

mccrindle

SUMMARY REPORT

Volunteering model research

Scouts Australia

April 2025

Proposed new model of volunteering for Scouts

Scouts is currently exploring flexible volunteering models. The new role types would allow for more flexibility, with volunteers being able to choose the role and responsibility that fits their availability and interests.

- ***Youth Support*** involves assisting or leading weekly scout meetings, with varying levels of training linked to varying levels of responsibility.
- ***Activity Support*** allows volunteers to share specialised skills (e.g., abseiling, paddling, performing arts, STEM, first aid) on an occasional basis.
- ***Committee Support*** focuses on the background organisation of scout groups, such as administrative, fundraising and maintenance tasks, with less frequent time commitments.
- ***Adult Support*** offers mentoring, line management and support to Program-delivery roles

Research objectives

Understand perceptions of Scouts among Australians and Scouts stakeholders, and measure brand awareness among Australians

Investigate key factors influencing volunteer attraction, retention and engagement

Explore barriers to volunteering and understand challenges facing volunteers

Explore perceived benefits and challenges of the new model of volunteering for Scouts

Research methodology



5-minute online survey

1,015

**Australian General
Population**

Research methodology



10-minute online survey

2,984

Scouts volunteers

977

Scouts parents

76

Scouts staff

Executive summary

1. Making a difference for young people is the top attractor to becoming a volunteer

The top attractor to becoming a volunteer is the opportunity to have a positive impact on young people. This is the most common motivator among volunteers (74%), parents (51%) and Australians as a whole (34%). There is an opportunity to engage more parents to become volunteers. More than nine in ten parents (93%) definitely/somewhat feel welcomed at Scouts and almost two thirds (64%) have considered volunteering for Scouts.

2. Prior involvement in Scouts is key for recruiting volunteers

Understanding the key attractors for volunteers is crucial as Scouts looks to increase volunteer engagement. Around half of volunteers (52%) attended Scouts as youth members in the past or still do (as Rover Scouts). Additionally, a quarter of volunteers (24%) have been involved with Scouts for more than 20 years. Volunteers are most likely to become involved after being invited by a Scout leader (39%), or through asking if they could get involved (37%). The third most common route is through having been involved in Scouts themselves (35%).

Executive summary

3. Time constraints are the top barrier to volunteering

Volunteers say family or work commitments (49%) were the top barriers to them becoming volunteers. The top barrier preventing parents and Australians from volunteering is a lack of time (62% parents, 38% Australians).

The second most common barrier for parents is family or work commitments that conflict with availabilities (61%). Addressing these barriers will be key to engaging parents in volunteering activities.

4. While volunteers feel empowered, many are not receiving the recognition or motivation they need

Almost two thirds of volunteers (65%) strongly/somewhat agree they are empowered to make decisions. Less than half, however, strongly/somewhat agree they receive appropriate and timely recognition (45%) or that leadership communicates a vision that motivates them (44%). A further indication of low motivation is the Net Promoter Score (NPS), which measures volunteers' likelihood to recommend volunteering with Scouts to a friend or contact. An NPS of -6, shows that there is a need to improve the volunteer experience.

Executive summary

5. Volunteers are feeling the burden of a heavy load

Volunteers highlight a lack of other volunteers to carry the load as a top challenge (64%). They also consider bureaucracy and administration to be a challenge (59%), followed by handling Scouts software systems (47%). While volunteers would describe their volunteering experience as both rewarding and fun, many also say it is challenging and frustrating.

6. Stakeholders are more likely to volunteer under the new model

Scouts proposed a new volunteering model to stakeholders as well as the general Australian population to gauge interest in roles that allow for more flexibility. After hearing about the new model, all stakeholders are more likely to volunteer (71% volunteers, 85% parents, 69% Australians). Volunteers are most likely to be interested in youth support roles (51%), while parents are more likely to be interested in activity support roles (48%) or committee support roles (44%). Australians have the strongest interest in activity support roles (34%).

Volunteers believe the new model could have consequences including role confusion (46%) and inconsistent participation (46%), while staff believe it could lead to administrative overload (57%).

Key recommendations

1. Implement the new volunteering model

In light of the current challenges facing volunteers and the evolving expectations of today's parents, a change to the volunteering model is clearly required to continue engaging volunteers into the future. With all stakeholders being more likely to volunteer under the new volunteering model, there is sufficient evidence to begin implementation. However, staff have expressed concerns about potential administrative burden. Scouts should ensure the new model is implemented without increasing the workload for volunteers. Implementing this model could also help alleviate the current shortage of active volunteers, allowing responsibilities to be redistributed.

2. Ensure new model offers flexibility to volunteers

Flexibility is one of the most important factors for parents considering volunteering (77%). To expand the volunteer base, the new model must accommodate varying levels of availability. Articulate clear, accessible pathways for parents and older Scouts who are ready to take on volunteering roles to contribute in ways that align with their personal schedules.

Introduce less time-consuming volunteering opportunities that require low commitment, focusing on activity and committee support roles where interest is highest. This approach lowers the barrier to entry and supports ongoing engagement. Just over half of volunteers agree there was flexibility to fit their training around other commitments, so considering how the length of training can be reduced while still meeting requirements would be a benefit.

Key recommendations

3. Strengthen volunteer retention through recognition and motivation

The data highlights a risk to volunteer retention due to low recognition and feelings of being burdened by the volunteer load.

In addition to implementing the new model, Scouts should also explore ways to increase motivation by providing a clear vision and recognising volunteers for their contribution in a meaningful and timely way. Both of these are crucial for creating a sense of purpose and belonging for volunteers and will increase their engagement over time.

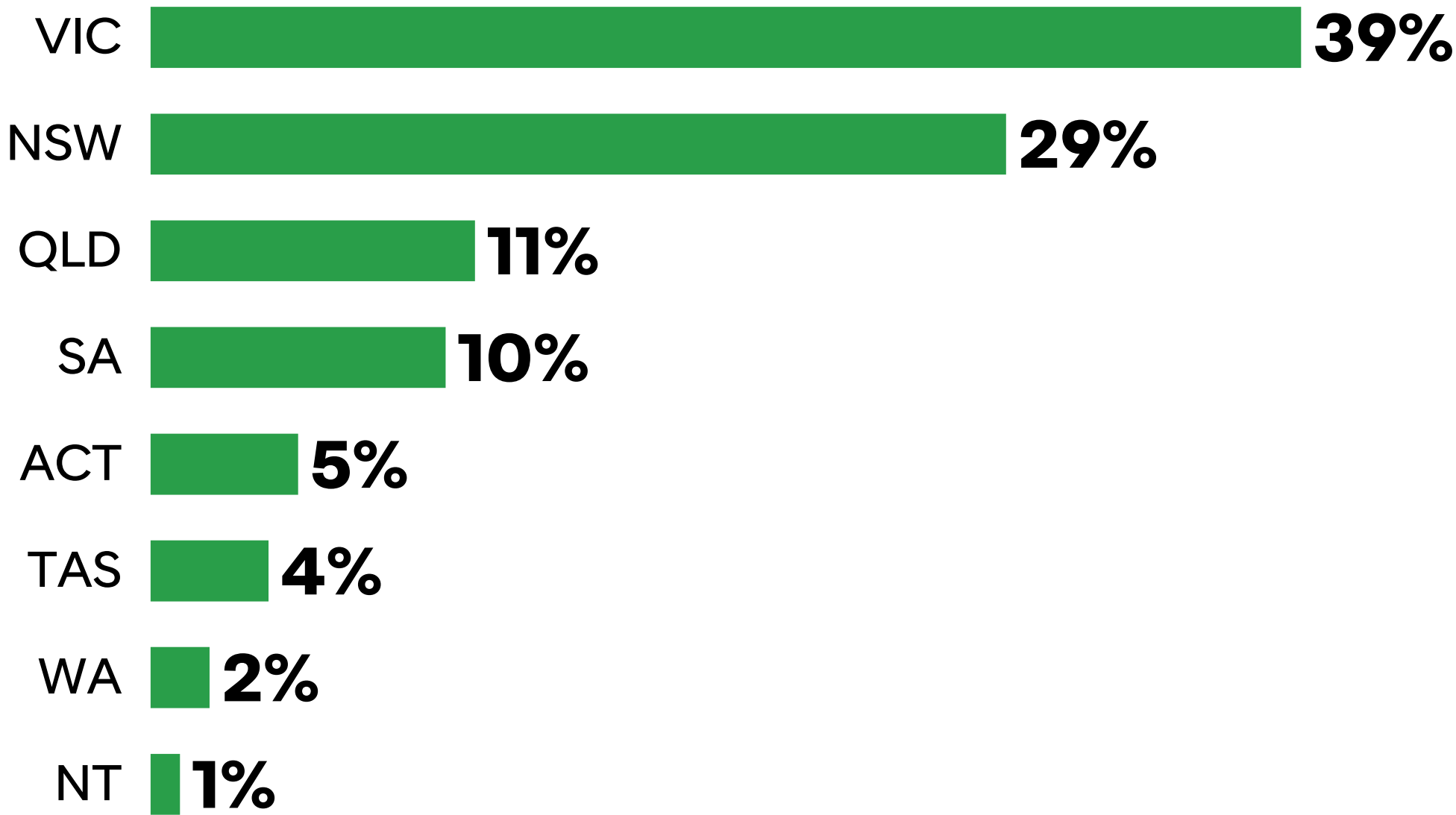
Stakeholder survey demographics

Gender

Male Female Non-binary Self-describe



State



Generation



Gen Z
18-30
5%



Gen Y
31-45
35%

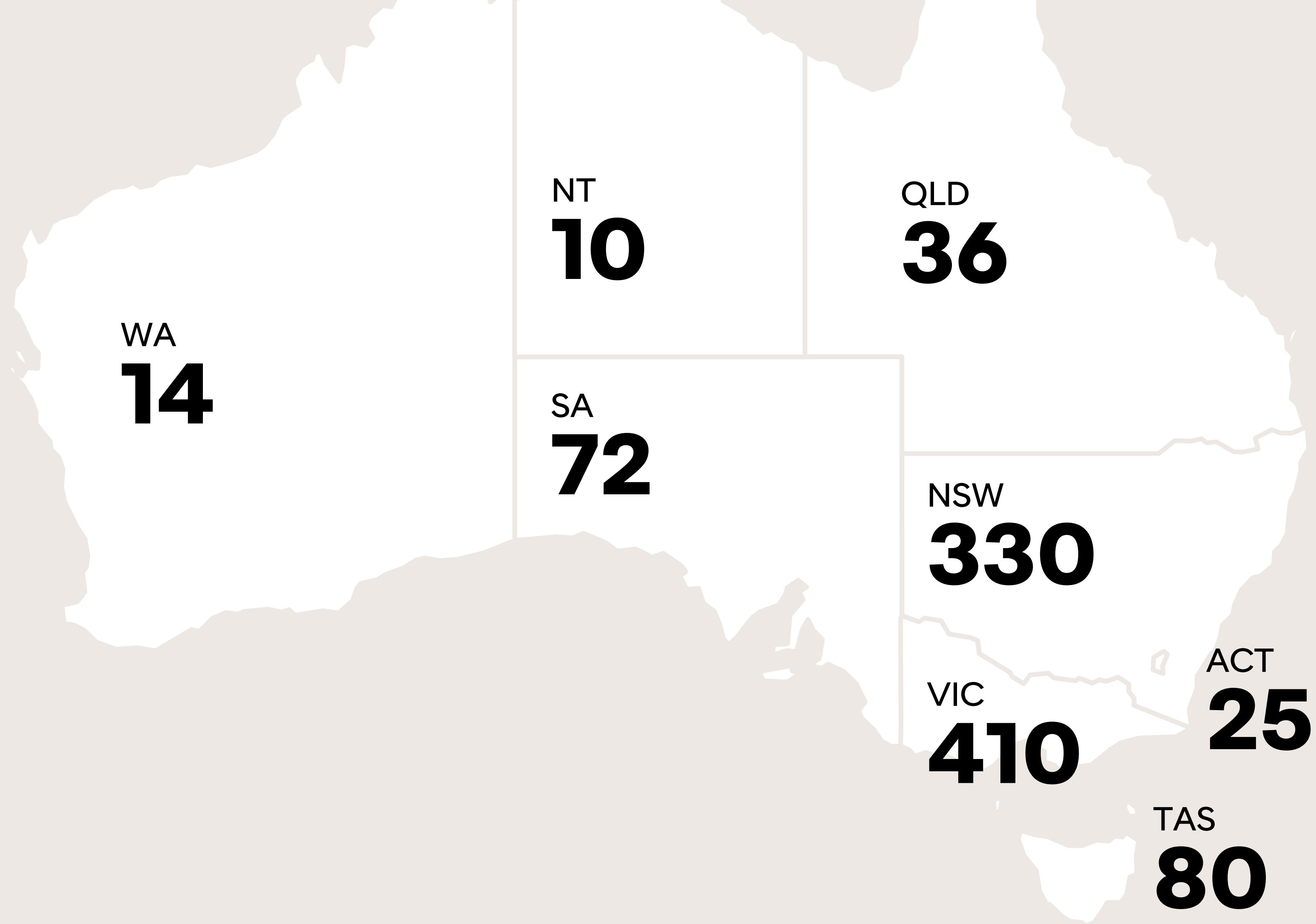


Gen X
46-60
44%

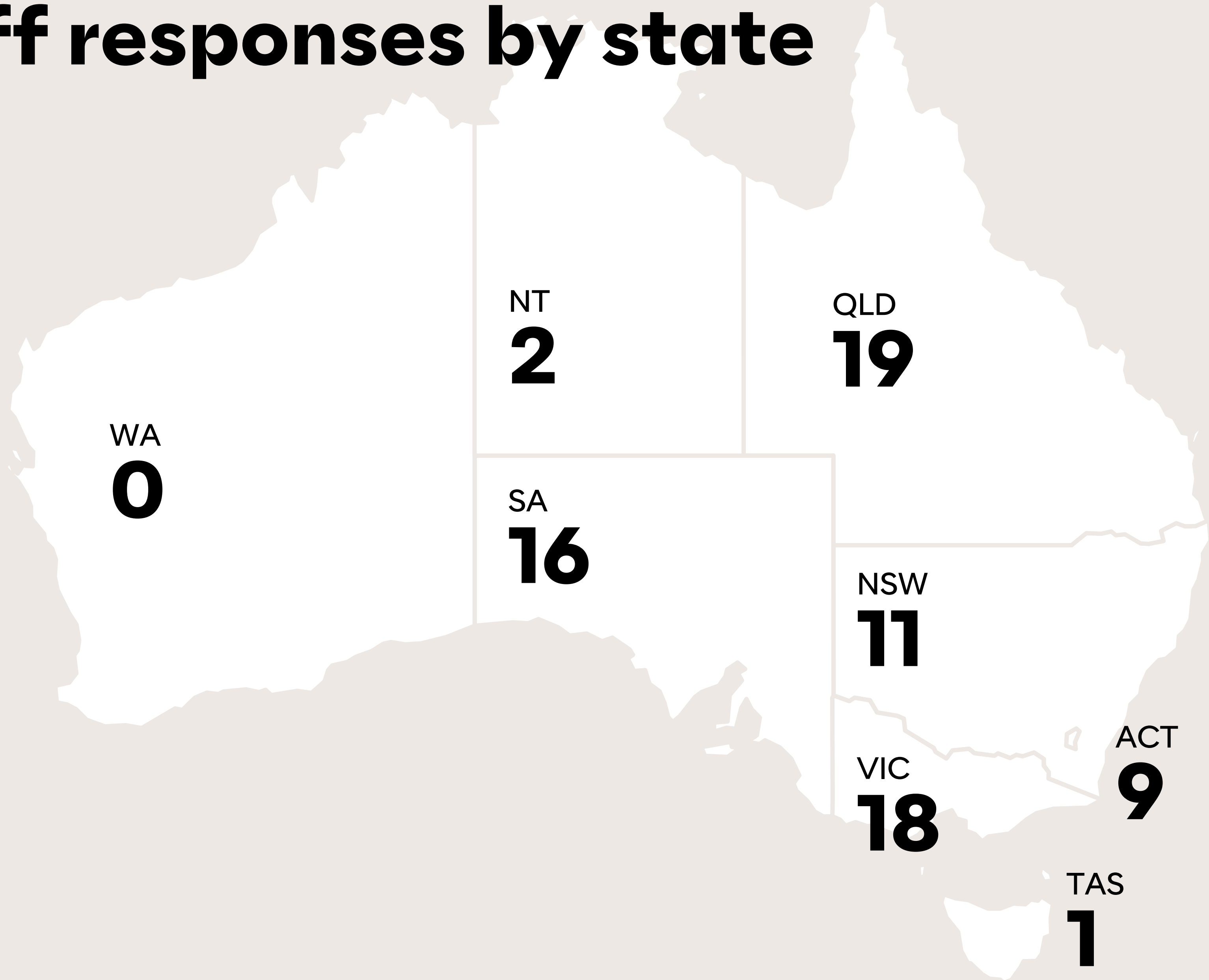


Baby Boomers
61-79
15%

Parent responses by state

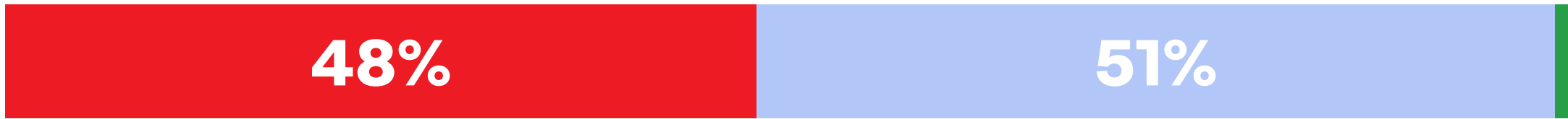


Staff responses by state

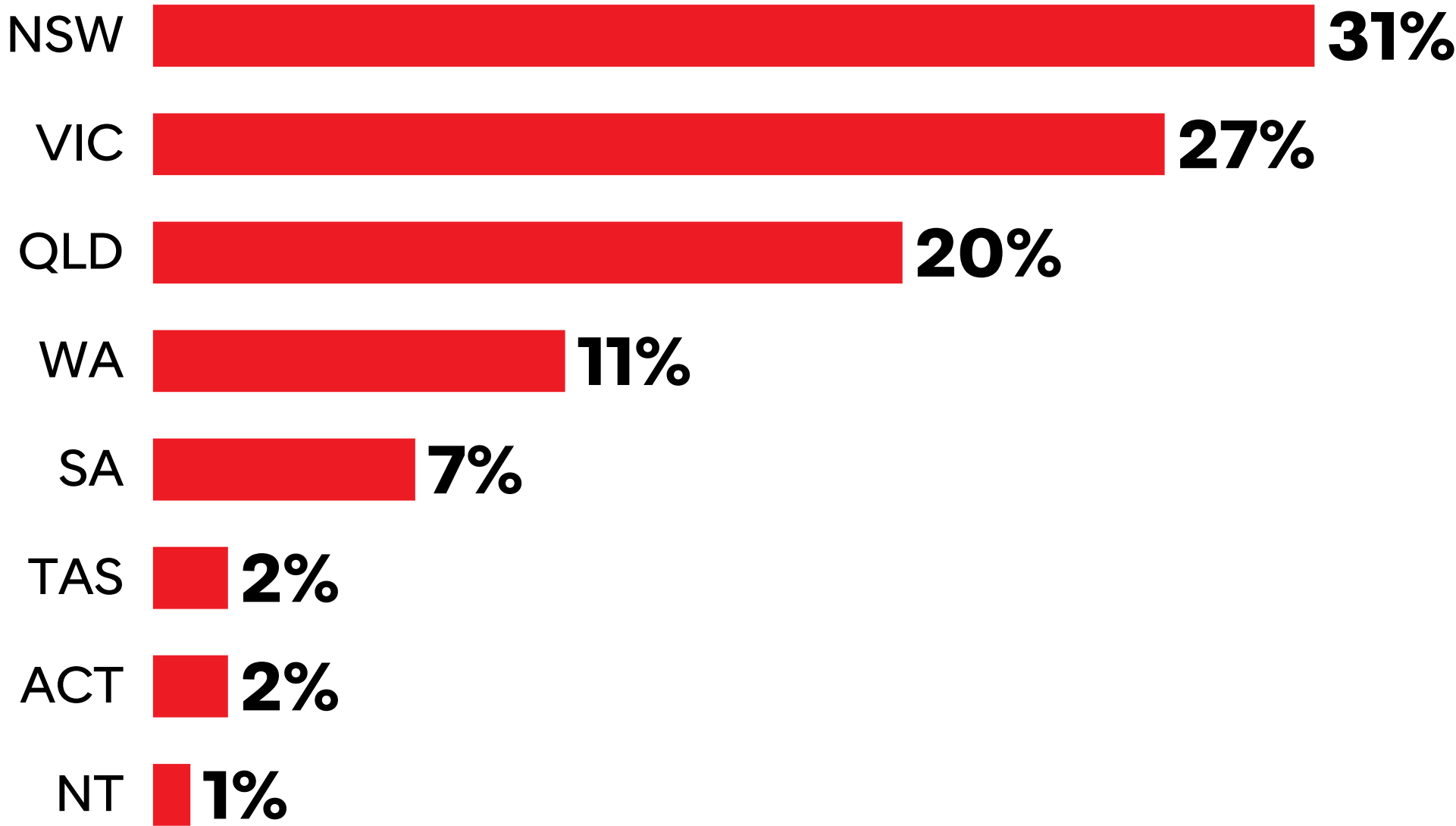


National survey demographics

Gender ● Male ● Female ● Non-binary ● Self-describe



State



Generation



Gen Z
18-30



Gen Y
31-45



Gen X
46-60



Baby Boomers
61-79

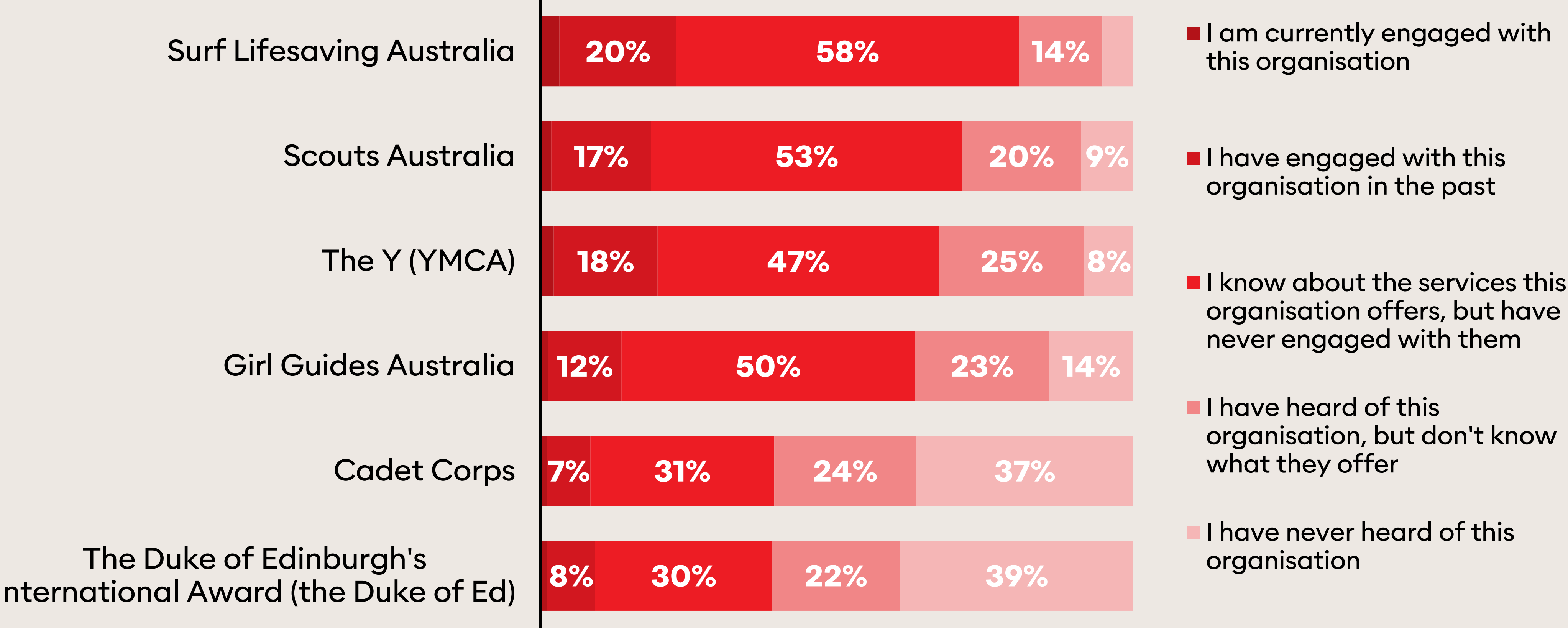


Brand Perceptions

More than 90% of Australians have heard of or engaged with Scouts

HOW FAMILIAR ARE YOU WITH THE FOLLOWING ORGANISATIONS?

