

SUMMARY REPORT

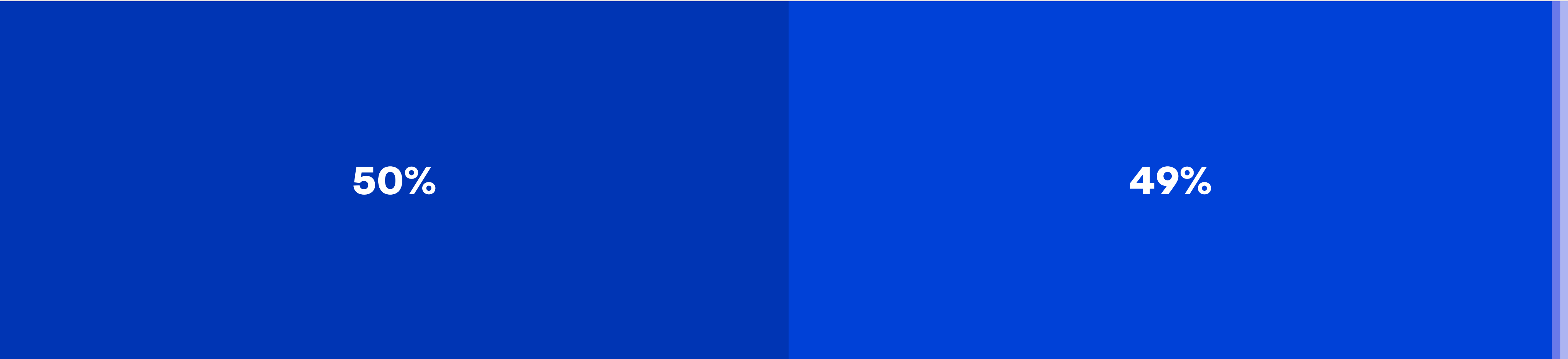
Volunteering model research

**Scouts Australian Capital
Territory**

May 2025

WHAT IS YOUR GENDER?

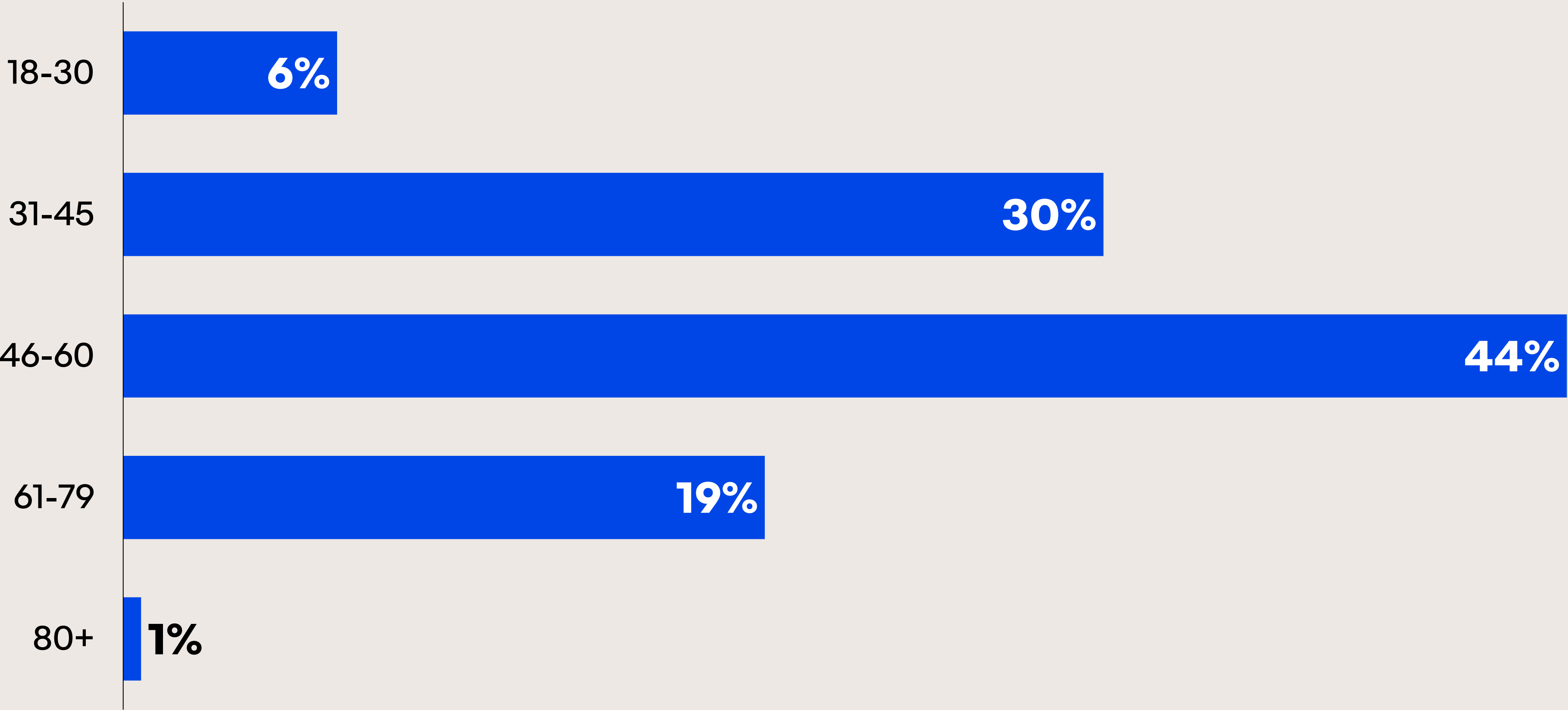
Staff, parents and volunteers n=185



■ Male ■ Female ■ Non-binary ■ Self-describe (please specify)

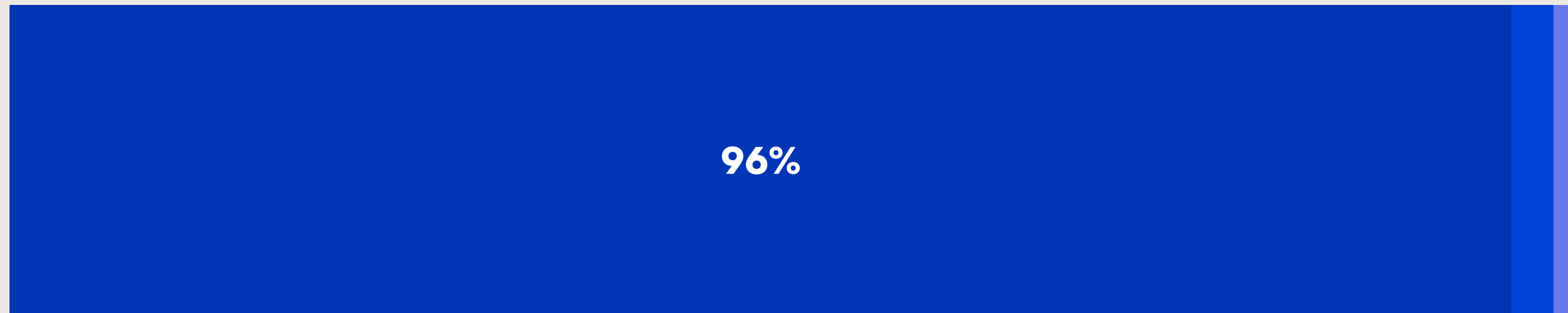
WHAT AGE ARE YOU?

Staff, parents and volunteers n=185



WHICH OF THE FOLLOWING BEST DESCRIBES WHERE YOU LIVE?

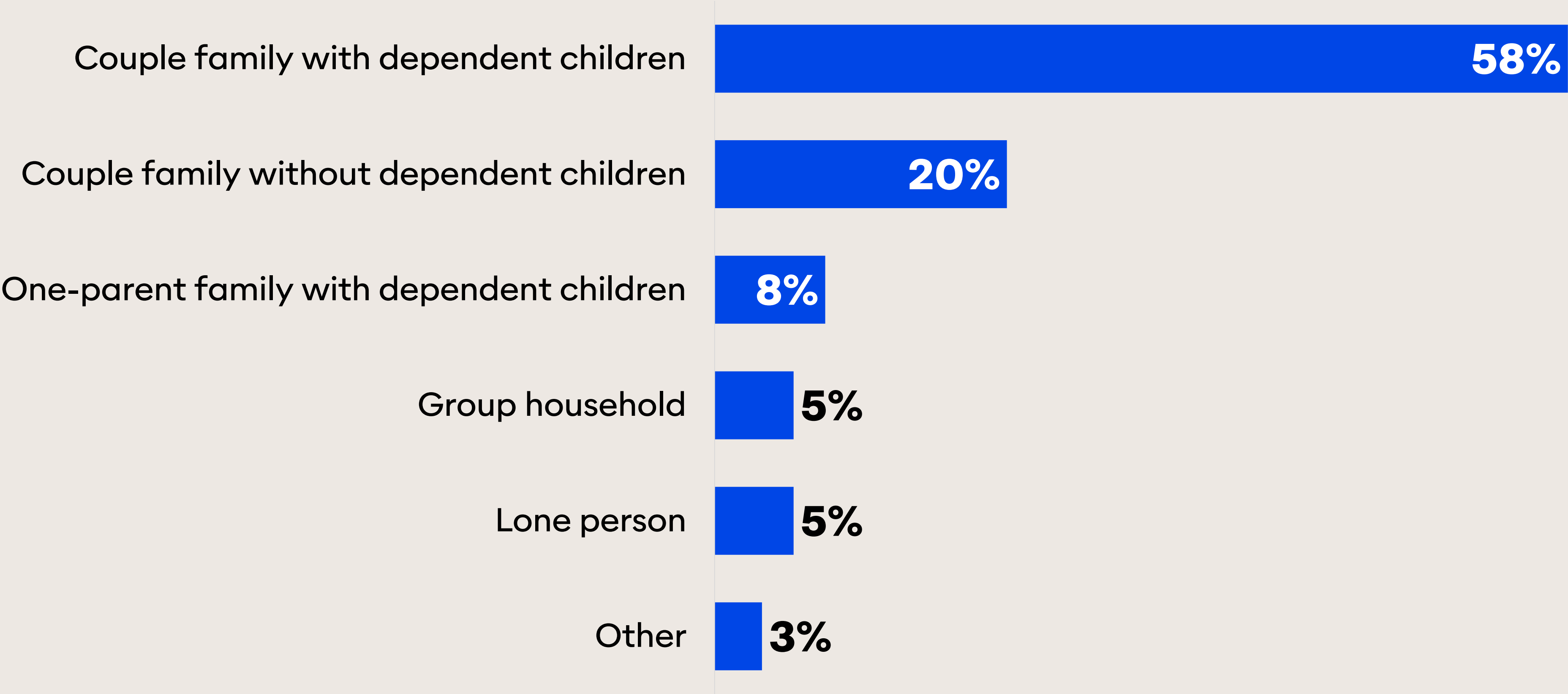
Staff, parents and volunteers n=185



- Capital/major city (e.g. Melbourne, Sydney, Brisbane)
- Large city (non-capital) (e.g. Wollongong, Gold Coast)
- Regional city or town (e.g. Ballarat, Dubbo, Griffith)
- Remote area

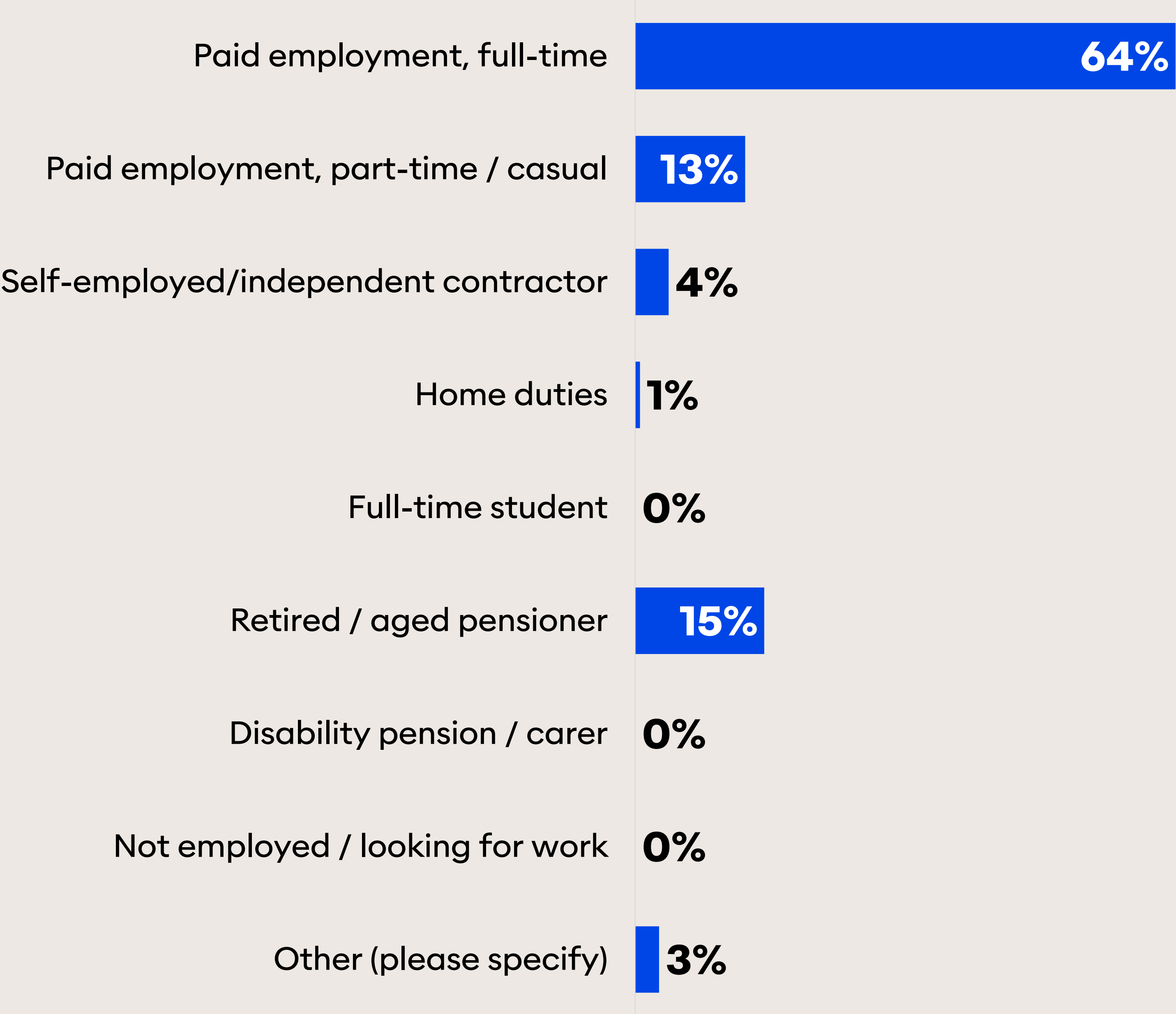
WHAT TYPE OF HOUSEHOLD DO YOU CURRENTLY LIVE IN?

Staff, parents and volunteers n=185



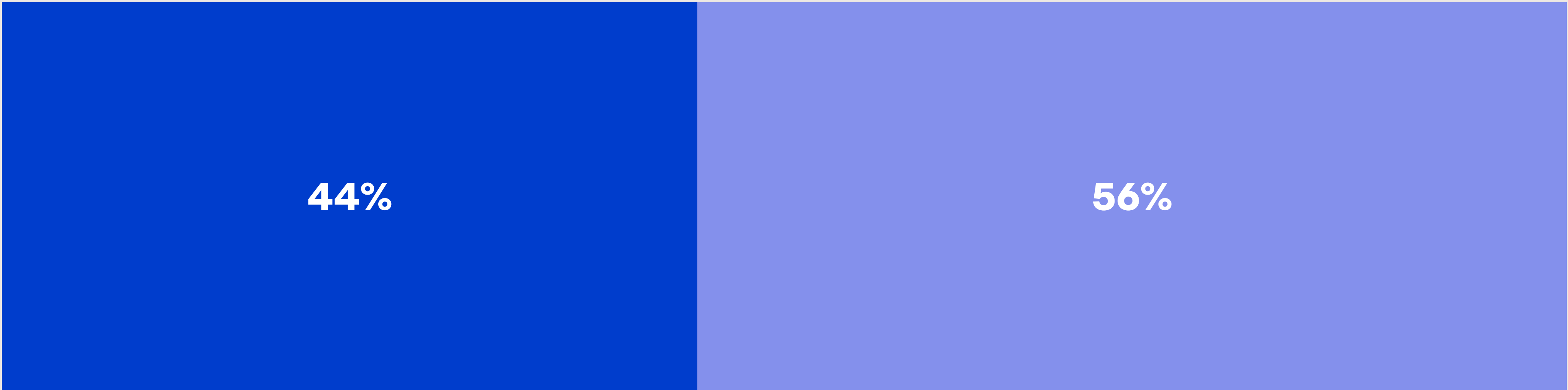
WHICH OF THE FOLLOWING BEST DESCRIBES YOUR EMPLOYMENT STATUS?

*Volunteers and parents
n=176*



WHICH OF THE FOLLOWING BEST DESCRIBES YOUR EMPLOYMENT STATUS WITH SCOUTS AUSTRALIA?

