

John Franklin Christmas Lunch Organising Committee

Volunteer Participation Survey Report 2019

The John Franklin Christmas Lunch (JFCL) would not be possible without the participation of volunteers on Christmas Eve, Christmas Day and Boxing Day. The committee believes that additionally, the JFCL volunteering promotes a caring and supportive community and fosters community wellbeing.

2019 Volunteer profiles.

There were 260 volunteers formally rostered for the 2019 event. All rostered volunteers are required to register on Christmas Day. Nine (9) volunteers did not register on Christmas Day. 216 separate volunteer applications were completed in 2019. Some applications include multiple volunteers . e.g family with young children and some separate applications included the same contact email address.

Volunteers are not required to register their attendance on Christmas Eve and Boxing Day, so any “no shows” or “drop ins” cannot be accounted for. A team of volunteers from Tradies GyMEA assist significantly in setting up the gift and giveaway room on Christmas Eve. None of these volunteers are formally registered and so are not included in the 260 rostered volunteers or in this survey.

Method:

Using Survey Monkey a volunteer participation survey was sent to 141 unique email addresses on Friday 27th December 2019 and remained open until 10th January 2020. Email addresses were sourced from the volunteer application forms completed on the JFCL website. These email addresses are used strictly for JFCL correspondence.

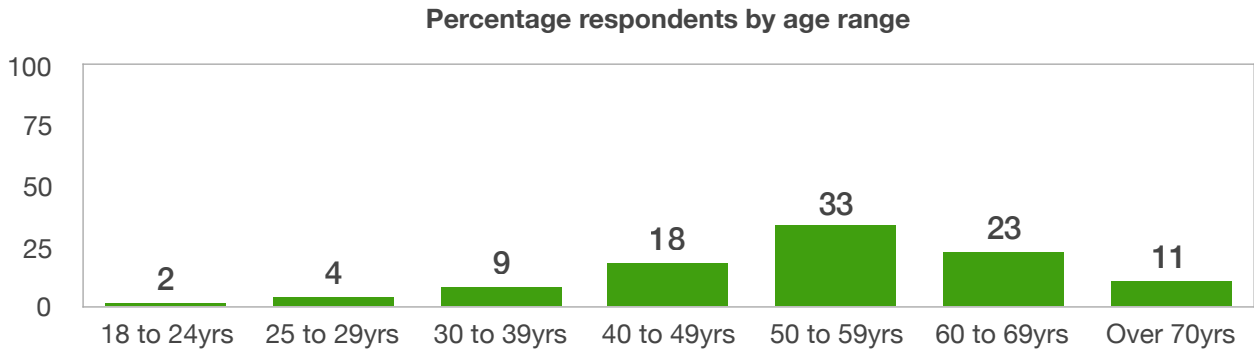
Results:

- 93 surveys were commenced and fully completed representing a 66% response rate
- 33% of respondents to the survey were between 50 to 59 years
- 34% of respondents to the survey were volunteering for the first time
- 42% of respondents to the survey volunteered with a spouse or partner.
- 92% of respondents to the survey volunteered because they wanted to help others
- 74% of respondents were extremely clear on what was expected of them
- 74% of respondents rated their overall experience as excellent
- 58% of respondents provided additional comments on their experience. Comments were overwhelmingly positive. For conciseness all individual comments are not included.

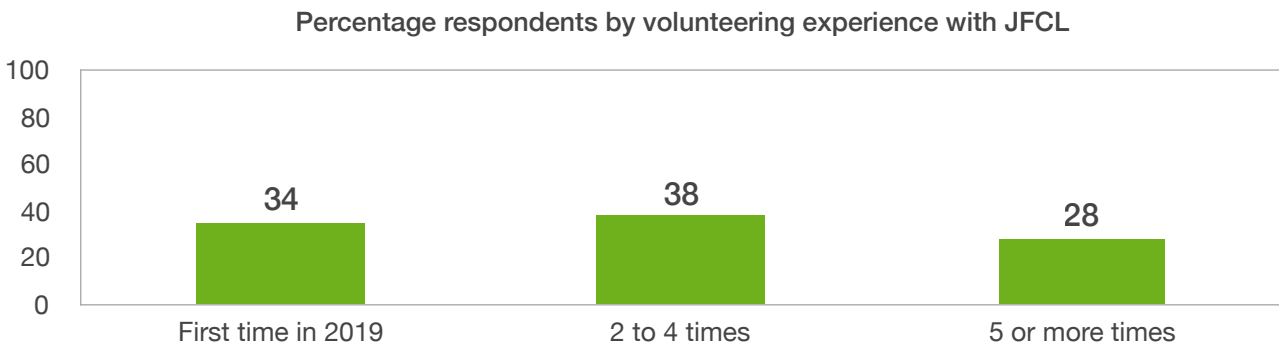
Opportunities for improvement from comments:

- Volunteers register attendance on Christmas Eve and Boxing Day
- Casual /drop in volunteer details are recorded
- Upgrade photography equipment for photos with Santa
- Set up system for enabling maximum recycling
- Set up craft activities for children

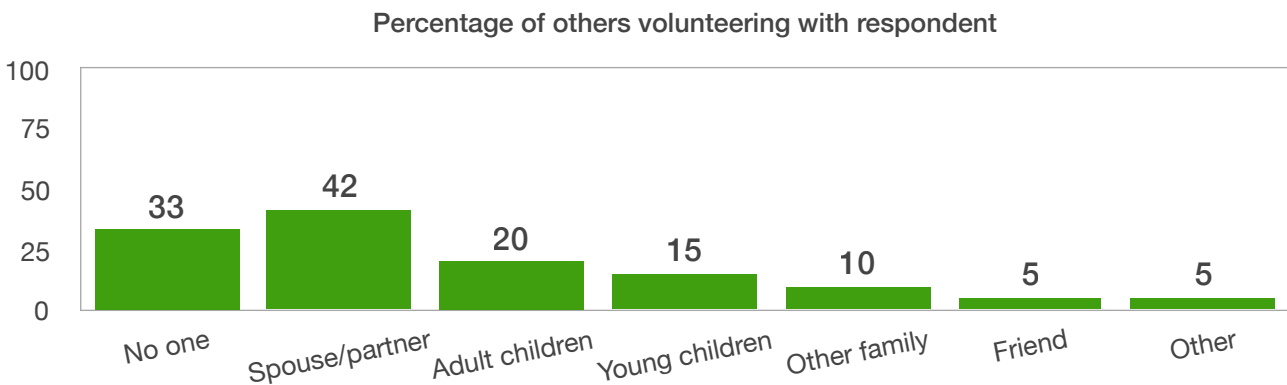
Question 1. *What is your age?*



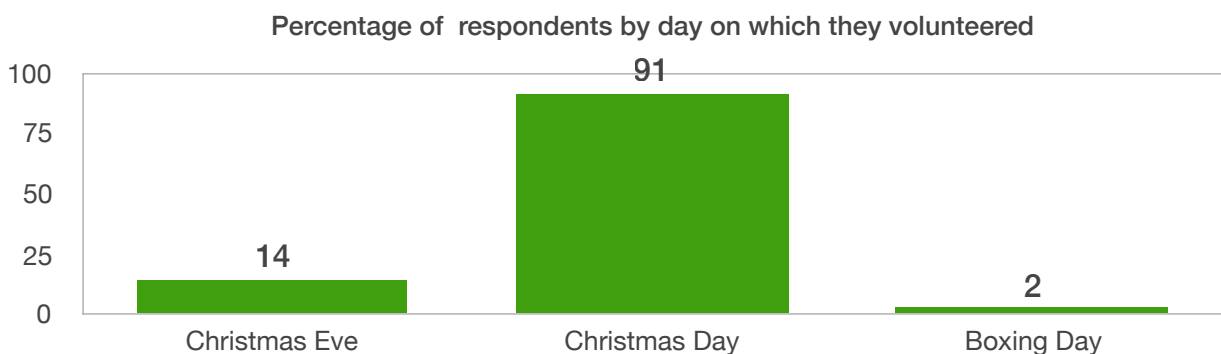
Question 2. *How many times have you volunteered for the John Franklin Christmas Lunch, including 2019?*