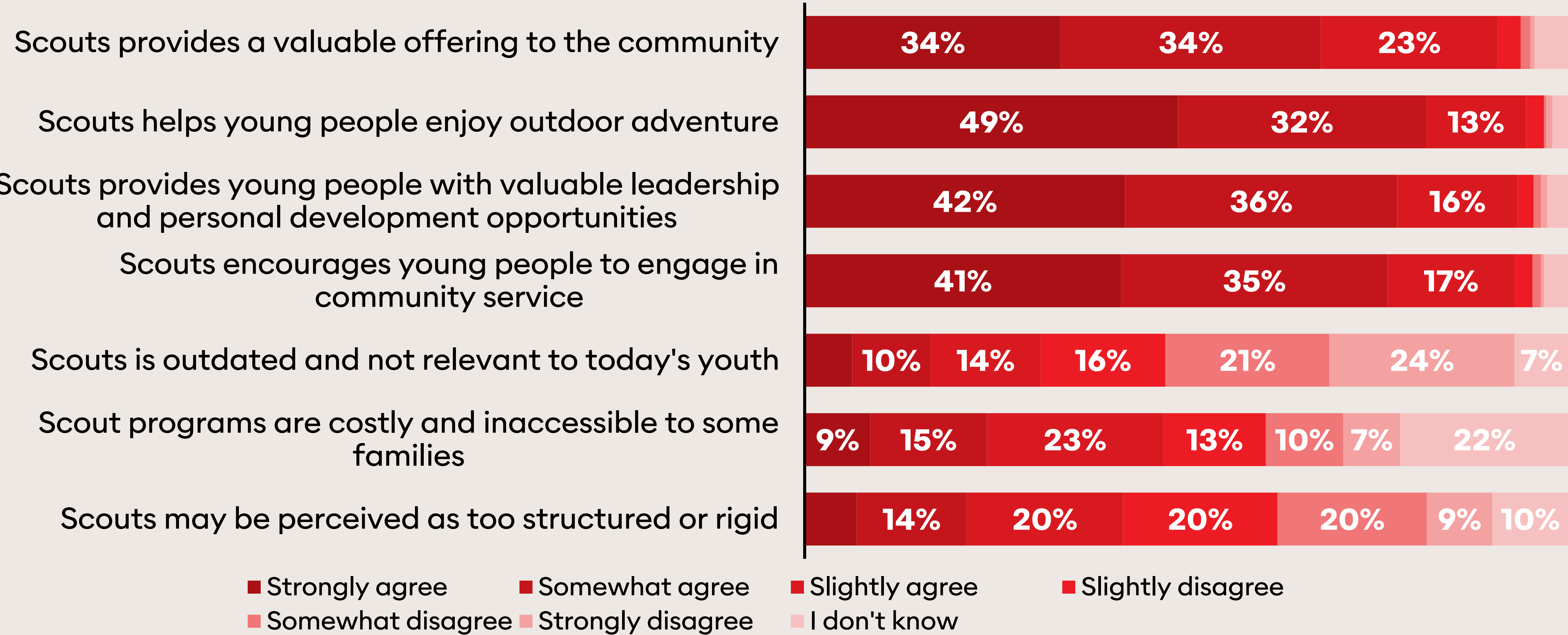
Australians n=1,015



Australians believe Scouts helps young people enjoy outdoor adventure

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

Australians who have engaged with Scouts/know what Scouts offers n=722



Australians associate "Scouts Australia" with community and fun

Australians who have engaged with Scouts/heard of Scouts n=925

Word association	Count
Fun	10%
Community	9%
Learning	8%
Camping	8%
Adventure	6%
Skills	5%
Outdoors	5%
Teamwork	4%
Boys	4%
Youth	3%

Australians associate "Scouts Australia" with community and fun

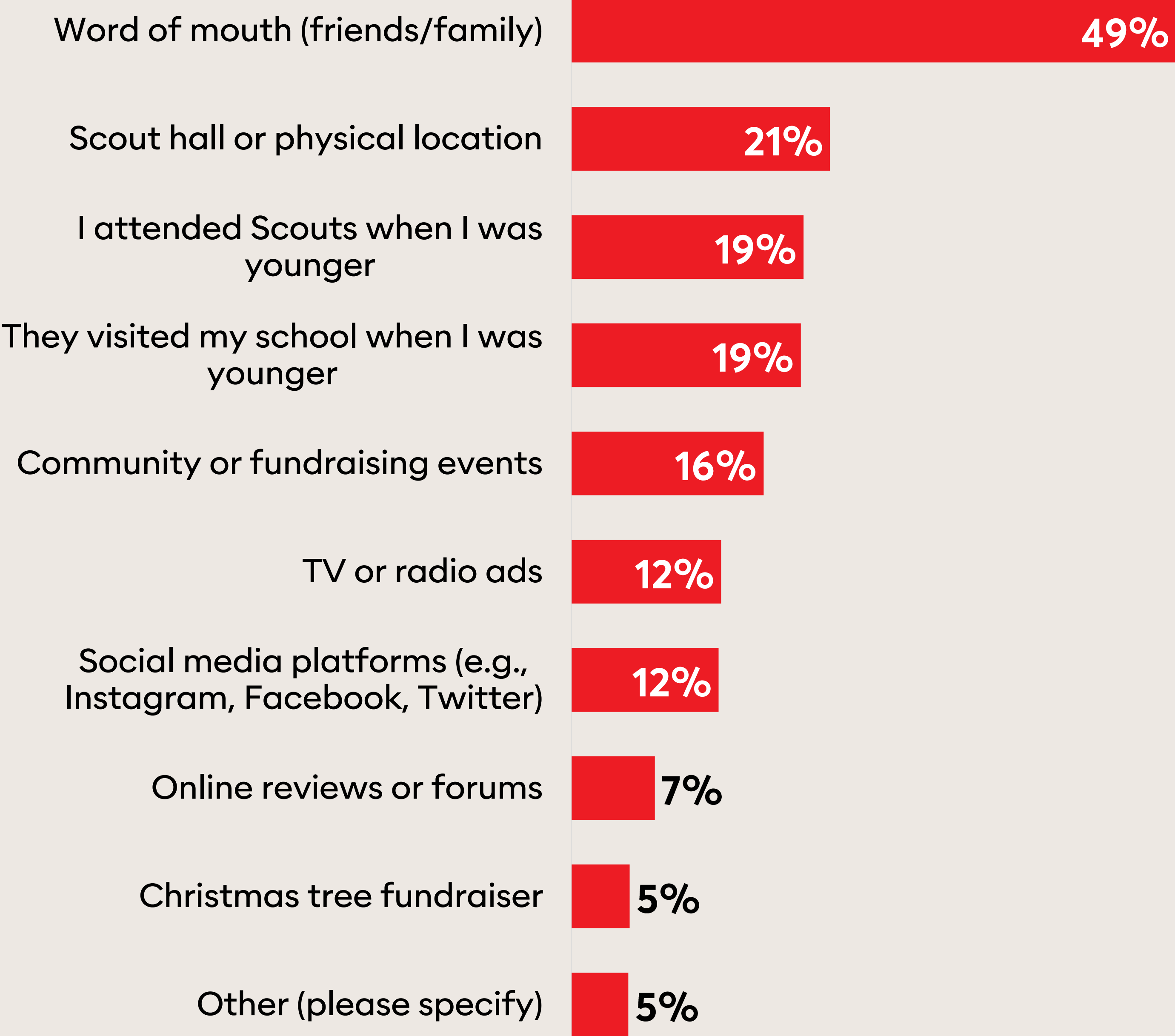


Engaging with Scouts

Word of mouth is the main way Australians learn about Scouts

**WHERE DID YOU FIRST
LEARN ABOUT
SCOUTS?** Please select
all that apply.

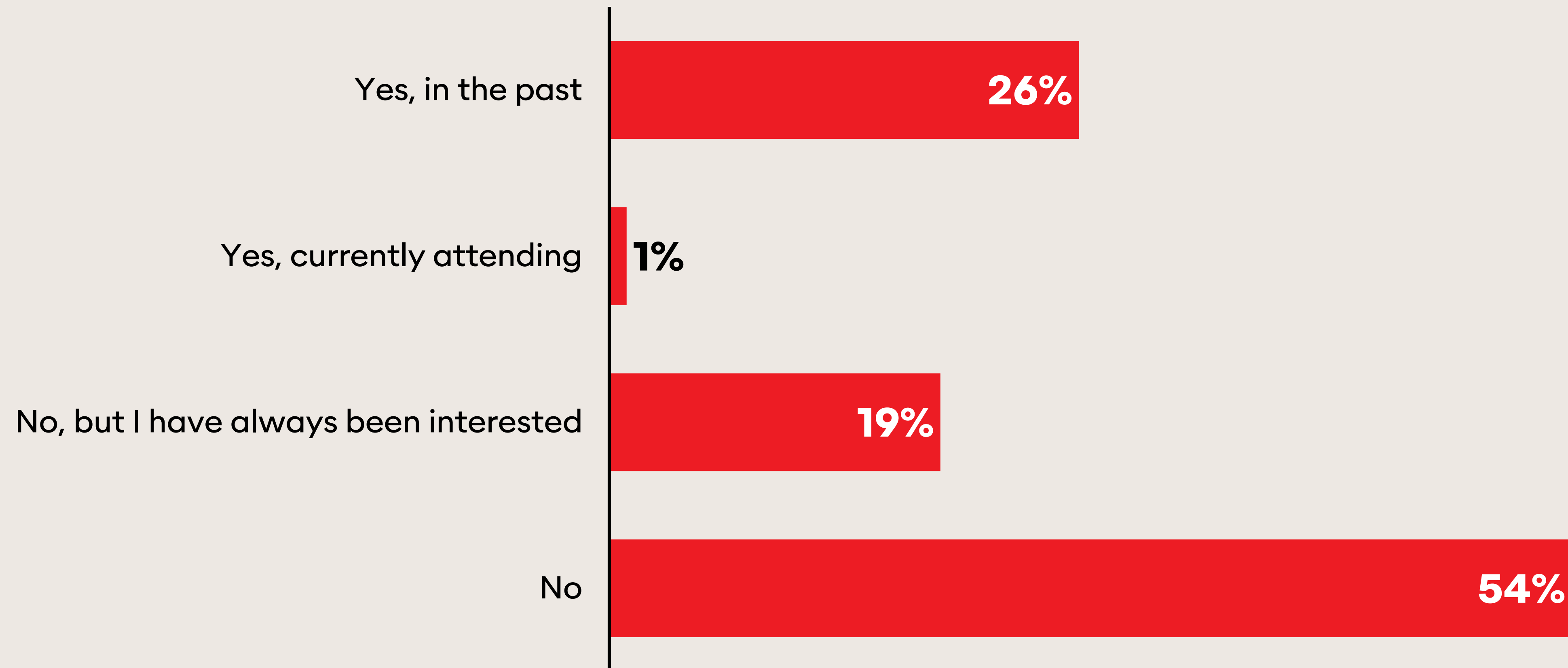
*Australians who have
engaged with
Scouts/heard of Scouts
n=925*



One quarter of Australians have attended Scouts

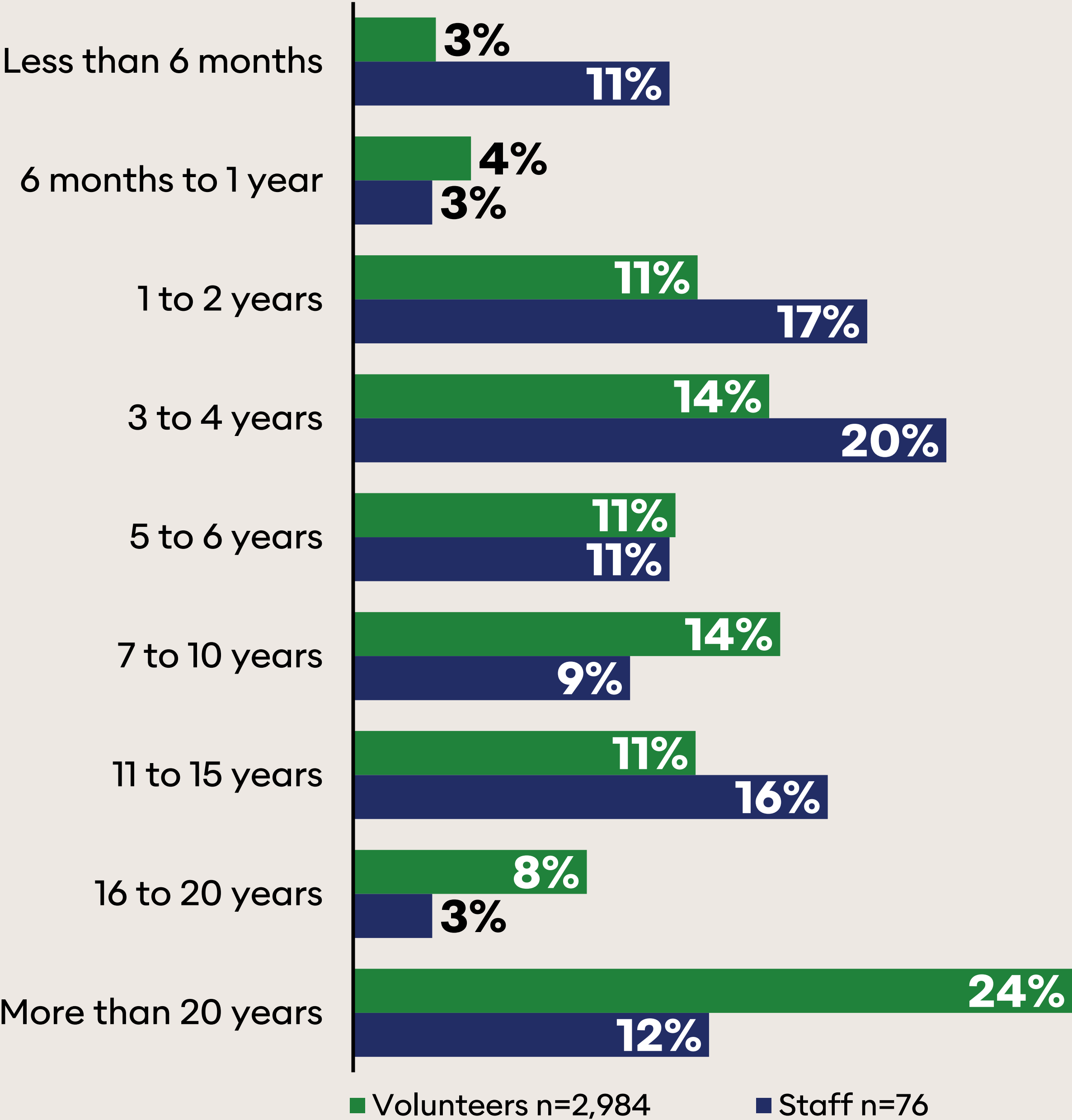
DID YOU EVER ATTEND SCOUTS YOURSELF?

Australians who have engaged with Scouts/heard of Scouts n=925



One quarter of volunteers have been involved with Scouts for more than 20 years

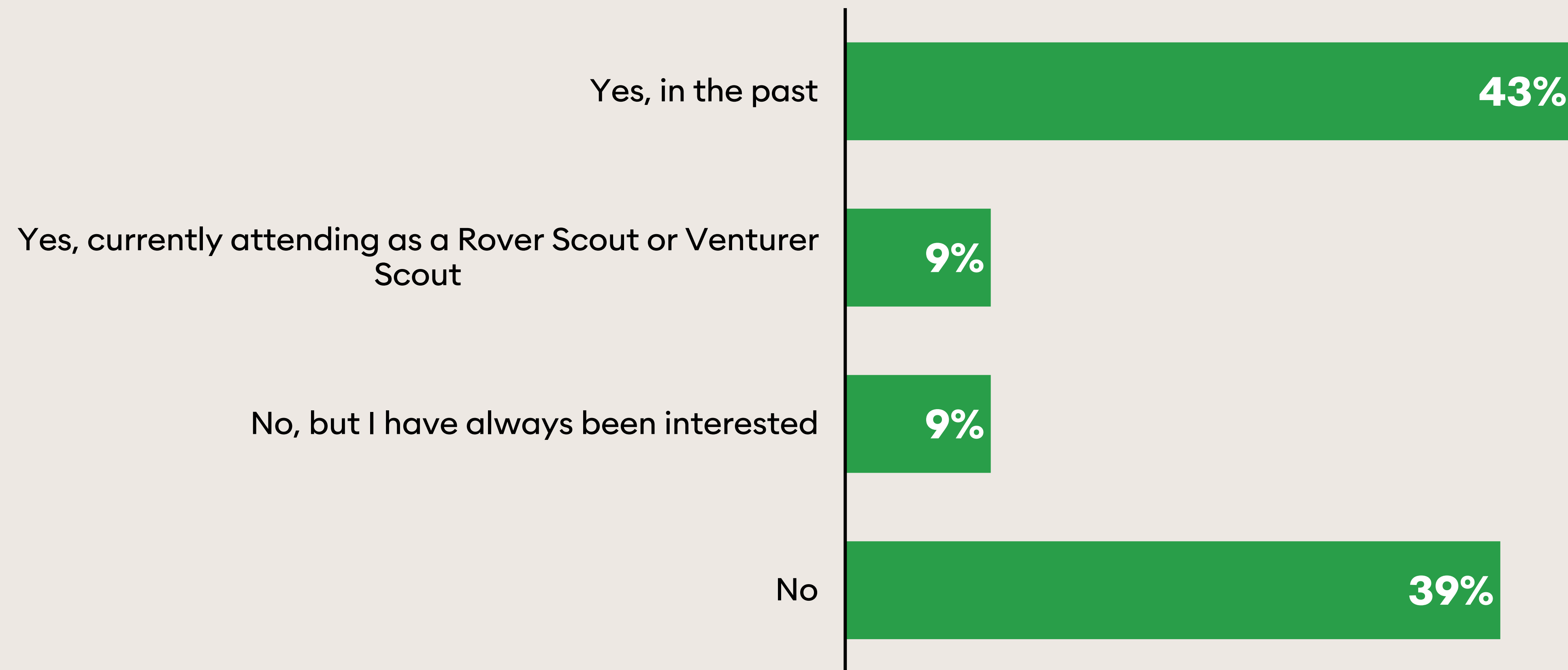
HOW LONG HAVE YOU BEEN INVOLVED AS A VOLUNTEER OR STAFF WITH SCOUTING IN AUSTRALIA?



More than half of volunteers attended or are currently attending Scouts

DID YOU EVER ATTEND SCOUTS YOURSELF AS A YOUTH MEMBER?

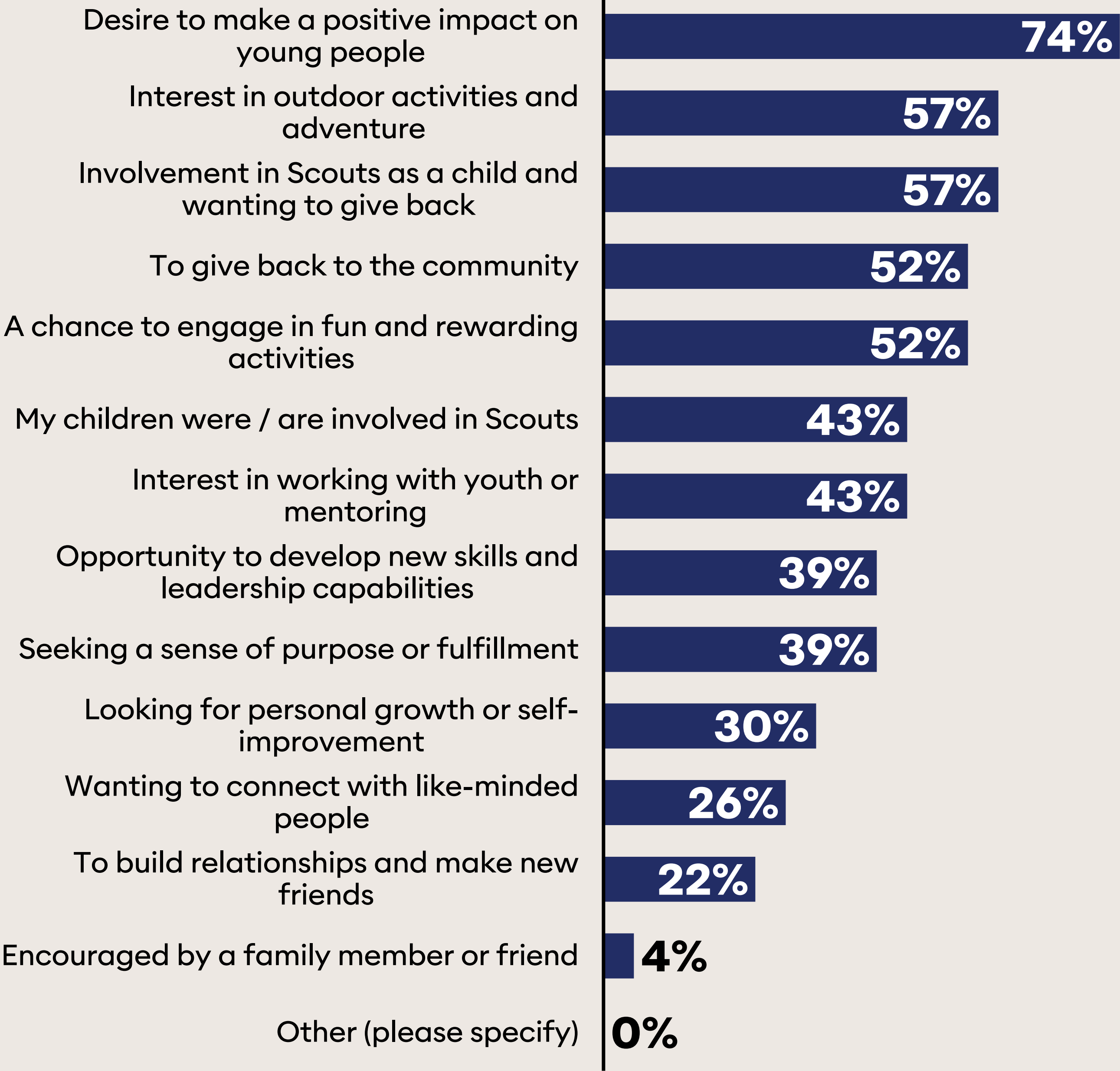
Volunteers n=2,984



Many staff work with Scouts because of a desire to make a positive impact on young people

WHICH OF THE FOLLOWING ARE REASONS YOU CHOSE TO GET INVOLVED WITH SCOUTS? Please select all that apply.

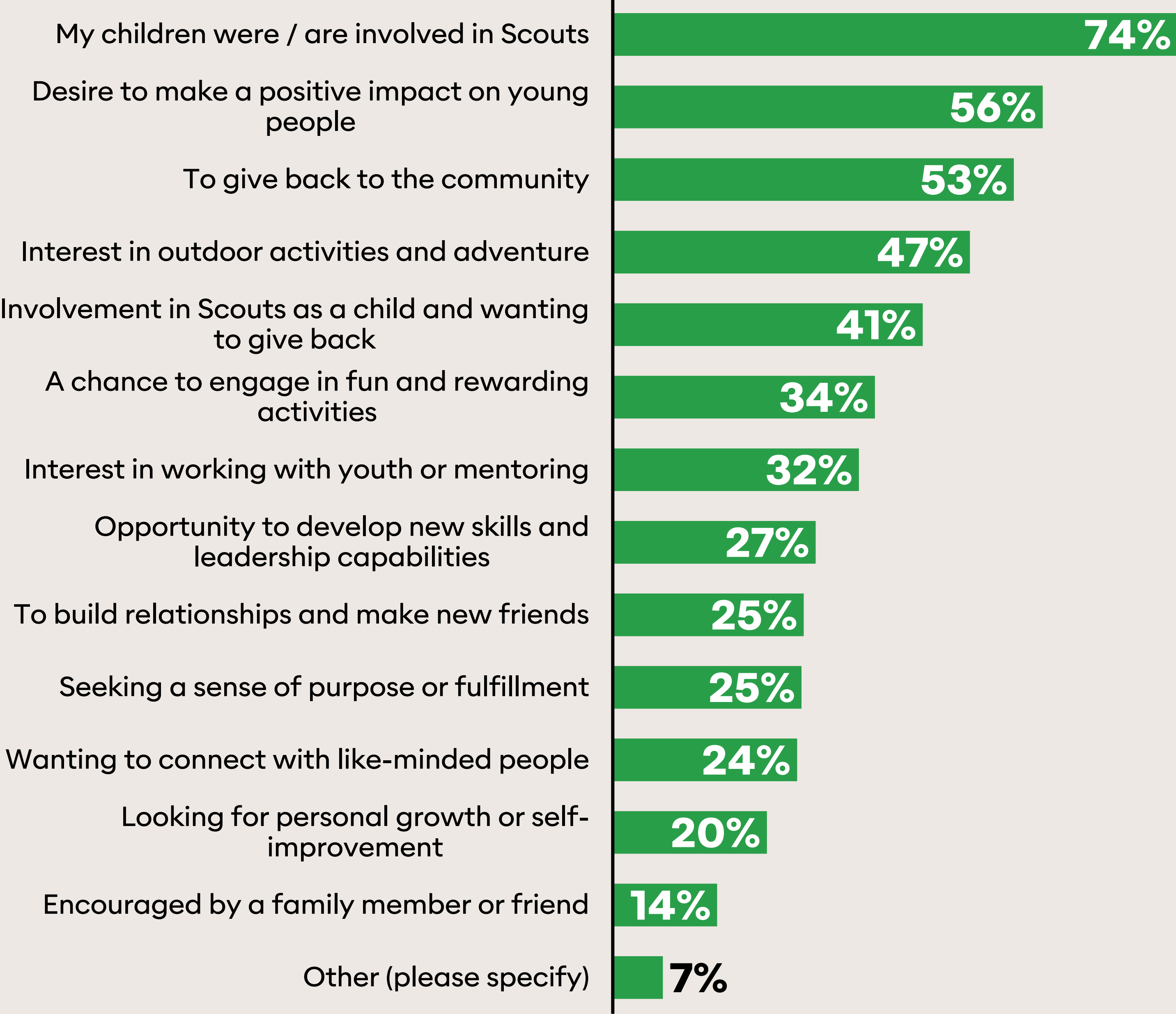
Staff n=76



Volunteers are most likely to get involved because their children are in Scouts

WHICH OF THE FOLLOWING ARE REASONS YOU CHOSE TO GET INVOLVED WITH SCOUTS? Please select all that apply.

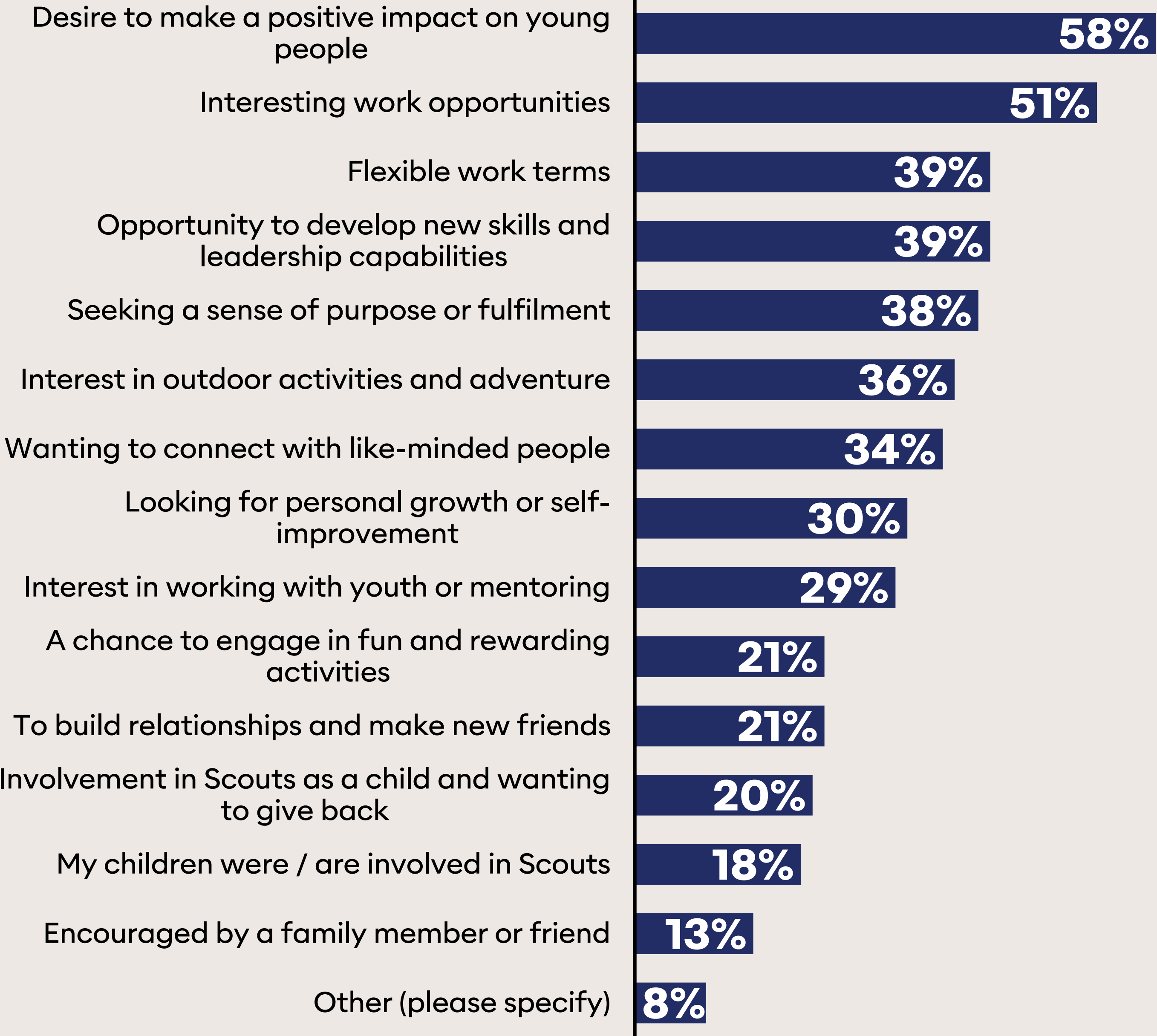
Volunteers n=2,984



Staff work for Scouts out of a desire to have a positive impact, and for interesting work opportunities

WHICH OF THE FOLLOWING ARE REASONS YOU CHOSE TO WORK FOR SCOUTS? Please select all that apply.

