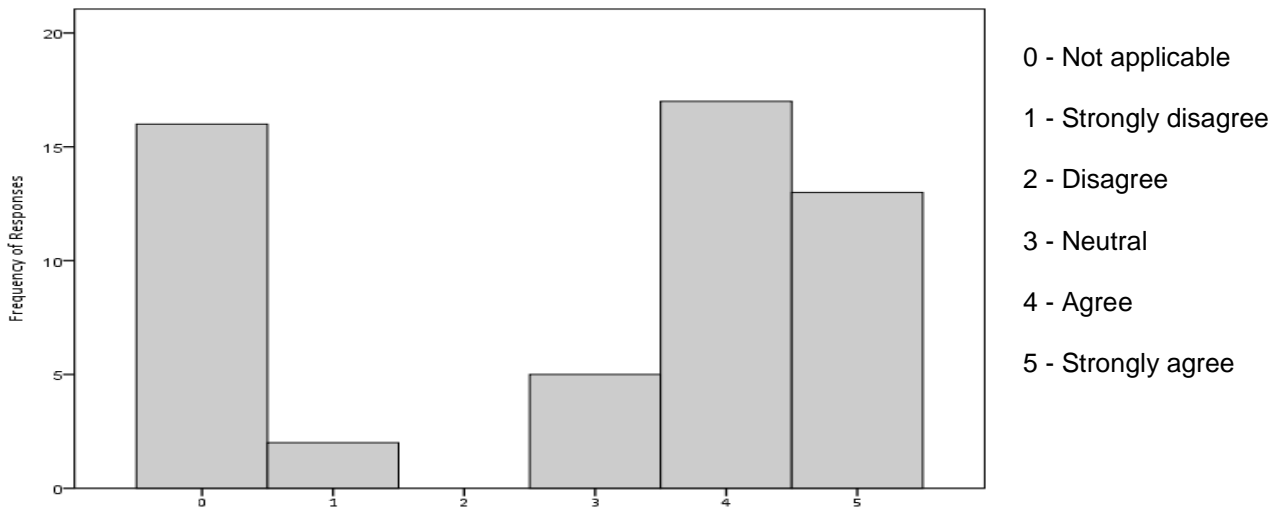
Item 4. How do you rate the emotional support provided to you by Mercy Services? was answered by 54 volunteers (98.2%). Thirteen percent (7) answered *Not applicable*, 0% (0) *Strongly disagree*, 0% (0) *Disagree*, 7.4% (4) *Neutral*, 40.7% (22) *Agree* and 38.9% (21) of volunteers answered *Strongly agree*, as shown in Figure 4. Comments: 8 volunteers (14.5%) provided a written comment: *I find the support given by the coordinator excellent; very well; always feel well supported & If I`m unable to provide a service when asked, I`m never made to feel inadequate; coordinator is very supportive; they help me if I ask or need it*. Two volunteers reported that they have never needed it.

Figure 5. How do you rate the emotional support provided to you by Mercy Services?