Staff= 9

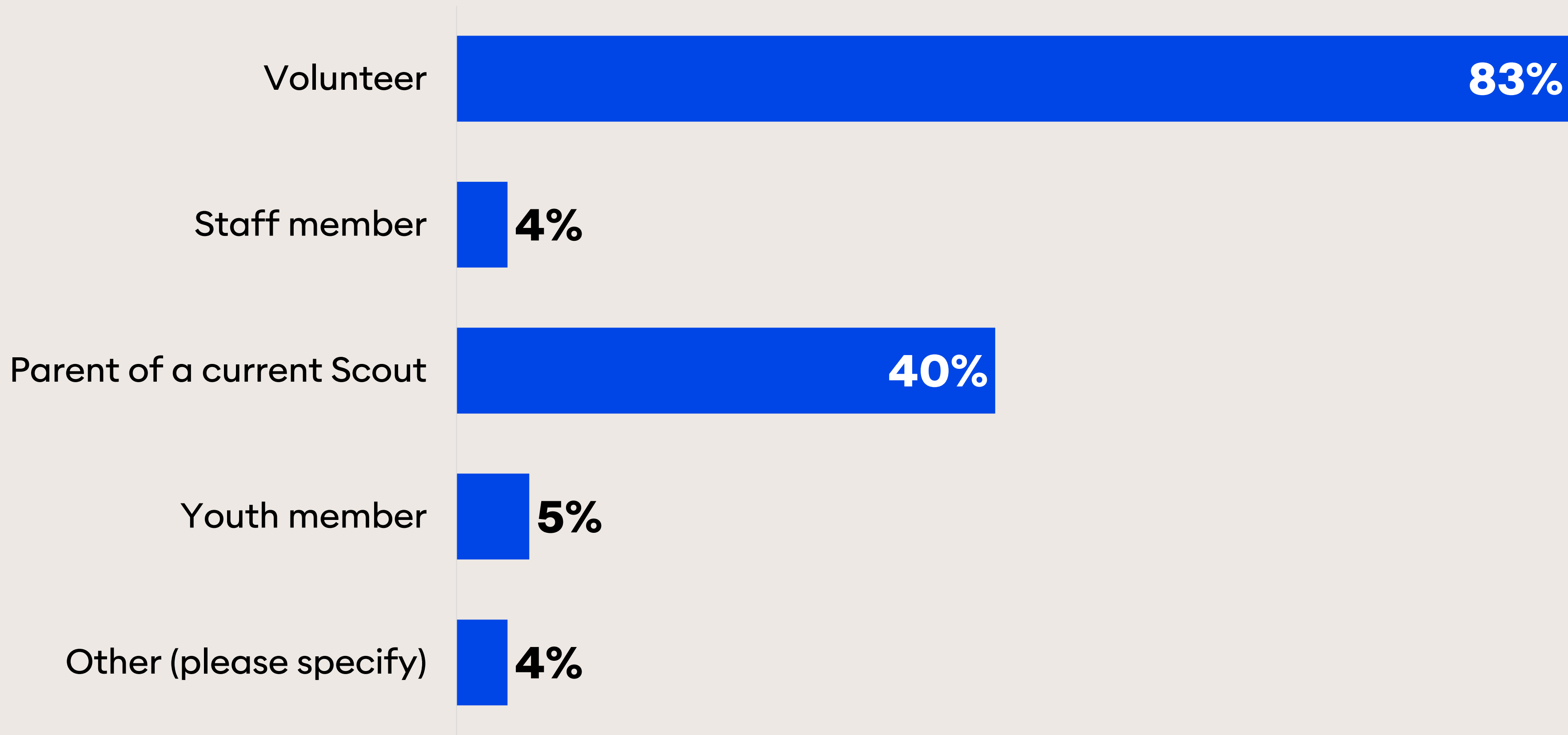


■ Paid employment, full-time ■ Paid employment, part-time / casual

WHICH OF THE FOLLOWING BEST DESCRIBES YOUR CURRENT INVOLVEMENT WITH SCOUTING IN AUSTRALIA?

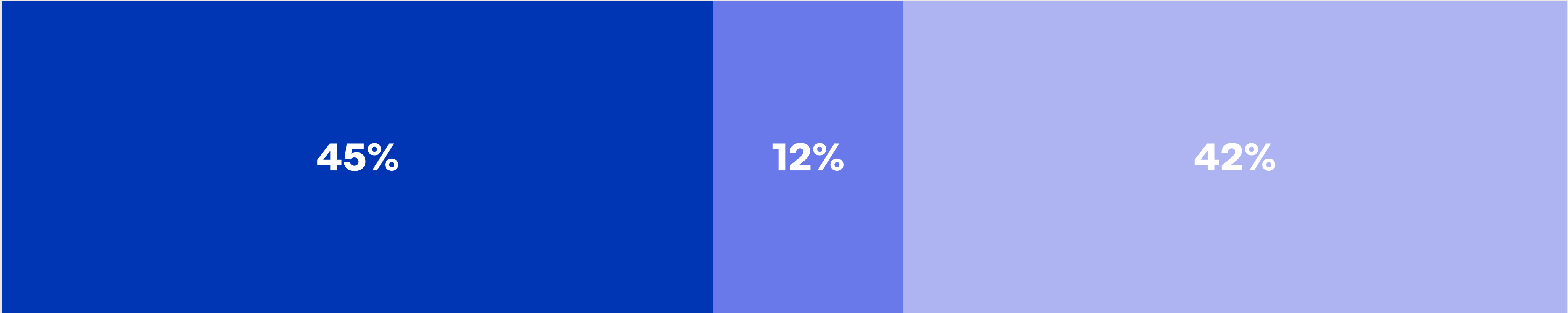
Please select all that apply.

Staff, parents and volunteers n=185



DID YOU EVER ATTEND SCOUTS YOURSELF AS A YOUTH MEMBER?

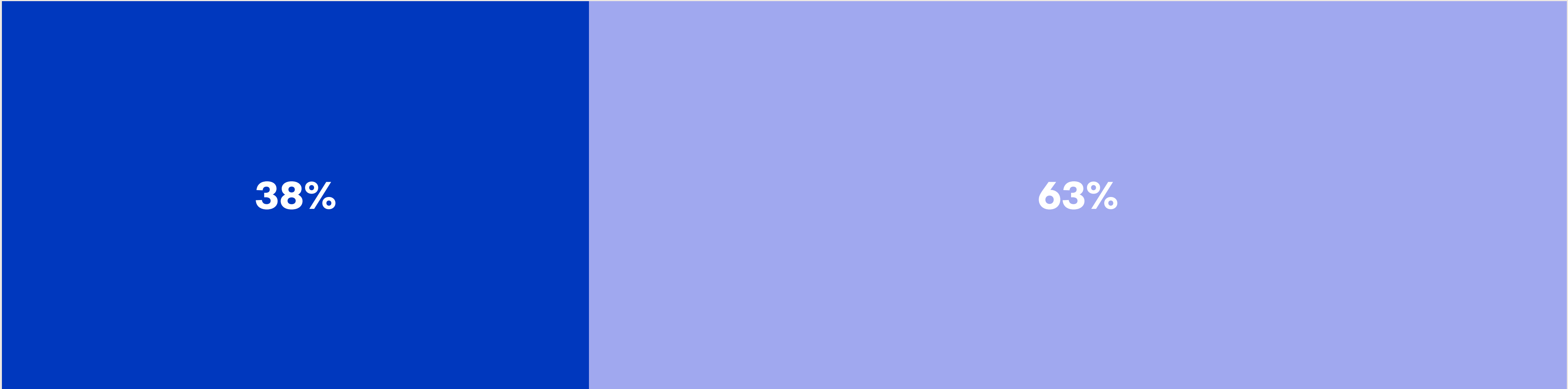
Parents and staff who are parents n=33



- Yes, in the past
- Yes, currently attending as a Rover Scout or Venturer Scout
- No, but I have always been interested
- No

HAVE YOU EVER BEEN INVOLVED AS A VOLUNTEER/LEADER IN SCOUTS?

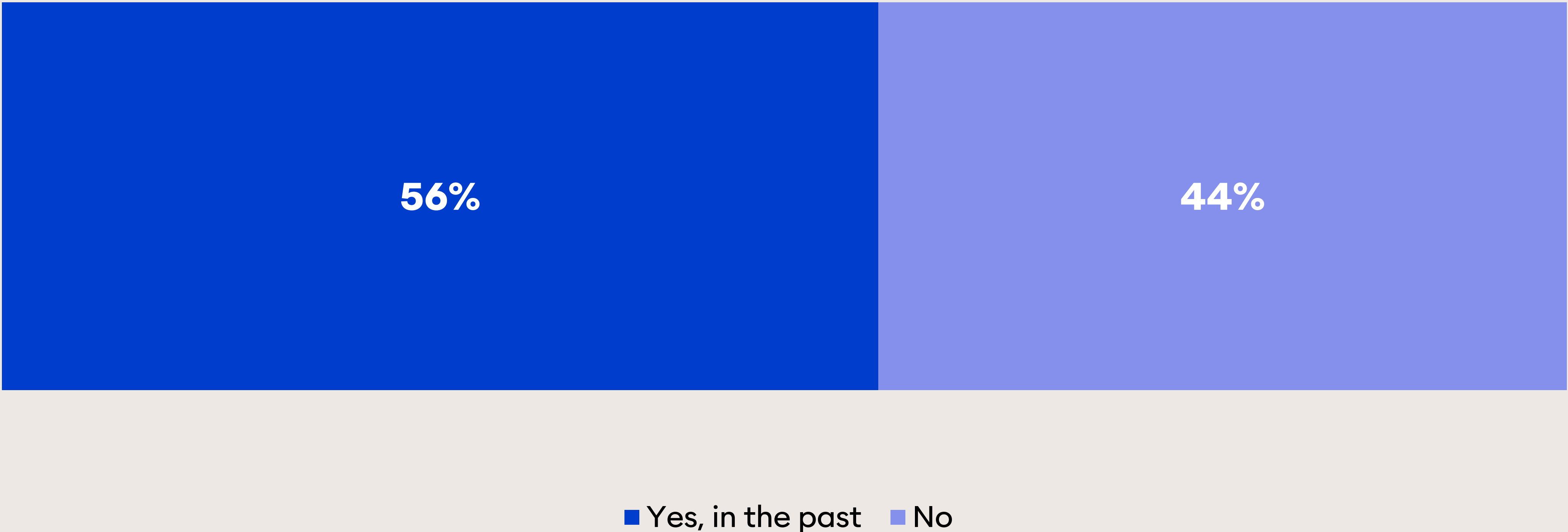
Staff n=8



■ Yes, currently volunteering ■ Yes, in the past ■ No

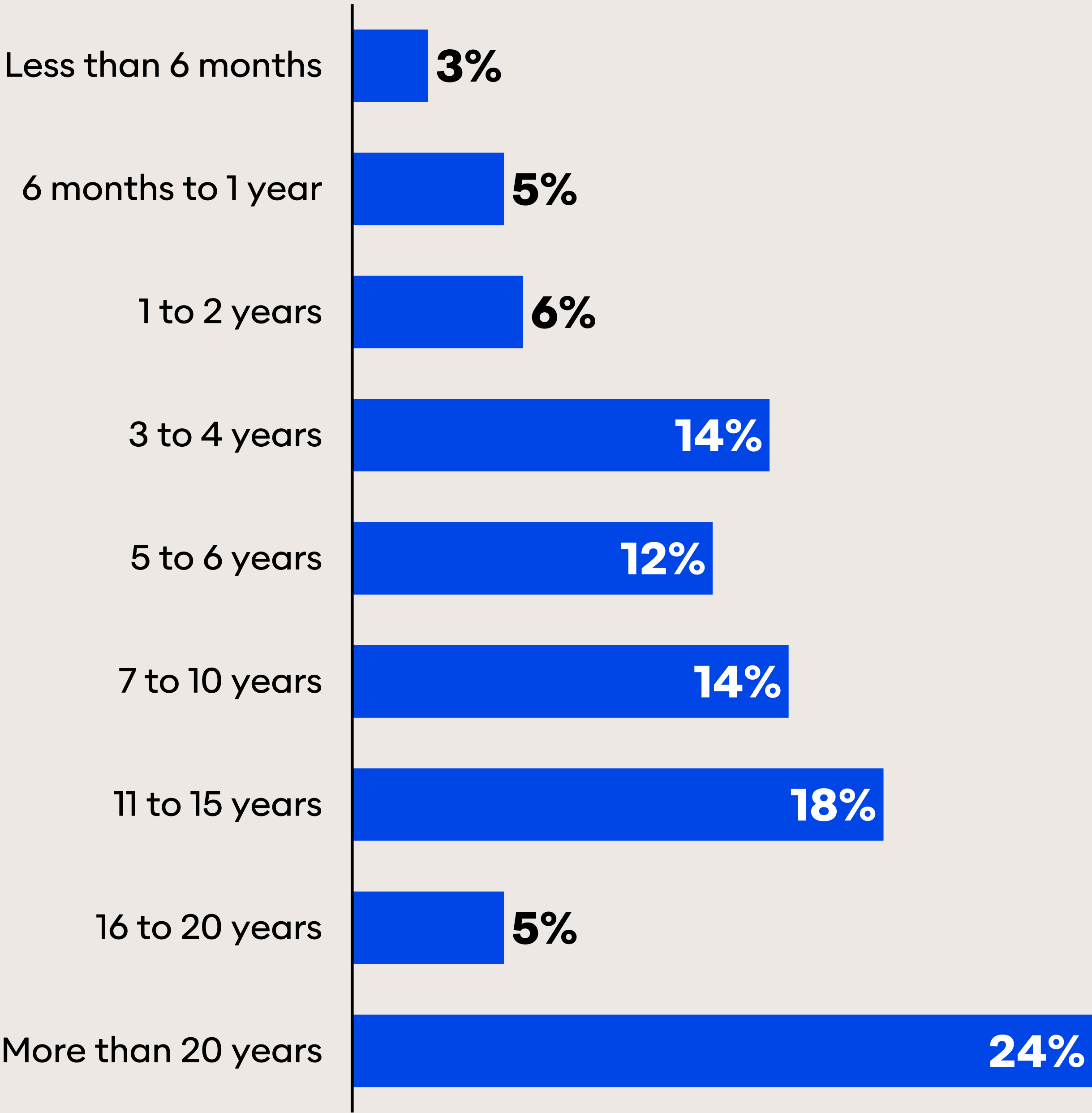
HAVE YOU EVER BEEN INVOLVED AS A VOLUNTEER/LEADER IN SCOUTS?

n=25 parents



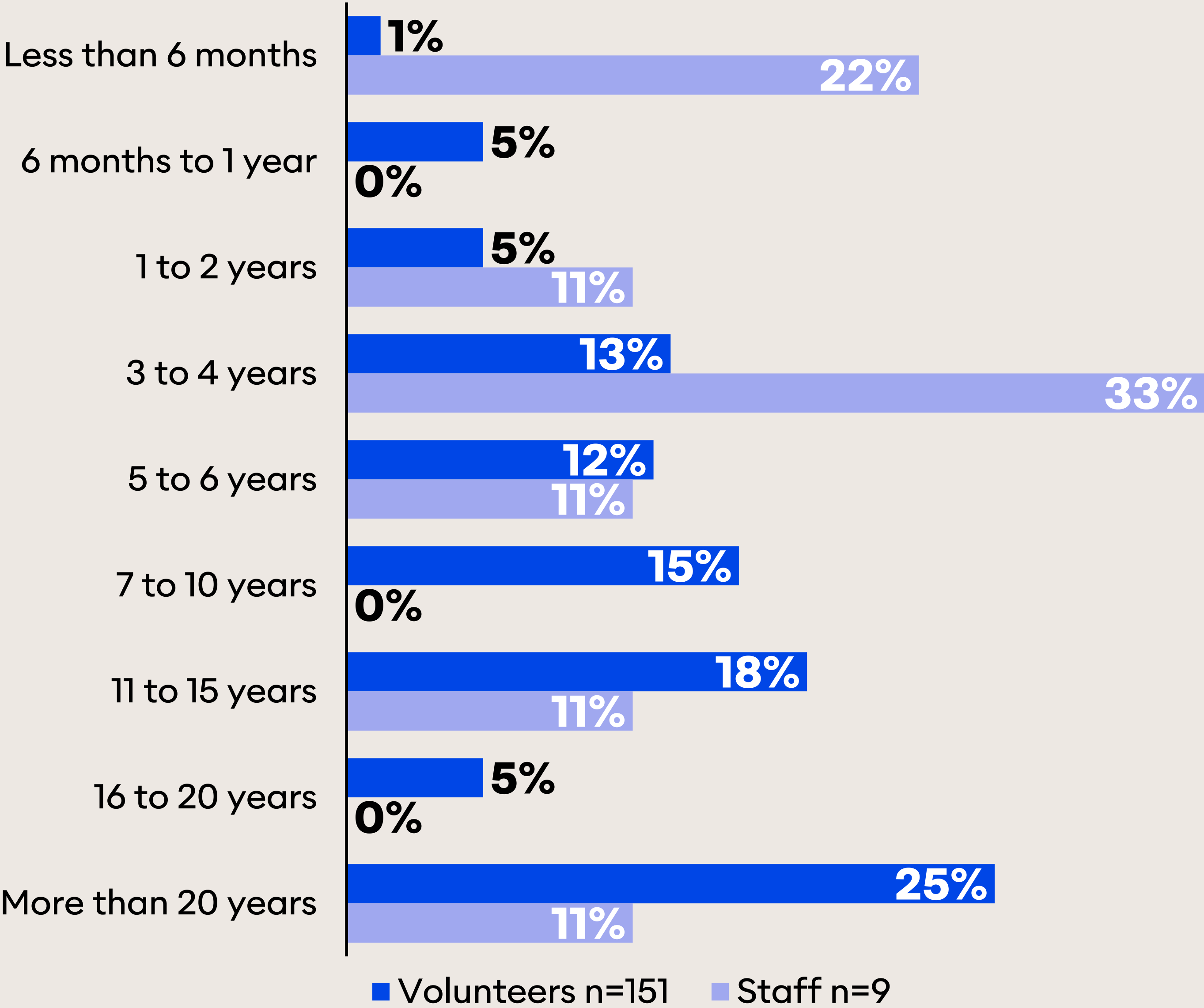
HOW LONG HAVE YOU BEEN INVOLVED AS A VOLUNTEER OR STAFF WITH SCOUTING IN AUSTRALIA?