Staff n=76



Staff believe they could be better supported through clearer communication

What could Scouts do to better support you in your role?

Staff n=76

Staff most frequently identified improved communication from leadership as a key factor in better supporting them in their roles. Several staff members specifically noted the need for clearer communication regarding safety requirements, project updates, and the establishment of a central, easily accessible source of information. Greater clarity around roles and responsibilities was also highlighted as important for strengthening support.

In addition to communication improvements, staff emphasised the need for increased resources and training. Suggestions included enhancing staff resourcing to reduce workload pressures, recruiting additional leadership personnel, providing role-specific training, and offering more opportunities for professional development.

What could Scouts do to better support you in your role?

“Better communication with relevant stakeholders so I’m not finding out information ad hoc.”

“Improve staff resourcing as we are over-burdened with the workload.”

“There need to be clearer process simple and clear instructions.”

Staff believe the most rewarding part of their job is the impact on youth

What do you believe is the most rewarding aspect of your involvement with Scouts?

Staff n=76

Staff believe the most rewarding aspect of their work is the positive impact they have on young people. Many find fulfillment in seeing young people achieve their goals, grow in confidence, and develop essential life skills through Scouts.

There is a strong sense of pride in contributing to a cause that not only shapes lives, but also positively influences the broader community. Staff value being surrounded by passionate colleagues and volunteers, and appreciate the opportunity to support others, whether through training, solving problems, or enabling others to succeed in their roles.

What do you believe is the most rewarding aspect of your involvement with Scouts?

“Seeing youth members achieve their goals and grow personally as they experience the scouting program.”

“Positive influence on young people.”

“Contributing to a wonderful organization that is making a positive impact on the youth in our communities, who will go on to become the leaders of tomorrow.”

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.



$$\text{NET PROMOTER SCORE} = \% \text{ PROMOTERS} - \% \text{ DETRACTORS}$$

Recruiting volunteers

Making a positive impact on young people is a top attractor to volunteering across stakeholders and Australians



74%

Volunteers



51%

Parents



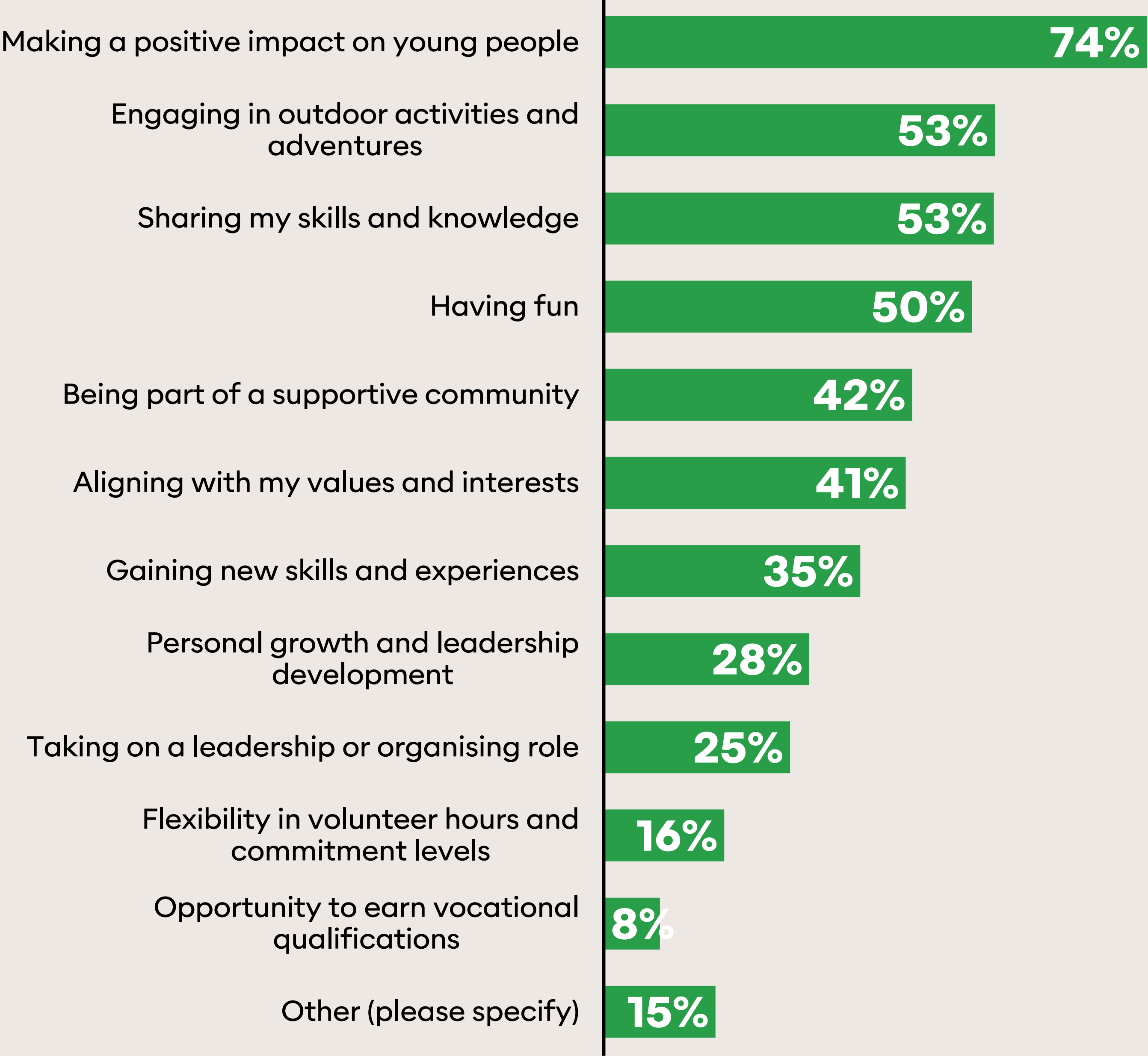
34%

Australians

Current volunteers began their role to engage in outdoor activities and share their skills

WHICH OF THE FOLLOWING ATTRACTED YOU TO BECOMING A SCOUT VOLUNTEER? Please select all that apply.

Volunteers n=2,984



Being part of a community and spending time with their children would attract parents to a volunteer role

WHICH OF THE FOLLOWING WOULD ATTRACT YOU TO BECOMING A SCOUTS VOLUNTEER? Please select all that apply.

Volunteers n=2,984



Having fun and gaining new skills would attract Australians to volunteer for Scouts

WHICH OF THE FOLLOWING WOULD ENCOURAGE YOU TO BECOME A SCOUT VOLUNTEER? Please select all that apply.

Australians n=1,015



More than a quarter of Australians say none of the options would encourage them to volunteer

WHICH OF THE FOLLOWING WOULD ENCOURAGE YOU TO BECOME A SCOUT VOLUNTEER? Please select all that apply.

Australians n=1,015

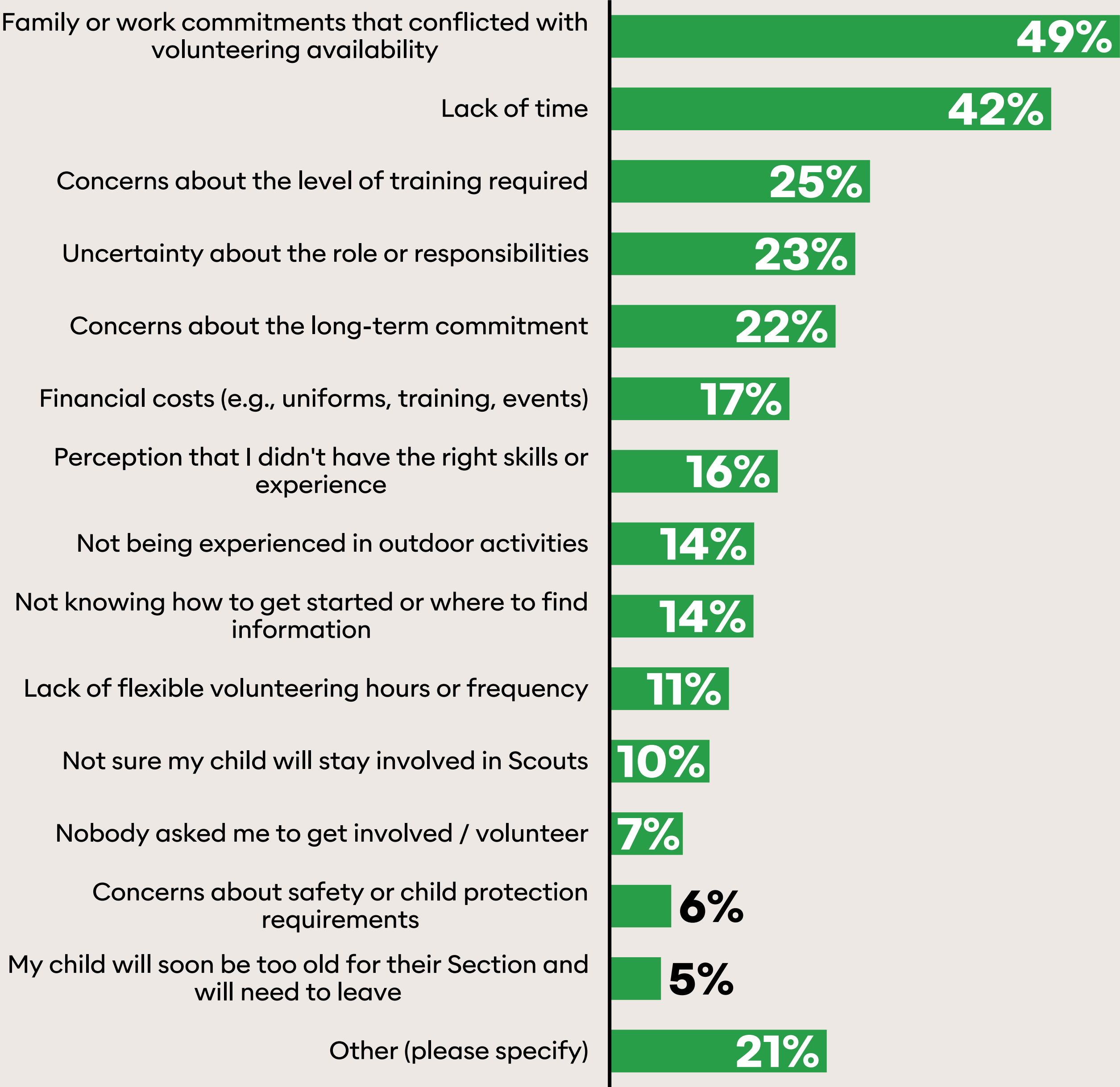


Other commitments or a lack of time were barriers for volunteers to start in their role

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

Please select all that apply.

Volunteers n=2,984



Many current volunteers had no barriers to becoming a Scouts volunteer

WHICH OF THE FOLLOWING WERE BARRIERS TO YOU BECOMING A SCOUTS VOLUNTEER? *Other (please specify)*

Volunteers n=2,984

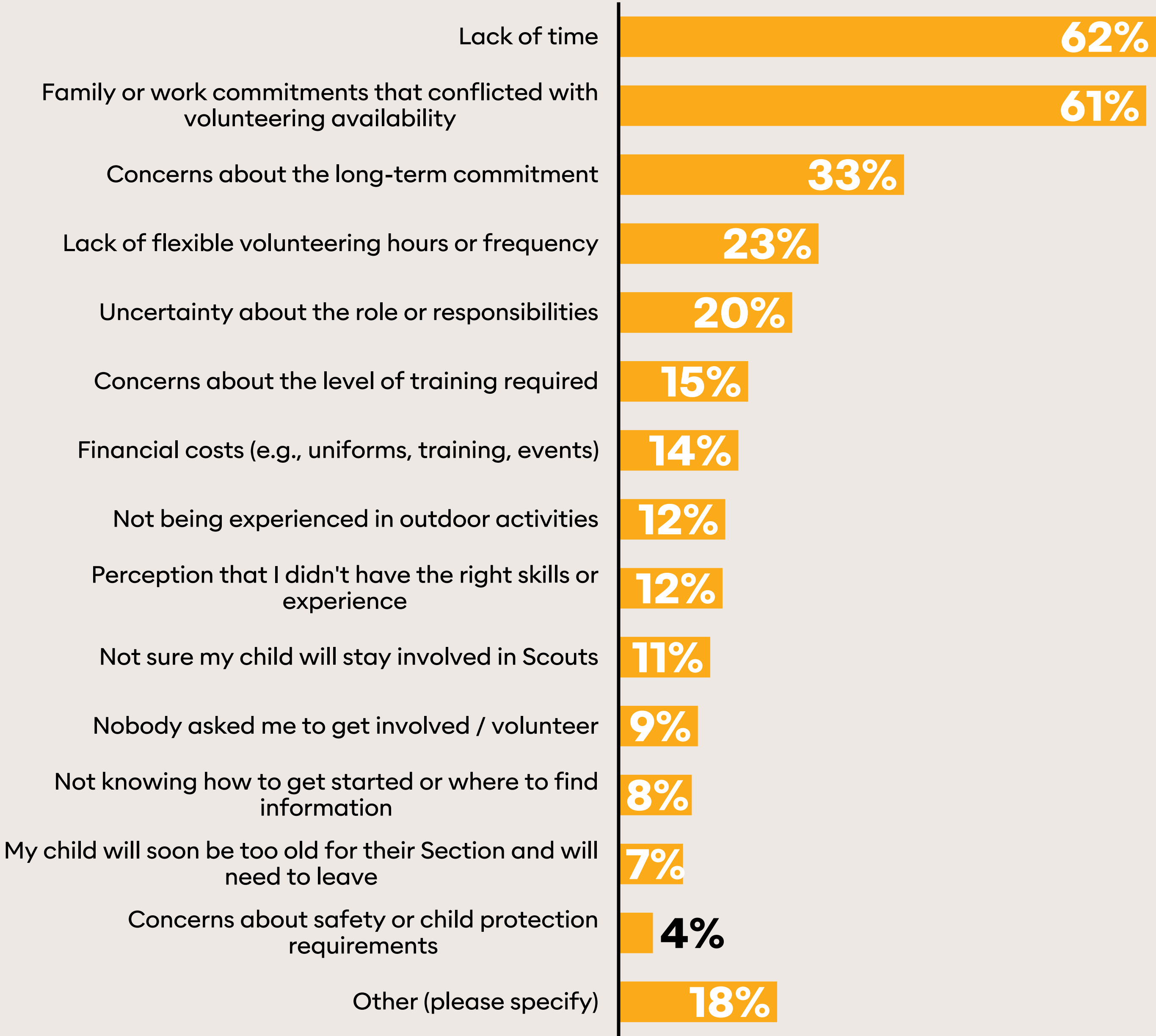
"No barriers. My section needed a leader"

"No real barriers, just helped when our kids were members and then in retirement, had the time and leadership skills"

Lack of time and other commitments are barriers preventing parents from volunteering

WHICH OF THE FOLLOWING WERE/ARE BARRIERS TO YOU BECOMING A SCOUTS VOLUNTEER?
Please select all that apply.

Parents n=977



Current volunteering commitments and time constraints are barriers for parents

WHICH OF THE FOLLOWING ARE BARRIERS TO YOU BECOMING A SCOUTS VOLUNTEER? *Other (please specify)*

Parents n=977

"I already volunteer extensively at school and in little athletics so I'm hesitate to commit to too much at this stage"

"The number of hours required and that we have to create the programs"

Lack of time and financial costs would prevent Australians from volunteering

WHICH OF THE FOLLOWING WOULD BE BARRIERS TO YOU BECOMING A SCOUT VOLUNTEER? Please select all that apply.

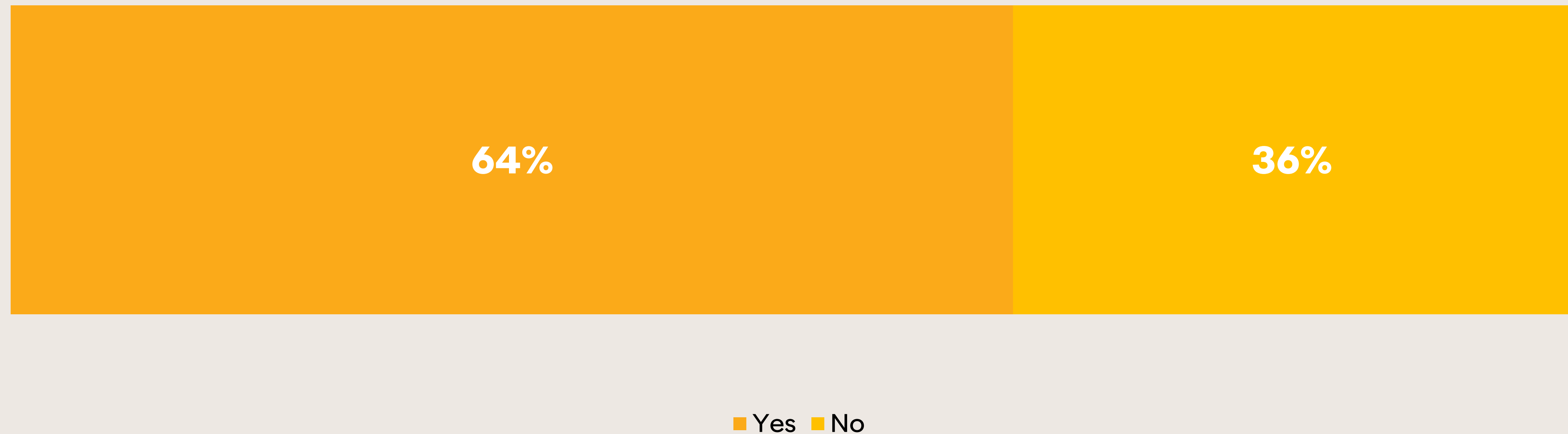
Australians n=1,015



Three in five parents have considered volunteering for Scouts

HAVE YOU EVER CONSIDERED VOLUNTEERING FOR SCOUTS?

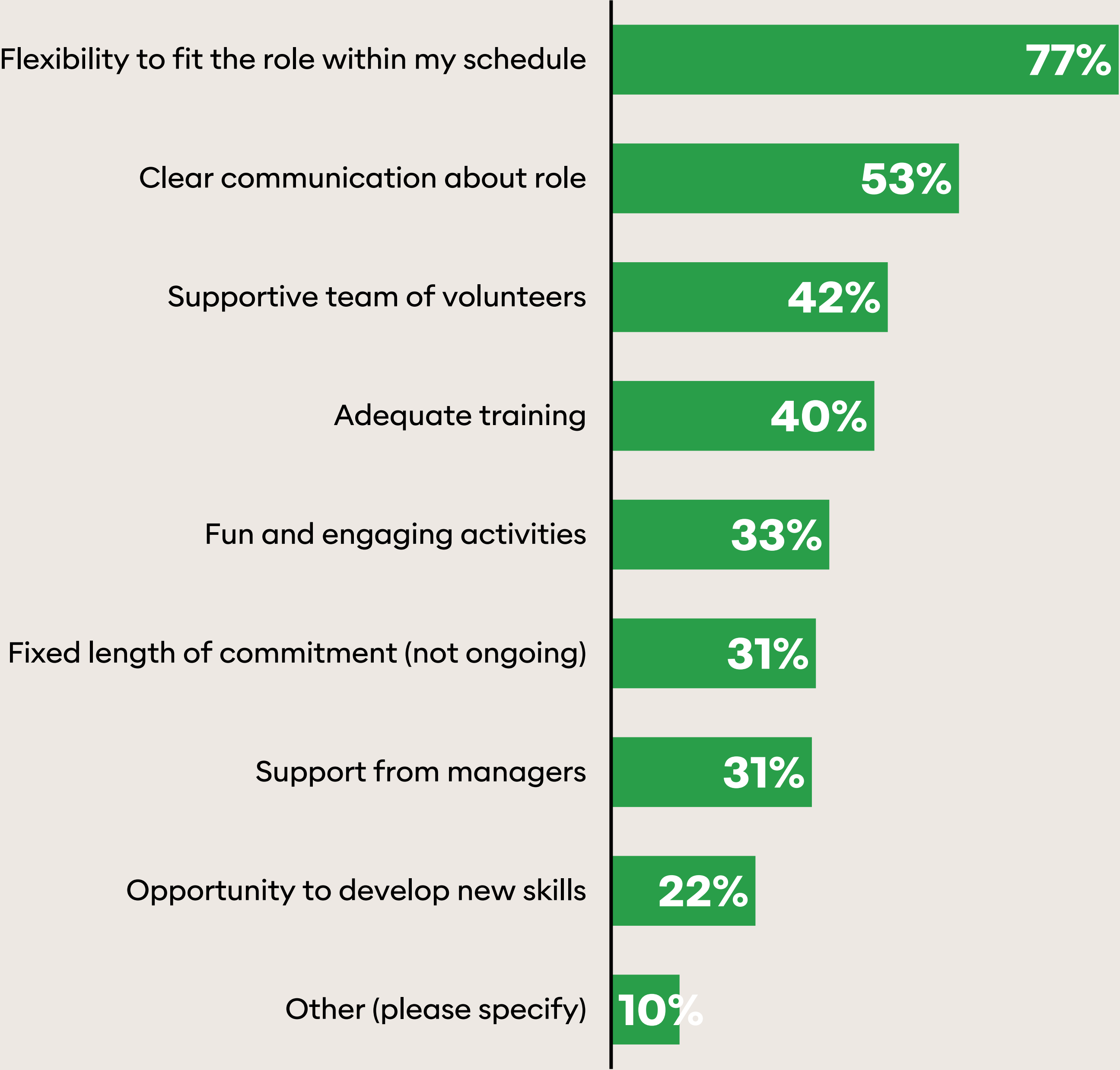
Parents n=977



Role flexibility is the most important factor for parents considering volunteering

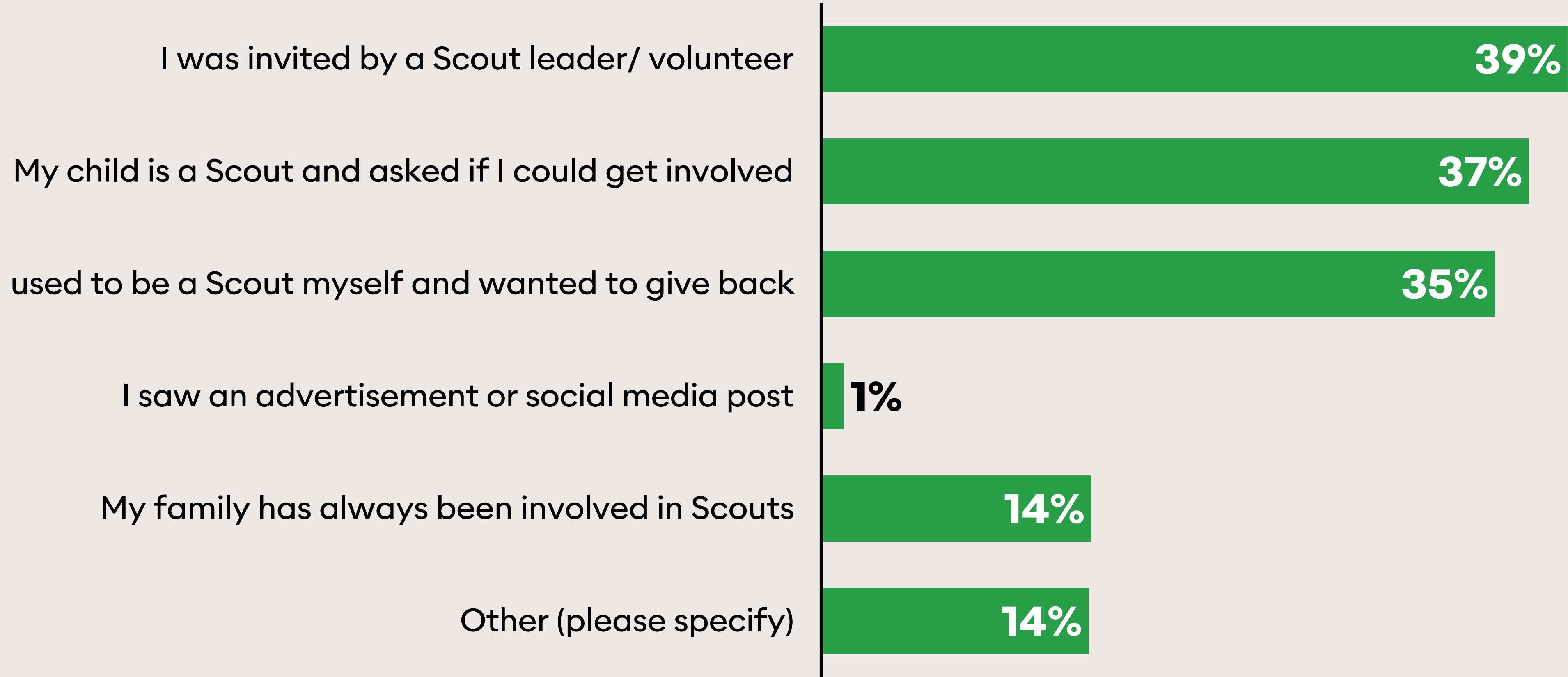
WHAT FACTORS WOULD BE MOST IMPORTANT TO YOU IF YOU WERE CONSIDERING BECOMING A SCOUTS VOLUNTEER? Please select all that apply.

