

Your Voice Matters: Volunteer Feedback Survey 2025

In July – August 2025, we invited our volunteers to share their experiences through WCC's Volunteer Feedback Survey. The survey was designed to help us understand what's working well and where we can improve.

The feedback highlighted the many ways in which volunteering at WCC creates meaningful connections, builds skills, and fosters a sense of belonging. We were delighted to receive 74 responses, representing around 40% of our total volunteer team.

Volunteers also provided thoughtful suggestions on how we can further strengthen communication, training, and support.

Volunteering is the cornerstone of WCC, and these insights will guide the ongoing development of our volunteer programme to ensure it remains a rewarding and impactful experience for everyone.

Our volunteers contribute across a wide range of WCC programs and services, including Community Transport, L2P, Food Collective, Children and Youth, Mernda Neighbourhood House, WCC Board, Whittlesea Climate Action Network (WCAN), Wollert Community Farm, Mernda Repair Café, Reception and Community Help, Community Lunch and Settlement.

Total Number of
Responses Received

74

Over half of the
respondents were aged

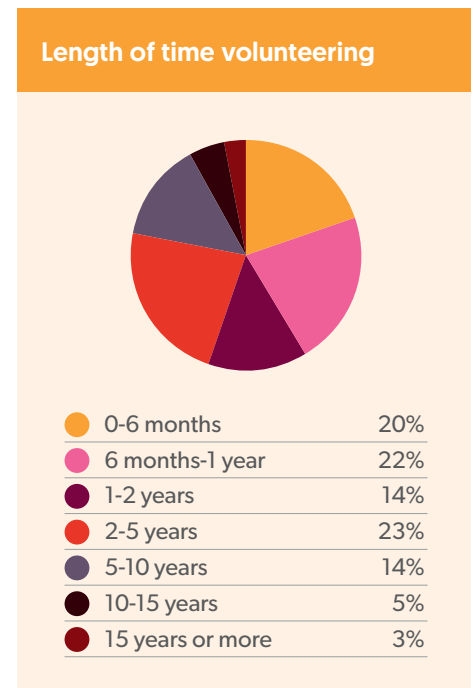
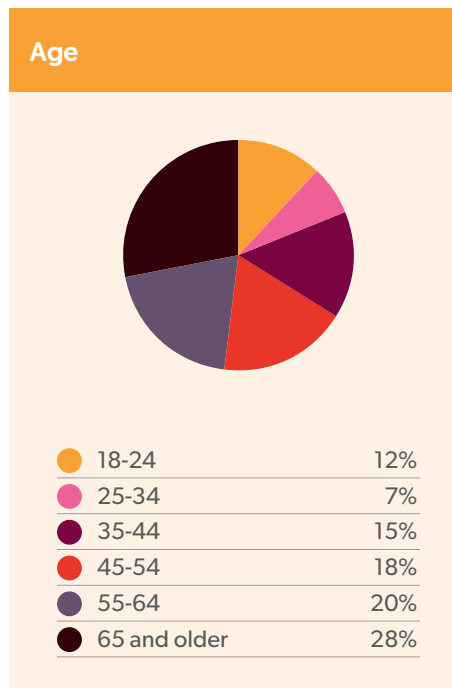
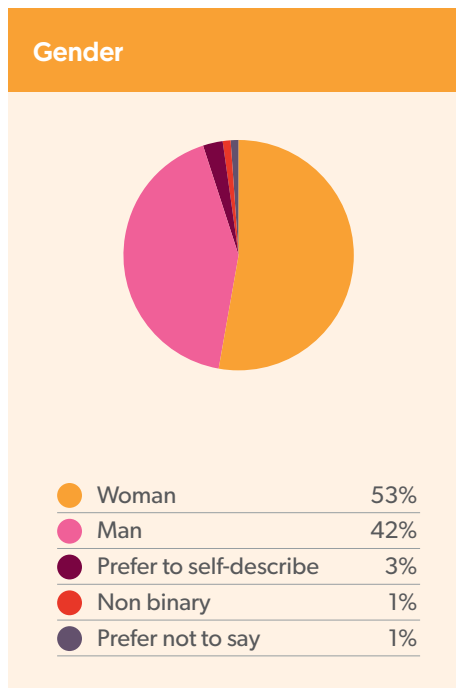
55 and over

Half of the respondents
identified themselves as

female

Programs/services our
volunteers worked with

19



Volunteers' Experiences

Overall Satisfaction Levels

The overall level of satisfaction of respondents was excellent, with 100% of respondents indicating that, overall, they were "satisfied" or "very satisfied".

79%

indicated they were "very satisfied"

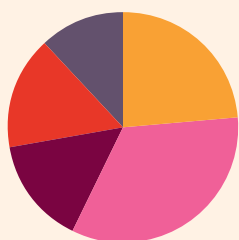
21%

indicated that they were "satisfied"

Satisfaction with various aspects of volunteering:

- **Level of Communication**
97% indicated they were satisfied or very satisfied
- **Assistance received from staff members**
96% respondents indicated that they are satisfied or very satisfied
- **Training Received**
87% respondents indicated that they are satisfied or very satisfied
- **Recognition of efforts**
88% respondents indicated that they are satisfied or very satisfied
- **Range of experiences and opportunities available**
82% respondents indicated that they are satisfied or very satisfied

What are you hoping to achieve through volunteering?



Upgrading my skills	24%
Social Connections	34%
To increase my confidence	15%
To be employment ready	16%
Other	12%

Suggested Actions for Improvement:

1. A common theme was a request for WCC to seek regular feedback from volunteers and have more social events to facilitate better connections between volunteers.
2. Develop a volunteer access portal on the website.
3. Improve safety for reception volunteers through providing identification badges and for staff to inform volunteers of any concerns about service users.
4. Increase training & learning opportunities for volunteers.

What volunteer story or experience you are most proud of?

“

When I helped an old refugee woman to open a Facebook account and connected her to all her grandchildren overseas. Her excitement put tears in my eyes.

“

One volunteer experience I am most proud of is forming meaningful friendships with two wonderful people from the LOT group. We regularly chat outside of volunteering hours, support each other, and deeply appreciate each other's thoughts, values, and lived experiences. It reminds me that volunteering is not just about giving but it is also about building community and finding people who inspire and uplift you.

Has volunteering changed your perspective on anything, and if so how?

“

Yes, it reminded me how impactful local stories can be in shaping awareness. Working with WCC helped me value storytelling as a form of advocacy and community connection.

“

Absolutely! Volunteering has completely shifted my perspective. It has helped me feel genuinely involved in my community and connected to something bigger than myself. Through this experience I have been able to give back in meaningful ways, learn from others and build strong relationships with people who share similar values. It has also helped me feel less isolated.

“Volunteering at WCC helps me to...”



What motivates me to volunteer at WCC is the opportunity to give back to my community in a meaningful way. Volunteering allows me to not only contribute my time but also my thoughts and ideas toward creating positive change. I am passionate about working collaboratively with others to address local issues and amplify the voices of underrepresented individuals.

NOUR
(CHILDREN AND YOUTH VOLUNTEER)



Volunteer work has inspired me to be more involved and connected to the community through my skills and experience. Volunteering is giving me the opportunity to give back to the community.

SUMITHA
(RECEPTION VOLUNTEER)