Staff, parents and volunteers n=160



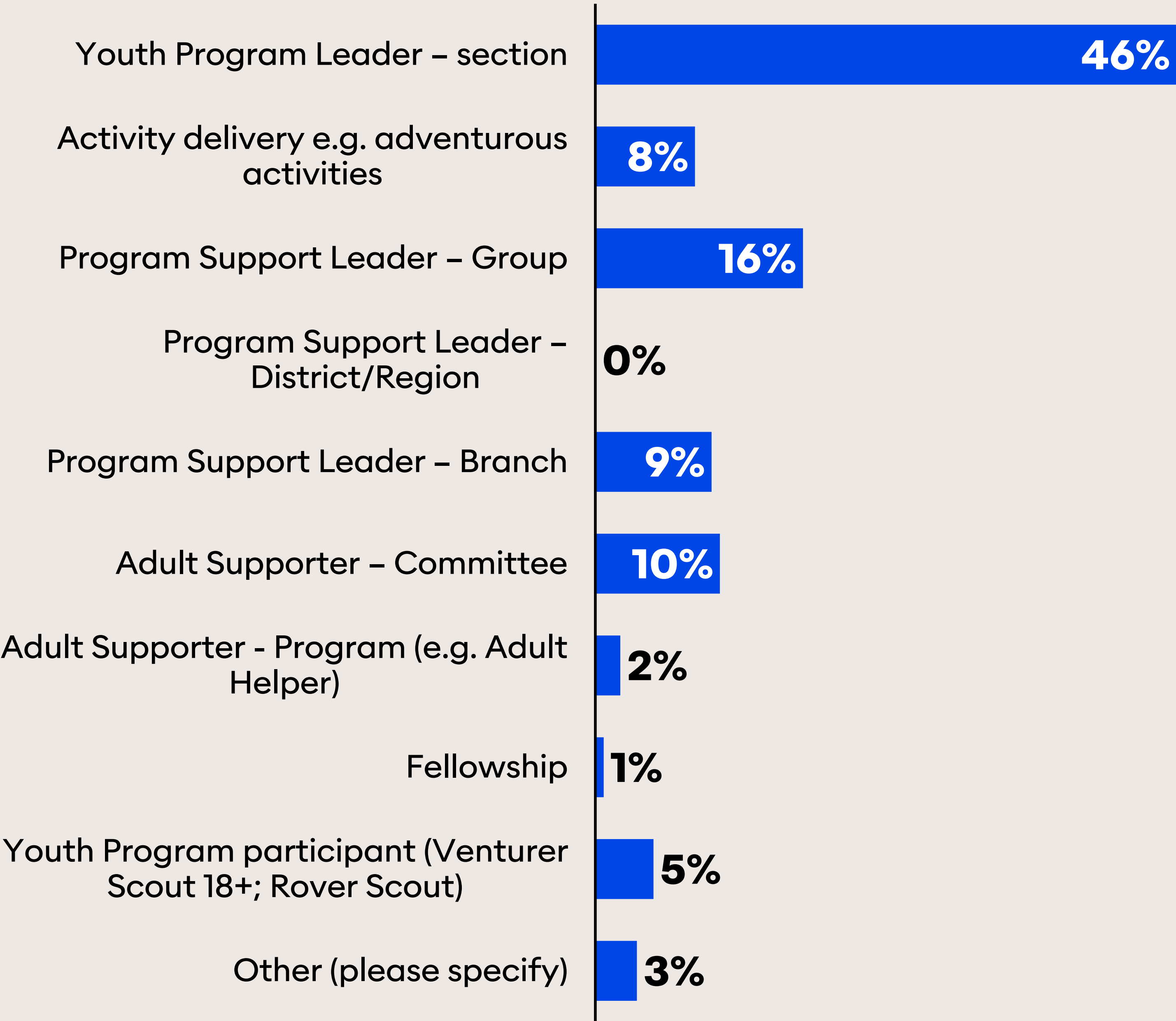
HOW LONG HAVE YOU BEEN INVOLVED AS A VOLUNTEER OR STAFF WITH SCOUTING IN AUSTRALIA?

Staff, parents and volunteers n=160



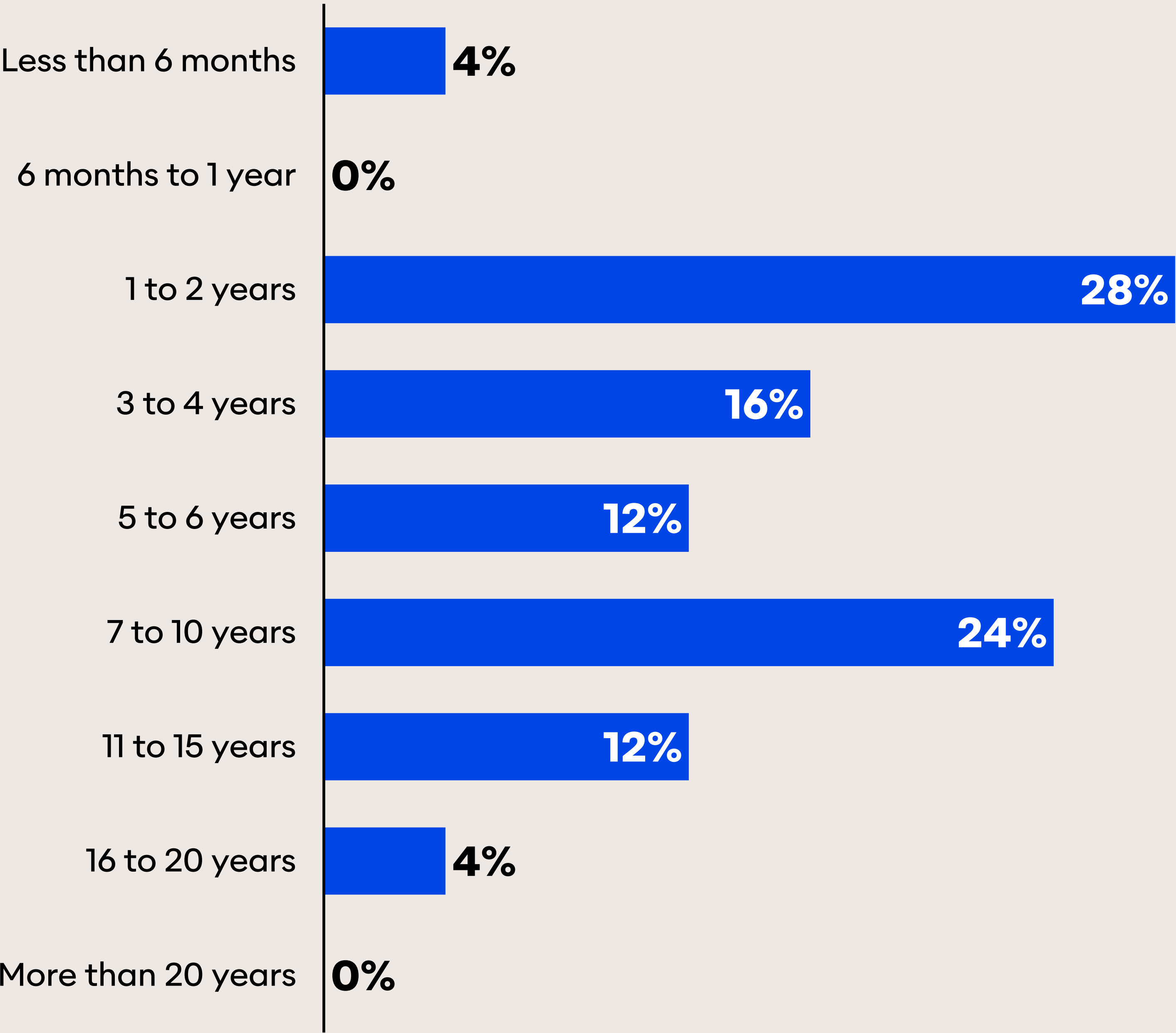
WHICH OF THE FOLLOWING ROLES DO YOU CONSIDER TO BE YOUR PRIMARY ROLE?

Volunteers and staff who are also volunteers
n=152



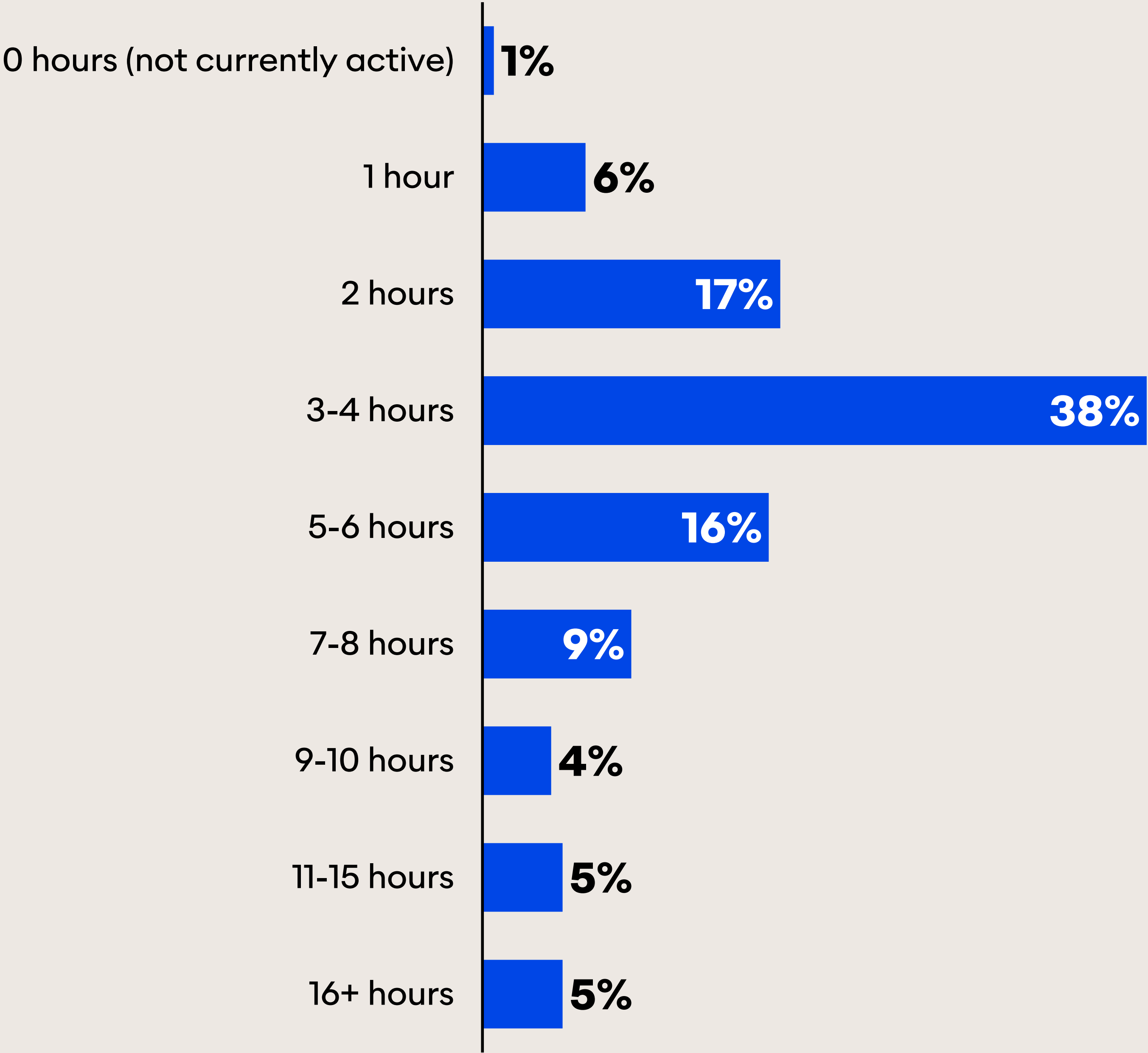
HOW LONG HAVE YOUR CHILDREN BEEN INVOLVED WITH SCOUTS?

Parents n=25



HOW MUCH TIME DO YOU VOLUNTEER WITH SCOUTS ON AVERAGE EACH WEEK?

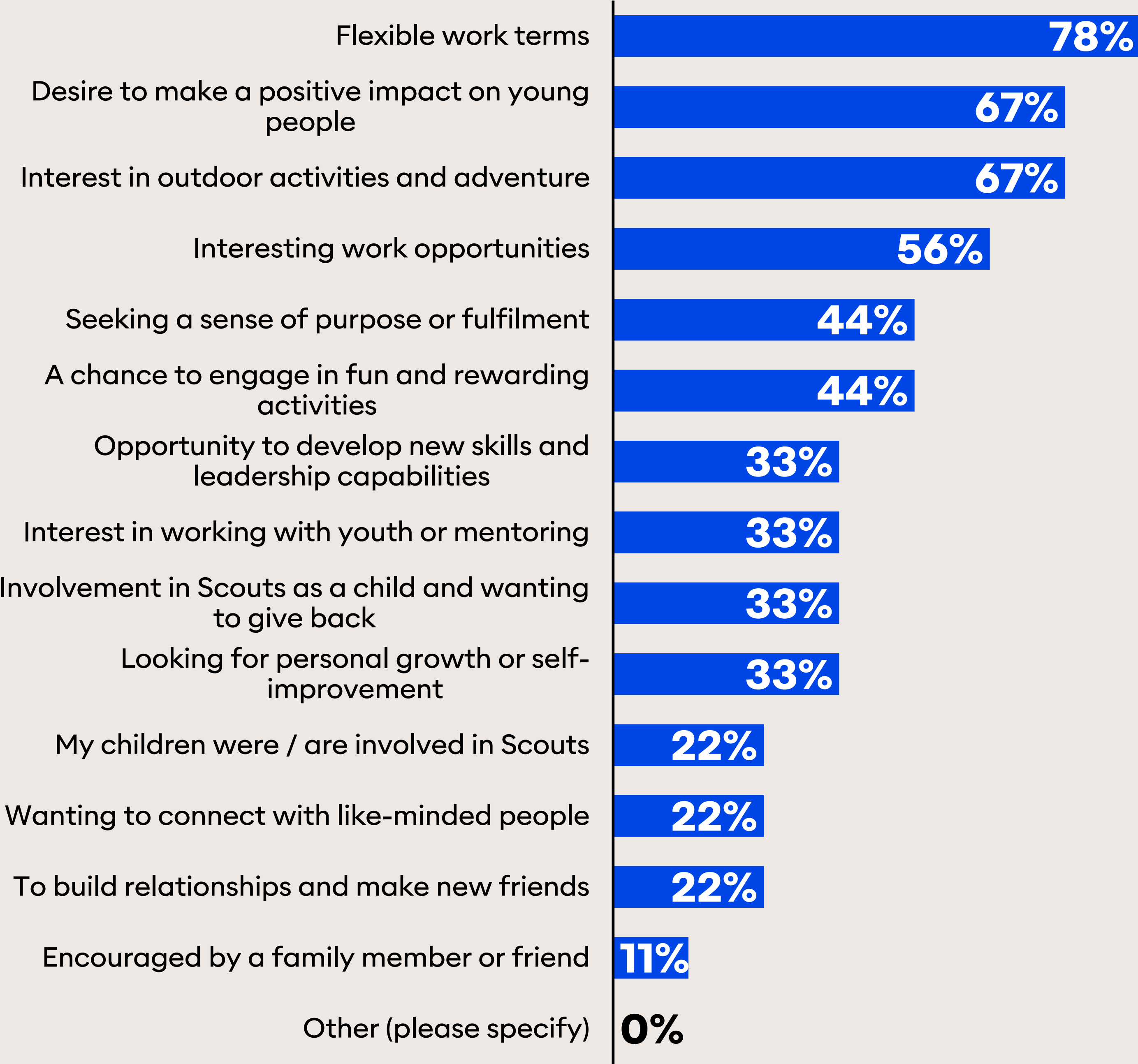
*Volunteers and staff
who are also volunteers
n=152*



WHICH OF THE FOLLOWING ARE REASONS YOU CHOSE TO WORK FOR SCOUTS?

Please select all that apply.

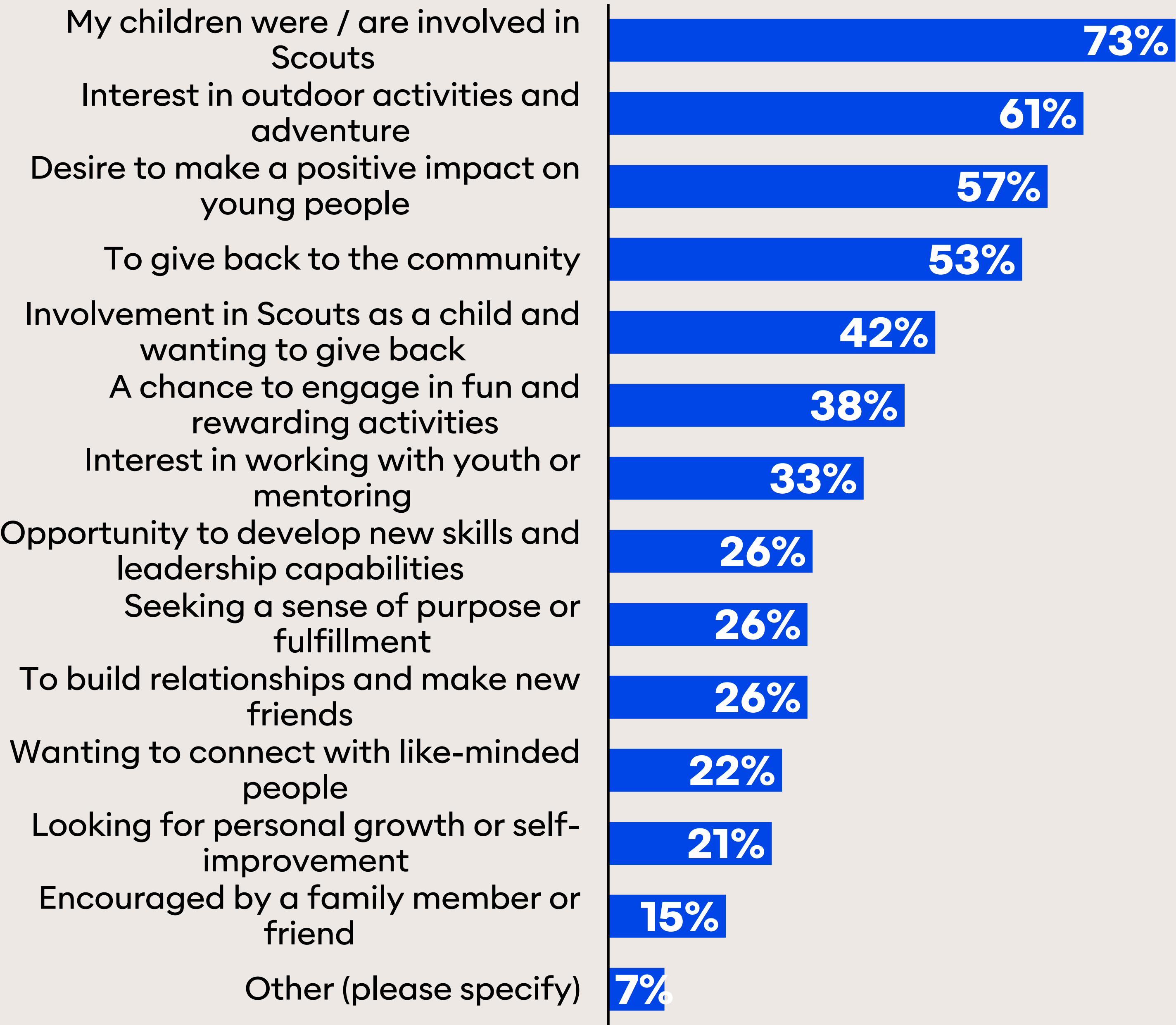
Staff n=9



WHICH OF THE FOLLOWING ARE REASONS YOU CHOSE TO GET INVOLVED WITH SCOUTS?