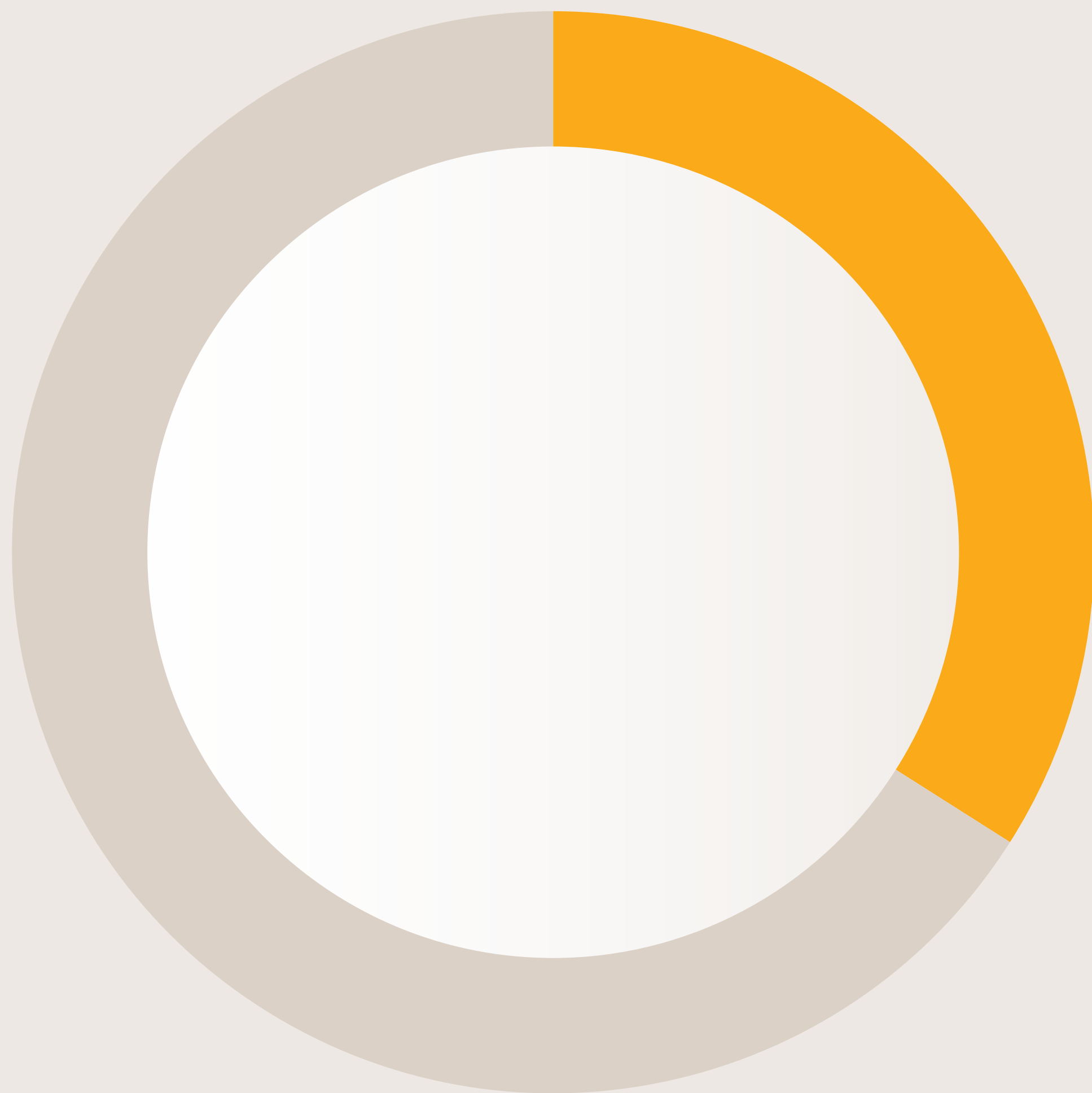
Volunteers n=2,984



One in three current volunteers were invited by another volunteer or leader

HOW DID YOU BECOME A SCOUT VOLUNTEER? Please select all that apply.
Volunteers n=2,984





34%

**Of volunteers are
also parents of a
current Scout**

Staff believe better promotion of Scouts would help improve the recruitment of volunteers

What could Branches and Groups proactively do to improve the recruitment of volunteers?

Staff n=76

Staff believe that stronger promotion of Scouts will help to recruit more volunteers. Some suggest investing in advertising, social media outreach, school visits, and having a bigger community presence could help communicate the value of Scouting.

Staff also highlight the need to streamline the sign-up process for adults, making it easier and less time-consuming for new volunteers to get involved. Many noted that proactive follow-up on enquiries is essential, as potential volunteers may lose interest when they don't receive timely responses.

“We should have nation-wide PR strategies to improve the visibility of the outcomes of volunteering with Scouts.

What could Branches and Groups proactively do to improve the recruitment of volunteers?

“Try to release the burden of training and administrative elements to the requirements of the role.”

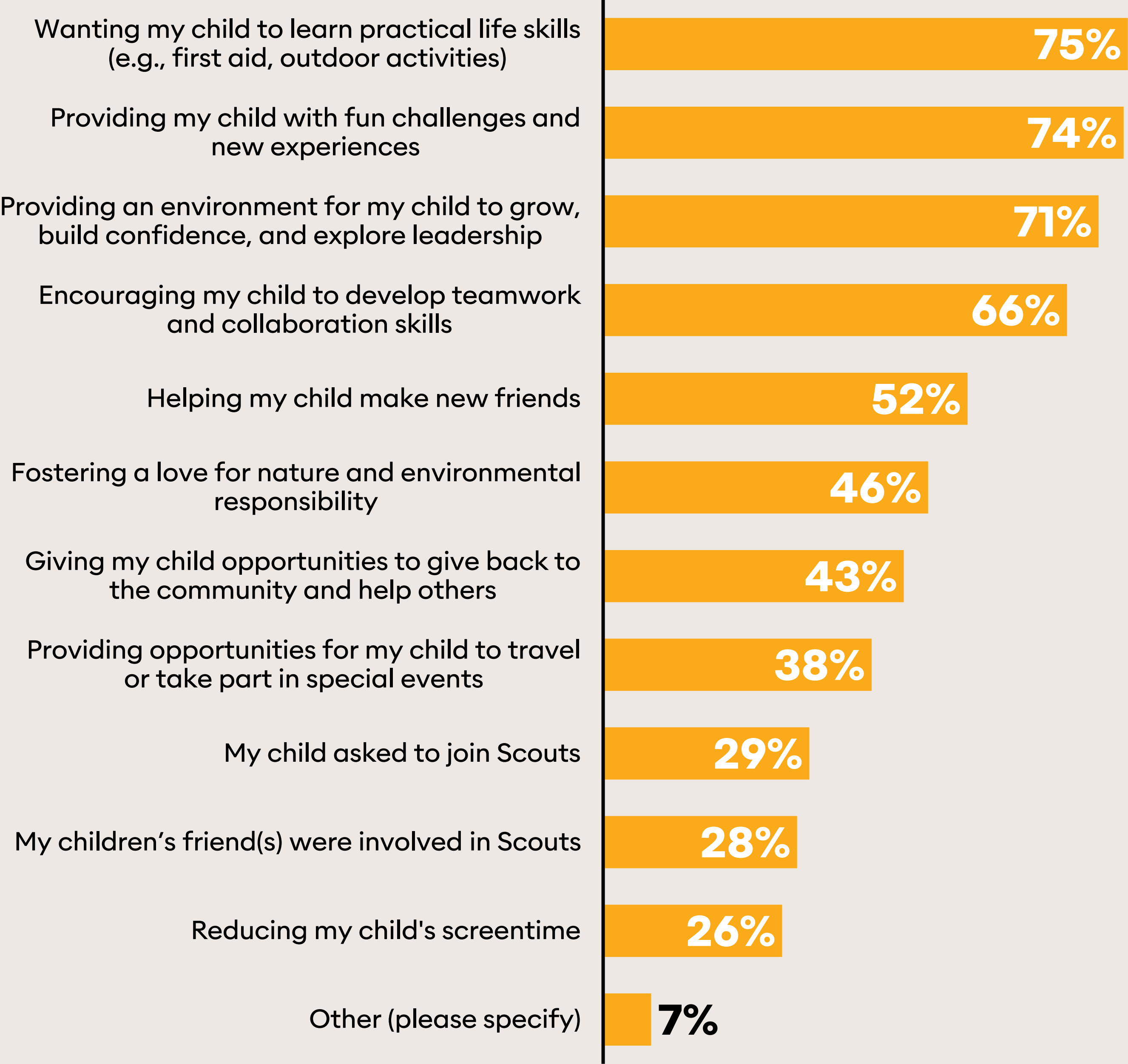
“Perhaps running more community events showcasing the positive impact towards young people and towards the community.”

Parent experience

Parents enrolled their children in Scouts to learn practical life skills

WHICH OF THE FOLLOWING WERE REASONS YOU ENROLLED YOUR CHILD/REN INTO SCOUTS? Please select all that apply.

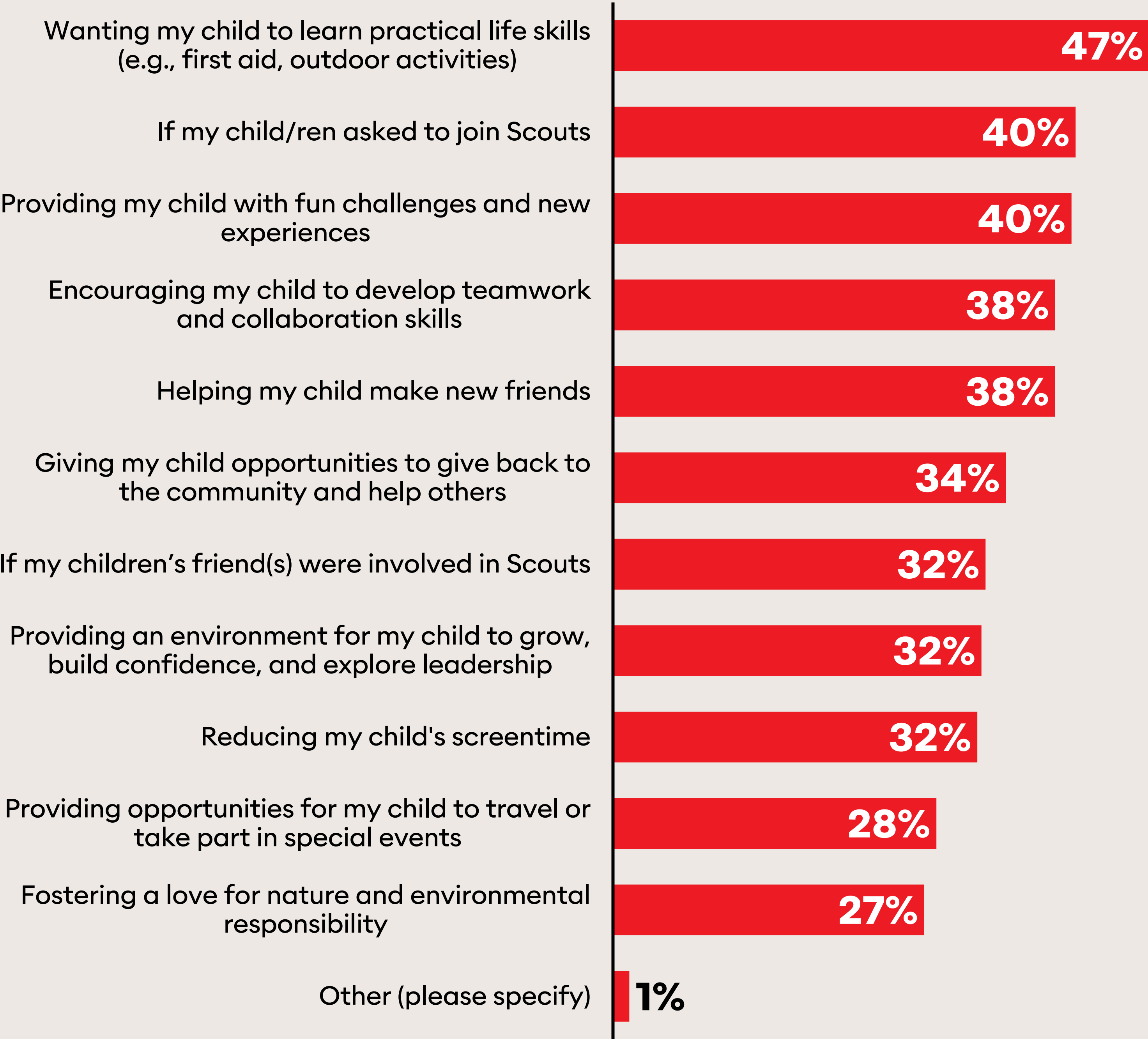
Parents n=977



Consistent with Scouts parents, Australians would enrol their children in Scouts to learn life skills

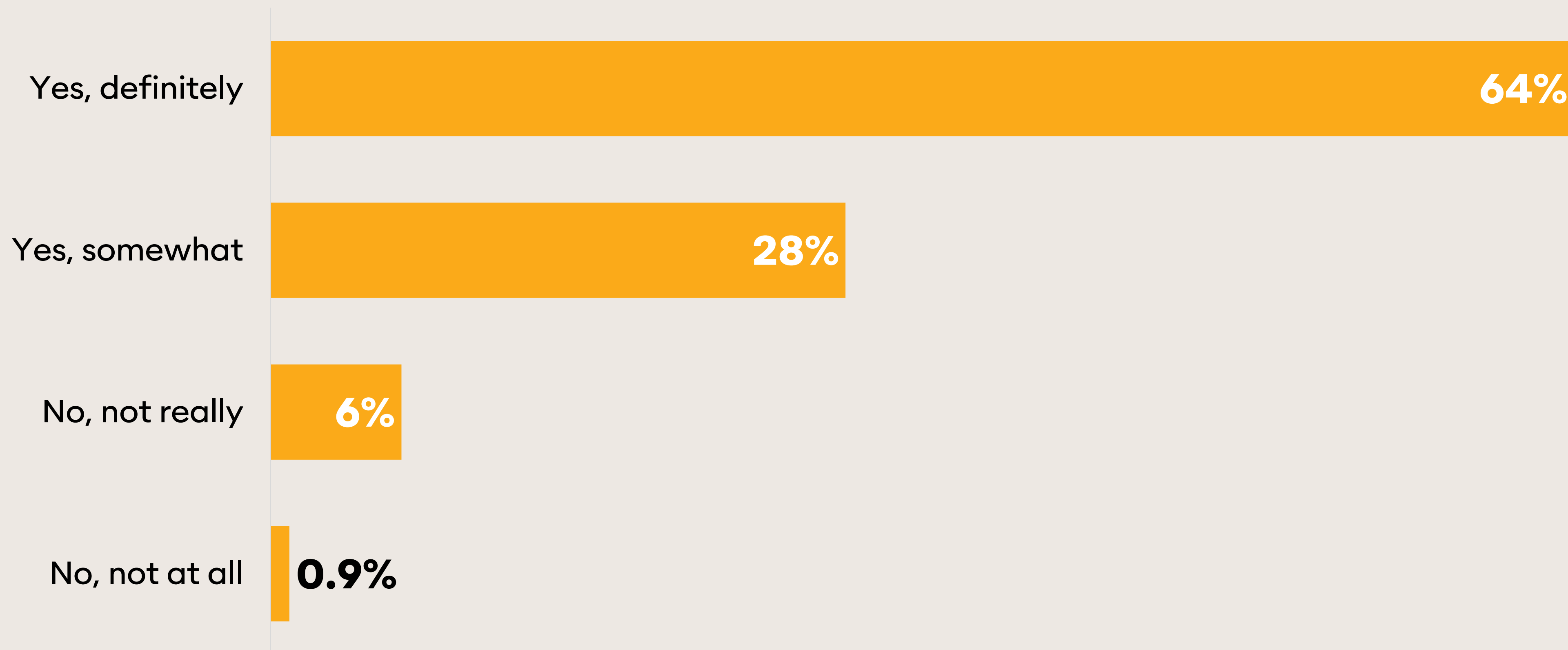
WHICH OF THE FOLLOWING WOULD ENCOURAGE YOU TO ENROL YOUR CHILD/REN IN SCOUTS? Please select all that apply.

Australians n=1,015



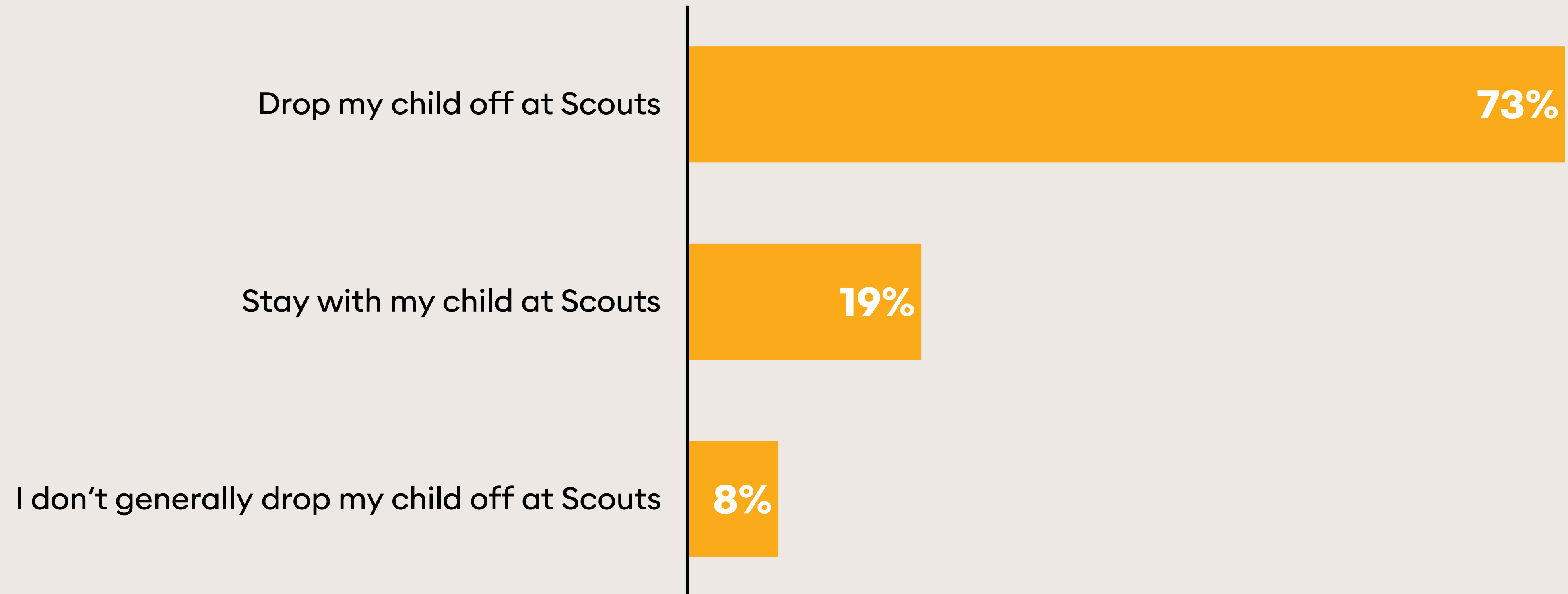
Nine in ten parents definitely or somewhat feel welcome at Scouts

DO YOU FEEL WELCOME AT SCOUTS AS A PARENT? Parents n=977



One in five parents stay with their child at Scouts

WHICH OF THE FOLLOWING ARE YOU MORE LIKELY TO DO WHEN YOUR CHILD ATTENDS SCOUTS? Parents n=977



Parents of younger children are more likely to stay with them at Scouts

% of parents who stay with their child at Scouts

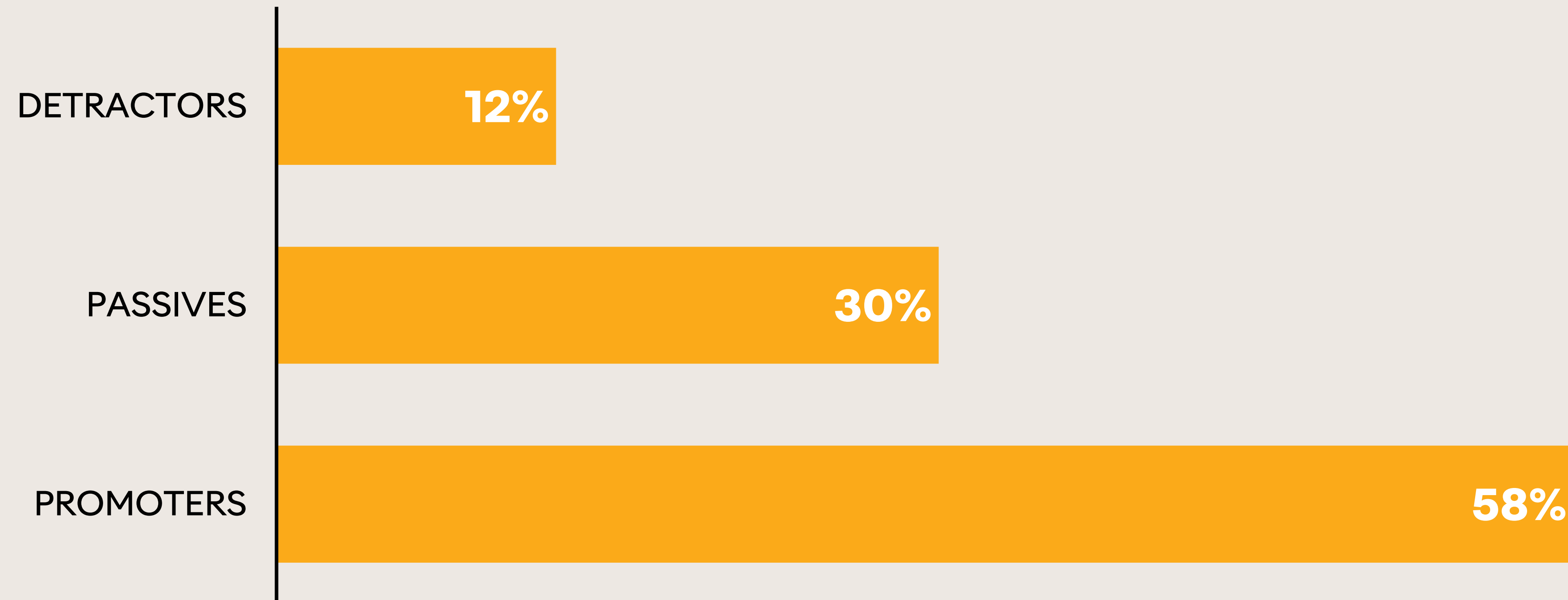
Parents n=977



The NPS for Scouts parents is 45

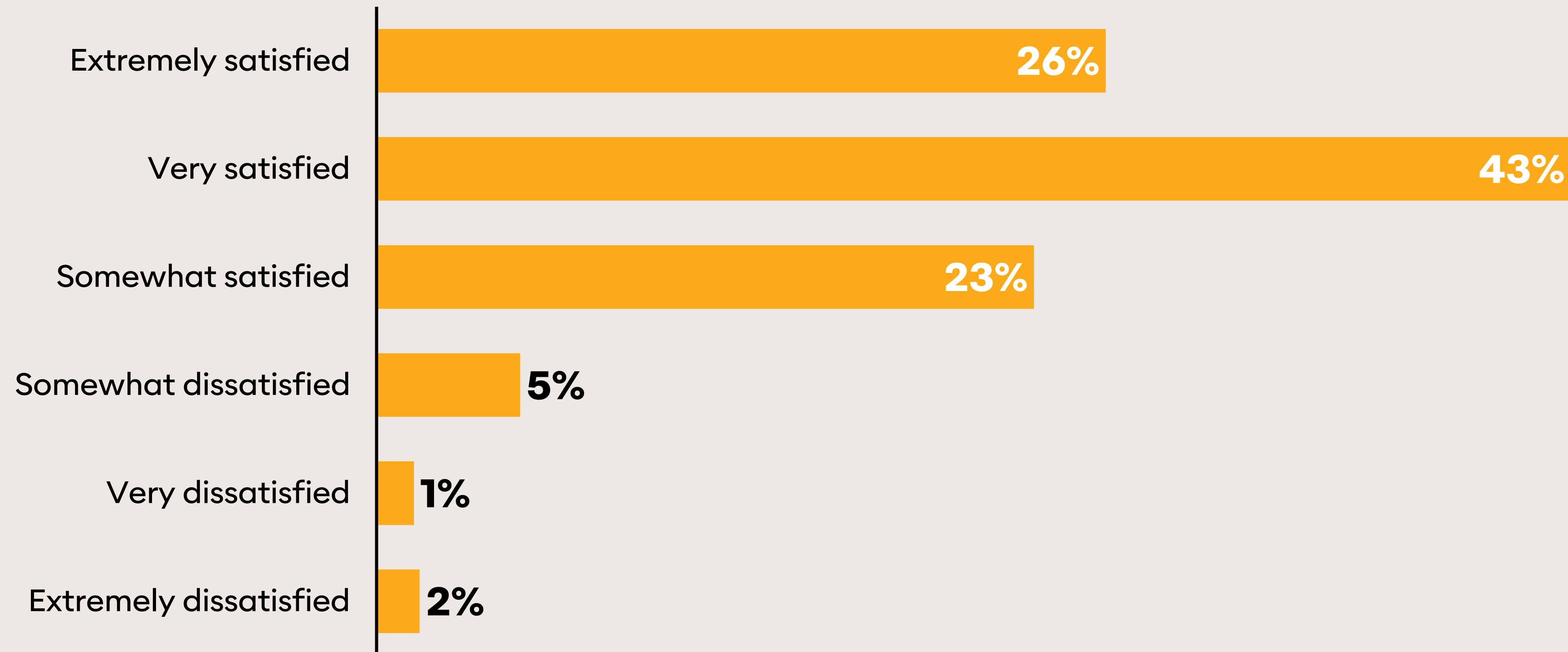
ON A SCALE OF 0 TO 10, HOW LIKELY WOULD YOU BE TO RECOMMEND SCOUTS TO A FRIEND OR COLLEAGUE AS AN OPTION FOR THEIR CHILDREN?