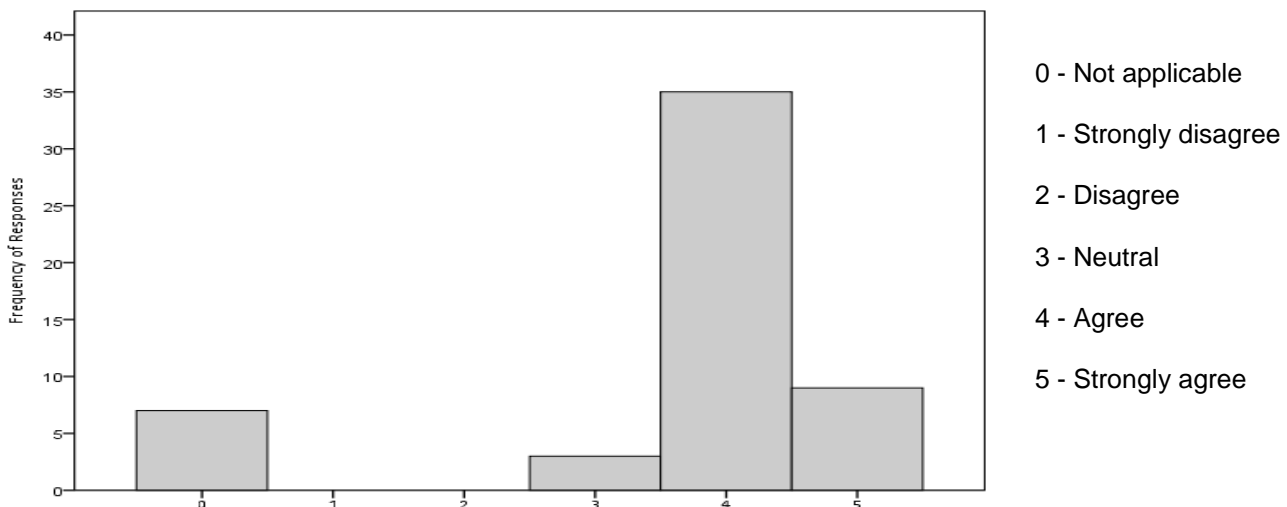
Item 5. Reimbursement of expenses and other material support provided to me by Mercy Services is adequate? was answered by 53 volunteers (96.4%). Thirty point-two percent (16) answered *Not applicable*, 3.8% (2) *Strongly disagree*, 0% (0) *Disagree*, 9.4% (5) *Neutral*, 32.1% (17) *Agree* and 24.5% (13) of volunteers answered *Strongly agree*, as displayed in Figure 5. Comments: 12 volunteers (21.8%) provided a written comment, five of which were critical; *3.5 months is unacceptable for reimbursement of transport costs; took nearly 4 mths [months] for March exp [expenses] to be reimbursed - totally unacceptable; time for reimbursement seem to be getting longer used to take 4 days at most now can take weeks or sometime months; these should be reviewed more frequently as fuel prices have risen so much since last increase.* One volunteer wrote a very detailed comment concerning the reduction in travel cost as well as morning tea and lunch reimbursements which now means they as volunteers must bear the cost difference which they feel is unacceptable and would like a reply regarding their concerns. Three volunteers reported that it did not apply to them. The remaining comments are as follows; *I have no problem with reimbursement; I pay for my own transport to & from the centre, I appreciate that lunch is provided; no need to pay for calls they aren't [there are not] many; I volunteer because what I get can't be described; we are volunteers.*

Figure 6. Reimbursement of expenses and other material support provided to me by Mercy Services is adequate?



Item 6. Training provided to me by Mercy Services has been adequate? was answered by 54 volunteers (98.2%). Thirteen percent (7) answered Not applicable, 0% (0) Strongly disagree, 0% (0) Disagree, 5.6% (3) Neutral, 64.8% (35) Agree and 16.7% (9) of volunteers answered Strongly agree, as displayed in Figure 6. Comments: 4 volunteers (7.2%): was good to learn of other volunteer duties; agree; haven't as yet attended any; more training in?

Figure 7. Training provided to me by Mercy Services has been adequate?



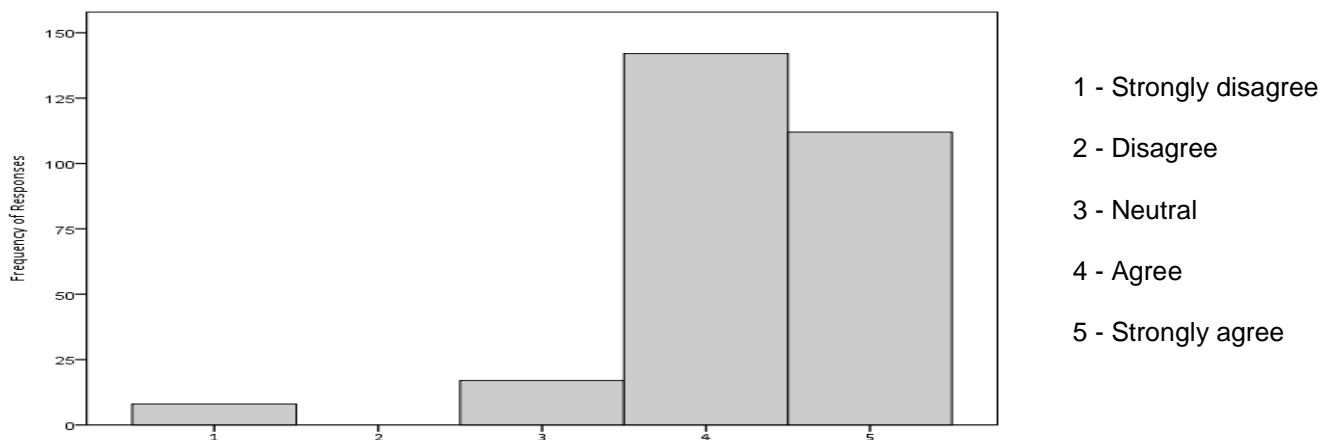
How could we improve your experience as a volunteer with us? Was the final question on the survey and 19 volunteers (34.5%) provided a written response. Six volunteers provided