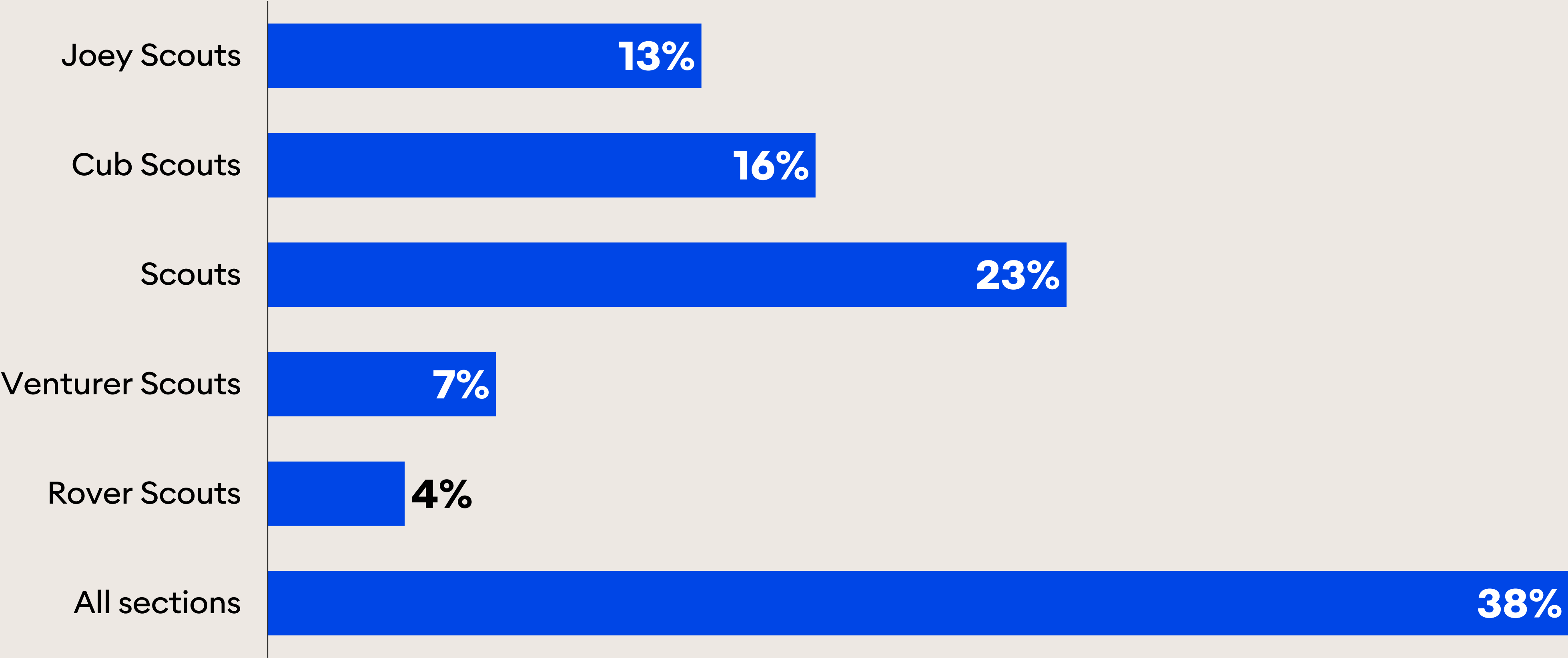
Please select all that apply.

*Volunteers and staff who are also volunteers
n=152*



WHICH SECTION OF SCOUTING ARE YOU PRIMARILY INVOLVED IN?

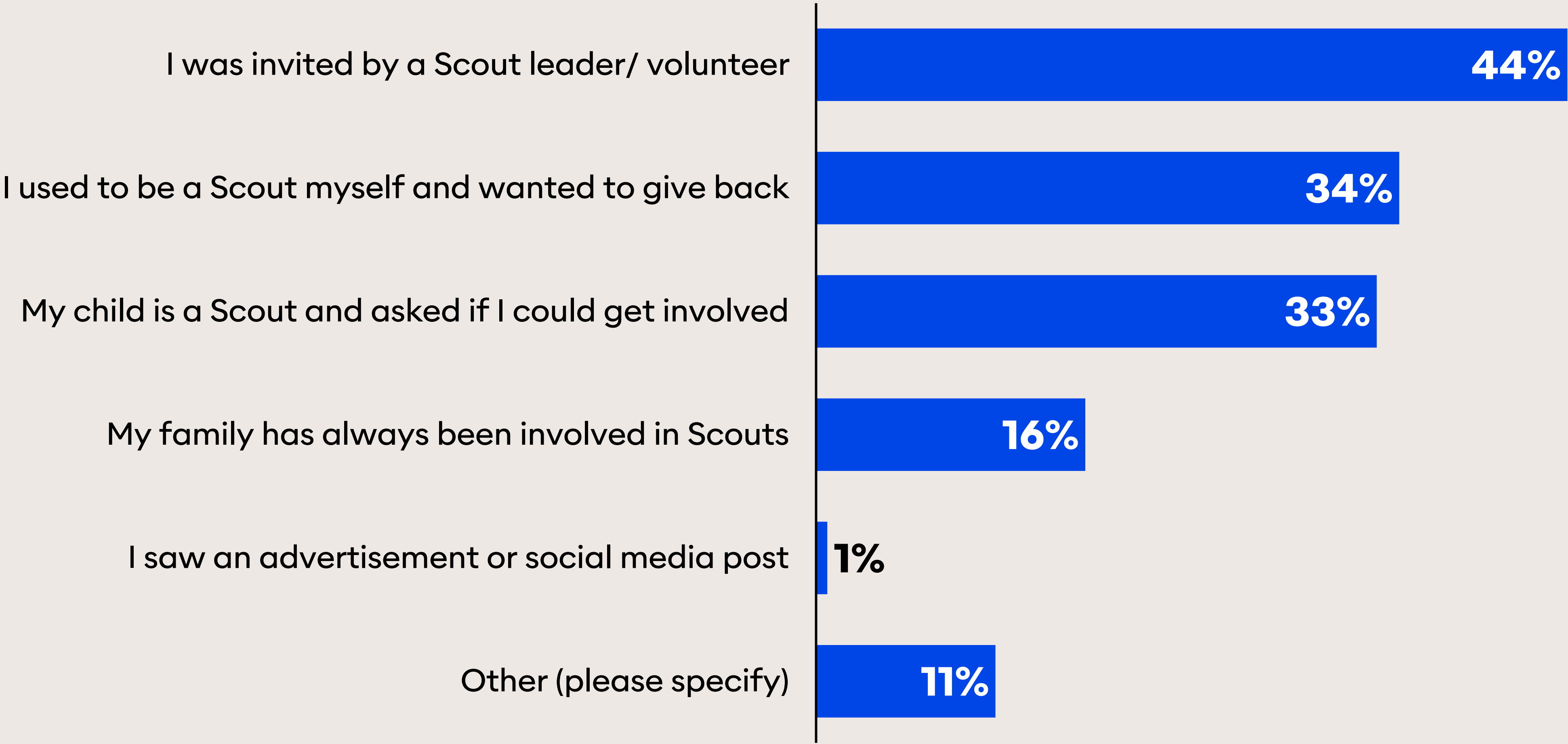
Volunteers n=151



HOW DID YOU BECOME A SCOUT VOLUNTEER?

Please select all that apply.

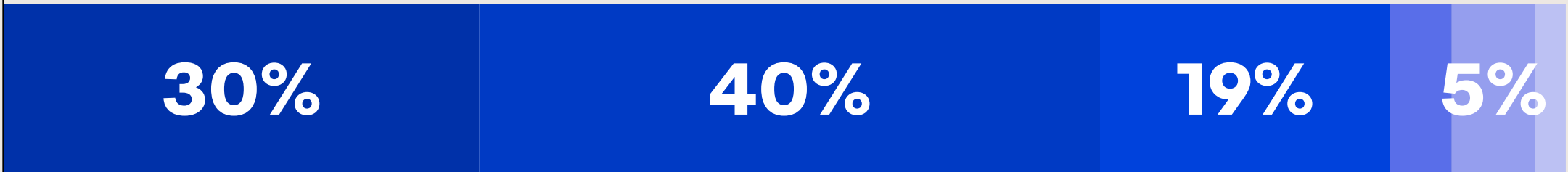
Volunteers n = 151



TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING?

Volunteers n=151

I am empowered to make decisions and be supported



I have access to resources to enable me to perform my Scouting role well



There was flexibility to fit my training around other commitments



The length of training was suitable



- Strongly agree
- Somewhat agree
- Slightly agree
- Slightly disagree
- Somewhat disagree
- Strongly disagree

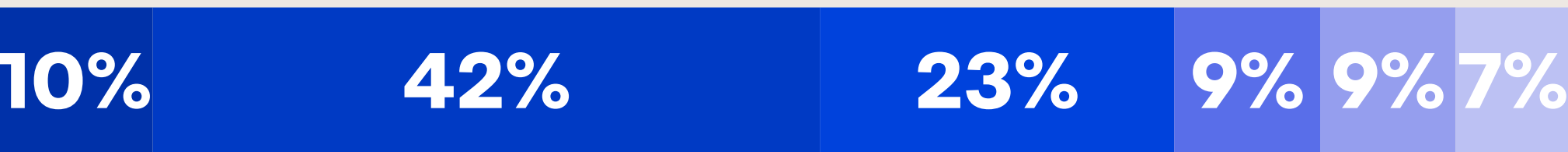
TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING?

Volunteers n=151

I received adequate support throughout my training



The training effectively prepared me for my role



I receive appropriate and timely recognition when I do well



Leadership communicates a vision that motivates me



I have confidence in the leadership of Scouting

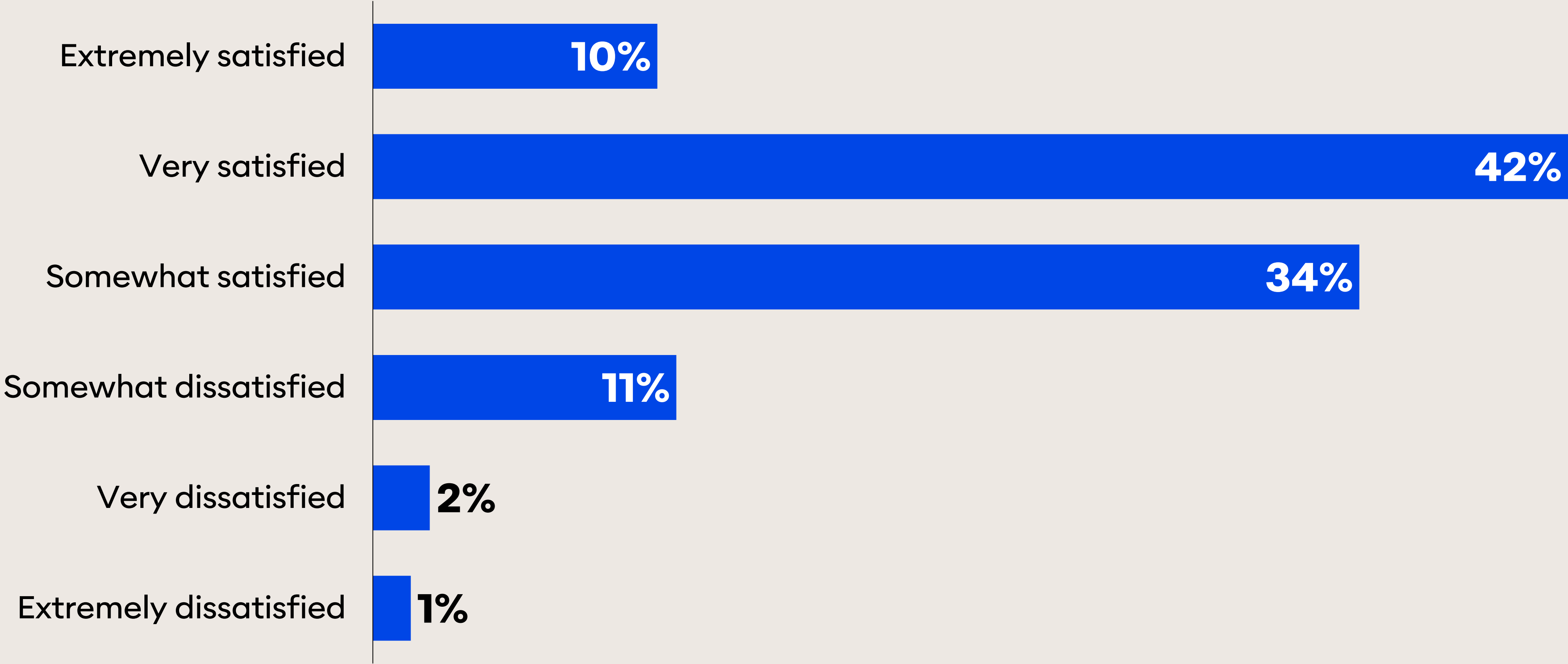


- Strongly agree
- Somewhat agree
- Slightly agree
- Slightly disagree
- Somewhat disagree
- Strongly disagree

m

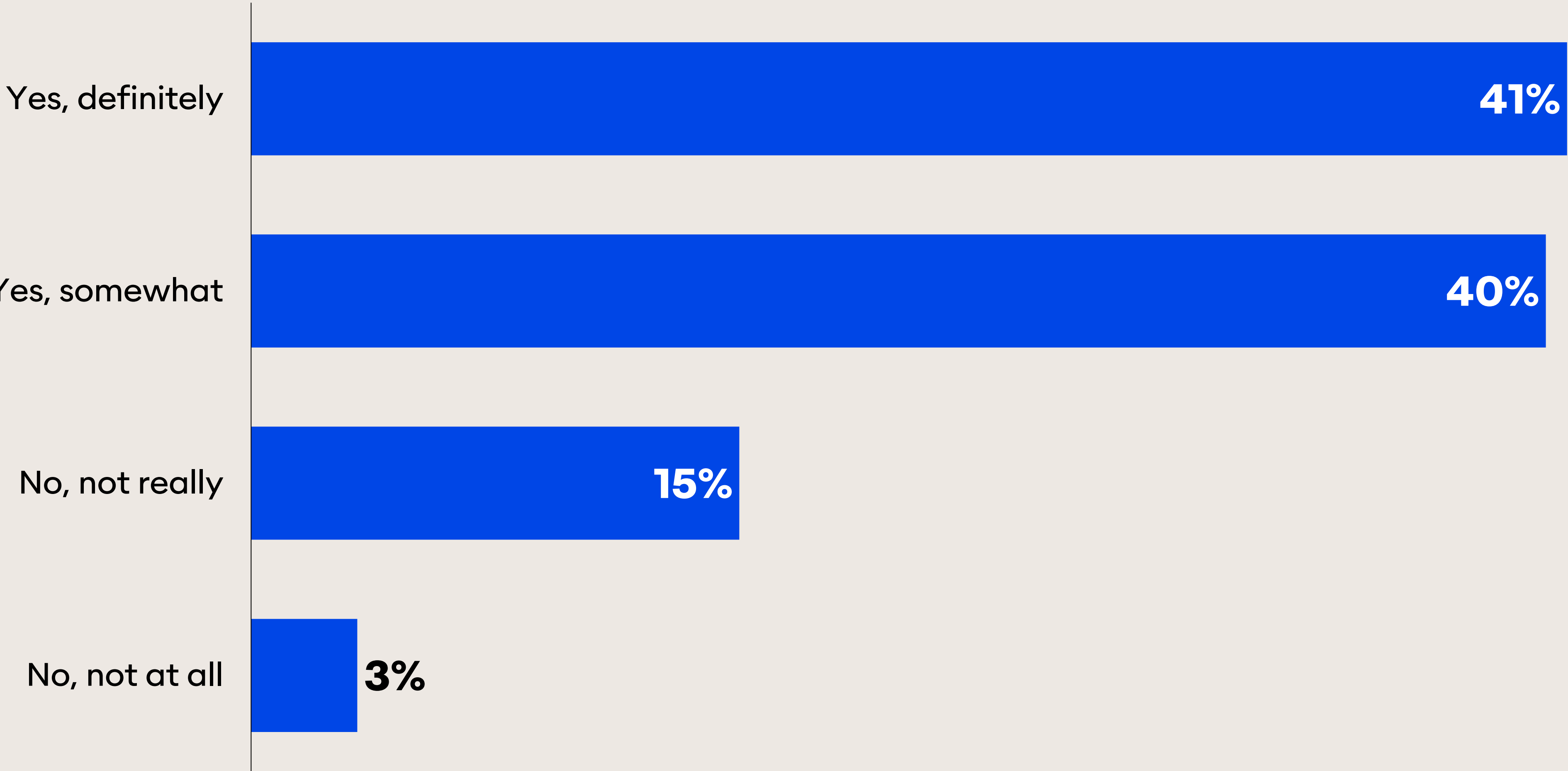
OVERALL, HOW SATISFIED ARE YOU WITH YOUR EXPERIENCE AS A SCOUTS AUSTRALIA VOLUNTEER?

Volunteers n=151



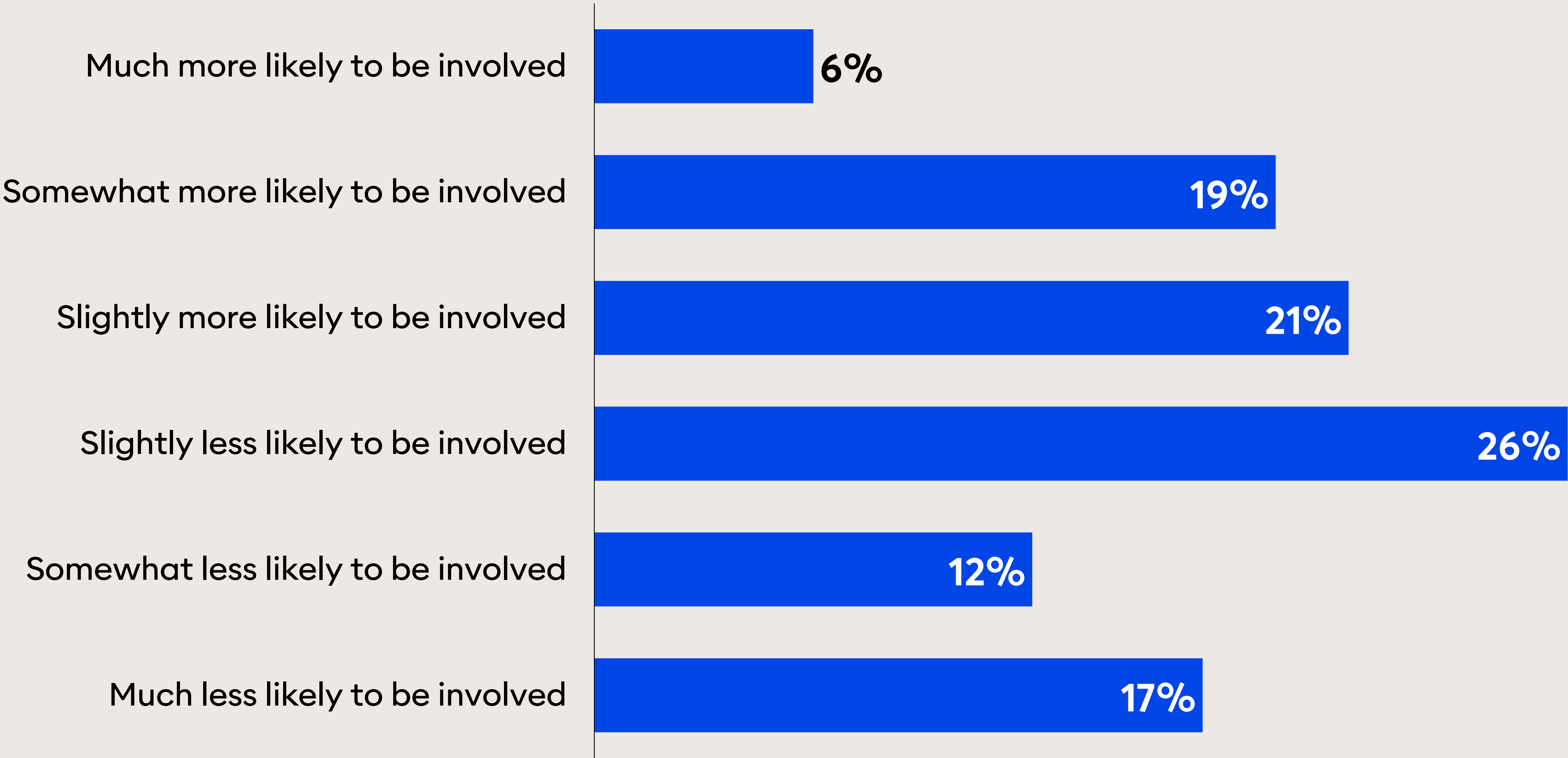
DO YOU FEEL WELL SUPPORTED BY YOUR MANAGER?