Please use the rating scale below which goes from 0 (not at all likely) through to 10 (extremely likely). *Parents n=977*



Almost seven in ten parents (69%) are satisfied with their experience

OVERALL, HOW SATISFIED ARE YOU WITH YOUR EXPERIENCE AS A SCOUTING PARENT? *Parents n=977*

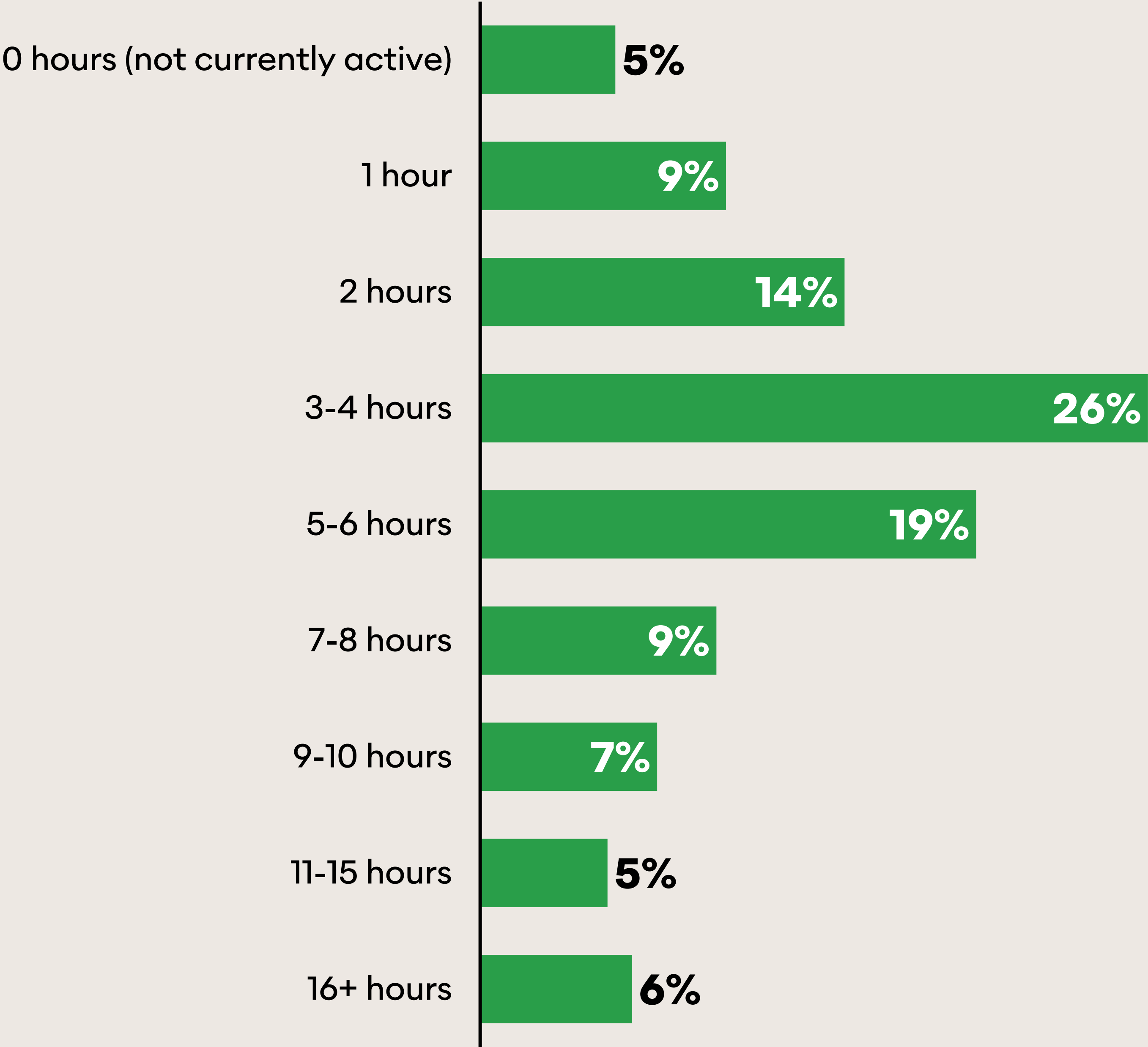


Volunteer experience

Volunteers most commonly spend 3-4 hours per week volunteering

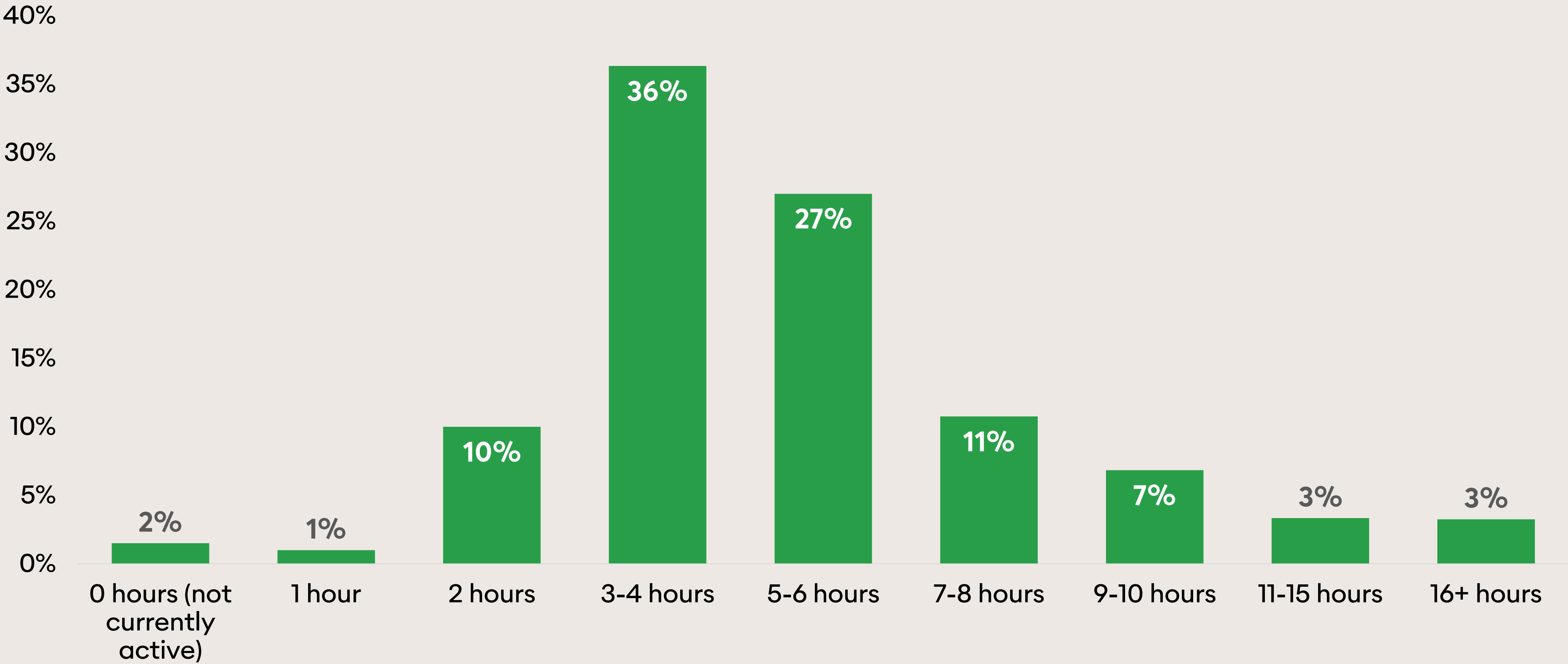
HOW MUCH TIME DO YOU VOLUNTEER WITH SCOUTS ON AVERAGE EACH WEEK? Please select all that apply.

Volunteers n=2,984



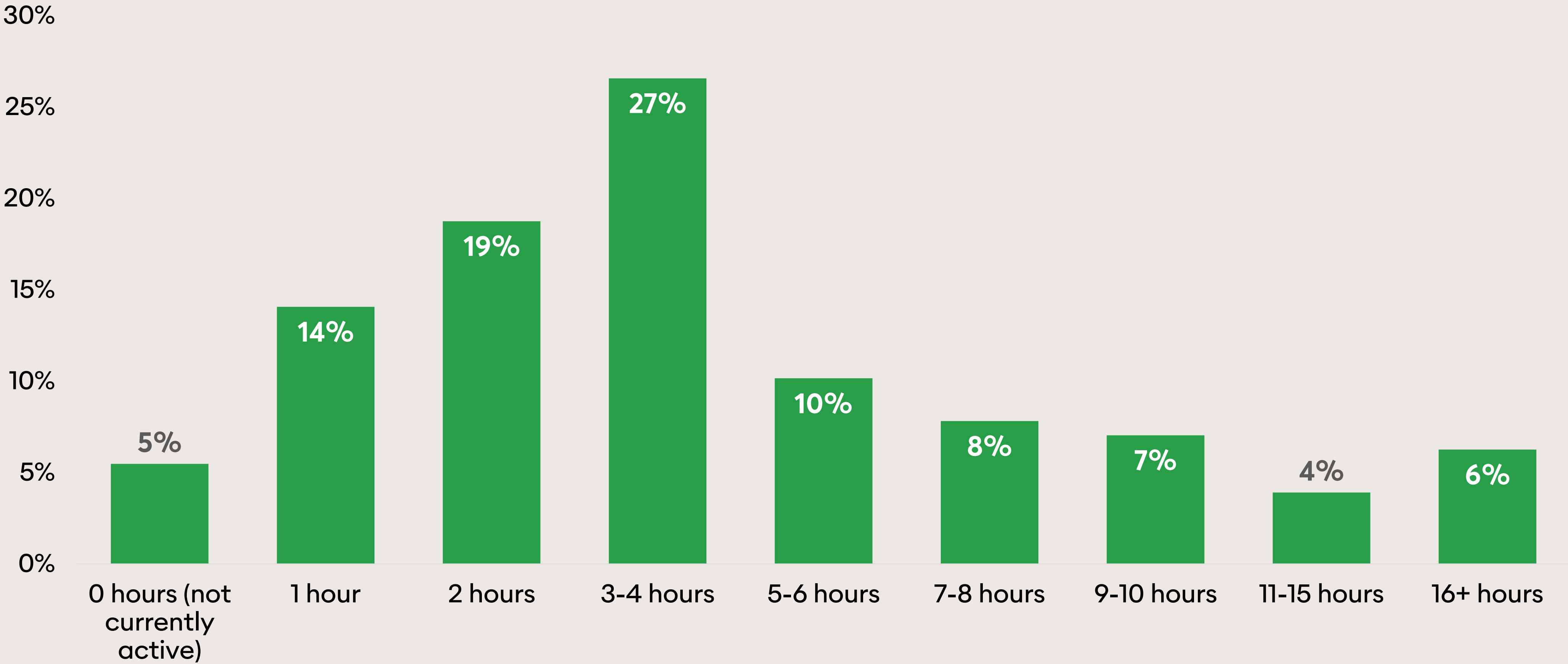
Youth Program Leaders typically volunteer for more than 3 hours each week

n=1,200



Activity delivery volunteers spend 4 hours or less volunteering each week

n=128



Group Leaders typically spend more than 5 hours volunteering each week

n=419

25%

20%

15%

10%

5%

0%

0 hours (not currently active) 1 hour 2 hours 3-4 hours 5-6 hours 7-8 hours 9-10 hours 11-15 hours 16+ hours

2%

3%

7%

19%

21%

16%

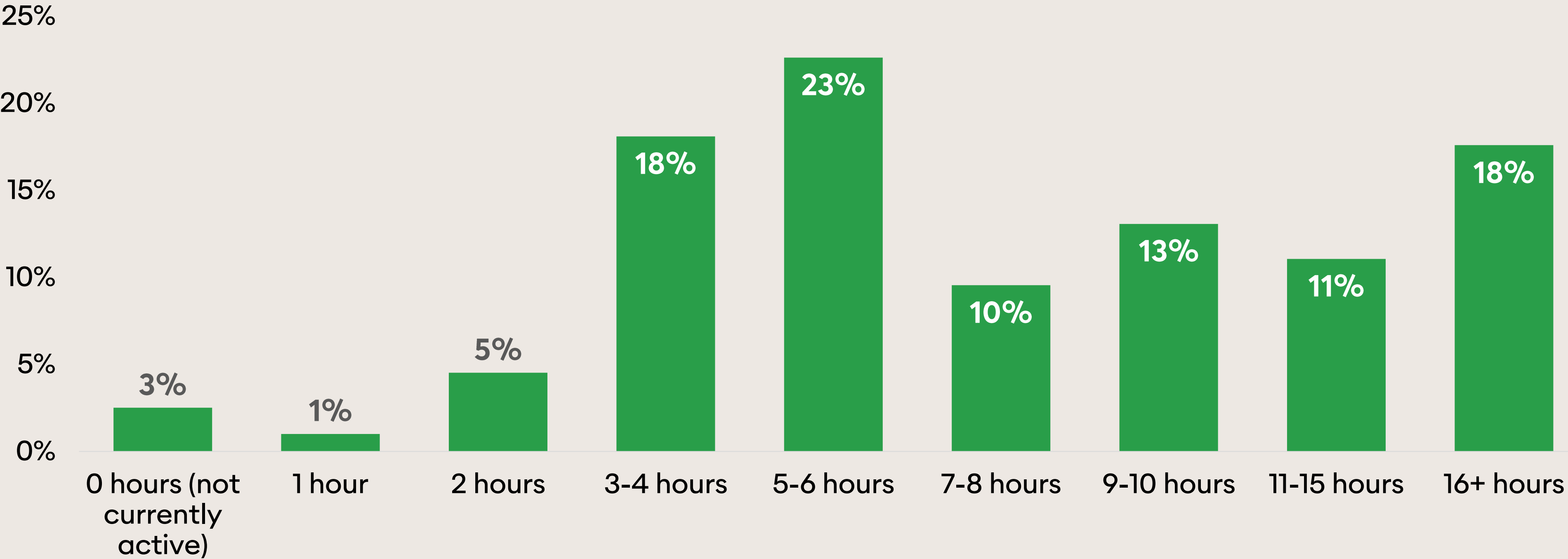
12%

9%

11%

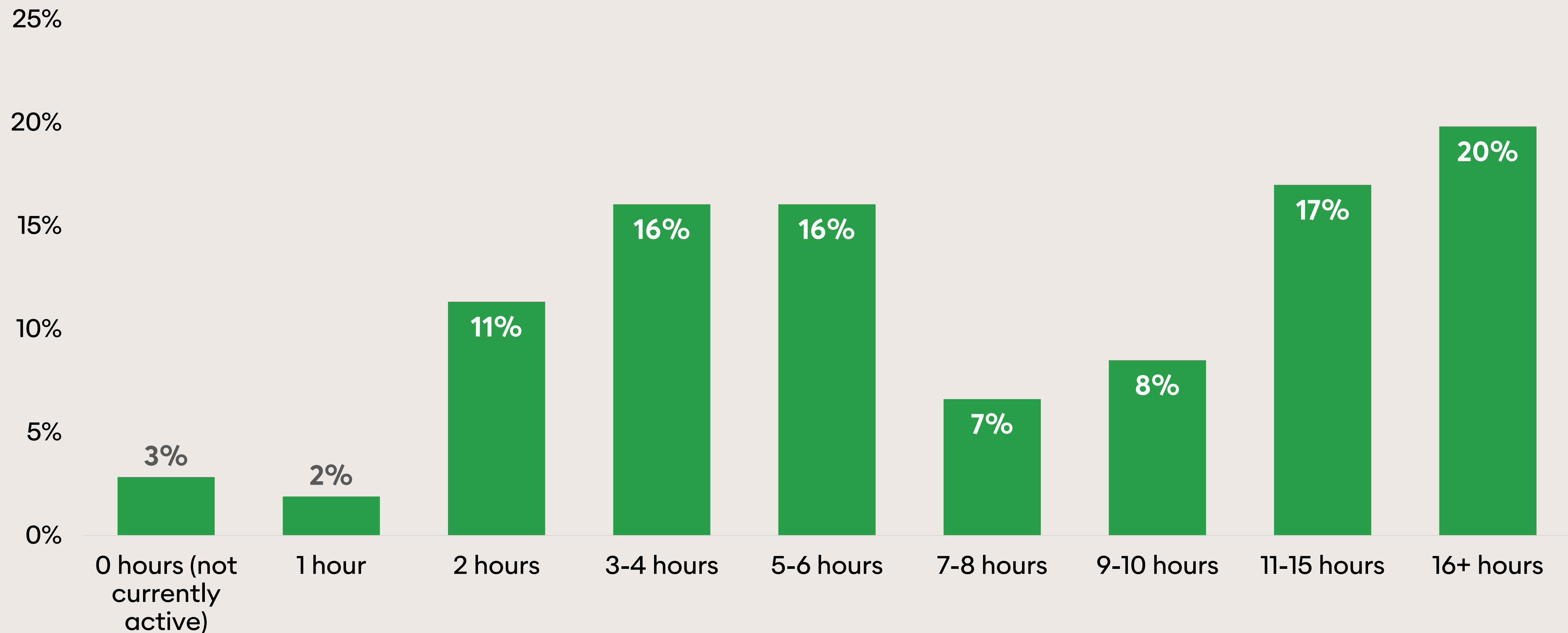
Half of District / Region Program Support Leaders spend more than 7 hours volunteering

n=199



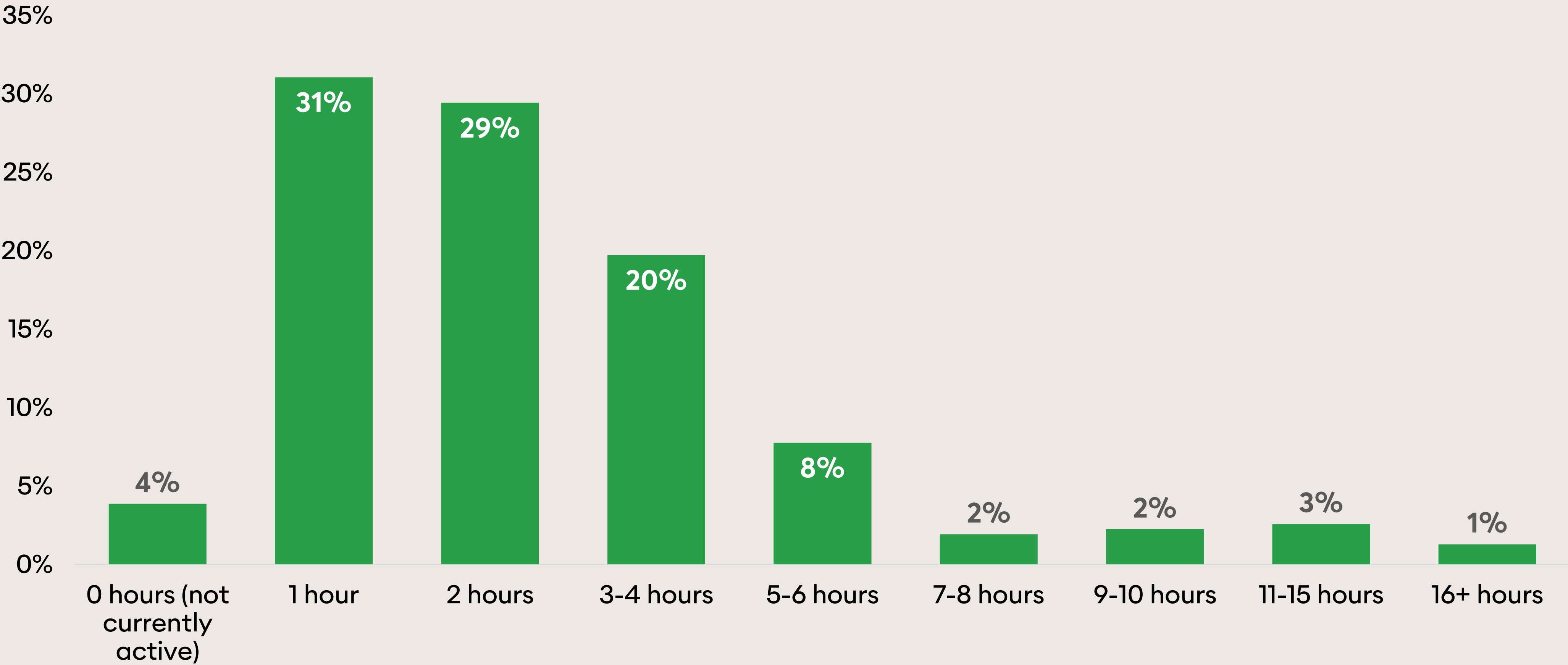
More than a third of Branch Program Support Leaders spend more than 11 hours a week volunteering

n=106



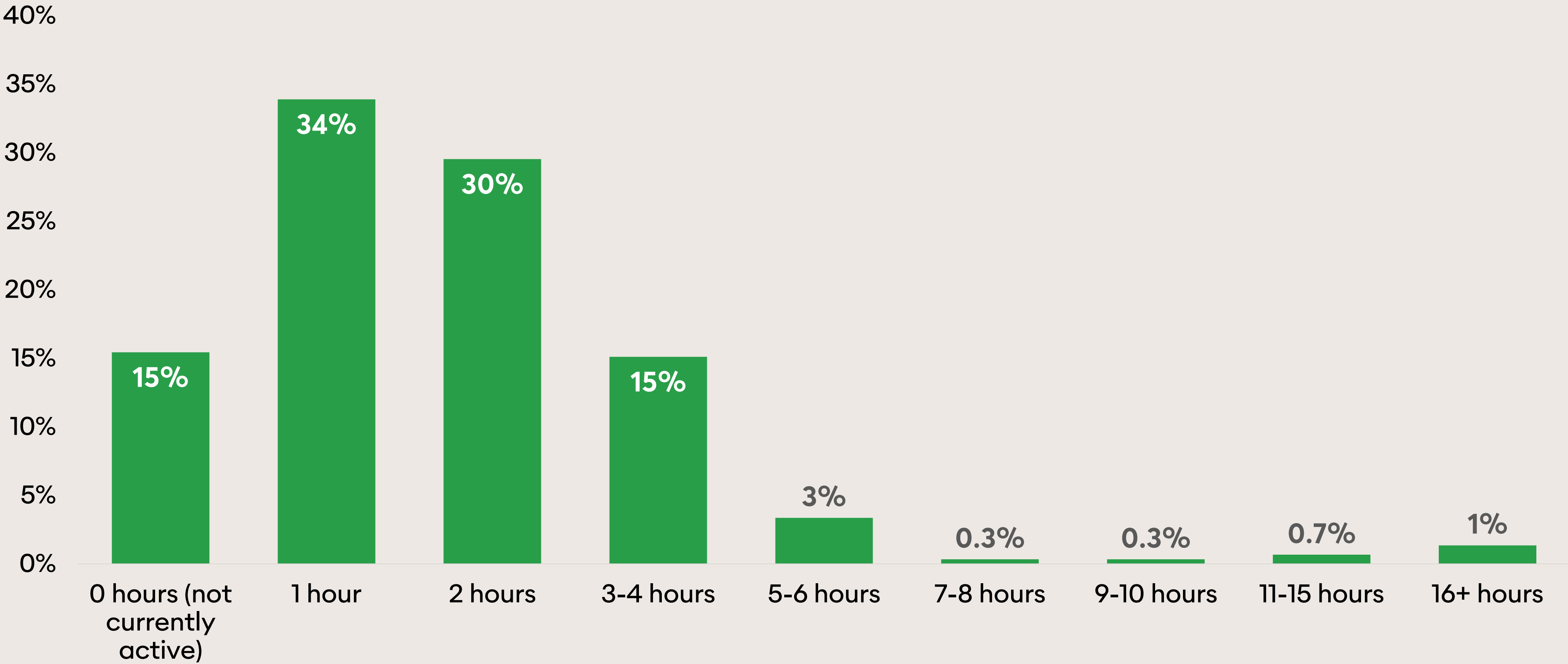
Adult Supporters (Committee) typically spend 2 hours or less volunteering

n=309



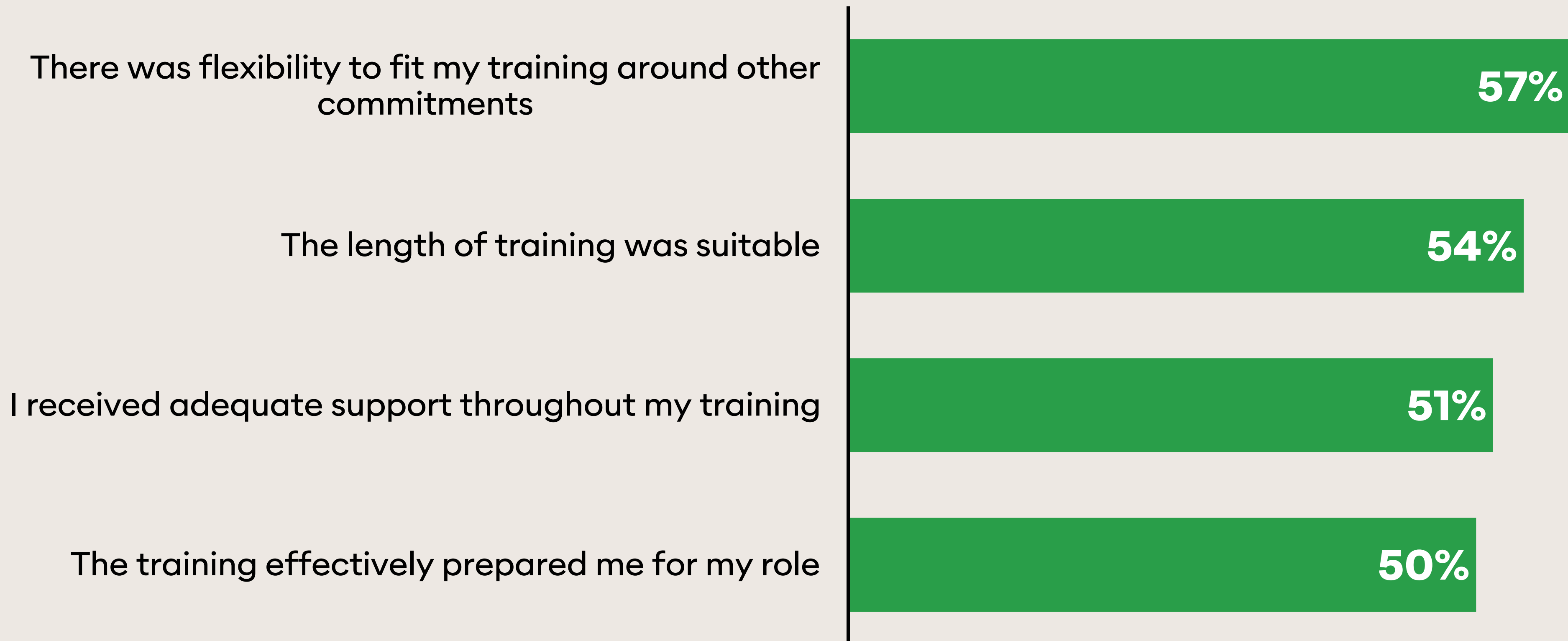
Adult Supporters (program) typically spend 2 hours or less volunteering

n=298



Volunteers are most likely to agree there was flexibility to fit training around other commitments

**TO WHAT EXTENT DO YOU AGREE OR DISAGREE WITH THE FOLLOWING?
STRONGLY/SOMEWHAT AGREE** *Volunteers n=2,984*

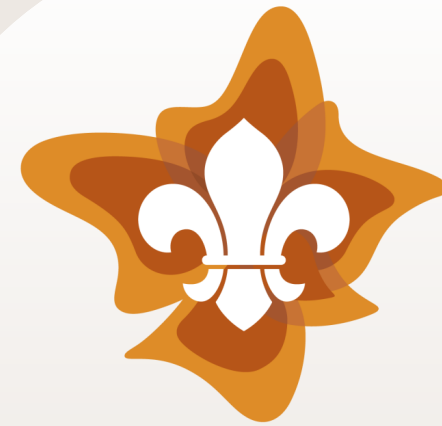


Volunteers involved with Joey Scouts feel best prepared for their role

The training effectively prepared me for my role
(Strongly/somewhat agree)

Volunteers n=2,984

Note: For statistical reliability, only sections with 100 or more respondents are included in this breakdown.



Joey Scouts

56%



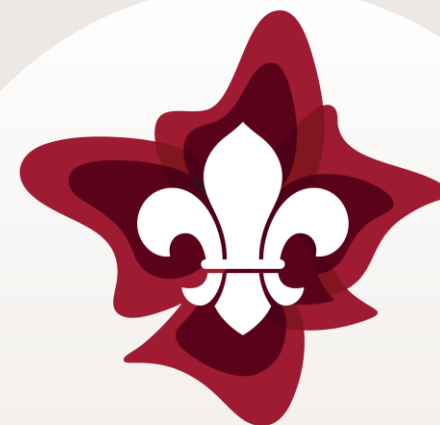
Cub Scouts

54%



Scouts

47%



Venturer Scouts

46%



49%

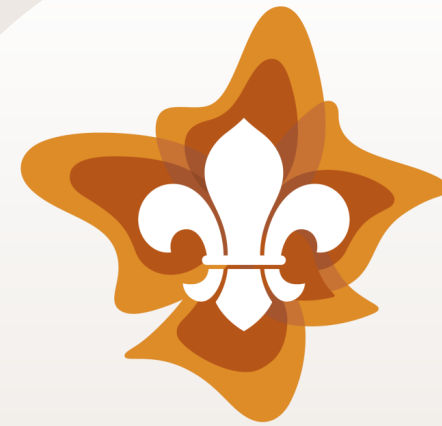
All sections

Volunteers involved with Joey Scouts agree there is flexibility in training

There was flexibility to fit my training around other commitments
(Strongly/somewhat agree)

Volunteers n=2,984

Note: For statistical reliability, only sections with 100 or more respondents are included in this breakdown.