comment relating to improving their experience: *coordinators need more training in communicating with volunteers; when there is a change of facilitator the volunteer should be informed, an occasional phone call of general enquiry & contact perhaps monthly would be beneficial; pay transport expenses at least monthly; I would like to learn more about clients and how to react to their situation. What do I actually react; just by allowing me to be part of the centre by helping in the kitchen; I would like to continue working at the N'cle [Newcastle] elderly citizens club & activities on Tuesday at Tighes Hill.* The remaining comments were positive in nature: *no way, it is excellent; always helpful; I am happy with everything the way it is. No need for improvement; very happy with my support & enjoy the work; very happy with the way things are; I am happy with things the way they are now as a volunteer; very happy with the way things are; nothing you look after my needs; use of emails for requests from clients is most satisfactory method for me. I read my emails many times each day so can usually respond promptly. I can then include a summary of each job and a reminder on my email; I'm happy with the way things are so no improvement necessary; I don't no [know], you do such a great job I can't pick on anything; I think things are going okay; I am very happy to help in any way that I can; I find volunteering a very happy one; I find volunteering to be very rewarding.*

Overall satisfaction score

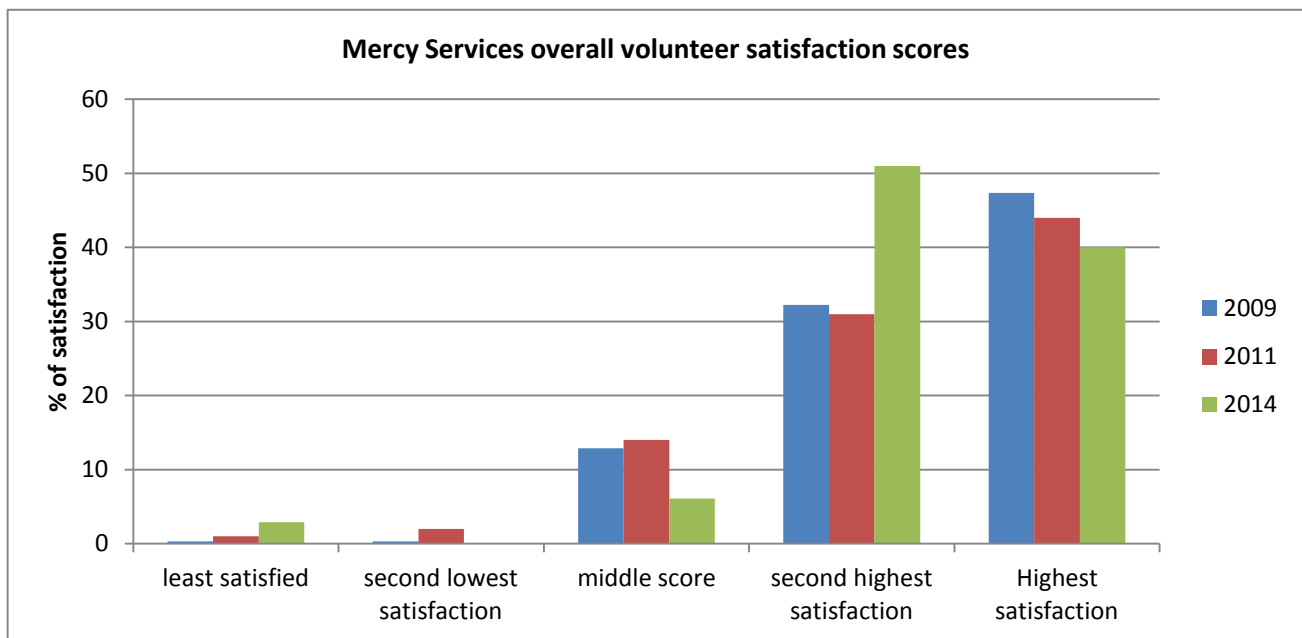
An examination of the survey response totals showed that 2.9% (8) of all responses were rated **1**, 0% (0) rated **2**, 6.1% (17) rated **3**, 50.9% (142) rated **4** and 40.1% (112) of all responses were rated **5**, as displayed in Figure 7. The 'overall' average response rating was 4.25. In order to remove the positive skew in the response totals the zero score from the *Not applicable* responses (40) were removed prior to analysis.