Volunteers n=151



DO YOU SEE YOURSELF BEING MORE OR LESS INVOLVED WITH SCOUTS IN 3 YEARS' TIME?

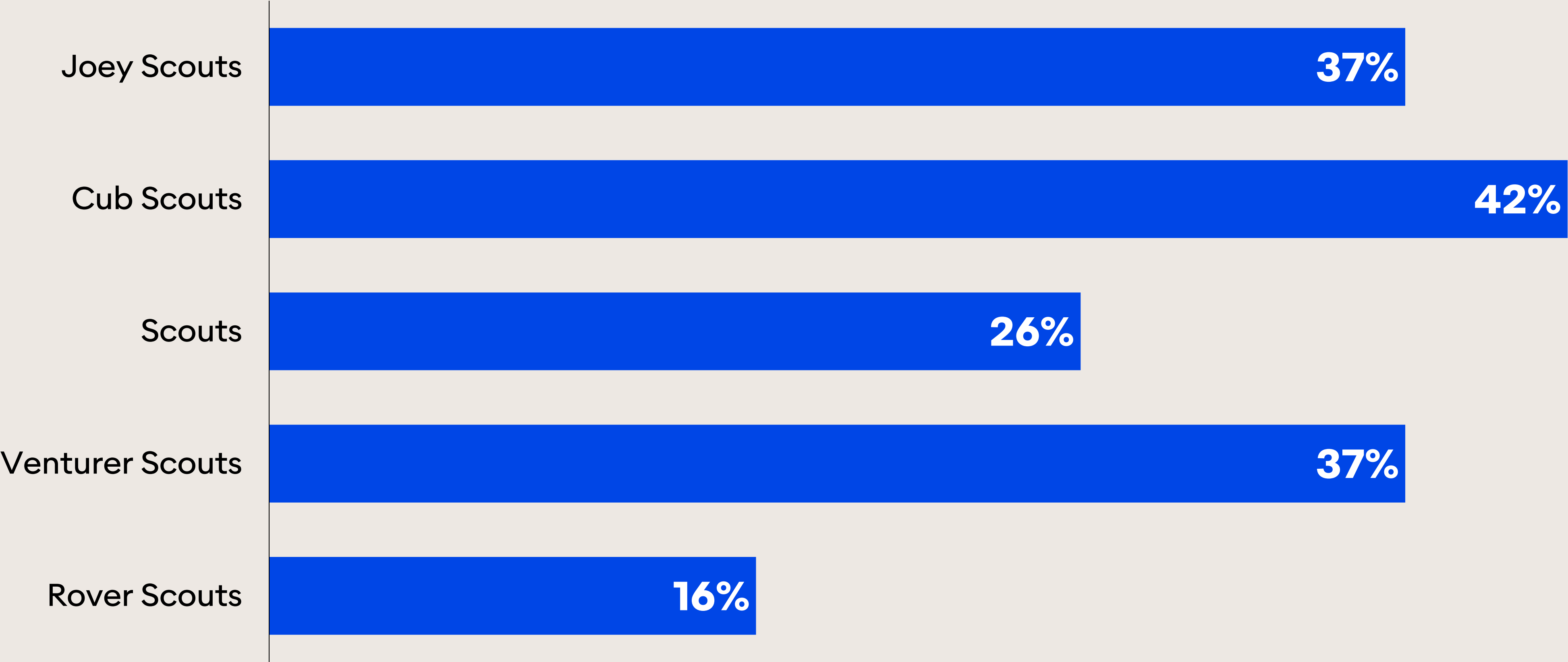
Volunteers n=151



m

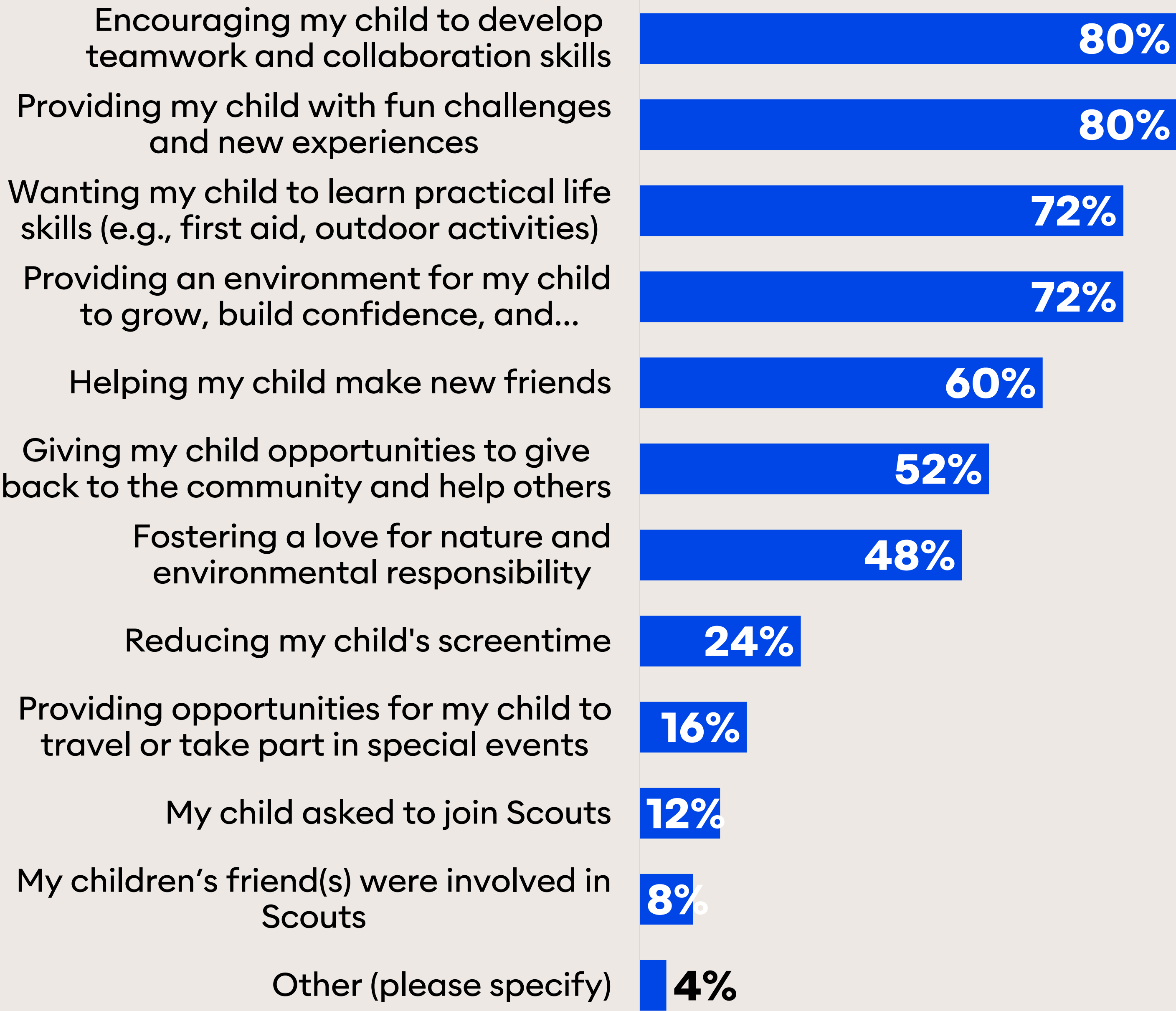
WHICH SECTION OF SCOUTING IS YOUR CHILD/REN INVOLVED IN?

Please select all that apply.
Parents n=19



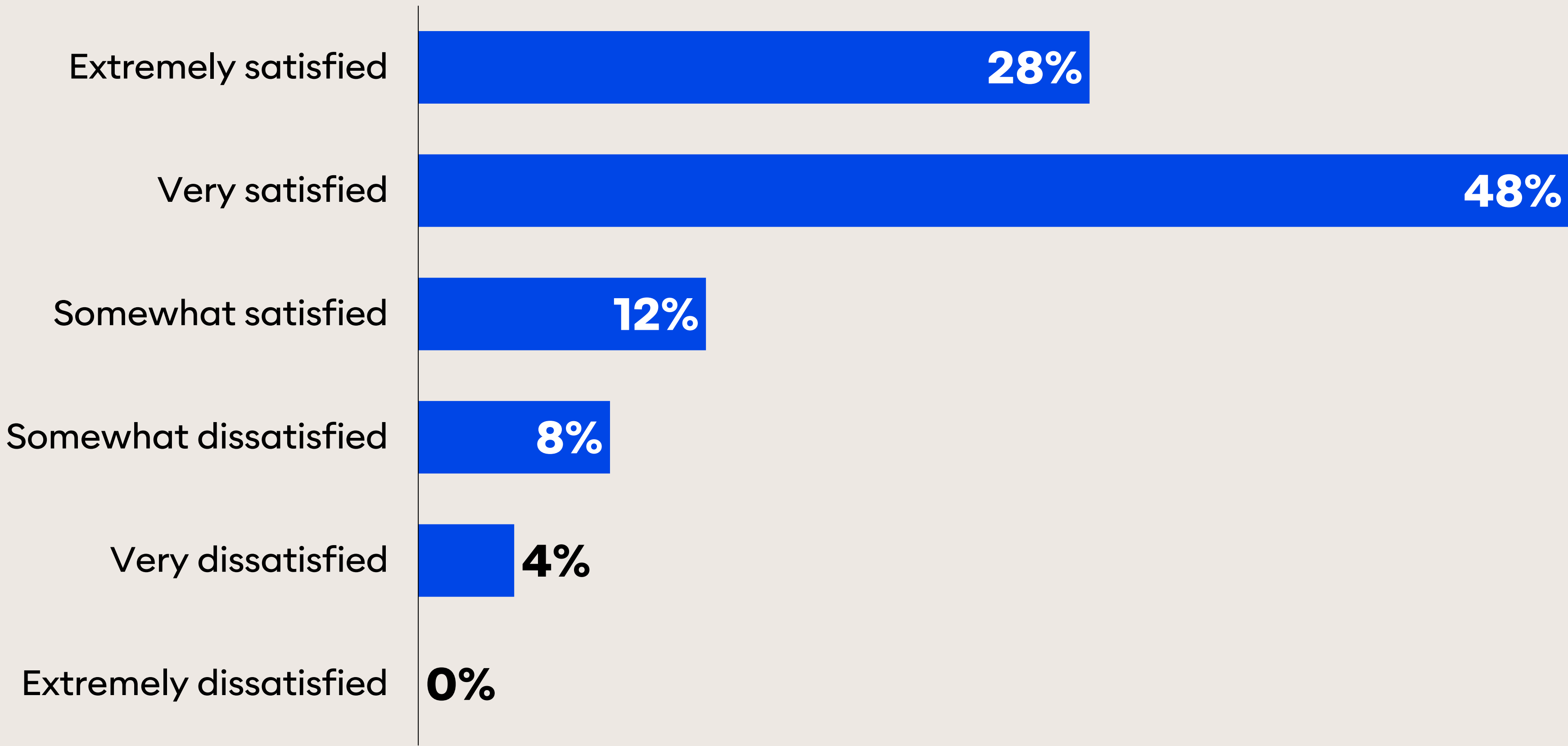
WHICH OF THE FOLLOWING WERE REASONS YOU ENROLLED YOUR CHILD/REN INTO SCOUTS?

Please select all that apply.
Parents n= 25



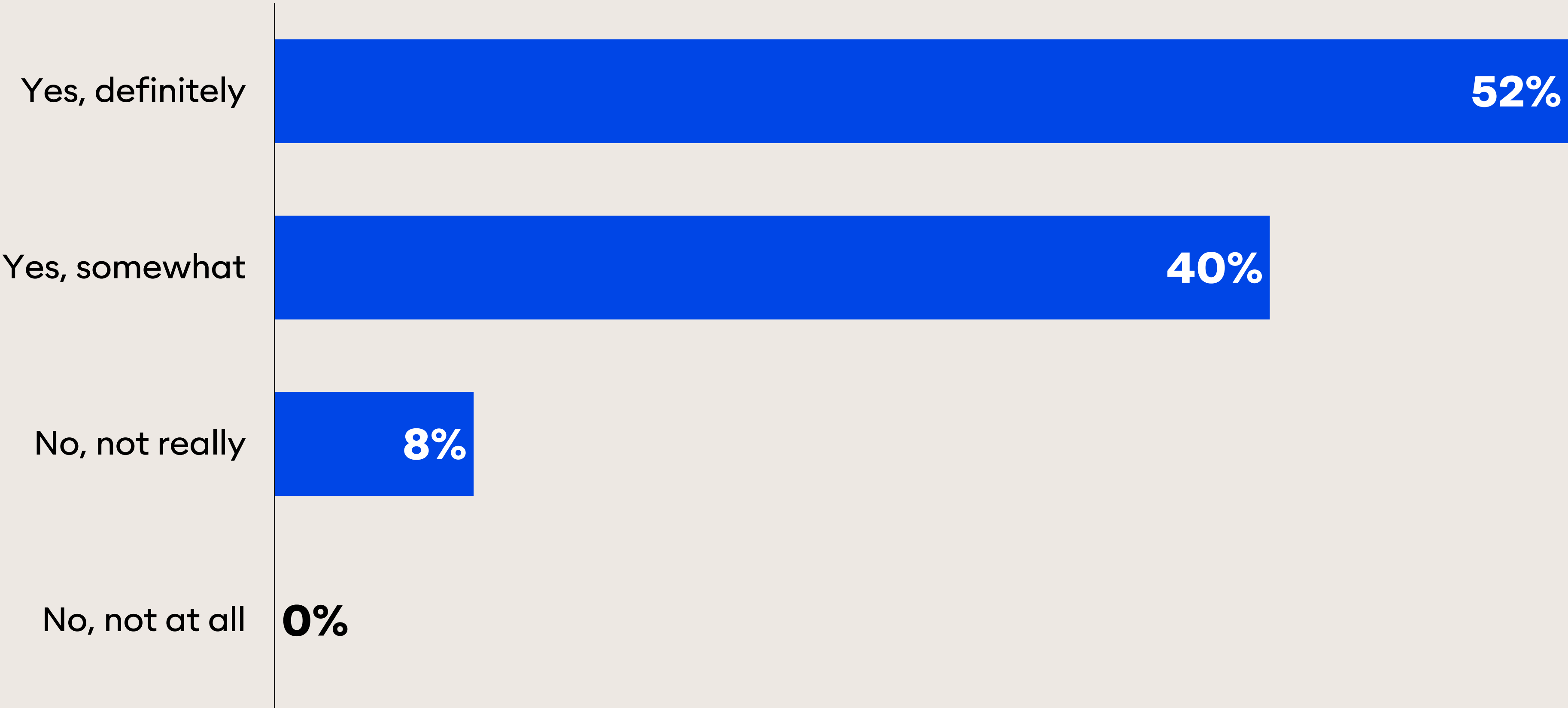
OVERALL, HOW SATISFIED ARE YOU WITH YOUR EXPERIENCE AS A SCOUTING PARENT?

Parents n=25



DO YOU FEEL WELCOME AT SCOUTS AS A PARENT?

Parents n=25



HAVE YOU EVER CONSIDERED VOLUNTEERING FOR SCOUTS?