Joey Scouts

65%



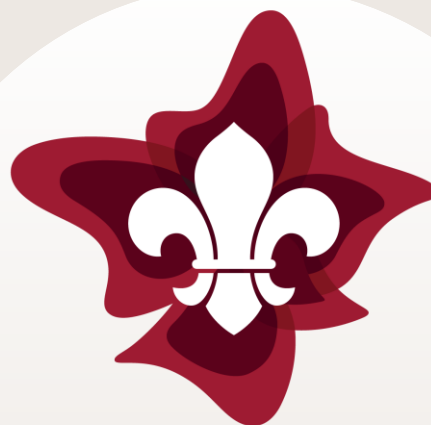
Cub Scouts

62%



Scouts

56%



Venturer Scouts

60%



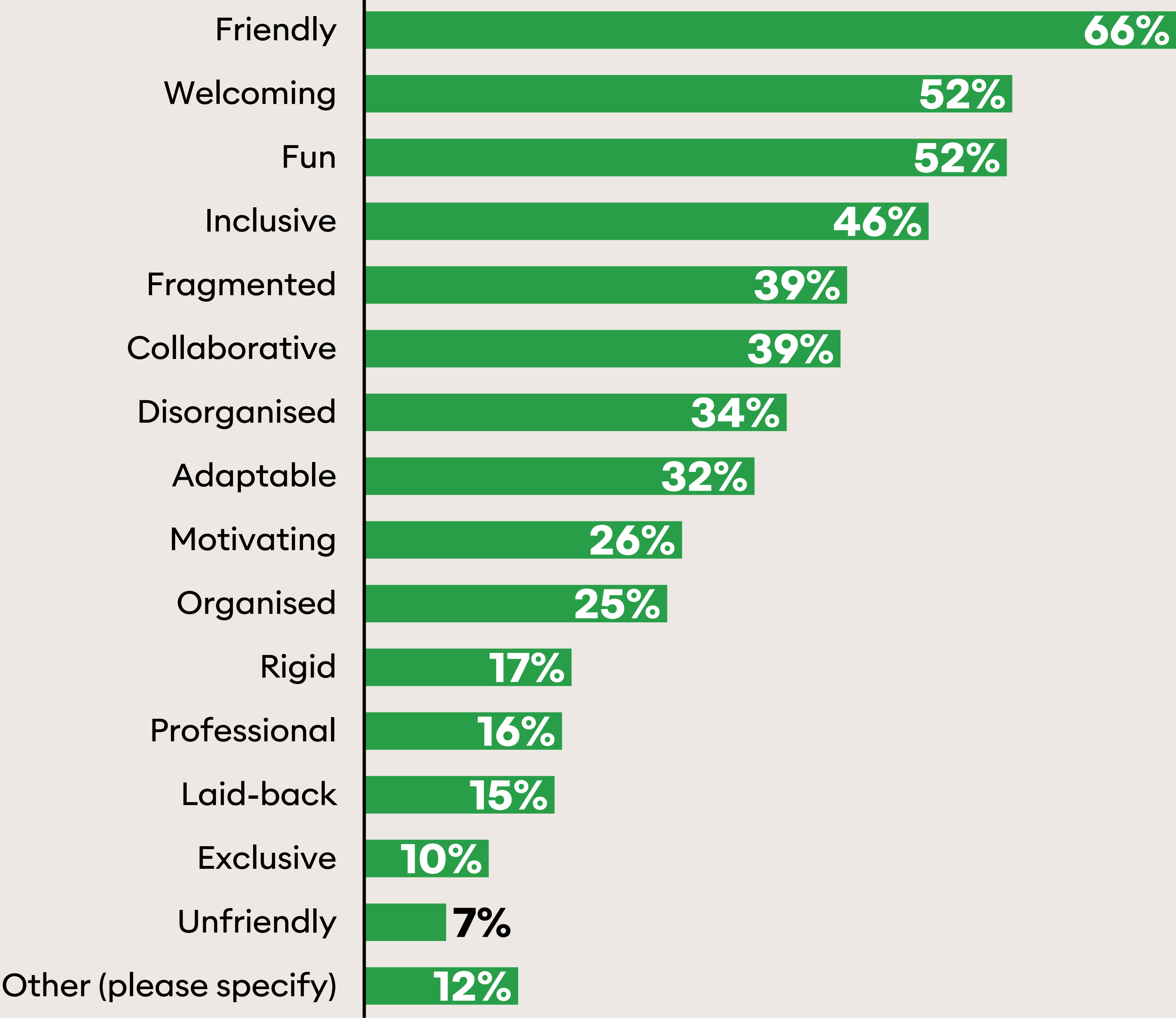
54%

All sections

The culture of volunteering is considered friendly and welcoming

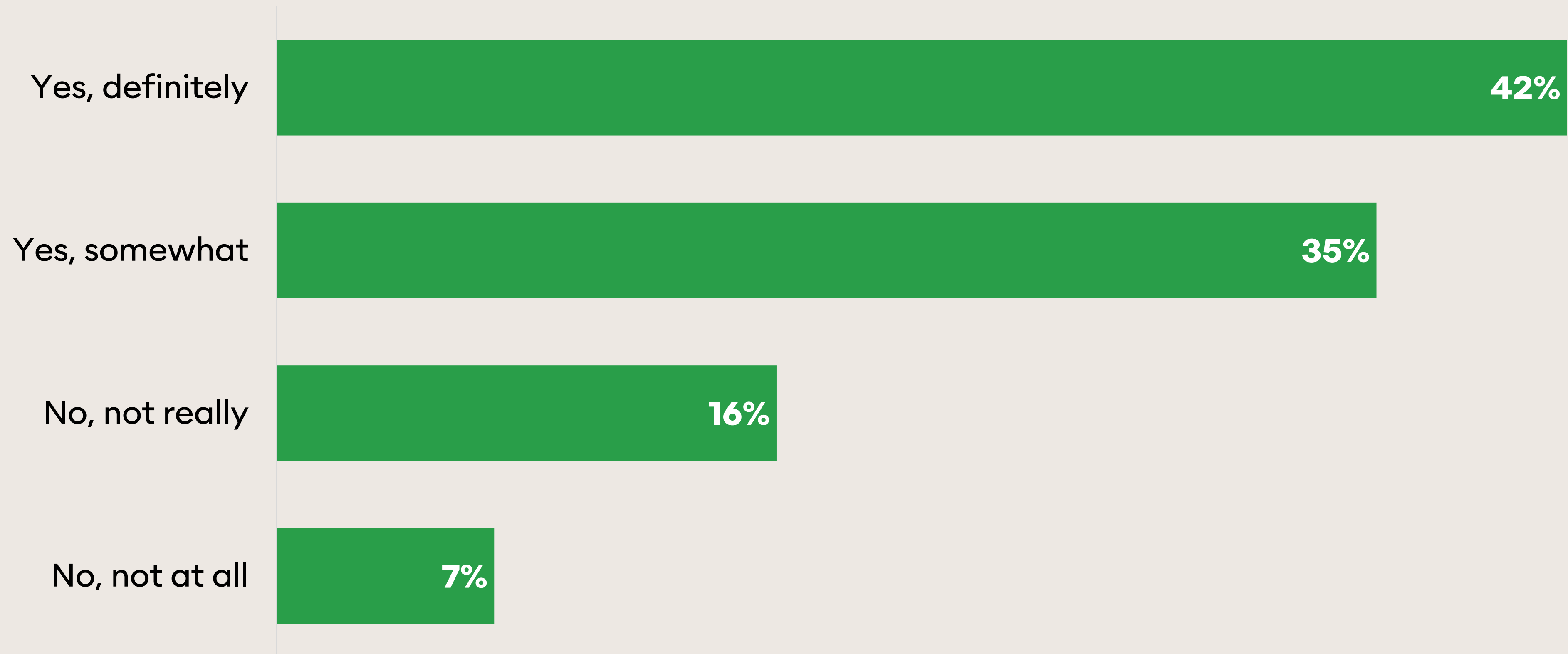
HOW WOULD YOU DESCRIBE THE CULTURE OF VOLUNTEERING WITHIN SCOUTS?
Please select all that apply.

Volunteers n=2,984



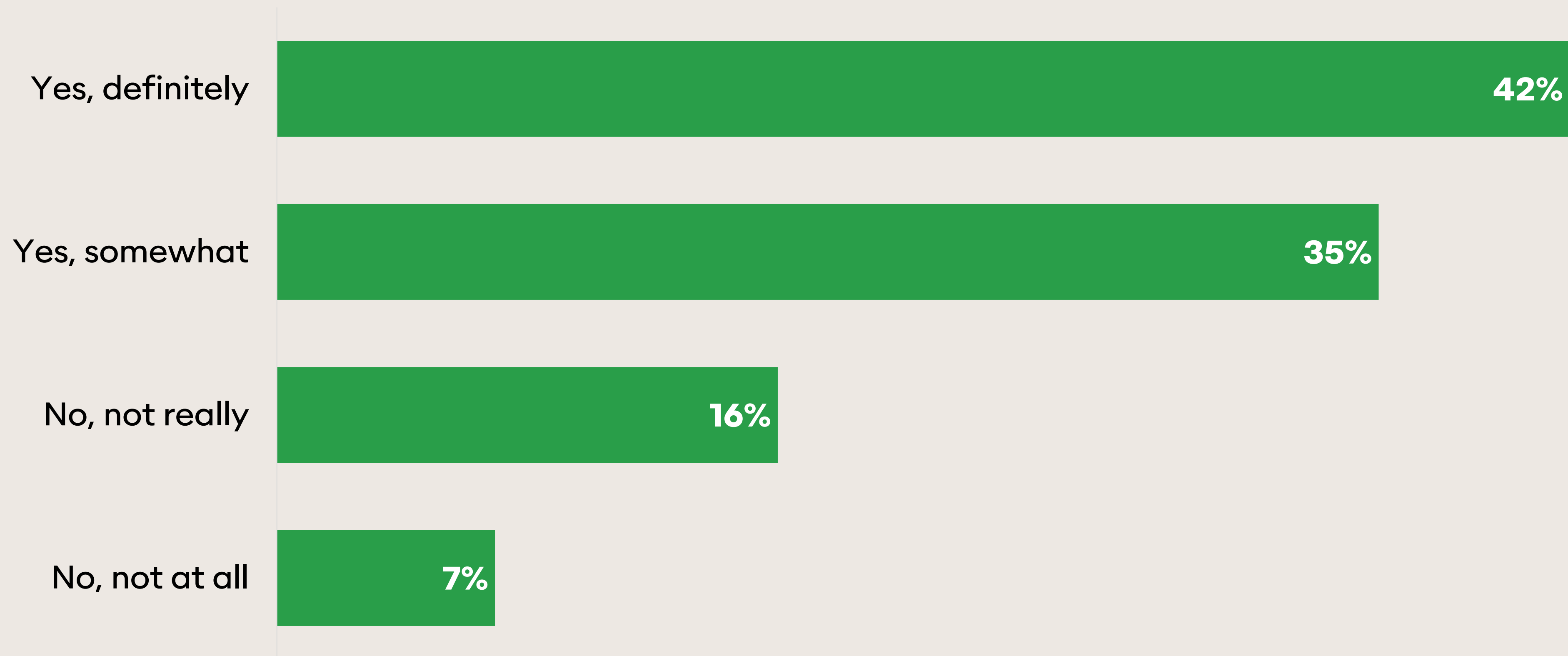
Two in five volunteers say they definitely feel well supported by their manager

DO YOU FEEL WELL SUPPORTED BY YOUR MANAGER? *Volunteers n=2,984*



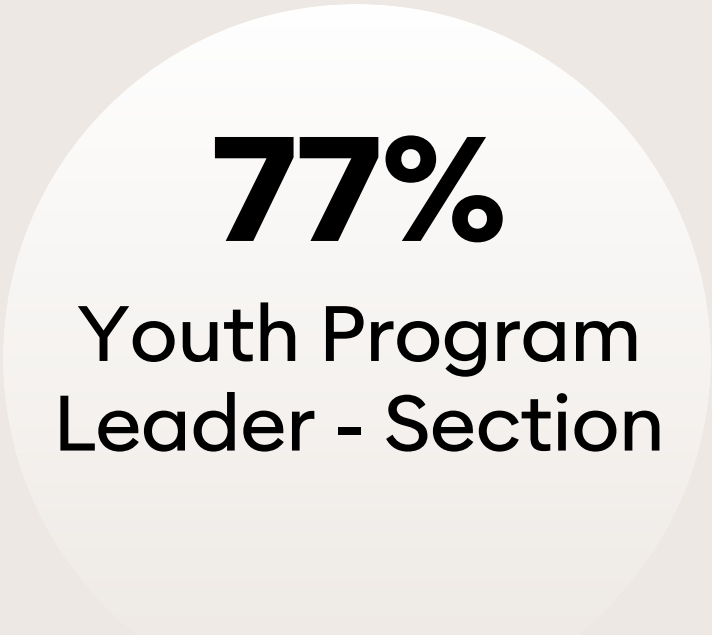
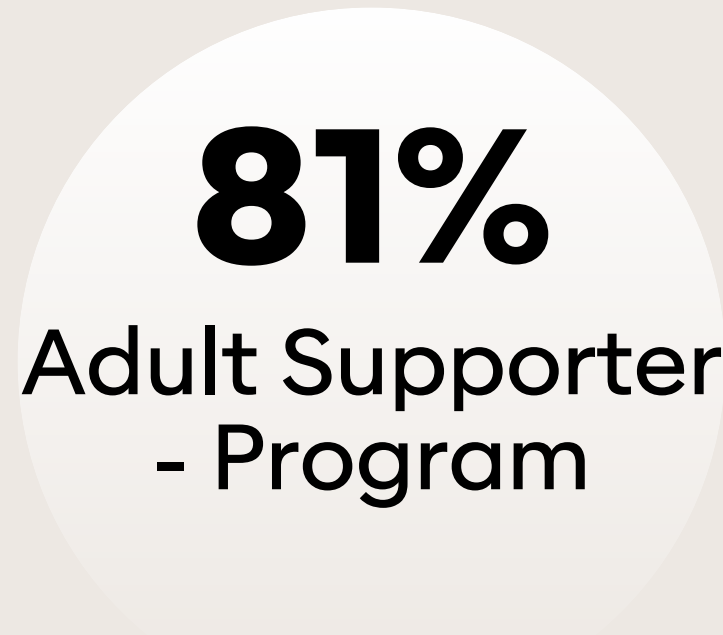
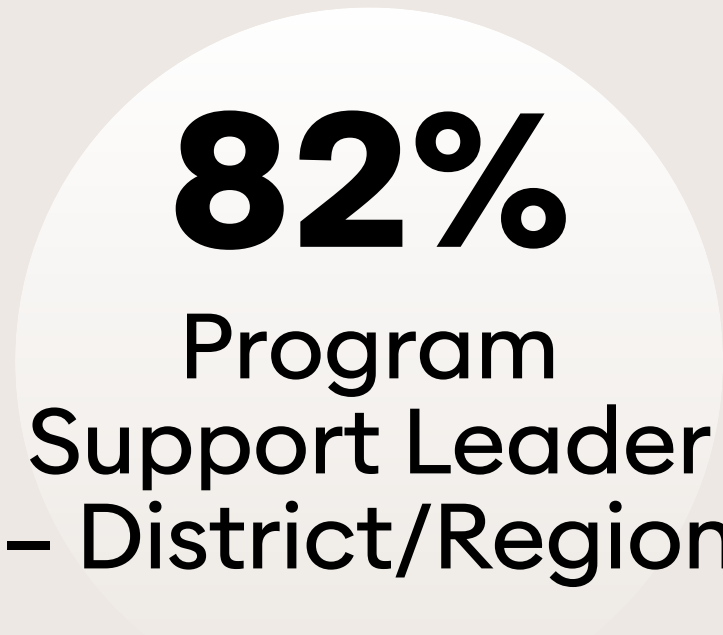
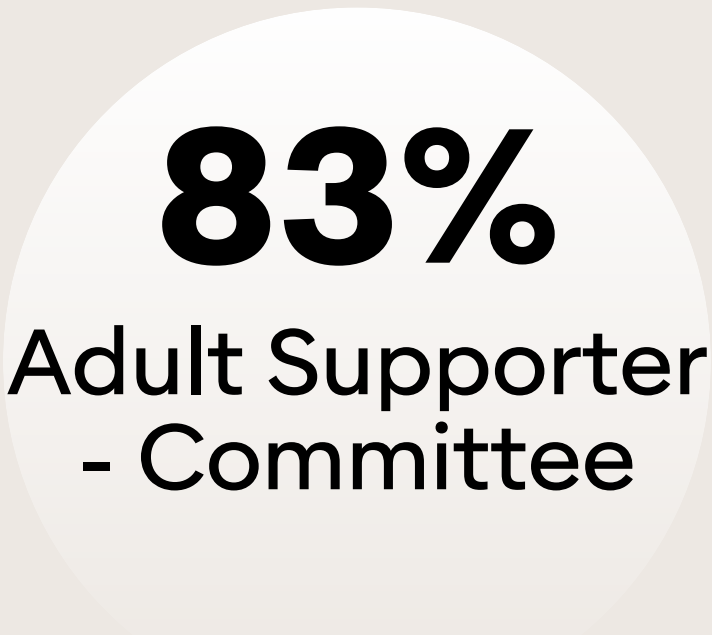
23% of volunteers say they do not feel well supported by their manager

DO YOU FEEL WELL SUPPORTED BY YOUR MANAGER? *Volunteers n=2,984*



Adult Supporters feel best supported by their managers

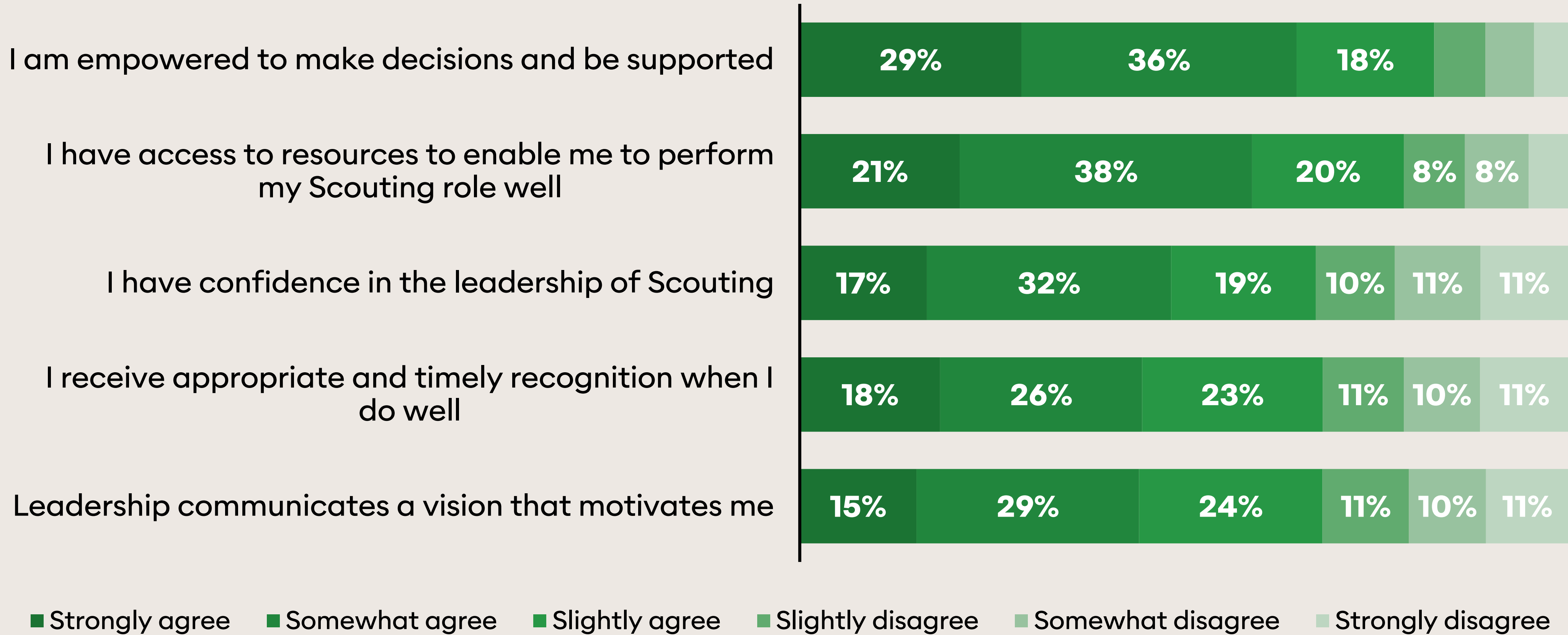
Do you feel well supported by your manager?
(Yes, definitely/somewhat)



Two thirds of volunteers agree they are empowered to make decisions

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

Volunteers n=2,984

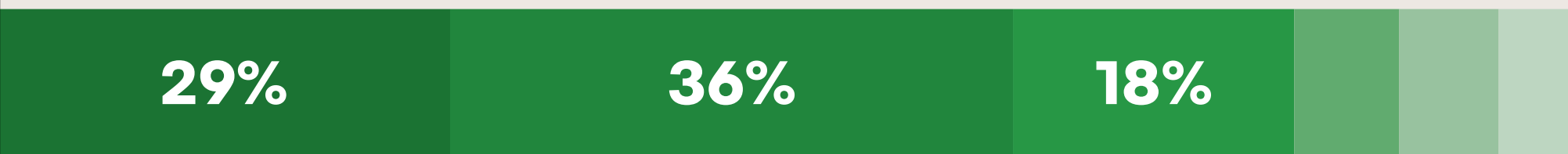


Less than half of volunteers strongly/somewhat agree leadership communicates a motivating vision

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

Volunteers n=2,984

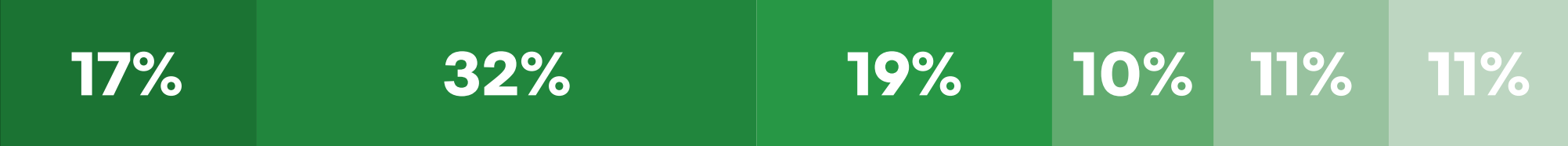
I am empowered to make decisions and be supported



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



I have confidence in the leadership of Scouting



I receive appropriate and timely recognition when I do well



Leadership communicates a vision that motivates me



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

Victorian stakeholders have the most confidence in Scouting leadership

I have confidence in the leadership of Scouting
(Strongly/somewhat agree)

Note: For statistical reliability, only states with 100 or more respondents are included in this breakdown.

SA
46%

QLD
51%

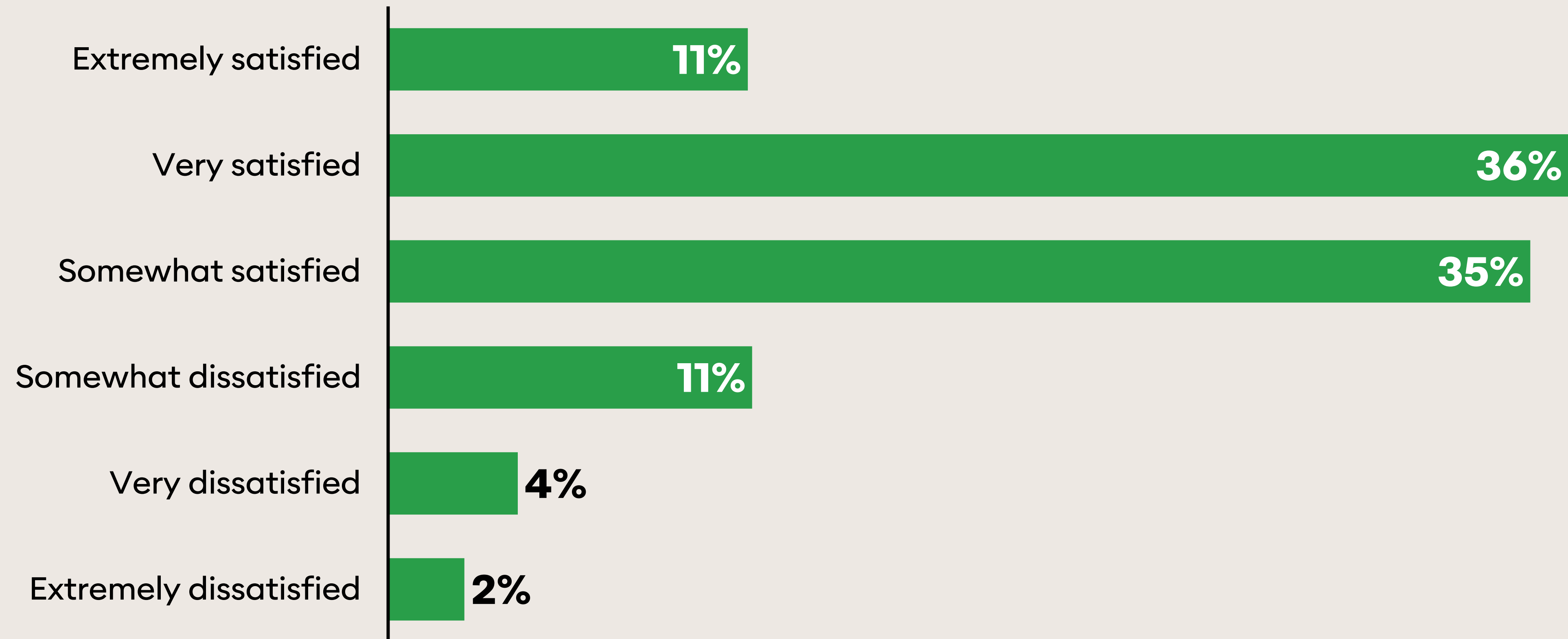
NSW
38%

VIC
56%

ACT
44%

While most volunteers are at least somewhat satisfied, only one in ten are extremely satisfied

OVERALL, HOW SATISFIED ARE YOU WITH YOUR EXPERIENCE AS A SCOUTS AUSTRALIA VOLUNTEER? *Volunteers n=2,984*



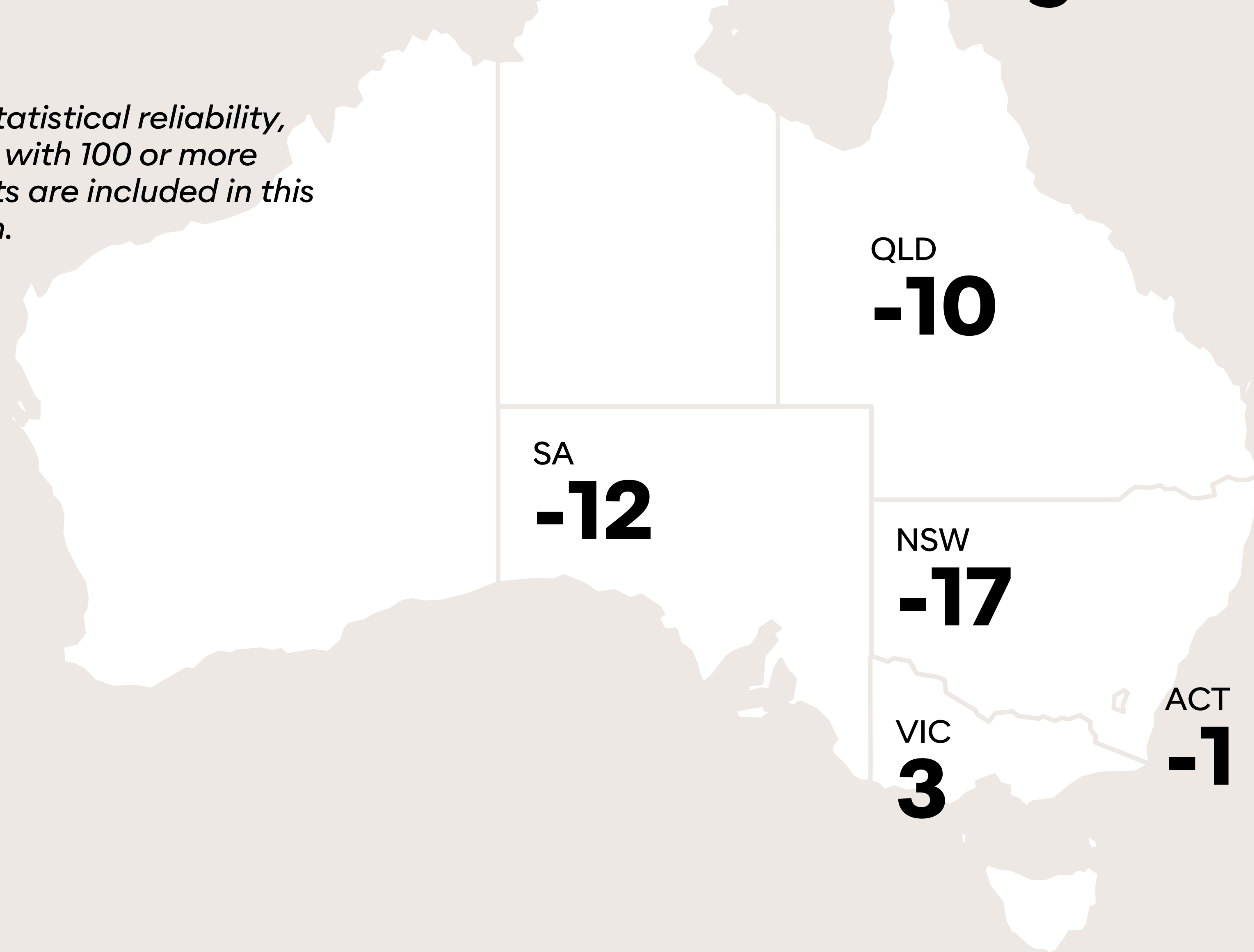
The NPS for volunteers is -6

ON A SCALE OF 0 TO 10, HOW LIKELY WOULD YOU BE TO RECOMMEND VOLUNTEERING IN SCOUTS TO A FRIEND OR COLLEAGUE? *Volunteers n=2,984*