Figure 8. Overall total score responses



The overall satisfaction survey scores from this survey compare favourably with the previous surveys. There is a reduction in the number of people giving the highest satisfaction score but a movement of people from the middle score to the second highest satisfaction score. When the two highest satisfaction scores are added together they are higher than in previous years (2014= 94%; 2011= 75%; 2009 = 79%).

Figure 9. Mercy Services overall volunteer satisfaction scores 2009, 2011 & 2014



Mercy Services response to the survey results

The overwhelming response from volunteers is that they are very satisfied with the work they do and with the support they receive from Mercy Services. Mercy Services management commends our Coordinators and the other staff who provide affirmation, encouragement, support and assistance to our volunteers.

There are some very serious complaints and suggestions for improvement in the survey returns. In September 2014, in response to concerns raised by volunteers, Mercy Services management increased the volunteers meal reimbursement and increased the cap on daily travel reimbursement between a volunteers home and voluntary work. The issues that led to

the delays in the payment of volunteer reimbursements were addressed with the decision to increase administrative resources with the employment of a Finance Manager.

16 June 2014

«AddressBlock»

«GreetingLine»

There are four issues I would like to raise with you in this letter:

1. During National Volunteer Week we printed Certificates of Appreciation which we gave to our volunteers at the Friday 23/05/14 function we held at the Wetlands Centre. If you were not able to attend this function I have enclosed your certificate.
2. We have recently updated our Volunteer Policy and I have enclosed a summary of the changes and of the reimbursements that will apply from July 2014.
3. We are revising our Code of Conduct for staff and volunteers. I have attached a summary of the draft Code which contains details on how you can give us feedback.
4. It is that time when we send a satisfaction survey to all of our volunteers. Your responses to our 2011 survey were very positive and included some suggestions we have implemented. I have enclosed a summary of the 2011 Volunteer Satisfaction Survey report.

I have enclosed the 2014 survey form which I hope you will complete and return to us. We ask that you post your response by 25th July 2014.

When your envelope is returned, the forms are separated from the envelopes. The forms are kept by the person we have employed to record responses. The envelope, with your name on the back, will go in the draw for a Coles Myer voucher worth \$100 (*drawn 28th July 2014*).

May I also take this opportunity to thank you for your generous support in partnering with us to assist those in need.

Yours sincerely

Roy Hambly
General Manager

VOLUNTEERS SATISFACTION SURVEY

We are keen to hear your views so we can improve our support to you and other volunteers. Your responses to this survey can be anonymous and will not be seen by the staff that assist you. If you would like the General Manager to respond to any of your views please leave your name & phone number in the comments space below.

Name (optional):

Phone:

Please tick the place on the scale that best matches your views and/or experience of the following:

Client's lives are improved by my voluntary work:

0	1	2	3	4	5
Not applicable	Strongly disagree	Disagree	Neither Disagree nor Agree	Agree	Strongly Agree

Comment:

I tell people that volunteering with Mercy Services is a positive experience for me:

0	1	2	3	4	5
Not applicable	Strongly disagree	Disagree	Neither Disagree nor Agree	Agree	Strongly Agree

Comment:

My Coordinator informs me of my client's specific needs e.g., locations of appointments, times

0	1	2	3	4	5
Not applicable	Strongly disagree	Disagree	Neither Disagree nor Agree	Agree	Strongly Agree

Comment:

How do you rate the emotional support provided to you by Mercy Services?

0	1	2	3	4	5
Not applicable	Very poorly	Poorly	Neither poorly nor well	Well	Very Well

Comment:

Reimbursement of expenses and other material support provided to me by Mercy Service is adequate:

0	1	2	3	4	5
Not applicable	Strongly disagree	Disagree	Neither Disagree nor Agree	Agree	Strongly Agree

Comment:

Training provided to me by Mercy Service has been adequate:

0	1	2	3	4	5
Not applicable	Strongly disagree	Disagree	Neither Disagree nor Agree	Agree	Strongly Agree

Comment:

How could we improve your experience as a volunteer with us?:

Thank you for taking the time to complete this survey
 Please return by the 25th July 2014 using the pre-paid envelope