



Enabling sustainable emergency volunteering: Changing management practices

Findings from the Cultural Assessment Tool (CAT) Survey Wave 1

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@PersonalityPat



Business
Cooperative Research
Centres Programme

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Meet the Team!



Assoc. Prof. Patrick Dunlop –
Recruitment & Selection



Dr Darja Kragt –
Leadership & Identity



Dr Djurre Holtrop –
Recruitment & Selection



Ms Hawa Ridhwani Farid
Holds us all together!



Dr Alex Luksyte –
Diversity and Inclusion

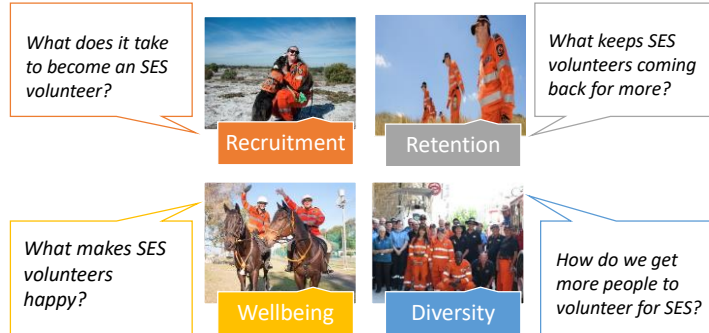


Prof. Marylene Gagne –
Motivation & Wellbeing

Email the team: sesresearch@uwa.edu.au

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What is this project about?



Background

Research Collaboration

- In 2017, the UWA collaborated with the DFES to improve retention rates of their emergency services volunteers.

CAT Creation

- Researchers from UWA and Curtin University developed a Cultural Assessment Tool (CAT) in the form of an online survey.

Survey Purpose

- Discover more about the State Emergency Service (SES) volunteers' perspectives to obtain information on how to improve volunteer;
- Recruitment, retention, wellbeing, and diversity.

Survey Information

Key Survey Information

- Conducted from September 2018 til the end of December 2018
- Online and paper and pencil
- All WA SES members were invited
- 109 questions (9 were demographics)
- 7 key themes

Survey Themes

1. Expectations
2. Reasons to Join and Reasons to Stay
3. Volunteer Needs
4. Volunteer Role and Identity
5. Wellbeing
6. SES Unit Environment
7. Intentions to Remain



Participant Demographics

Total of **398** volunteers across **53** SES units across Western Australia.



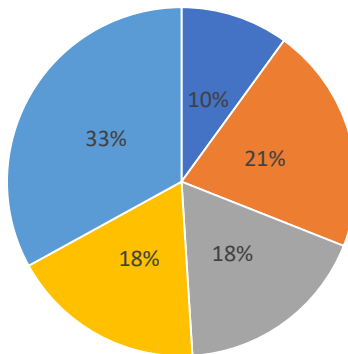
Male (62%)
Female (38%)



Median Tenure
SES = 5 years
Current unit = 4 years



Metropolitan (58.6%)
Regional (41.4%)



- 25 years and younger
- 26-35 years
- 36-45 years
- 46-55 years
- 56 years and older

Average age = 46.1 years
(Standard deviation = 15.5 years)



Leaders (11.6%)
Non-leaders (88.4%)



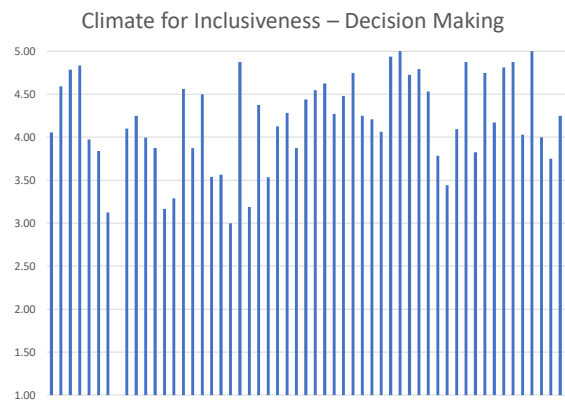
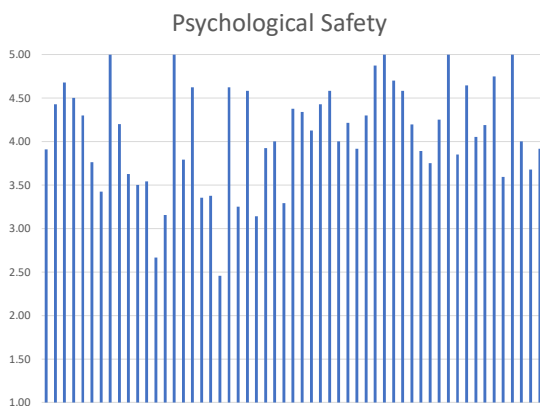
70.4% of participants were born in Australia

Key Findings

- People join to help community, and stay for the camaraderie
 - Women joined to meet people, men out of a sense of obligation (especially in regional units)
- Expectations were generally being met
 - Possible sampling bias here
- Lots of personal growth and learning in the SES!
 - Recruitment opportunity
- Feeling connected & competent, but less autonomous
 - Could be the nature of the role

What's next?

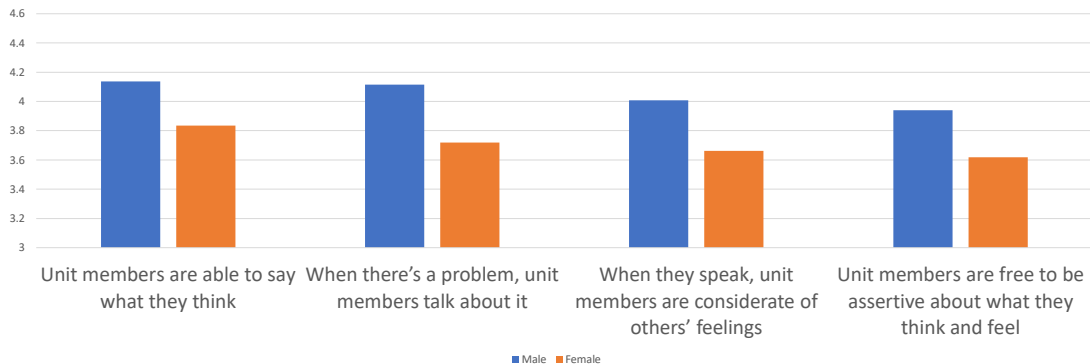
- Investigating differences between SES Units and their origins



What's next?

- Investigating cohort differences and their origins

Psychological Safety - Men and Women



What's next?

Current utilisation

- Measure the climate of inclusiveness (decision making and integration of perspectives).
- Study of SES recruitment that is currently being administered (presented at VMTG yesterday).
- Busting myths about leadership, support, and inclusiveness (and identifying issues that persist)
- Identify between-unit differences and potential causes

Future utilisation

- Survey results will be shared in May, report in July.
- Recruitment materials to be developed and shared (Recruitment 2030).
- CAT2 to be administered in September-November 19 to track changes over time.
- Facilitated research translation workshop (not accepted at AFAC19)
- Online training resources (Workforce 2030)

 **Thank you!**

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