Victorian volunteers have the highest NPS

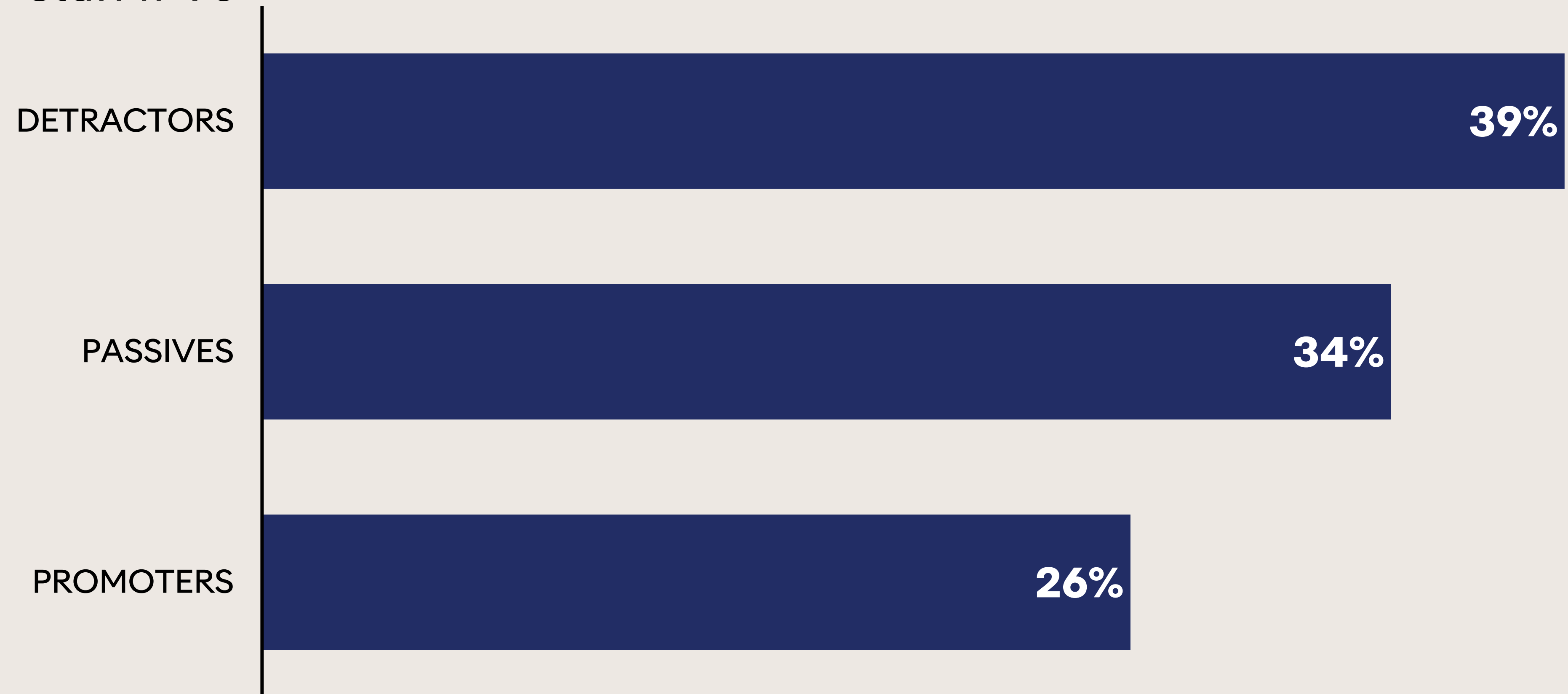
Note: For statistical reliability, only states with 100 or more respondents are included in this breakdown.



The NPS for volunteering at Scouts from a staff perspective is -13

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

Staff n=76



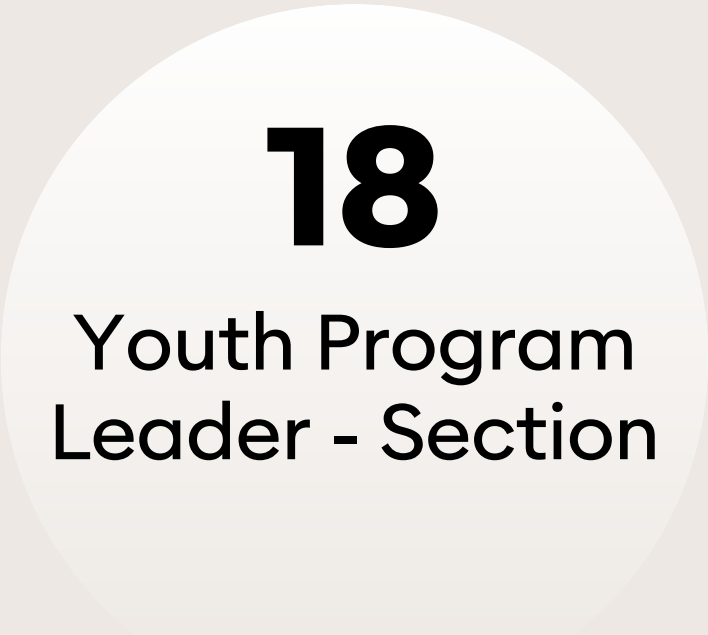
The Net Engagement Score (NES) for volunteers is 8

ON A SCALE OF 0 TO 10, PLEASE RATE YOUR CURRENT ENGAGEMENT WITH YOUR VOLUNTEERING ROLE AT SCOUTS? *Volunteers n=2,984*



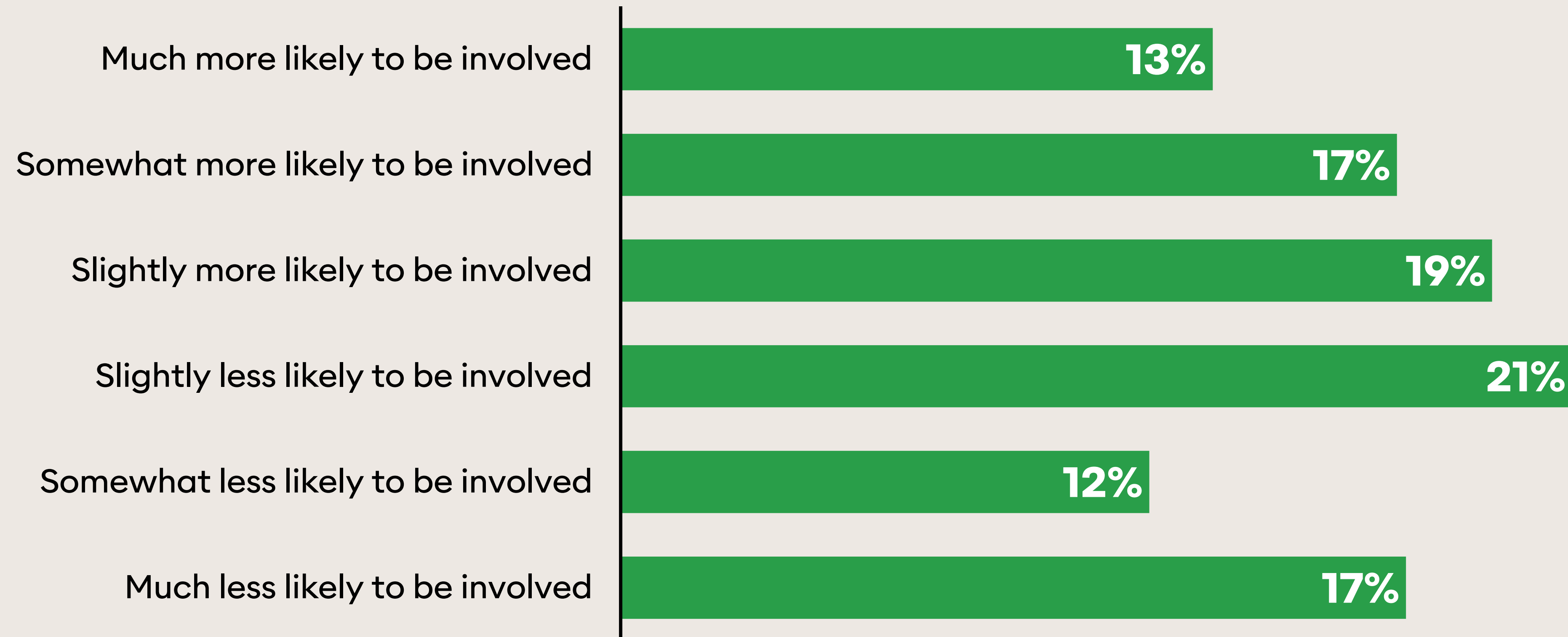
Program Support Leaders are the most engaged volunteers

Net Engagement Score (NES)
Volunteers n=2,984



Scouts volunteers are split on whether they will be more or less involved in 3 years' time

DO YOU SEE YOURSELF BEING MORE OR LESS INVOLVED WITH SCOUTS IN 3 YEARS' TIME? *Volunteers n=2,984*



The top challenge for volunteers is a lack of other volunteers to carry the load

WHAT ARE THE TOP CHALLENGES IN VOLUNTEERING WITH SCOUTS? Please select up to 5 responses.

Volunteers n=2,984



NSW & ACT volunteers consider Scouts software systems to be a top challenge

% that agree handling scouts software systems is a top challenge

Note: For statistical reliability, only states with 100 or more respondents are included in this breakdown.

QLD
41%

SA
41%

NSW
60%

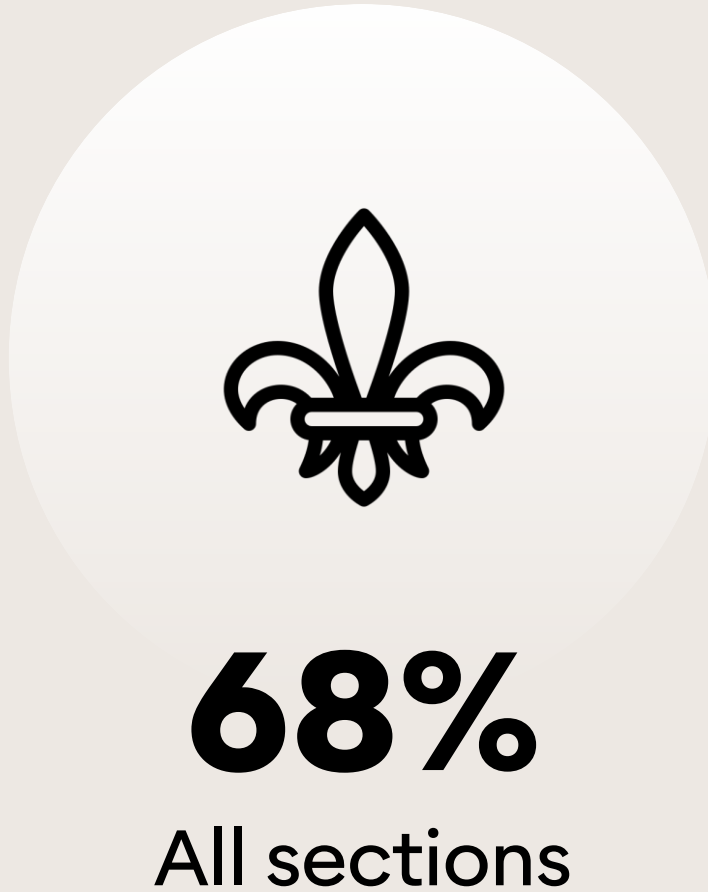
VIC
39%

ACT
60%

Bureaucracy is seen as a top challenge among volunteers involved with Rover Scouts

% that agree dealing with bureaucracy and administration is a top challenge

Note: For statistical reliability, only sections with 100 or more respondents are included in this breakdown.



Volunteers describe their volunteering experience as rewarding

Volunteers n=2,984

Word association	Count
Rewarding	48%
Fun	33%
Challenging	21%
Frustrating	13%
Enjoyable	11%
Interesting	6%
Adventurous	4%
Busy	4%
Exhausting	4%
Tiring	3%

88 Volunteering model research - Scouts Australia

Staff believe extra support and simplified systems will boost volunteer retention

What could Scout Branches and Scout Groups do to improve the retention of volunteers?

Staff n=76

Staff believe that enhancing support for volunteers is essential to improving retention. Strategies could include providing clear guidance, reducing administrative burdens, and ensuring that volunteers can focus their time on meaningful activities rather than paperwork. A more balanced distribution of workload through recruiting additional volunteers and sharing responsibilities with paid staff is seen as critical to preventing burn-out.

Staff also recommend simplifying systems and suggest introducing a single online platform for accessing resources and managing tasks. Staff also emphasised the importance of recognising and celebrating the contributions of volunteers.

“Spread the work between paid staff and volunteers where possible. Support different models that place less demand on volunteers that are already feeling burnt out.”

What could Scout Branches and Scout Groups do to improve the retention of volunteers?

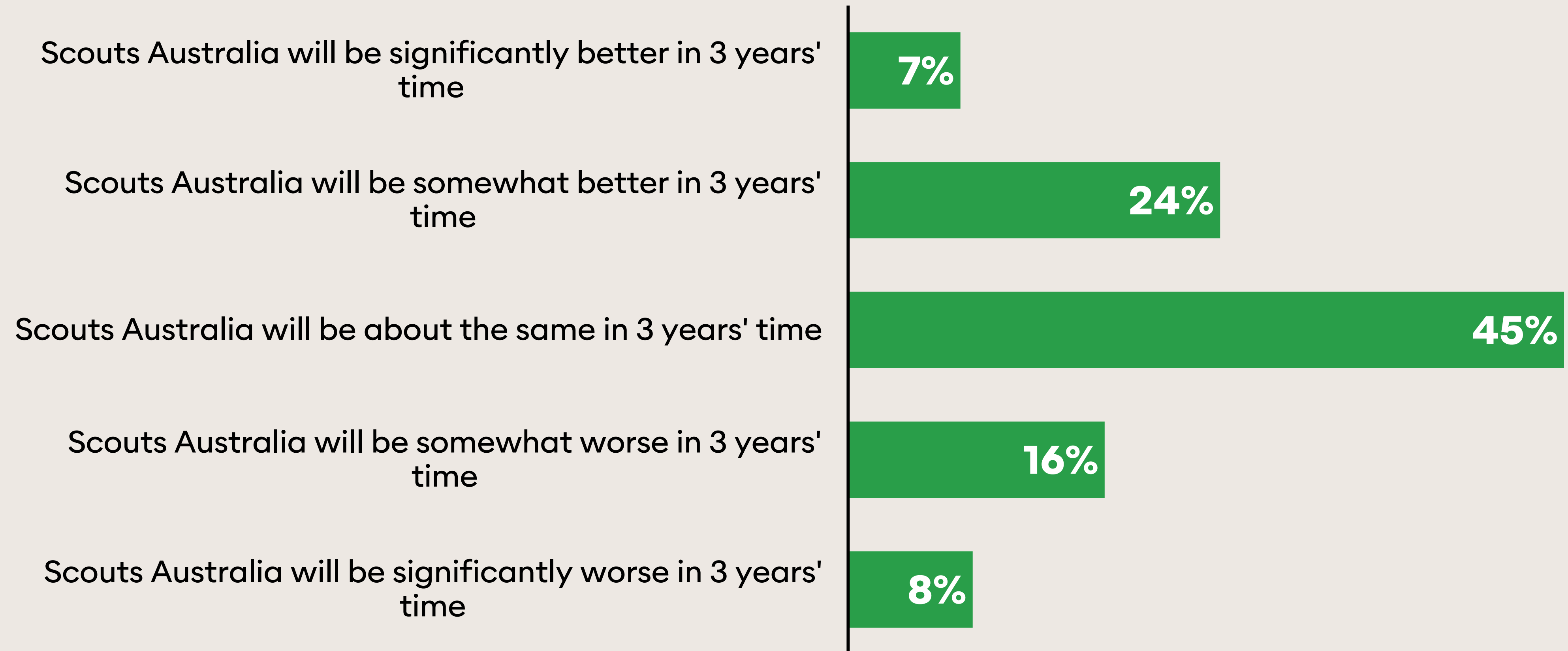
“Create simplified pathways to support volunteers through their journey.”

“Ensure volunteers are recognised regularly and not the same groups/leaders all the time.”

Looking to the future

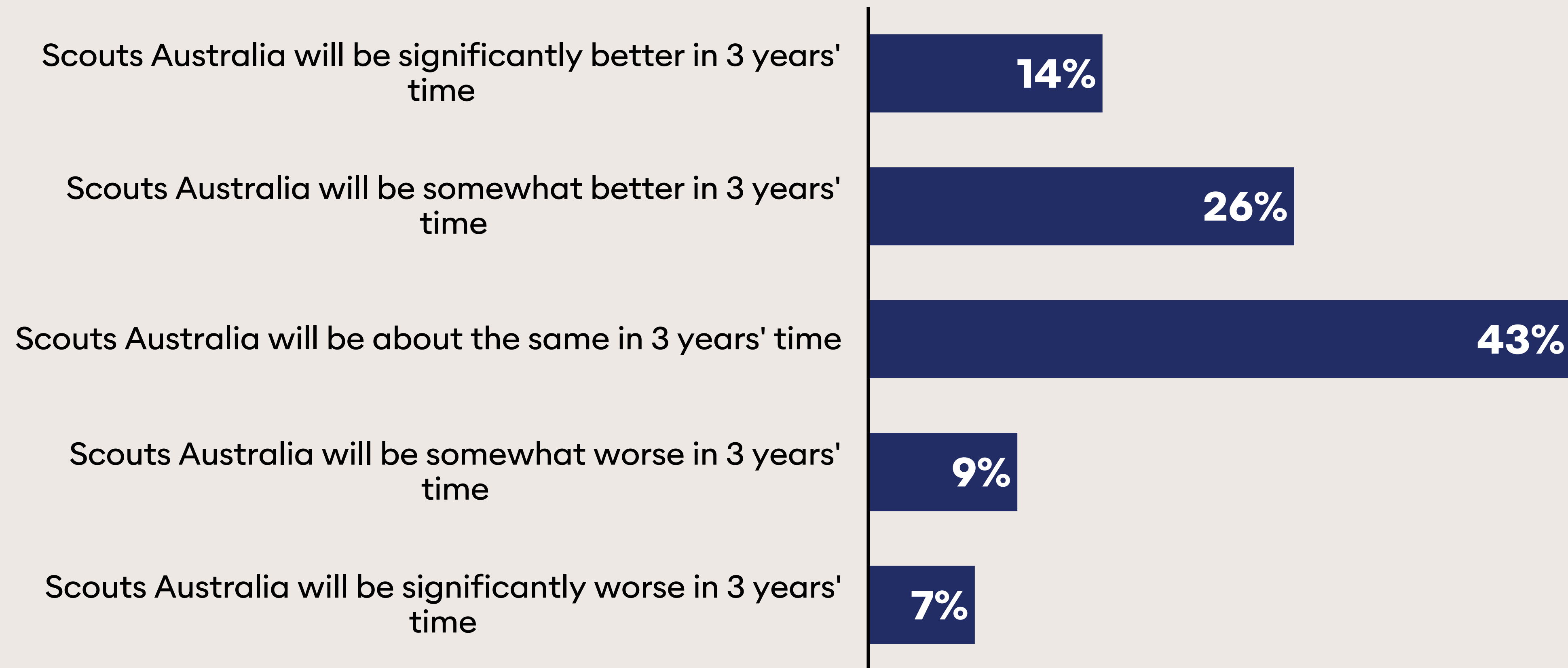
Volunteers are most likely to believe Scouts will be about the same in 3 years

THINKING ABOUT THE NEXT THREE YEARS, HOW OPTIMISTIC ARE YOU ABOUT SCOUTS AUSTRALIA COMPARED TO TODAY? *Volunteers n=2,984*



41% of staff believe Scouts will be better in 3 years

THINKING ABOUT THE NEXT THREE YEARS, HOW OPTIMISTIC ARE YOU ABOUT SCOUTS AUSTRALIA COMPARED TO TODAY? *Staff n=76*



Proposed new model of volunteering for Scouts

Respondents were shown the following description of the new volunteering model prior to answering a number of related questions.

Scouts is currently exploring flexible volunteering models. The new role types would allow for more flexibility, with volunteers being able to choose the role and responsibility that fits their availability and interests.

- **Youth Support** involves assisting or leading weekly scout meetings, with varying levels of training linked to varying levels of responsibility.
- **Activity Support** allows volunteers to share specialised skills (e.g., abseiling, paddling, performing arts, STEM, first aid) on an occasional basis.
- **Committee Support** focuses on the background organisation of scout groups, such as administrative, fundraising and maintenance tasks, with less frequent time commitments.
- **Adult Support** offers mentoring, line management and support to Program-delivery roles

Parents are most likely to say they will volunteer under the new model

% Much/somewhat more likely



71%

Volunteers



85%

Parents



69%

Australians

Younger generations are more likely to volunteer

% Much/somewhat more likely



38%

Gen Z



32%

Gen Y



19%

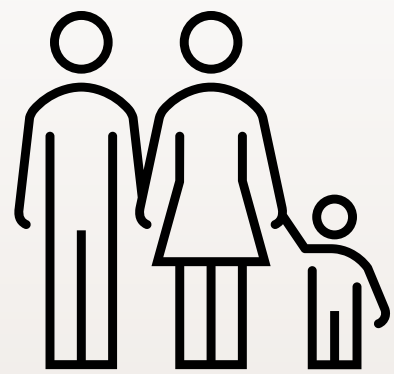
Gen X



10%

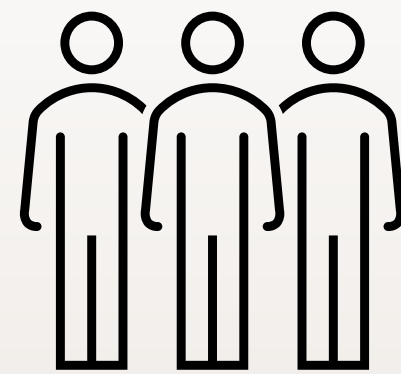
Baby Boomers

Couple families with dependent children are more likely to volunteer



34%

Couple family with dependent children



25%

Group household



19%

Couple family without dependent children

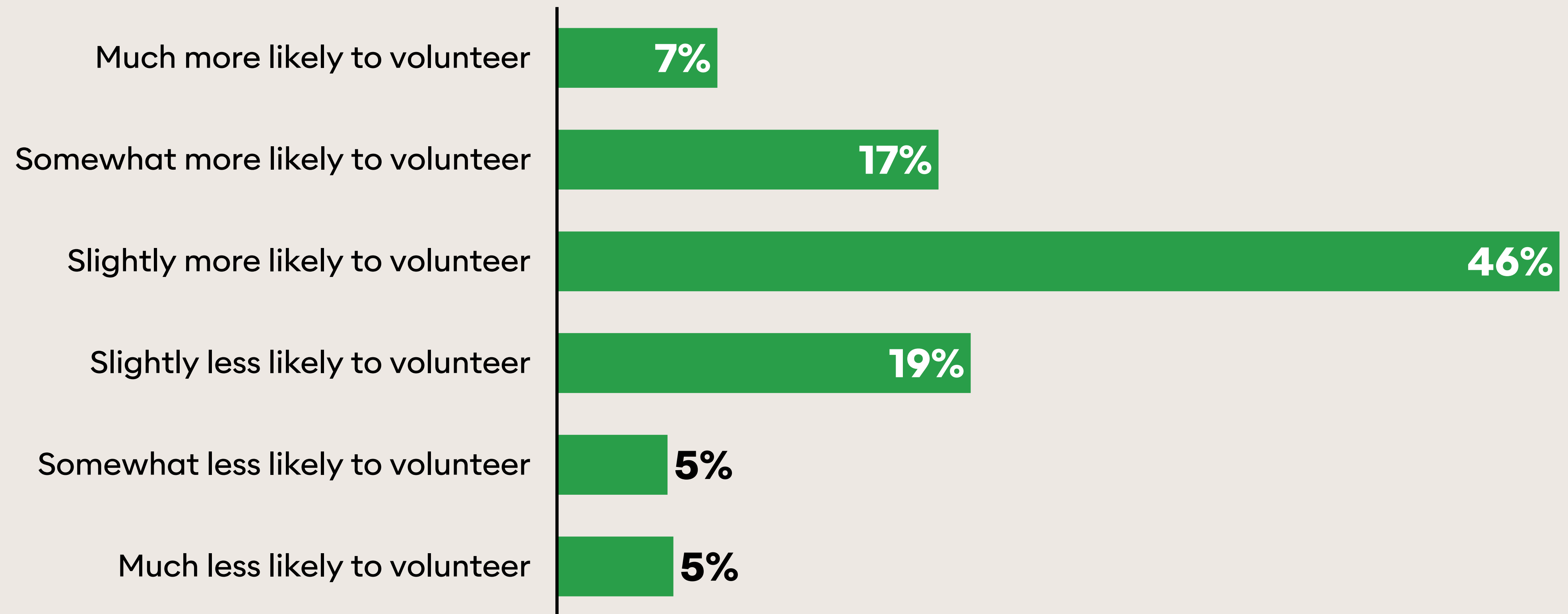


17%

Lone person

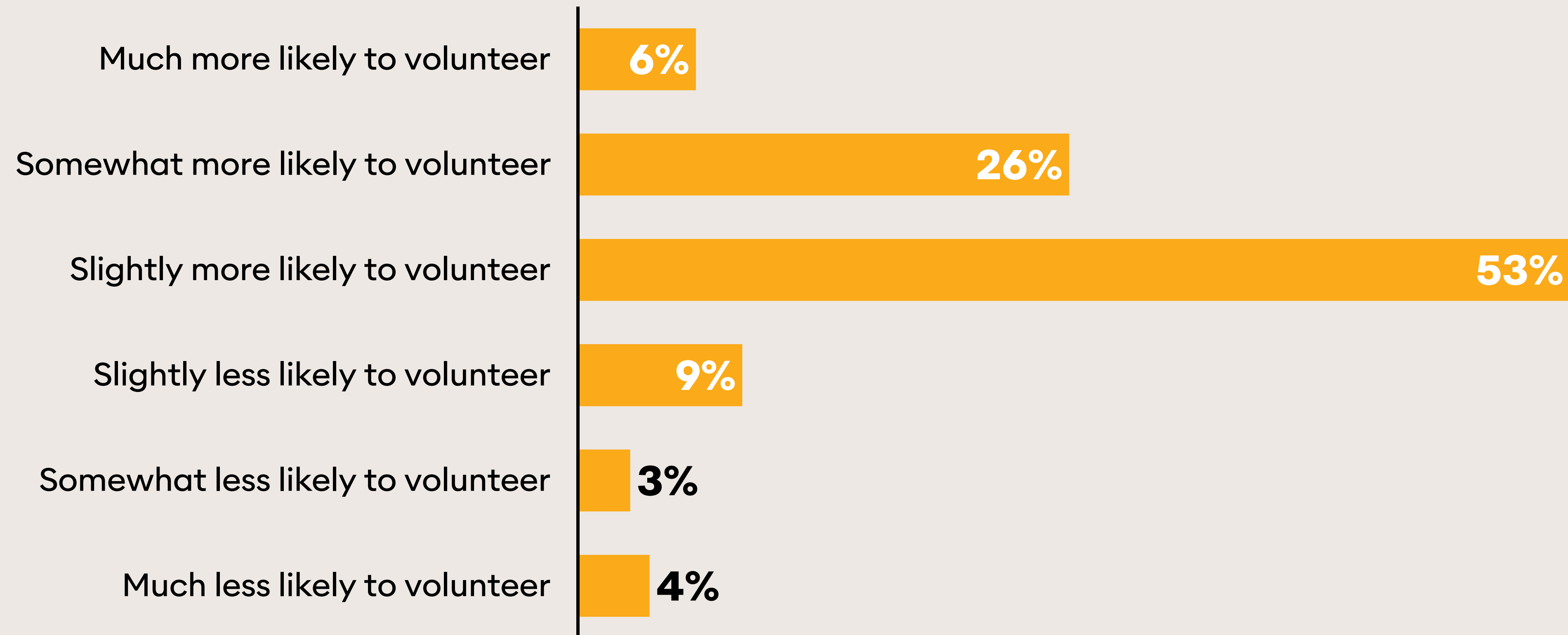
25% of volunteers are much/somewhat more likely to continue volunteering under the new model