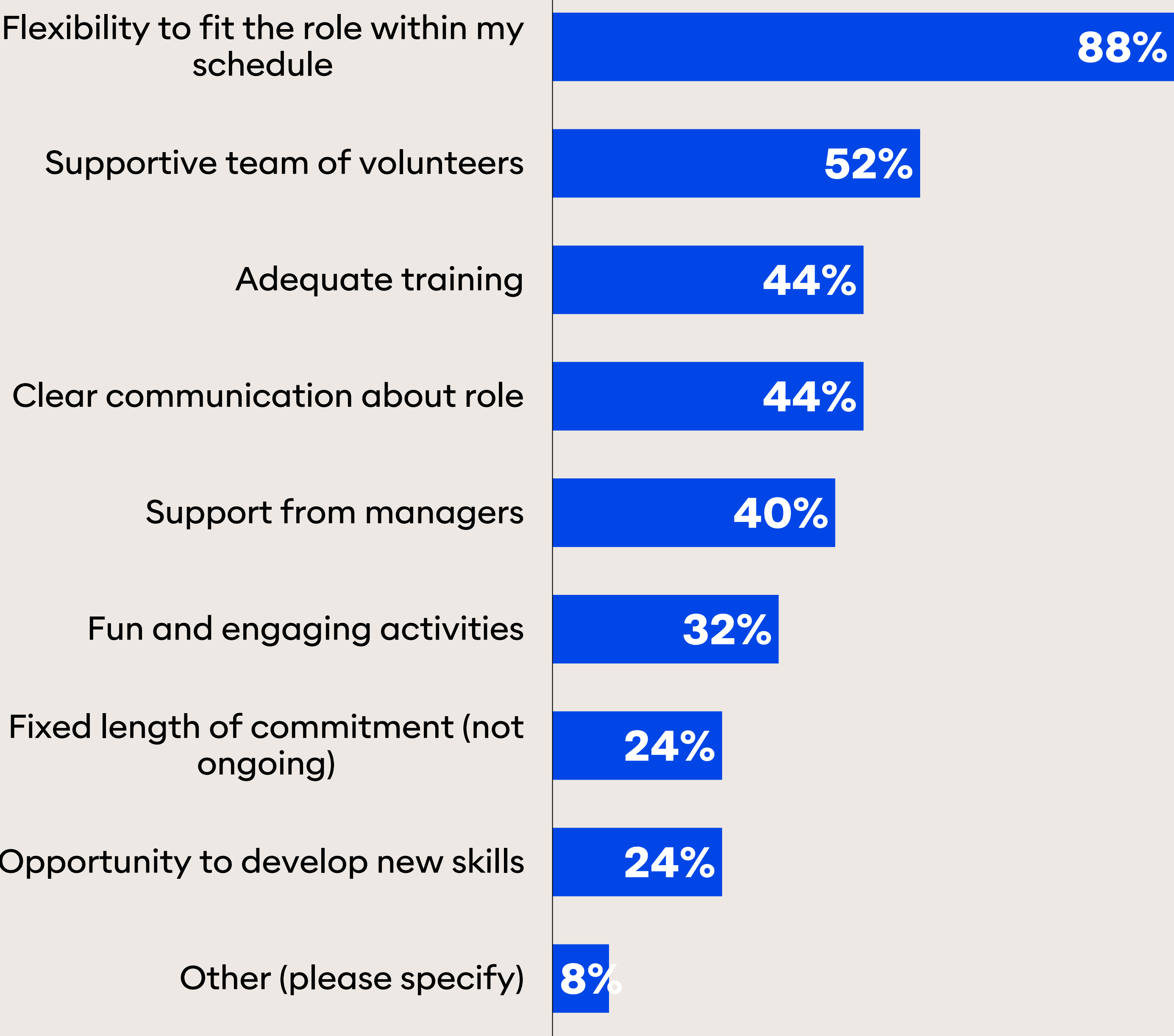
Parents n=25



■ Yes ■ No

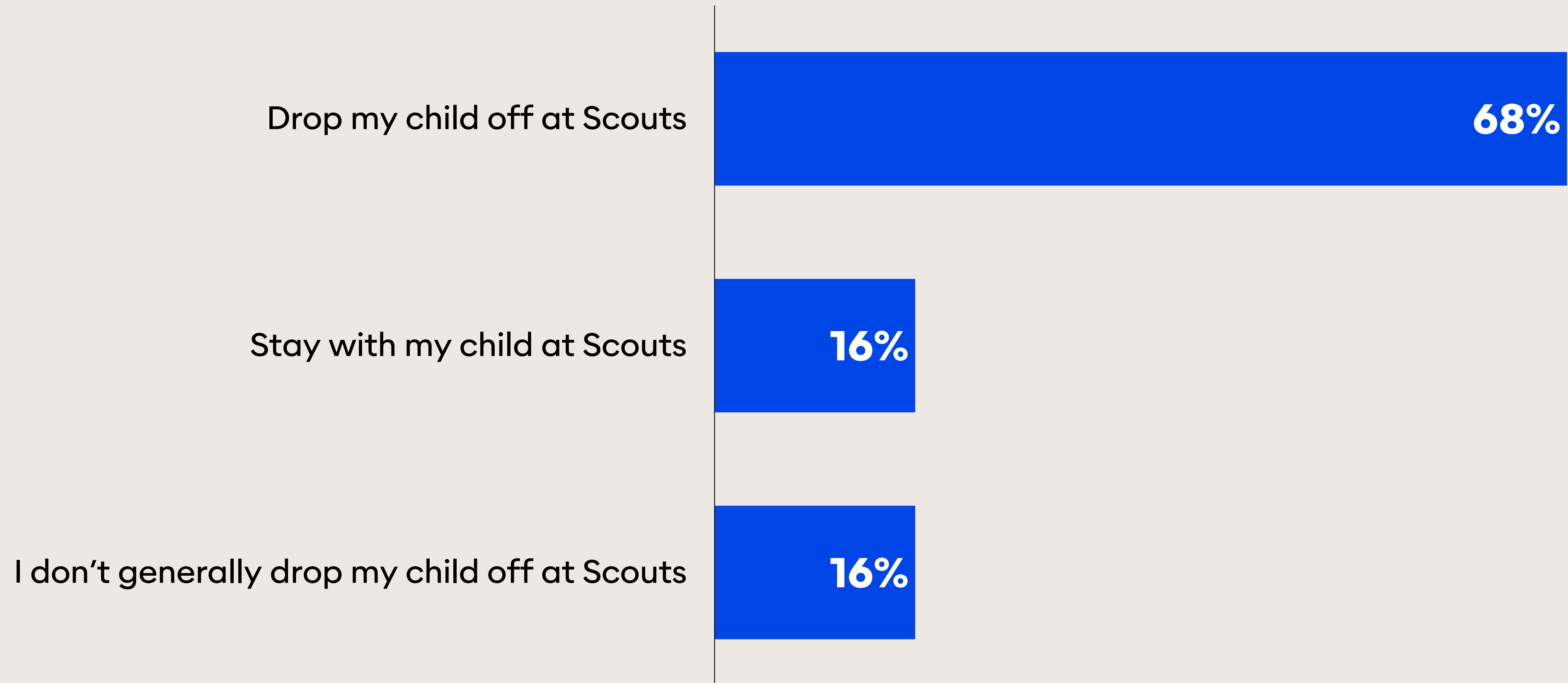
WHAT FACTORS WOULD BE MOST IMPORTANT TO YOU IF YOU WERE CONSIDERING BECOMING A SCOUTS VOLUNTEER?

*Please select all that apply.
Parents n=25*



WHICH OF THE FOLLOWING ARE YOU MORE LIKELY TO DO WHEN YOUR CHILD ATTENDS SCOUTS?

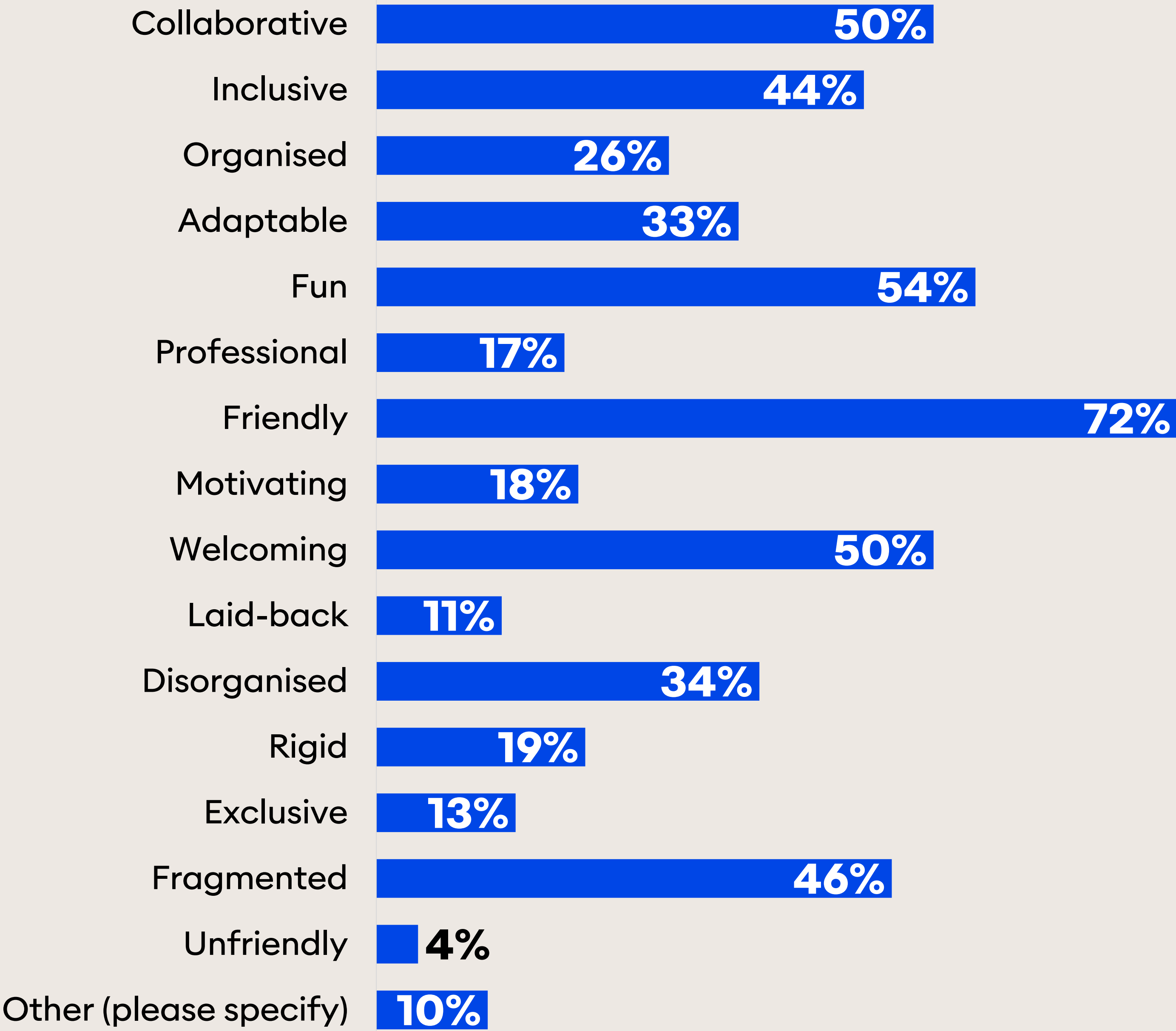
Parents n=25



HOW WOULD YOU DESCRIBE THE CULTURE OF VOLUNTEERING WITHIN SCOUTS?

Please select all that apply.

*All staff and volunteers
n=160*



WHICH OF THE FOLLOWING ATTRACTED YOU TO BECOMING A SCOUT VOLUNTEER?

Please select all that apply.

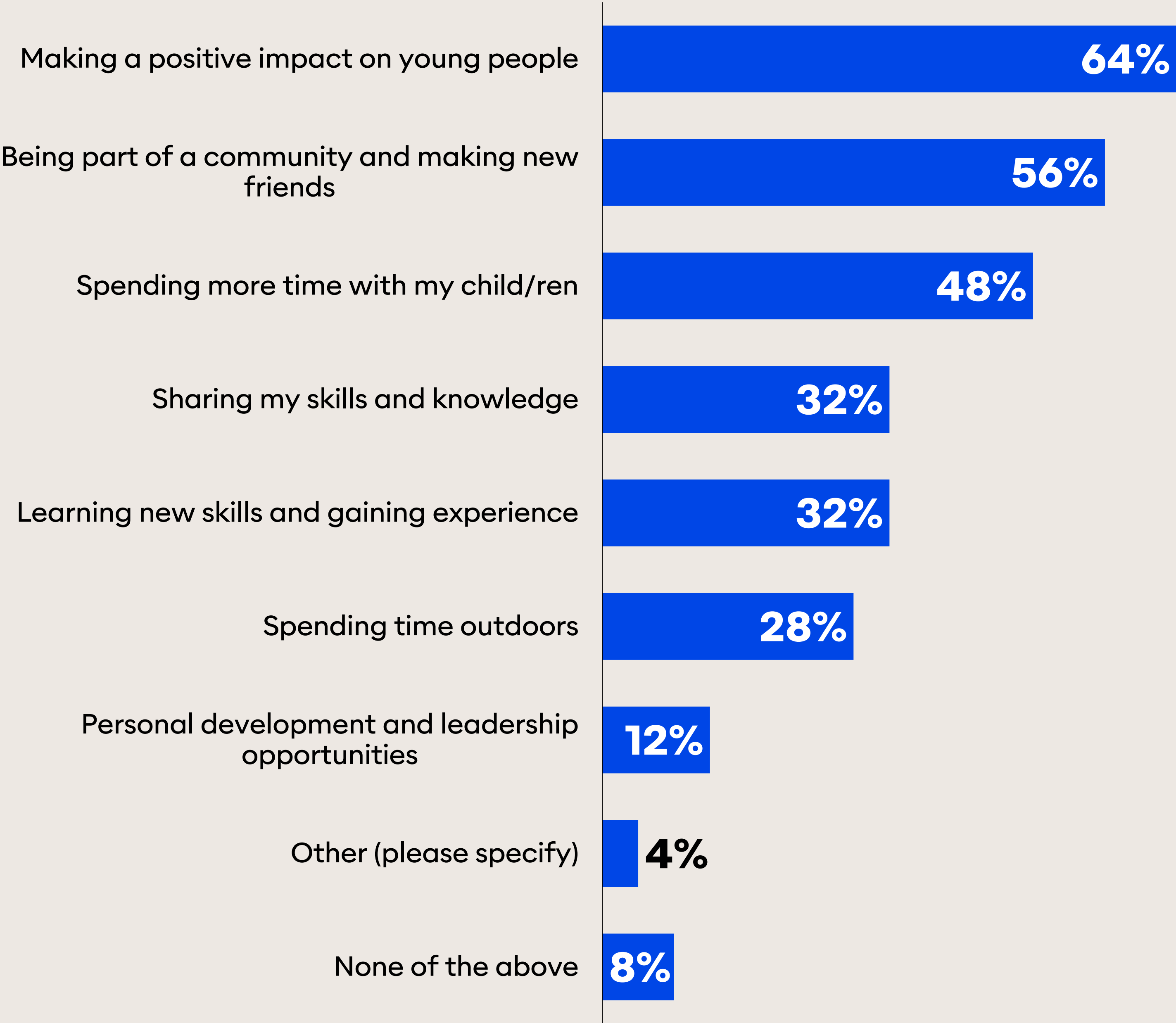
*Volunteers and staff who are also volunteers
n=152*



WHICH OF THE FOLLOWING WOULD ATTRACT YOU TO BECOMING A SCOUTS VOLUNTEER?

Please select all that apply.

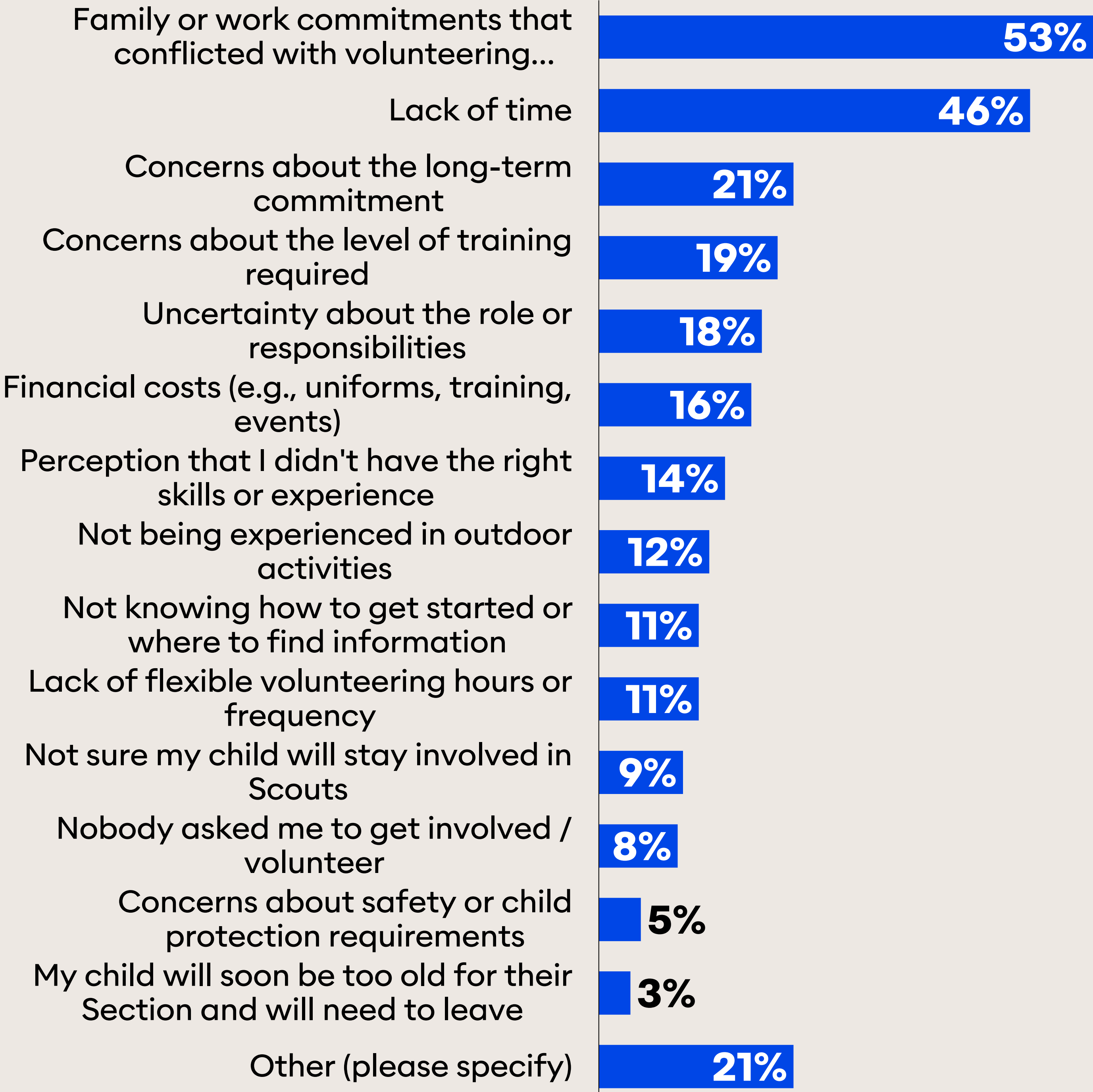
Parents n=25



WHICH OF THE FOLLOWING WERE / ARE BARRIERS TO YOU BECOMING A SCOUTS VOLUNTEER?

Please select all that apply.

