

VOLUNTEERISM IN RURAL AND REGIONAL SPORT.

A Report Presented to



Professor Warren Payne

Mrs. Kristen Simpson

Dr. Michael Reynolds

Mr. Martin Hole

School of Human Movement and Sport Sciences

February 2003



CONTENTS

List of Figures.....	2
List of Tables	3
Executive Summary	4
1. Introduction.....	6
Volunteer Statistics.....	8
Reasons for Volunteering	10
Recruitment and Retention	11
Barriers to Volunteering	13
Rural Issues	15
Conclusion.....	18
2. Research Objectives.....	19
3. Methodology	20
Human Research Ethics.....	22
Part A: Focus Groups	22
Part B: Survey.....	27
4. Results	30
Part A: Qualitative.....	30
Part B: Quantitative	42
5. Discussion.....	58
6. Conclusion	64
7. Recommendations	65
References.....	67



List of Figures

Figure 1. Methodology Concept Map.....	21
Figure 2. Volunteer Status of Respondents.....	45
Figure 3. Reasons for Not Volunteering.....	47

List of Tables

Table 1. Australian Bureau of Statistics Sport Volunteer Data.....	8
Table 2. Selection of Sports for Focus Groups	23
Table 3: Sport Volunteer Profile.....	42
Table 4. Reasons for Vounteering.....	46
Table 5. Significant Results Between Sport Volunteers, Volunteers and Non Volunteers.	48
Table 6. Chi Square Results for Comparisons of Region	53
Table 7. Comparison Between Regions- Reasons for Volunteering.....	55
Table 8. Comparison Between Regions- Recognition Received	56
Table 9. Comparison Between Regions- Services Provided.....	577

Executive Summary

- Anecdotal reports indicate that volunteerism in rural and regional sport is declining at a concerning rate. This study investigated the current volunteer level and attempted to identify factors affecting sport volunteerism in the City of Ballarat and the Shire of Pyrenees.
- Two methodological approaches were used in the study. Firstly, a qualitative approach using focus groups was employed in the City of Ballarat and the Shire of Pyrenees. This enabled a comparison and contrast of the issues relating to sport volunteerism within a provincial city, a rural town and a rural district. The second method utilised a quantitative approach whereby a questionnaire was distributed to a random sample of the adult residents of both municipalities. Approximately 3000 surveys were mailed between the Shire of Pyrenees and the City of Ballarat.
- In meeting the first research objective, the current sport volunteer rate was found to be 12.9% in the Shire of Pyrenees and 6.7% in the City of Ballarat.
- Qualitative factors found to affect sport volunteerism included the responsibility of club organisation being left to a limited number of volunteers, the lack of community sport leaders, the impact of extended trading and working hours on volunteer availability, the unwillingness of people to take on committee of management roles, the fear of litigation and the perception by many parents that junior sport is a 'babysitter'.
- Issues that were specific to rural communities include the impact of changes in government legislation, the effect of ageing communities on volunteer numbers and the loss of young people moving away to pursue employment and education. It is recommended that future local government planning needs to consider the impact of this decline in professional input.

- This was the most common issue raised was junior sport being used as a ‘babysitter’, with significant concerns expressed by clubs. Therefore, it is recommended that urgent attention needs to be given to this issue. Specifically, the need to involve more parents and to clarify the issues of legal liability and duty of care, where children are not collected by the parents until long after the specific sports involvement has finished.
- Assistance needs to be provided to clubs on developing a volunteer recruitment plan, including succession planning and assistant roles. Club members should be encouraged to design a structure and plan specific to the needs of their club, rather than feeling pressure to implement a standard club structure. An increased but different emphasis needs to be given to volunteer training given the increase in complexity of reporting and the finding that clubs are finding traditional kits and manuals etc. too detailed, confusing and time consuming.
- Consideration also needs to be given to member needs and requirements to maximise participation.
- Finally, it is recommended that sports administrators need to consider the impact of the apparent trend towards ‘informal’ sports participation and ‘user pays’ sports participation, on the role of sport volunteers. Furthermore, with many clubs struggling financially, consideration needs to be given to how this can be rectified and indeed how it can be avoided in the future.

1. Introduction

The United Nations decision to mark 2001 as the 'Year of the Volunteer' highlighted the worldwide importance of volunteering. Volunteering forms an integral part of the economic and social fabric of modern society and makes an important contribution to Australian life; it meets community needs and assists in the development of, and reinforces, social networks and social cohesion (Australian Bureau of Statistics, 2001b). Volunteers are involved in Australian society in a broad array of community activities such as sport and recreation, welfare, community services, emergency services, environmental management and the arts (Metzer, 1996; Driscoll & Wood, 1999) and without volunteers many organisations could not survive (Warburton, 2000; Driscoll & Wood, 1999). However, cuts to public sector funding and government changes have meant that the expectations placed upon people in communities to volunteer are now greater than ever (Driscoll & Wood, 1999).

Rural communities, in particular, have undergone substantial change over the past few decades (McKenzie, 1999). Changes to government structure and policy have resulted in less employment for younger people, women being forced to resume paid employment, larger farms and increased use of technology. In addition to these changes, communities have been striving to maintain social networks and relationships as their lifestyles undergo much upheaval and uncertainty (Driscoll & Wood, 1999).