WOULD YOU BE MORE OR LESS LIKELY TO CONTINUE VOLUNTEERING WITH SCOUTS IN THE FUTURE UNDER THIS MODEL? *Volunteers n=2,984*



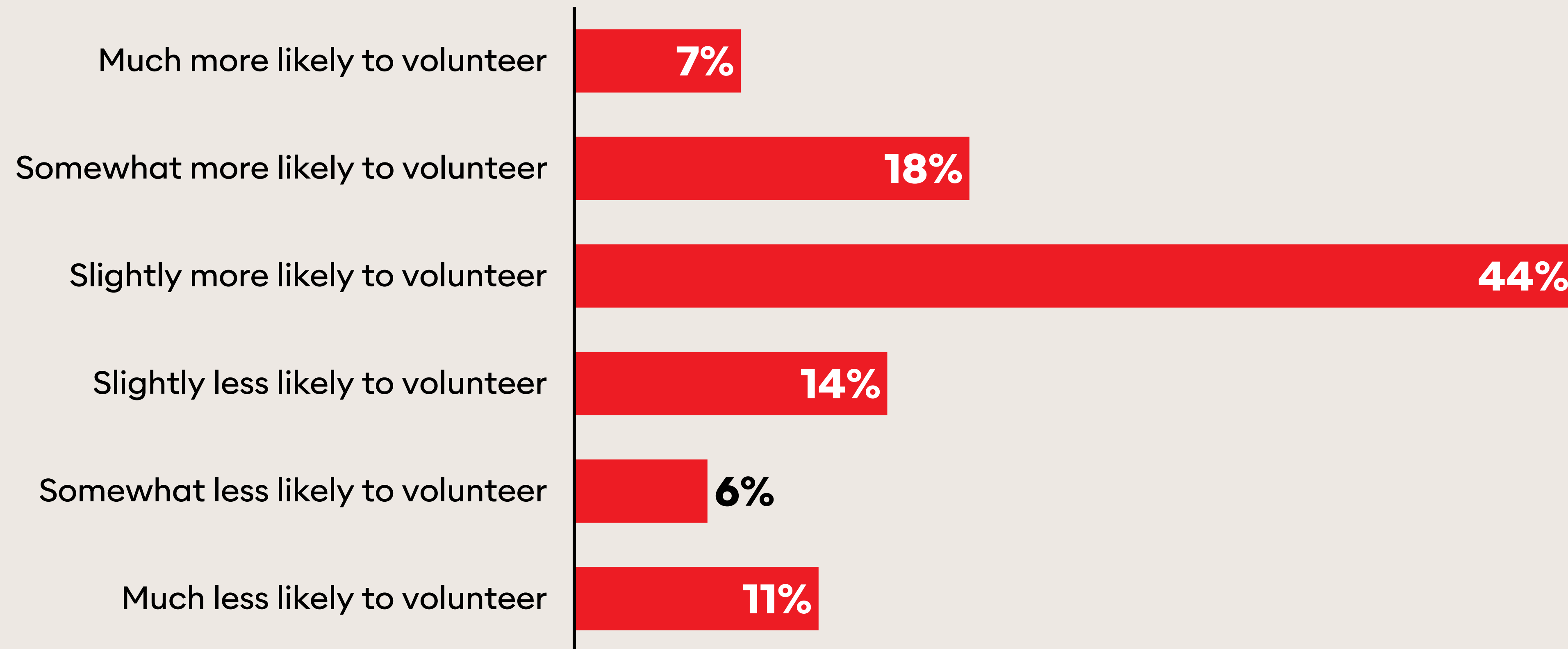
32% of parents are much more or somewhat more likely to volunteer under the new model

WOULD YOU BE MORE OR LESS LIKELY TO VOLUNTEER WITH SCOUTS UNDER THE NEW MODEL? *Parents n=977*



One quarter Australians would be much more or somewhat more likely to volunteer under the new model

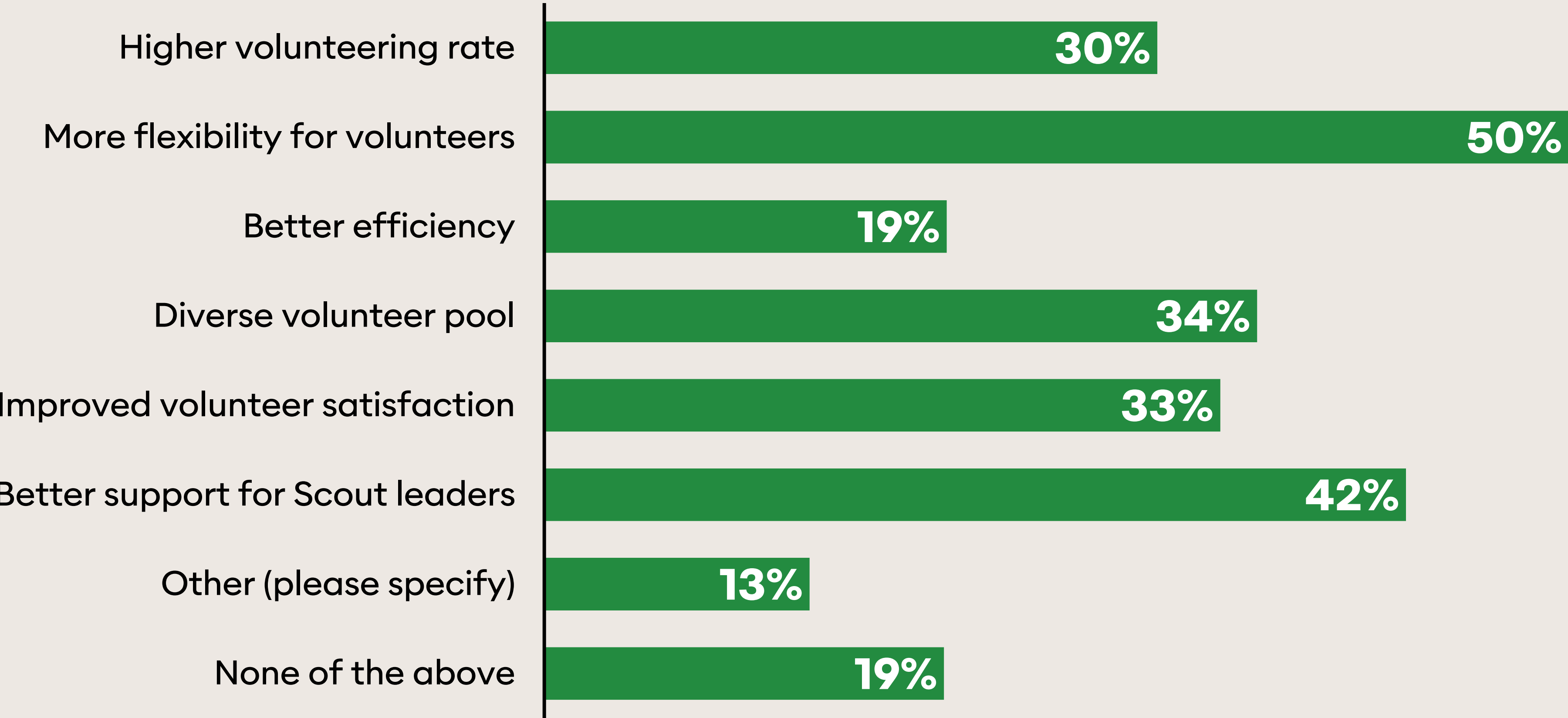
NOW THAT YOU KNOW A BIT MORE ABOUT VOLUNTEERING AT SCOUTS, WOULD YOU BE MORE OR LESS LIKELY TO VOLUNTEER? *Australians n=1,015*



Volunteers and believe the new model will offer greater flexibility

What new opportunities do you believe this model would present?

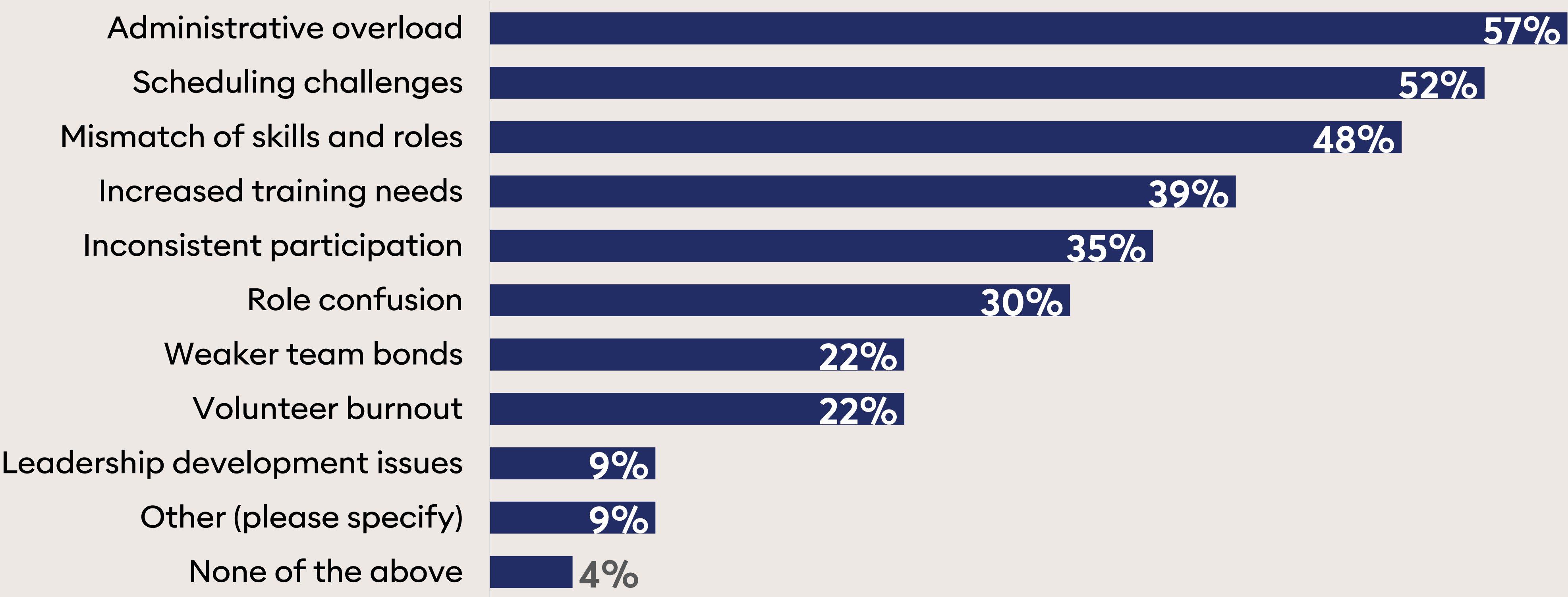
Please select all that apply. *Volunteers n=2,984*



Staff believe the new model could result in administration overload

What negative consequences do you believe this model would have?

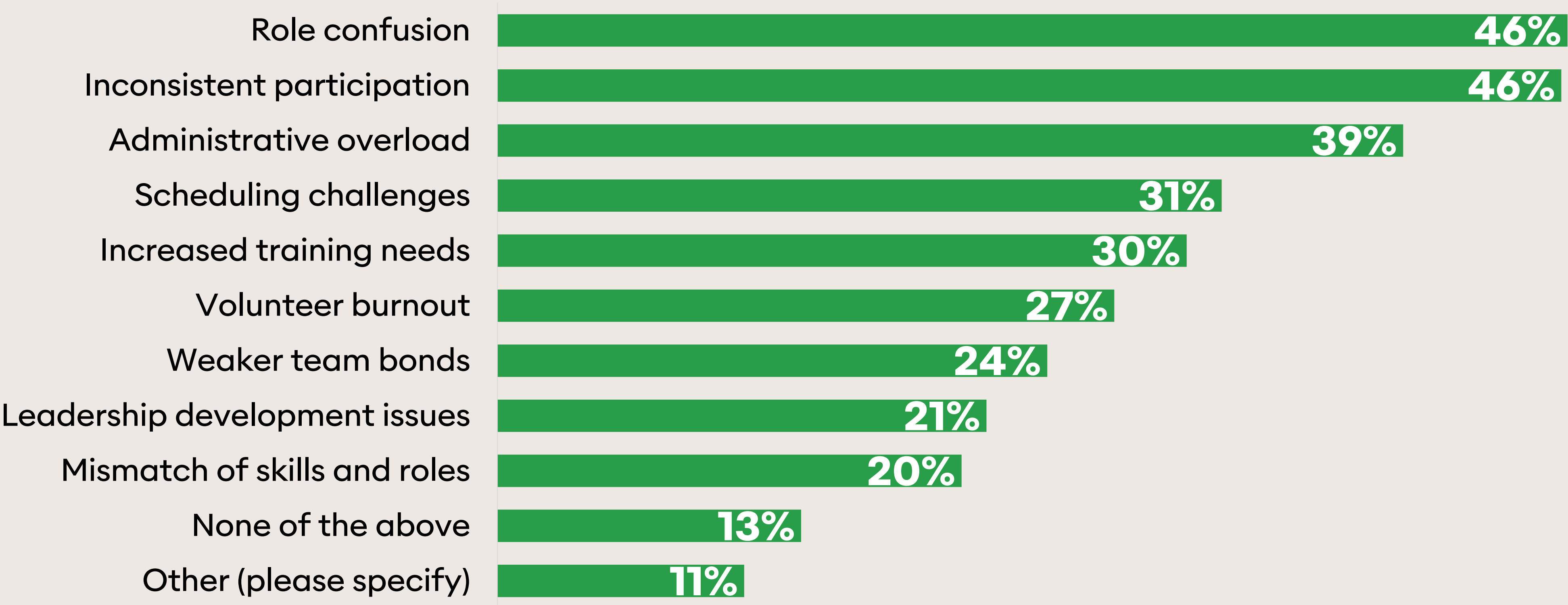
Please select all that apply. Staff n=23



Volunteers believe the new model could result in inconsistent participation and role confusion

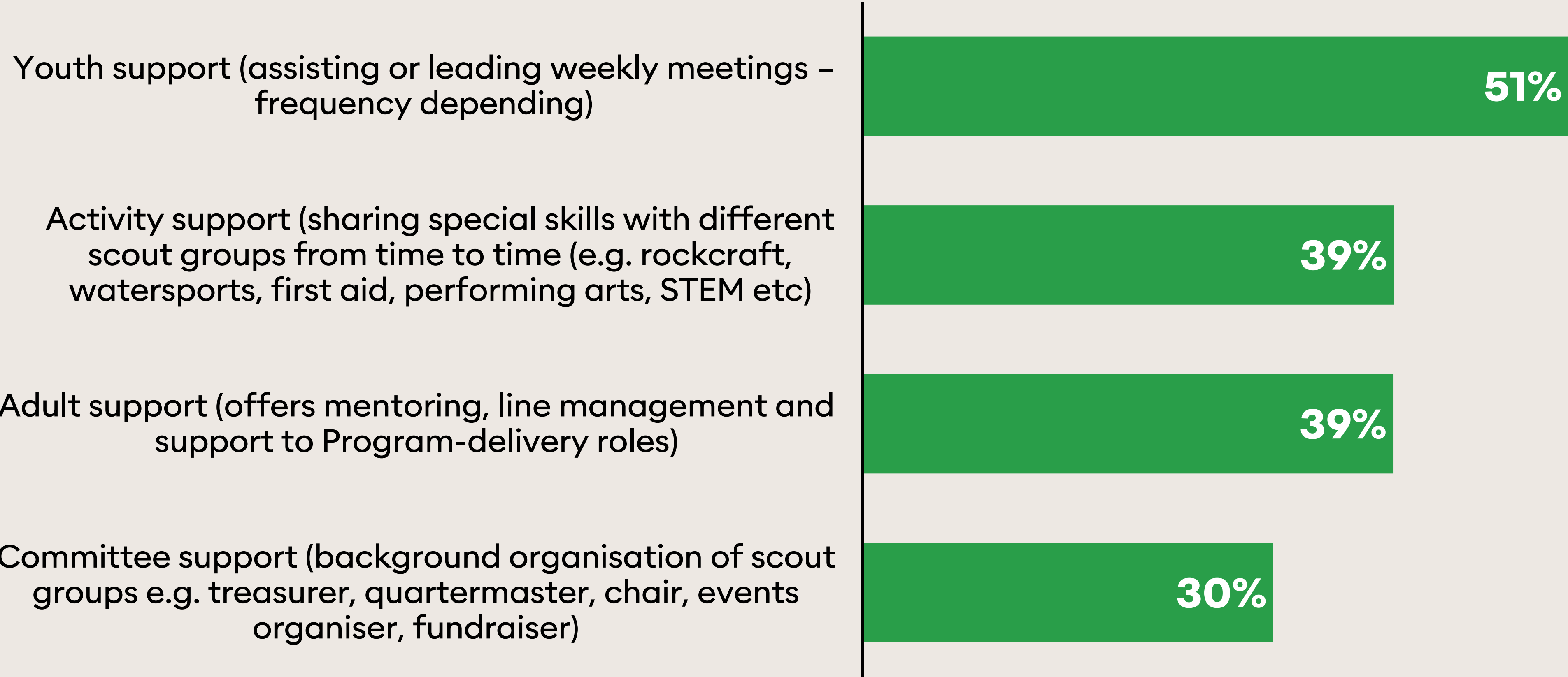
What negative consequences do you believe this model would have?

Please select all that apply. *Volunteers n= 2,984*



Volunteers are most interested in youth support roles

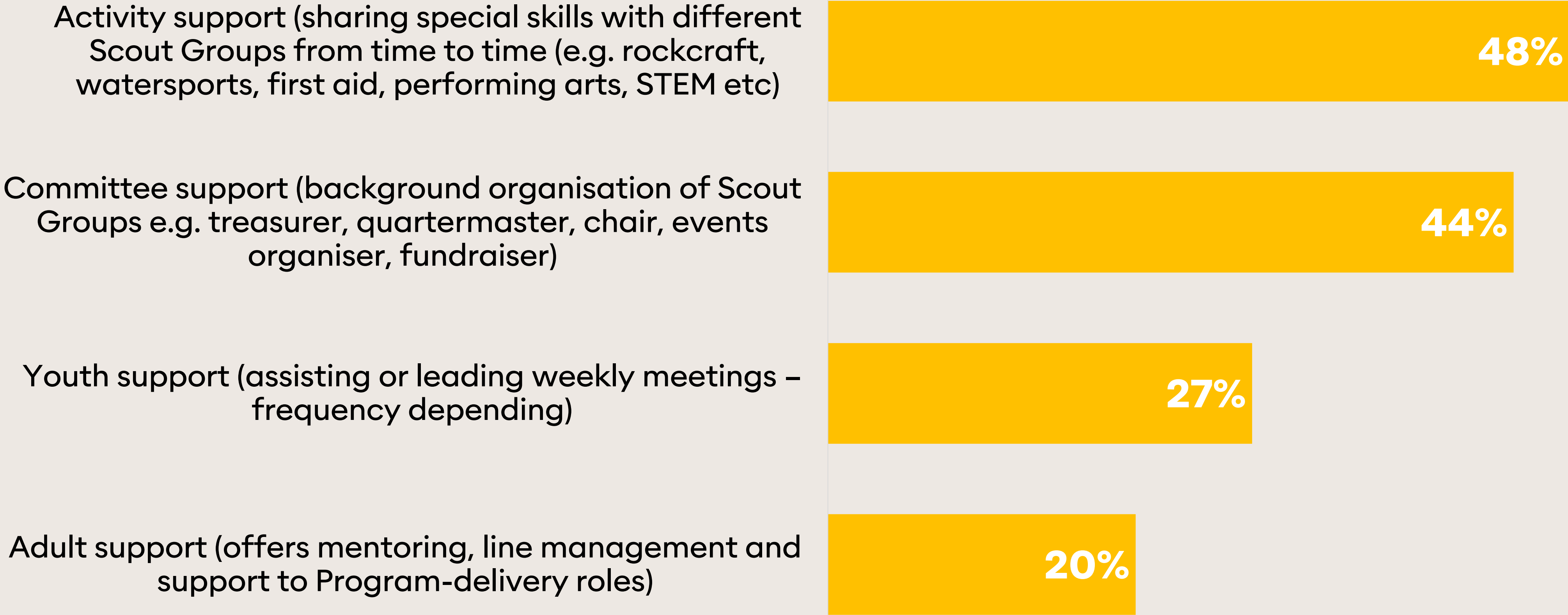
IN THE FUTURE, WHICH OF THE FOLLOWING ROLES ARE YOU LIKELY TO VOLUNTEER IN? *Volunteers n=2,984*



Parents are most interested in volunteering in activity support

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

Please select all that apply. *Parents n=977*



Male parents are more interested in volunteering in activity support



59%

Male parents



44%

Female parents

Female parents are more interested in volunteering in committee support



32%

Male parents



48%

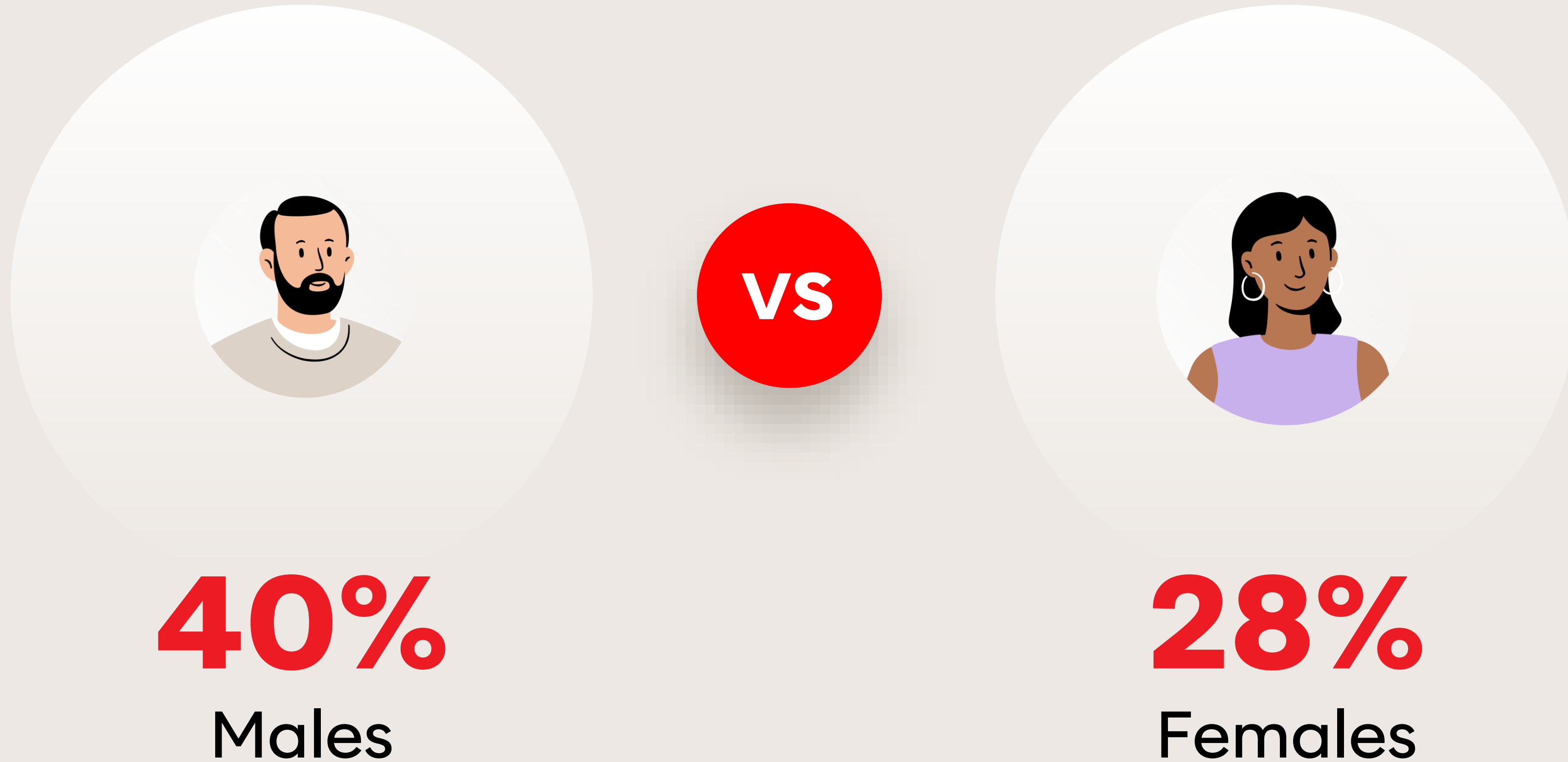
Female parents

Australians are most interested in volunteering in activity support

IF YOU WERE TO VOLUNTEER WITH SCOUTS, WHICH OF THE FOLLOWING ROLES WOULD YOU PREFER? Please select all that apply. *Australians n=1,015*



Australian males are more interested in volunteering in activity support roles



Younger generations are more likely to want to volunteer in activity support roles



51%

Gen Z



43%

Gen Y



30%

Gen X



12%

Baby Boomers

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