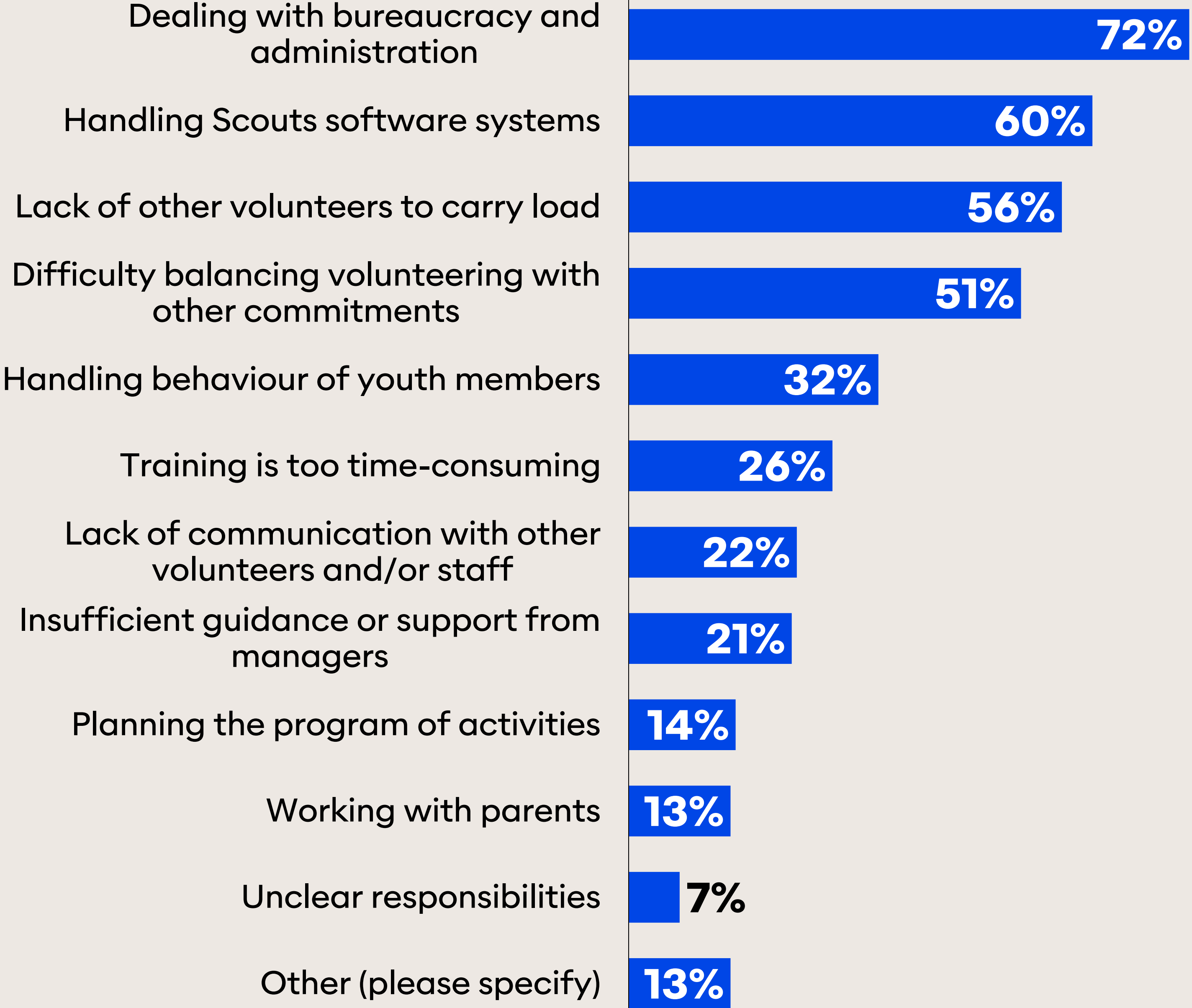
Volunteers, parents and staff who are also volunteers n=177



WHAT ARE THE TOP CHALLENGES IN VOLUNTEERING WITH SCOUTS?

Please select up to 5 responses.

*Volunteers and staff who are also volunteers
n=152*



Net Promoter Score

The Net Promoter Score (NPS) divides an organisation's clients into three categories: Promoters, Passives and detractors. Supporters respond on a 0-to-10-point rating scale, and an organisation's NPS score can range anywhere between -100 and 100. A score above 0 is considered a good score.



NET PROMOTER SCORE

=

% PROMOTERS

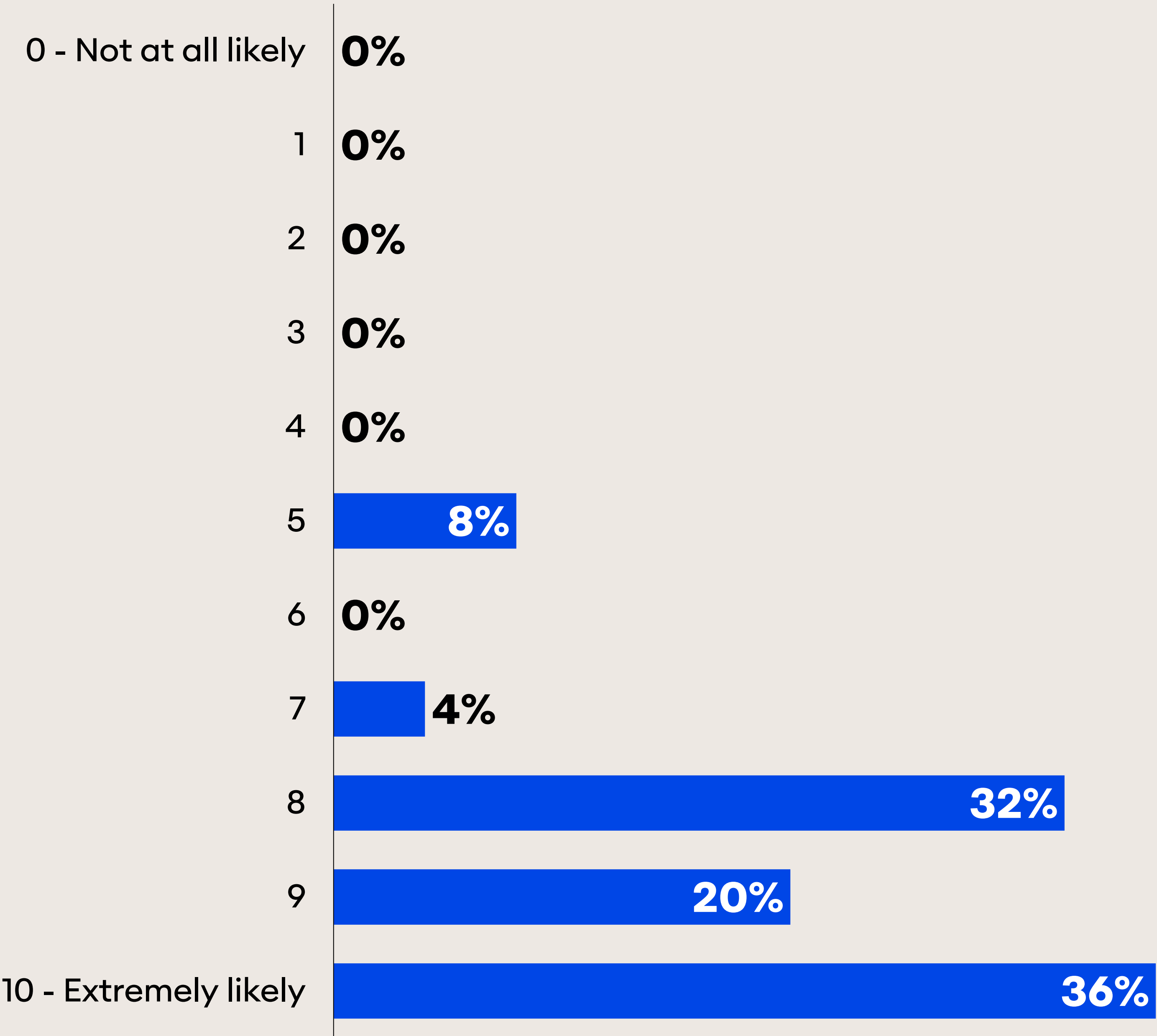
–

% DETRACTORS

ON A SCALE OF 0 TO 10, HOW LIKELY WOULD YOU BE TO RECOMMEND SCOUTS TO A FRIEND OR COLLEAGUE AS AN OPTION FOR THEIR CHILDREN?

Please use the rating scale below which goes from 0 (not at all likely) through to 10 (extremely likely).

Parents n=25

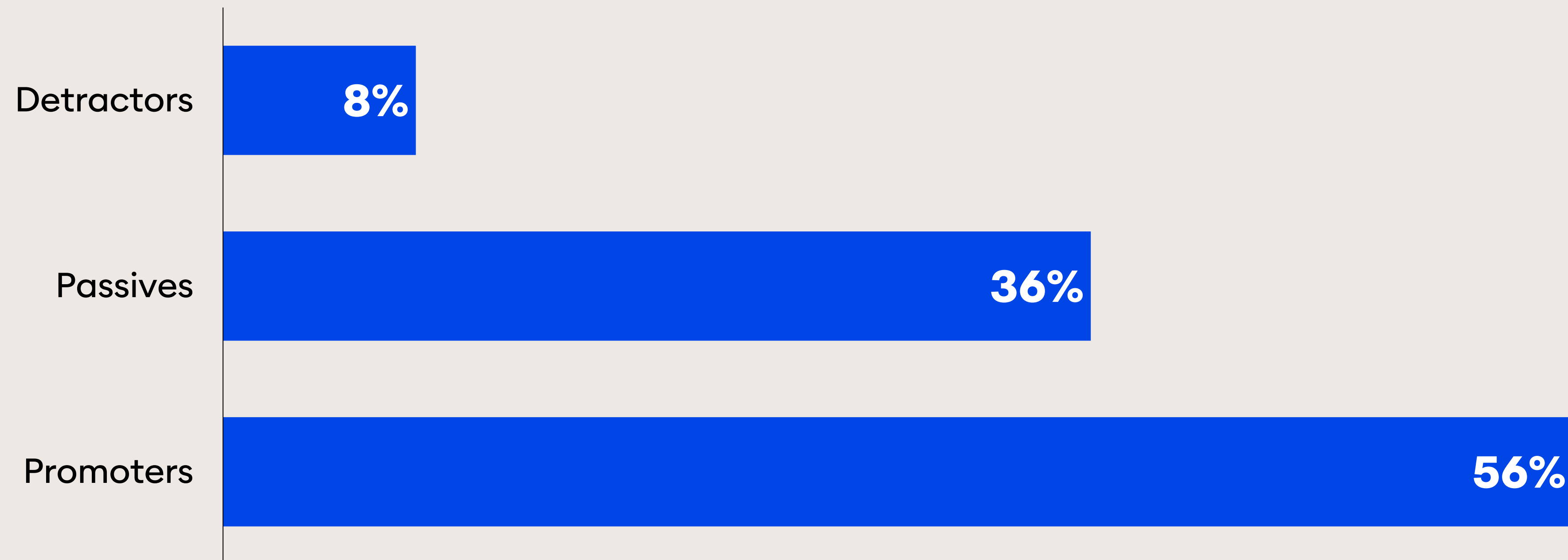


ON A SCALE OF 0 TO 10, HOW LIKELY WOULD YOU BE TO RECOMMEND SCOUTS TO A FRIEND OR COLLEAGUE AS AN OPTION FOR THEIR CHILDREN?

Please use the rating scale below which goes from 0 (not at all likely) through to 10 (extremely likely).

Parents n=25

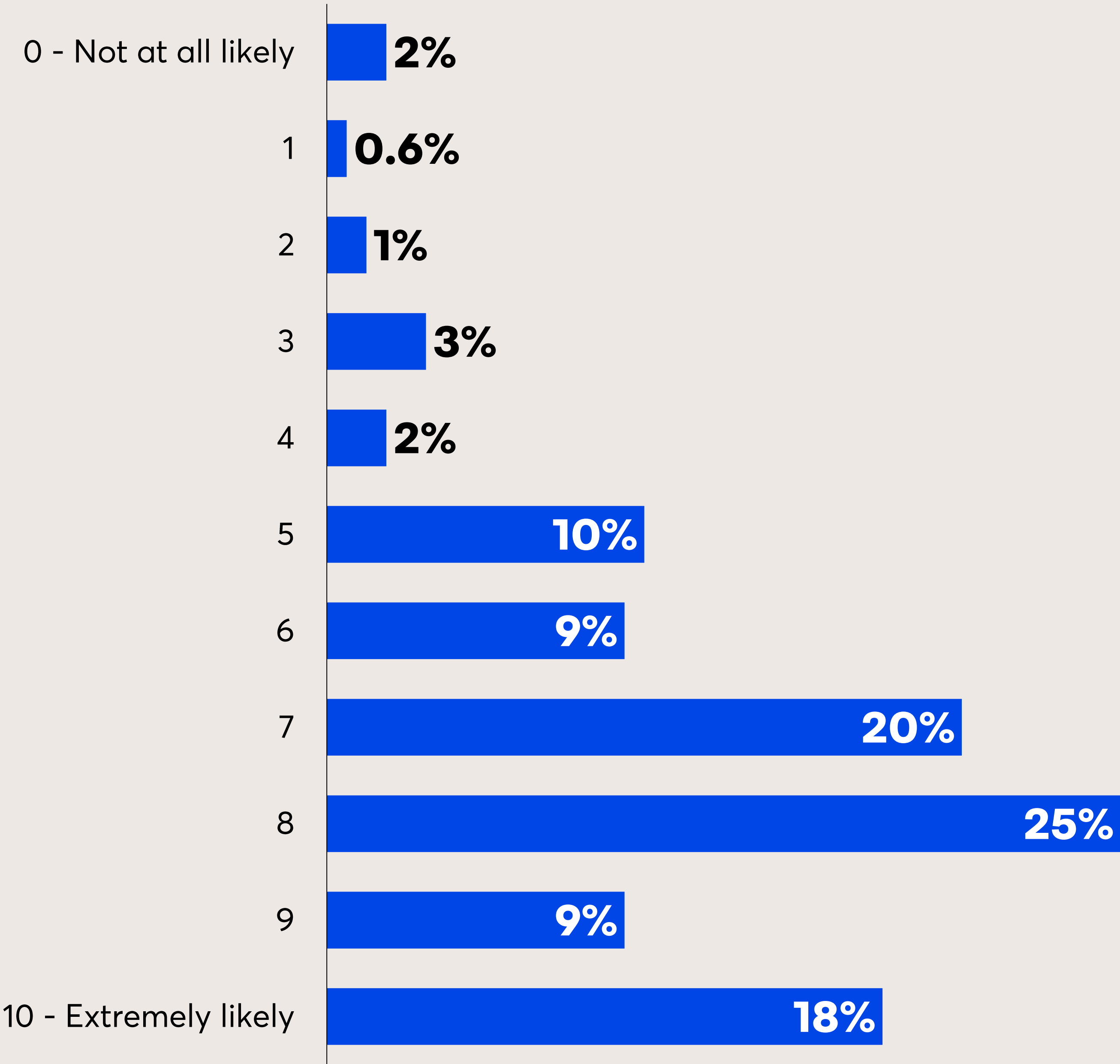
Net promoter score = 48



**ON A SCALE OF 0
TO 10, HOW
LIKELY WOULD
YOU BE TO
RECOMMEND
VOLUNTEERING
IN SCOUTS TO A
FRIEND OR
COLLEAGUE?**

*Please use the rating
scale below which goes
from 0 (not at all likely)
through to 10 (extremely
likely).*

*Volunteers and staff
n=160*

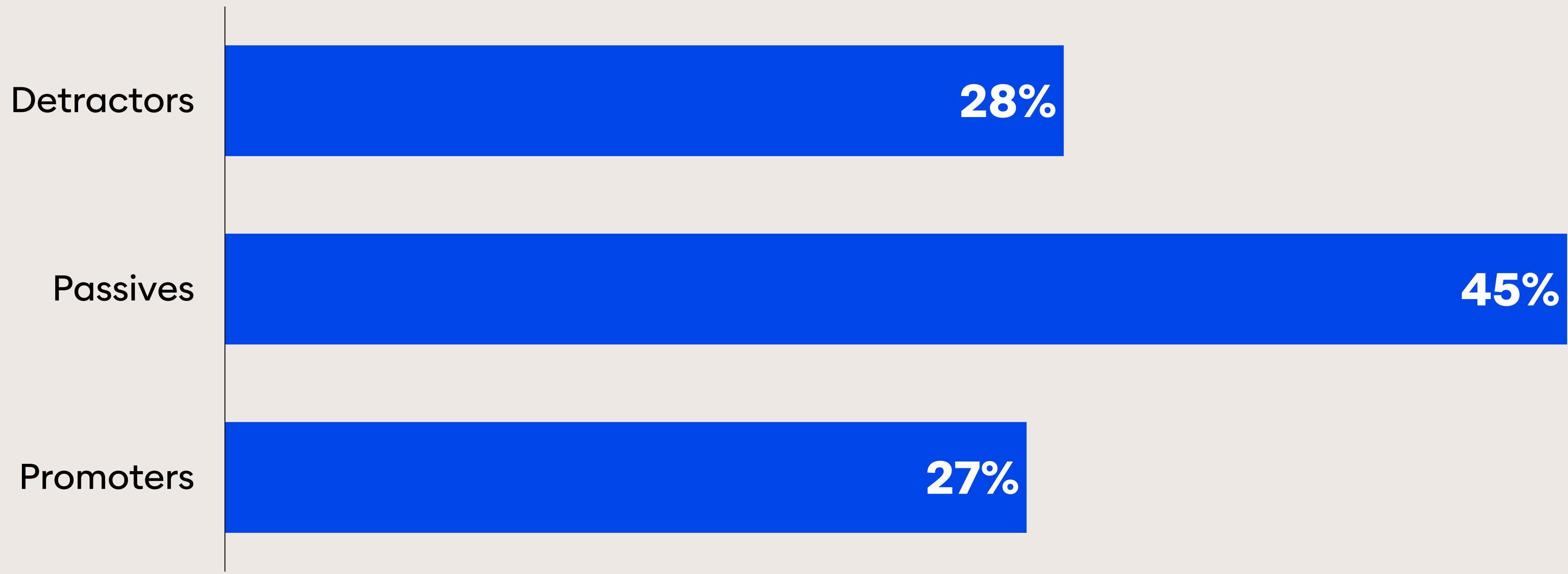


ON A SCALE OF 0 TO 10, HOW LIKELY WOULD YOU BE TO RECOMMEND VOLUNTEERING IN SCOUTS TO A FRIEND OR COLLEAGUE?

Please use the rating scale below which goes from 0 (not at all likely) through to 10 (extremely likely).