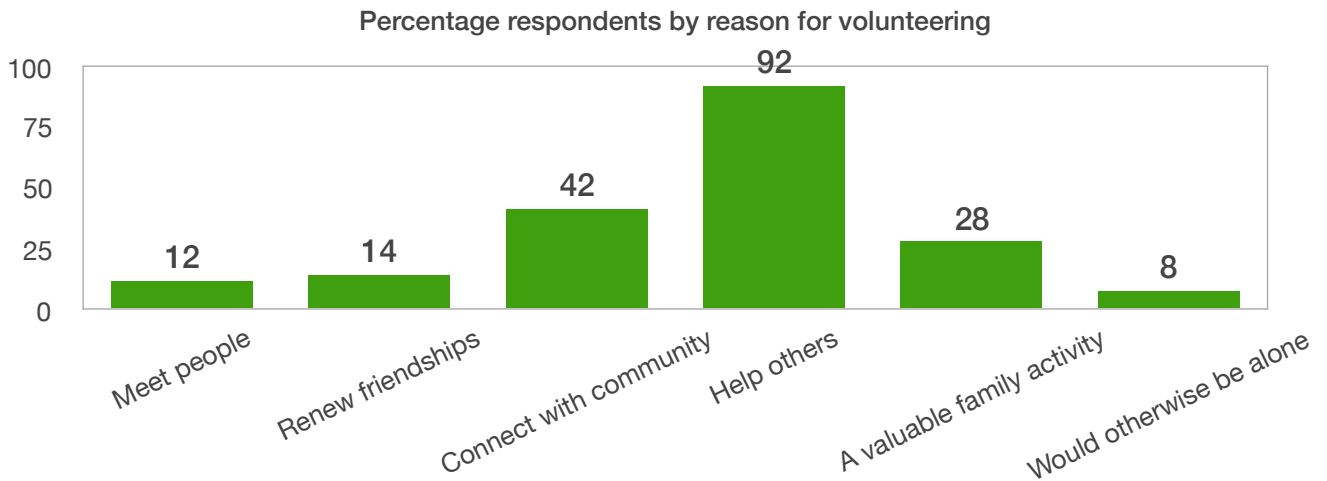
Question 3. *Who else volunteered with you in 2019?*



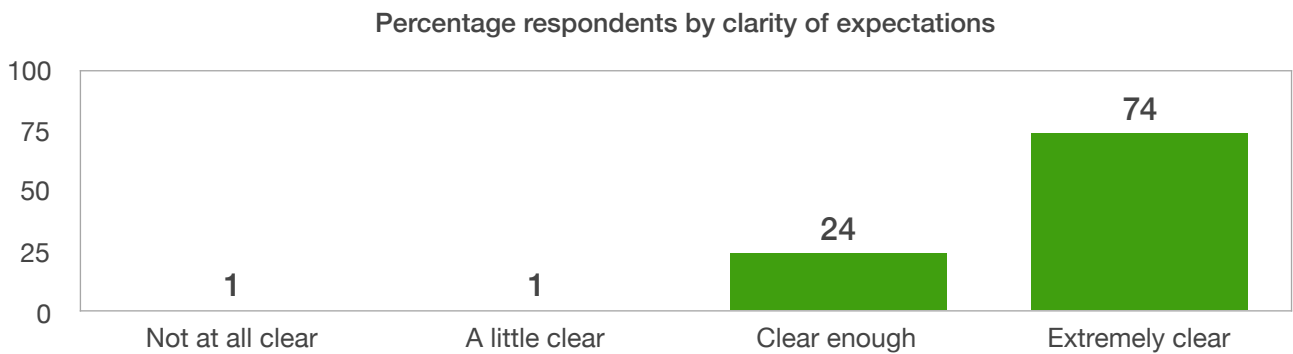
Question 4. *On which days did you attend in 2019?*



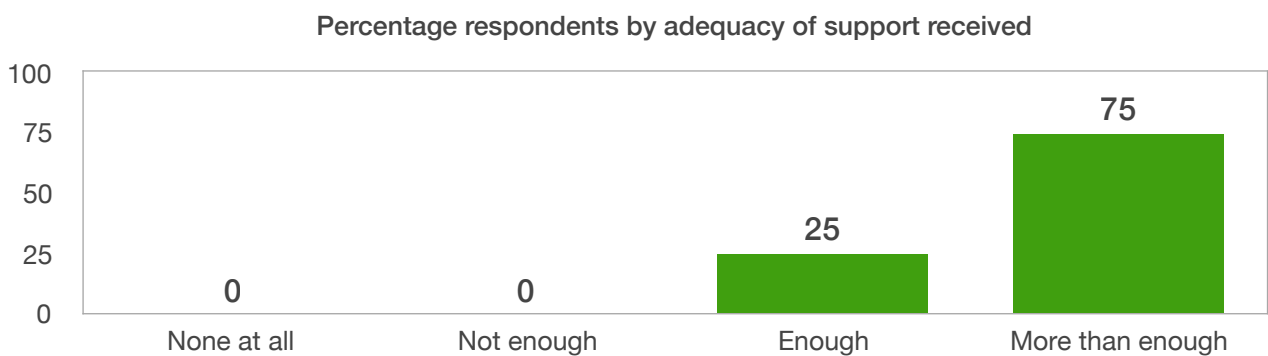
Question 5. *What were your reasons for volunteering in 2019?*



