From September 2019 to mid-February 2020, the University of Western Australia and Curtin University collaborated with the Department of Fire and Emergency Services (DFES) to conduct a follow-up survey to obtain information on the current state of volunteering in Western Australia (WA). The survey focused on State Emergency Service (SES) volunteers and investigated on 4 key areas; recruitment, retention, wellbeing, and diversity.

**Number of Participants:** 226 (11% response rate)
**Average age:** 46.9 years
**Gender breakdown:** Males (55%), Females (43%), Prefer not to say (2%)
**Ethnicity:** 64.2% identified as Australians

**Key Areas of Strength**
- Volunteers are thriving through their learning experiences,
- Volunteers overall felt valued and respected for their individual differences,
- Unit leaders are seen very positively in their behaviours towards volunteers, during and outside of call-outs,
- Volunteers had strong social support from team members who are non-leaders.

**Survey Themes:**
- Reasons to Stay
- Volunteer Needs
- Volunteer Role and Identity Fit
- Volunteer Wellbeing
- SES Unit Environment
- Intentions to Remain

Based on key findings, the list of key implications are presented below:

**Key Opportunities to Improve**
- Investigate targeted recruitment to attract members from specific groups,
- Facilitate activities to allow more volunteer autonomy,
- Improve volunteers' identification with DFES,
- Improve feelings of psychological safety, autonomy, and competence for women and volunteers who are non-leaders,
- Improve volunteer inclusivity in unit decision-making processes, and
- Increase how energetic volunteers feel about their roles.

Findings from the CAT 2019-20 survey was also compared to findings from the 2018-19 survey to assess which volunteering areas have improved, are in need of improvement, and which areas have stayed relatively the same:

**Key Areas Maintained**

Volunteers across both surveys;
- Felt equally as competent and as socially connected with other volunteers,
- Identified strongly with their role and SES unit,
- Had high levels of role satisfaction,
- Perceived their leaders’ behaviours rather positively, and
- Felt valued and respected for their individual differences.

**Key Areas that Improved**

Volunteers indicated improvements in;
- Their motivations to continue volunteering (e.g., volunteers felt that they were learning new skills),
- Their identification with DFES,
- Their learning and development (although it was still high the previous year), and
- How much they would recommend the SES to others as a place to volunteer.

**Opportunities to Improve**

Volunteers across both years;
- Indicated low levels of autonomy,
- Reported that they did not feel energetic about their roles,
- Had relatively low levels of psychological safety (i.e., not feeling safe about speaking up), and
- They did not feel included in unit decision-making processes.

**Note:** The complete survey report will be released on our project page (scan QR code) in August 2020.