Volunteers and Staff n=160

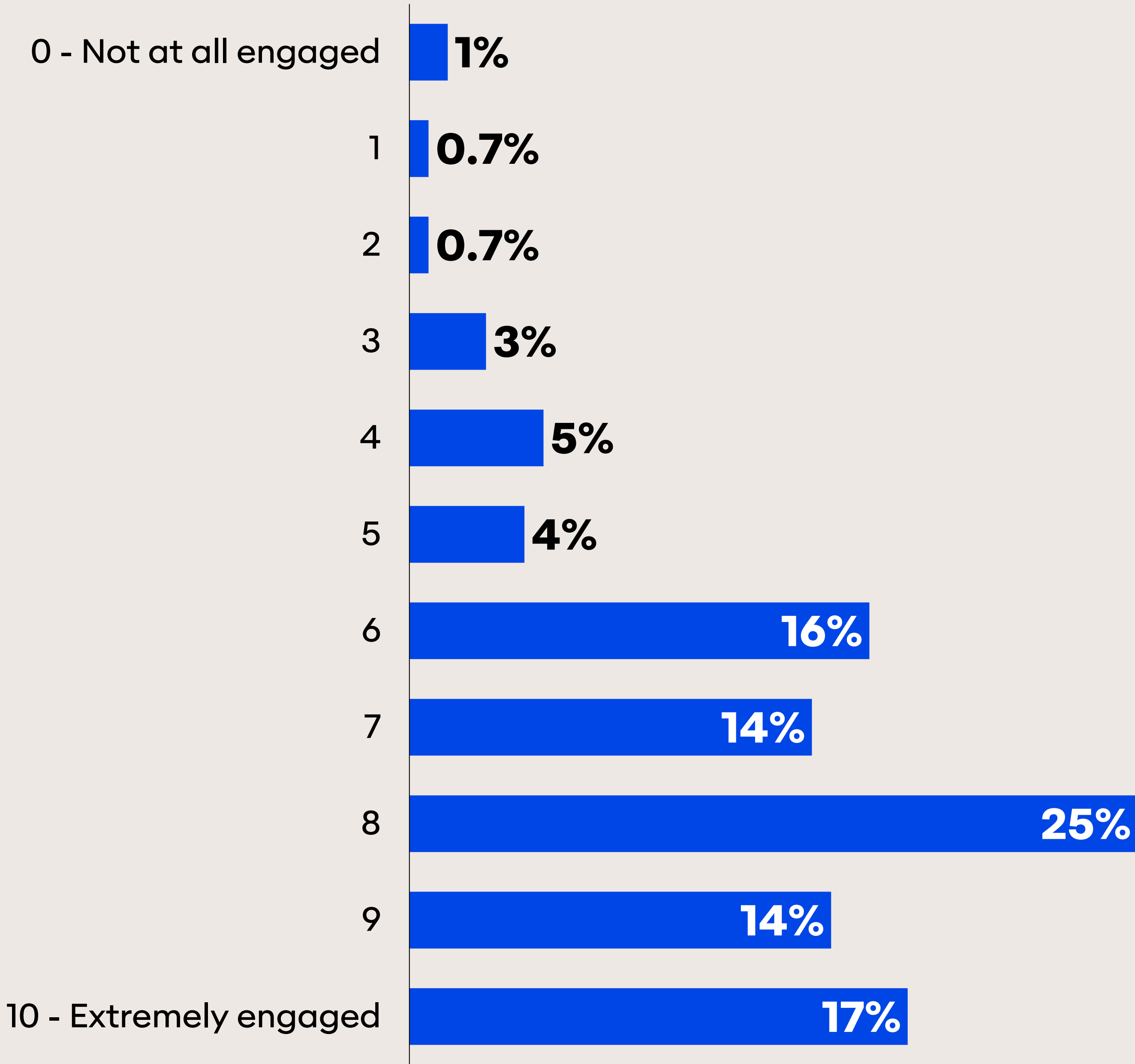
Net promoter score = -1



**ON A SCALE OF 0
TO 10, PLEASE
RATE YOUR
CURRENT
ENGAGEMENT
WITH YOUR
VOLUNTEERING
ROLE AT SCOUTS**

Please use the rating
scale below which goes
from 0 (not at all
engaged) through to 10
(extremely engaged).

*Volunteers and staff
who are also volunteers
n=152*



3

ON A SCALE OF 0 TO 10, PLEASE RATE YOUR CURRENT ENGAGEMENT WITH YOUR VOLUNTEERING ROLE AT SCOUTS

Please use the rating scale below which goes from 0 (not at all engaged) through to 10 (extremely engaged).

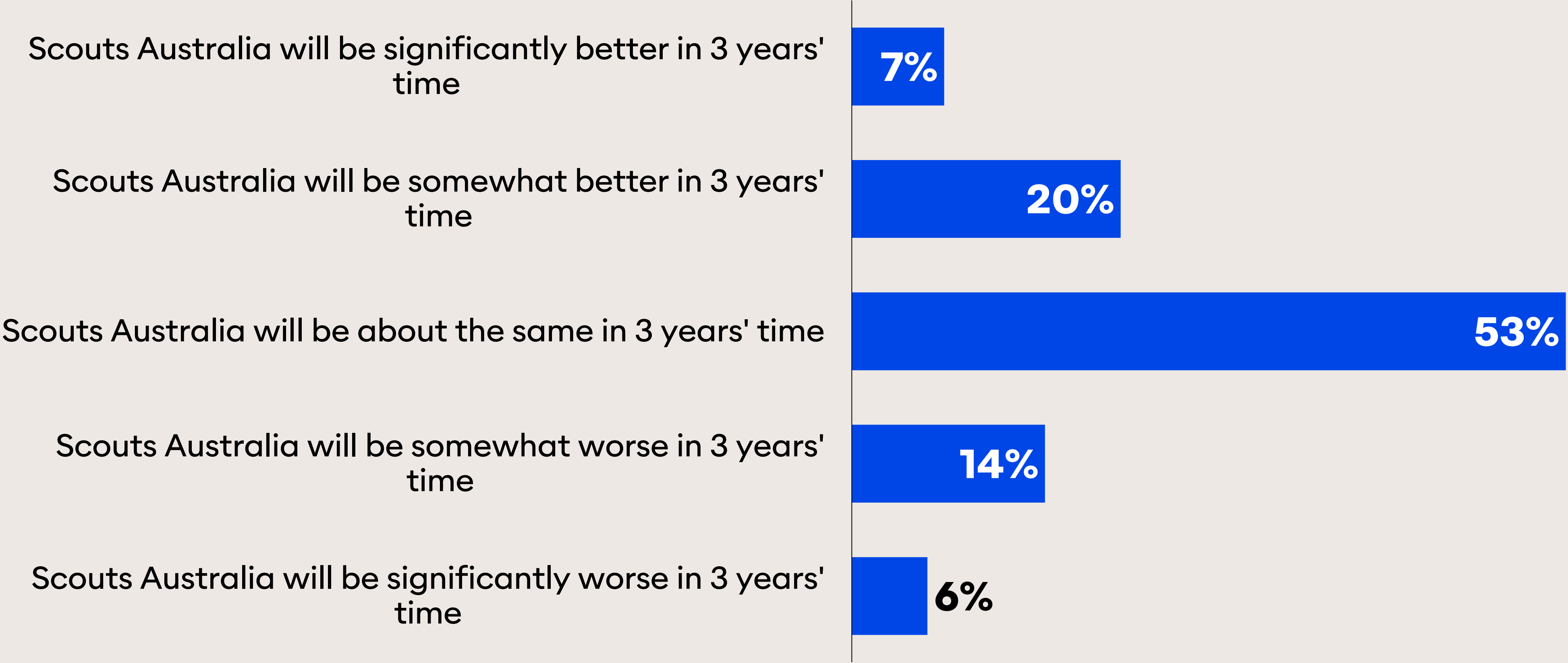
Volunteers and staff who are also volunteers n=152

Net engagement score = 2



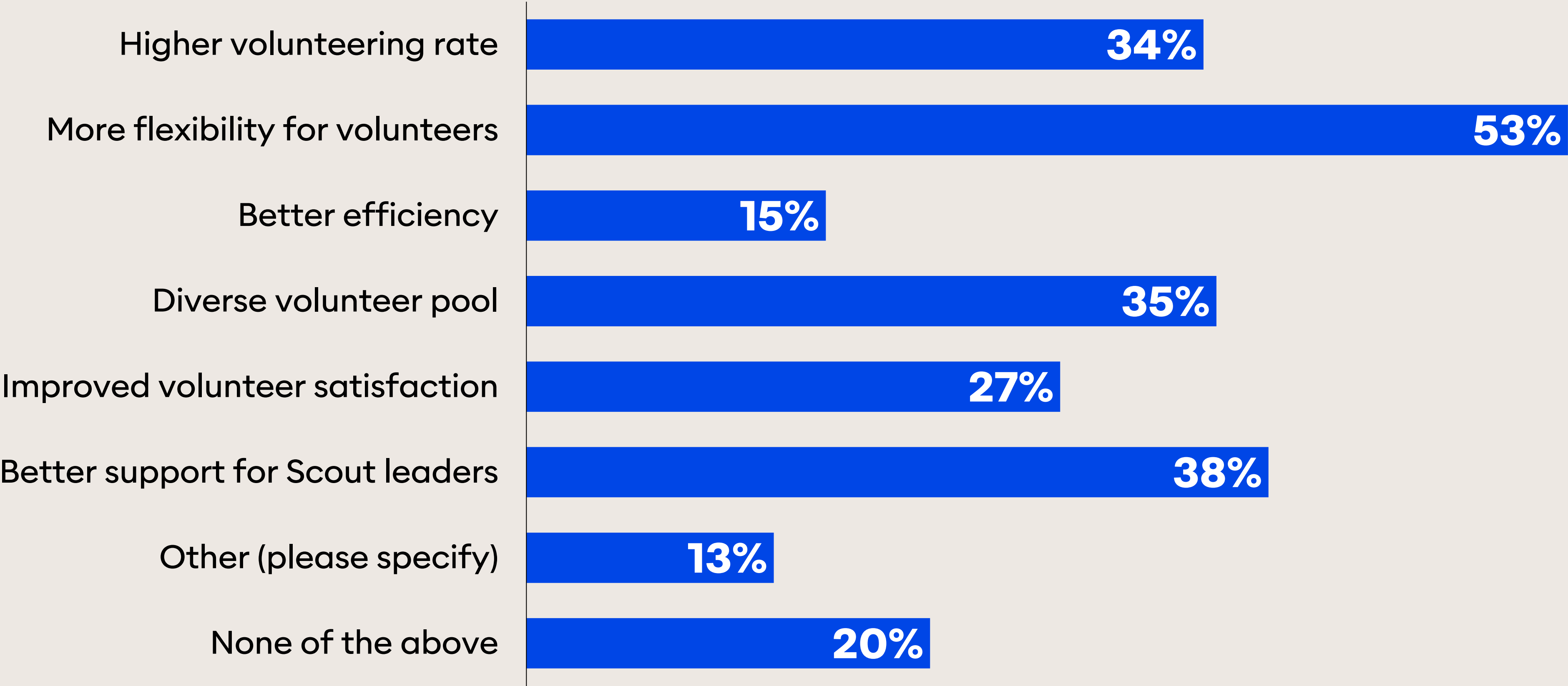
THINKING ABOUT THE NEXT THREE YEARS, HOW OPTIMISTIC ARE YOU ABOUT SCOUTS AUSTRALIA COMPARED TO TODAY?

Volunteers and staff n=160



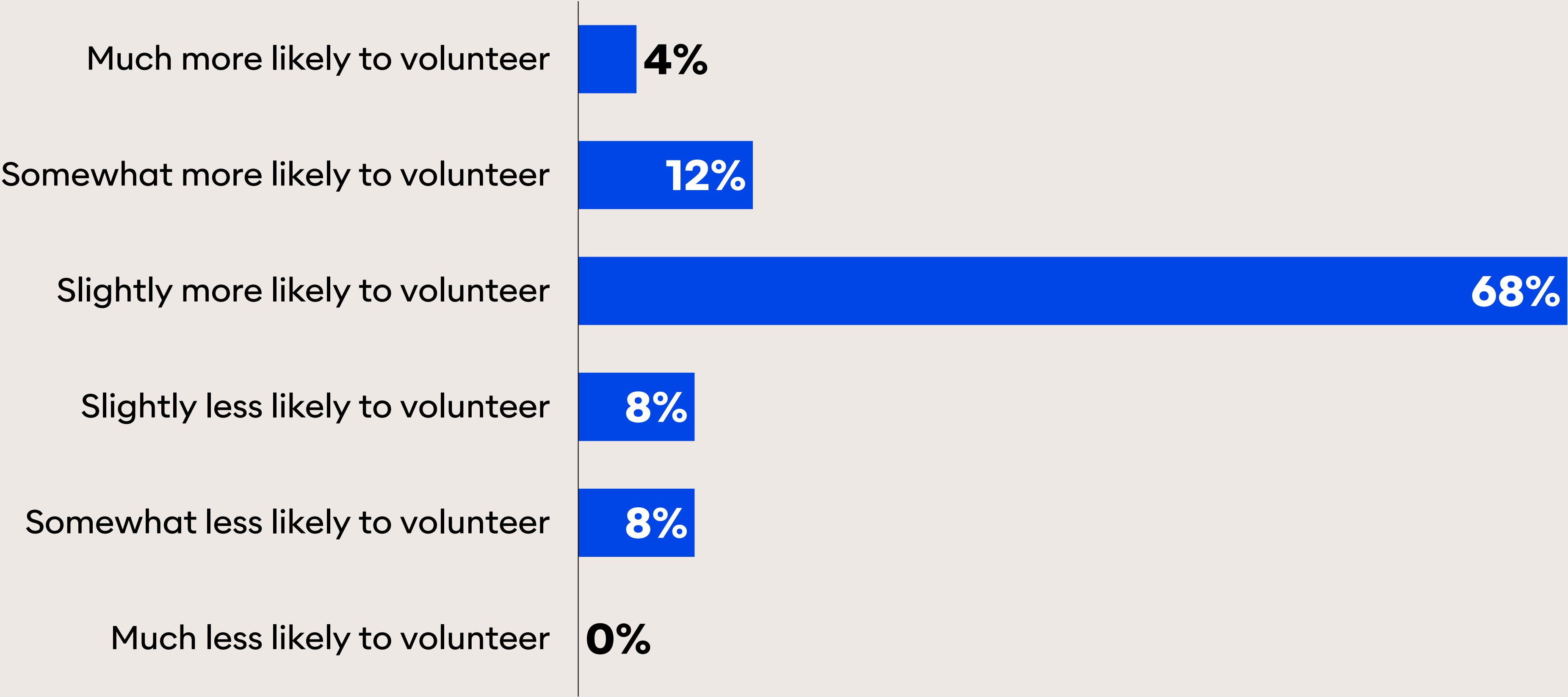
WHAT NEW OPPORTUNITIES DO YOU BELIEVE THIS MODEL WOULD PRESENT?

Please select all that apply.
Volunteers and staff who are also volunteers n=152



WOULD YOU BE MORE OR LESS LIKELY TO VOLUNTEER WITH SCOUTS UNDER THE NEW MODEL?

Parents n=25



WHAT NEGATIVE CONSEQUENCES DO YOU BELIEVE THIS MODEL WOULD HAVE?

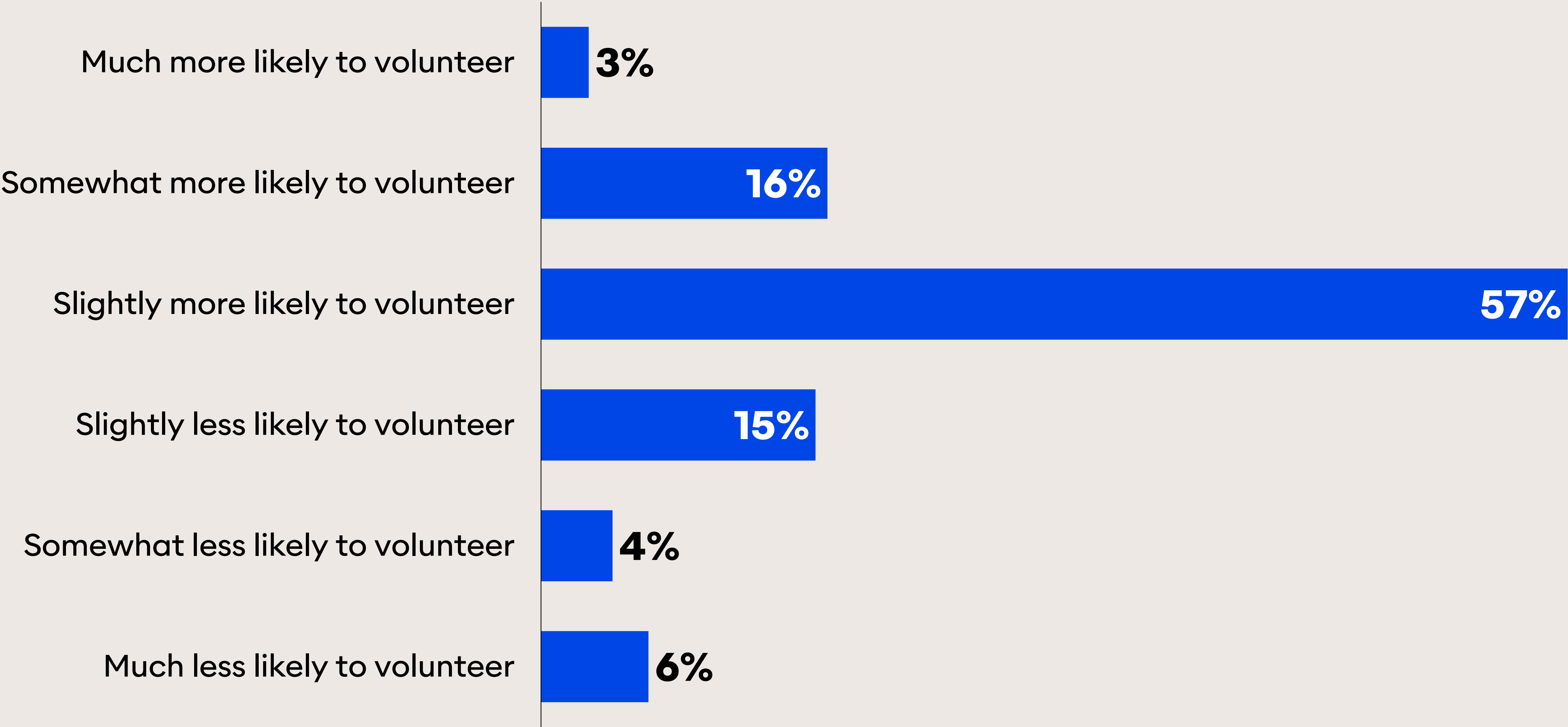
Please select all that apply.

*Volunteers and staff who are also volunteers
n=152*



WOULD YOU BE MORE OR LESS LIKELY TO CONTINUE VOLUNTEERING WITH SCOUTS IN THE FUTURE UNDER THIS MODEL?

Volunteers and staff who are also volunteers n=152



WHICH OF THE FOLLOWING ROLES ARE YOU LIKELY TO VOLUNTEER IN?

Please select all that apply.

Parents n=25

Youth support (assisting or leading weekly meetings – frequency depending)

24%

Activity support (sharing special skills with different scout groups from time to time (e.g. rockcraft, watersports, first aid, performing arts, STEM etc)

52%

Committee support (background organisation of scout groups e.g. treasurer, quartermaster, chair, events organiser, fundraiser)

40%

Adult support (offers mentoring, line management and support to Program-delivery roles)

32%

IN THE FUTURE, WHICH OF THE FOLLOWING ROLES ARE YOU LIKELY TO VOLUNTEER IN?

Volunteers and staff who are also volunteers n=152



Get in touch

Phone 02 8824 3422

Email info@mccrindle.com

Website mccrindle.com

Address **Sydney office**
Suite 105, 29 Solent Circuit
Norwest, NSW 2153

Perth office
Suite 8, 162 Colin Street
West Perth, WA 6005

 [mccrindleresearch](#)

 [mccrindle_](#)

 [mccrindleresearch](#)

 [mccrindle](#)