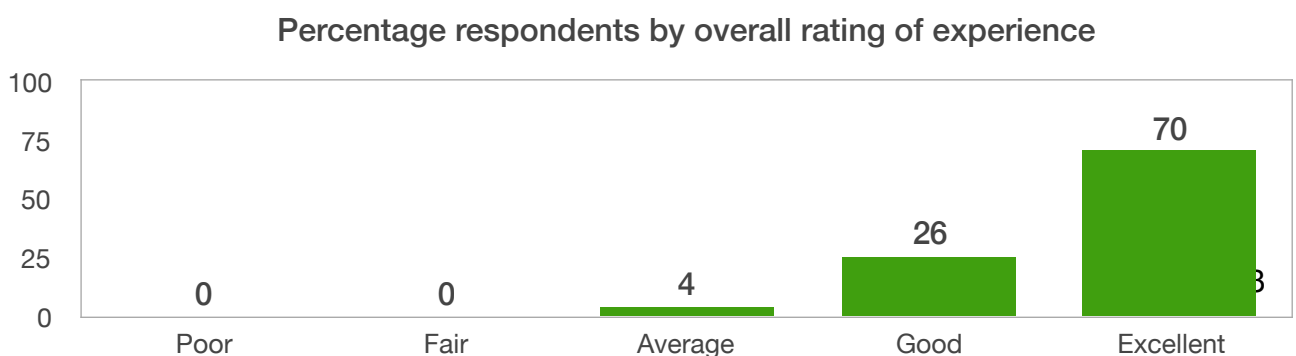
Question 6. *How clear were you on what was expected of you in your volunteer role?*



Question 7. *How adequate was the support you received while volunteering?*



Question 8. *How would you rate your overall volunteering experience at the 2019 John Franklin Christmas Lunch*



Sample of comments:

- This is what we do on Christmas Day. It is a well run and valuable community effort.
- We enjoyed the experience of helping and thought the feeling there was wonderful
- A wonderful inclusive community activity which showcases aspects of social justice which is sadly lacking in the focus of all levels of government. Well done Sutherland shire council for supporting JFCL.
- We really enjoyed the experience. Our 2 kids, 9 and 11 had great time helping
- Thank you for affording me and my family the opportunity to give to others in our community. Your organisation is what life is about, love for our fellow man. I applaud you
- Thank you for having me. I found it to be extremely well organised and very rewarding
- This is a wonderful offering for the Sutherland Shire Community. All volunteers were in good spirits and lovely to be around and the presentation of the hall was absolutely stunning. Thanks for providing this lunch for our community and thanks for letting us be part of it. Our family would love to contribute again next year.
- Thank you for the opportunity to contribute to the community. It is part of my Christmas now and I hope to keep doing it.. Happy New Year to all of you for organising it.
- It was a wonderful day, very organised and certainly full of Christmas cheer. Would definitely do it again next year.
- Really enjoy working in the kitchen, clear role and things ran smoothly
- Happy to come next year. The best/most organised Christmas lunch I have ever volunteered for. Thanks
- Keep up the good work . Well done to everyone. Outreach more to the many camped in the Royal National Park
- Great organisation, lots of lonely attendees who were made to feel welcomed by so many volunteers, could not have gone better. Decorations, food, entertainment, presents all excellent . Thanks committee
- It is overwhelming to reconnect with volunteers year after year. It is a well managed, community of caring people of all ages having a great time helping others. I have received more than I felt I have given
- My children and I cannot thank you enough for allowing us to volunteer. We all absolutely loved it and treasure the values we receive from doing it. We will return.
- My family and myself love this day and look forward each year. Everyone is in great spirit. I have met some lovely people over the years I have been volunteering
- Its getting better and more organised every year. A fantastic charity. Love seeing the same volunteers each year
- Looking forward to participating next year too wherever that may take place
- JFCL has become a valuable part of my Christmas (the centrepiece in fact) and I suspect it is a very valuable part of our community
- It is such an amazing opportunity to give back to a community we love and as a family its much more rewarding to spend our time making it a better day for others while still being together . Thank you to all the organisers for all that you do to make it a success