For many rural communities, volunteer organisations provide the social interaction and cohesion that brings people together, creating community spirit and social capital. Government policy changes have also created a greater demand than ever for volunteers in many of these community organisations. Organisations such as schools, health services, churches and emergency services face the difficult task of competing against each other for the pool of volunteers; a pool which is diminishing due to the demographic changes and ageing population in many rural areas of Australia (ABS, 1998).

There are a number of additional barriers facing volunteering; people are also working longer hours, choosing other activities in their work free time and not wanting to commit to volunteer roles which have become far more complex over recent times (Driscoll & Wood, 1999).

Sport and recreation is a volunteer sector most affected by these changes to rural Australian communities is sport and recreation. The sport and recreation sector accounts for more than 1.5 million volunteers and is the second most volunteered sector in the country (ABS, 2001c). The majority of sport and recreation clubs in rural Australia are totally reliant upon volunteers and without adequate financial resources and the continuing support of these volunteers, the future of many of these organisations is threatened (Driscoll & Wood, 1999).

Sport and recreation organisations are finding that they have less volunteers to do an increased amount of work, created as a result of government policy changes to aspects such as financial reporting, insurance legislation and training requirements (Driscoll & Wood, 1999). Many communities are also expected to undertake much of the work involved in community organisations, without the government support of the past (Driscoll & Wood, 1999). In addition to these increased expectations, government and private sector changes have meant that professional expertise has been eroded throughout rural communities and the volunteer work is left to the few who possess the skills required (Driscoll & Wood, 1999). Anecdotally, sport and recreation organisations are reporting that it is a continual problem to find volunteers.

Definition of Volunteering

In Australia, the Australian Bureau of Statistics (ABS) undertook a major Voluntary Work survey in 1995 and defined volunteering as,

"Someone who willingly gives unpaid help in the form of time, service of skills, through an organisation or group. An organisation or group is any body with a formal structure. It may be as large as a national charity or as small as a local book club. Purely ad hoc, informal and temporary gatherings of people do not constitute an organisation" (p. 31).

As mentioned earlier, there have been few studies in Australia specifically focusing on volunteers in sport. A major report undertaken by Daly (1991) presented the following definition of volunteers: "Individuals who freely contribute their services without remuneration to sporting organisations" (Encyclopaedia of Social Work, p. 1582 as cited in Daly, 1991, p. 6).

Volunteer Statistics

Prior to 2001, statistics pertaining to sport volunteerism mirrored the general changes in volunteer numbers and volunteered hours. However, data released in January 2002 has reported that for the first time in many years, the number of sport volunteers has decreased (ABS, 2001c). Table 1 shows the volunteer rate and volunteered hours over the last decade. This now reflects the anecdotal evidence which reports sport volunteer numbers are in decline. However, it also raises the question of whether the decrease in volunteers is actually reflecting the changes in sport participation from formal sport to informal sport? That is, is the need for volunteers decreasing due to changes from formal to informal sport participation? It appears that further research is necessary to answer these questions.

Table 1. Australian Bureau of Statistics Sport Volunteer Data

YEAR	Volunteers	Volunteered Hours	Volunteer Rate (percentage of population total)
1994-1995	828, 000	105, 000, 000	6%
1997	1, 440, 000	Not provided	11.7% men 8.5% females
1999	1, 500, 000	147, 700, 000	Not provided
2001	1, 400, 000	Not provided	9.5%

The latest results reported that 10.9% of males were sport volunteers and 8.1% of females (ABS, 2001c). In the most recent Australian volunteer data, the highest rate of volunteers was within the age range of 35-44 years, representing 40% of the volunteer population for both males and females. This was similar for sport volunteers, with the greatest number of volunteers representing the 35-44 year age group (ABS, 2001b). These results reflect family commitments, with adults volunteering in their children's activities. The tendency for parents to volunteer to support their children is further highlighted by females with dependent children representing 45% of the volunteer population, compared with 28% for females without dependent children (ABS, 2001b).

Males in paid employment (full or part time) were more likely to volunteer than unemployed people (ABS, 2001b). Fifty eight percent of male volunteers were employed full time. The largest contribution from females (44% of female hours) was from females who are not in the workforce (ABS, 2001b). The volunteers were also more likely to hold occupations as professionals (ABS, 2001b).

Furthermore, the nature of people's voluntary work was closely related to their type of paid employment (ABS, 2001b). For example, managers and administrators were more likely to do committee and management work (64% compared to 45% for volunteers overall). Community welfare (26%) and sport/recreation (21%) represent almost half of all volunteer hours in Australia (ABS, 2001b). Males were most likely to volunteer in sport/recreation and females were most likely to volunteer in community welfare, with these groups together representing around 40% each (ABS, 2001b).

Reasons for Volunteering

The reasons for volunteering do not differ greatly between general volunteering and sport volunteering. Daly (1991) found the two main reasons for sport volunteering were 'family involved' (26%) and 'personal satisfaction' (24%). Other factors included: 'love of sport' (18%), 'altruism-community' (17%), 'giving back' (16%) and 'other reasons' (25%). In a sport and recreation study in Ontario, Canada, Rhyne (1995) sought to gain an understanding of the current status of sport and recreation volunteerism in Ontario. Rhyne (1995) reported that the major reasons for sport volunteering included: 'to help others' (78.4%), 'contribute to valuable area' (75.2%), 'have fun' (68.9%), 'promote sport and recreation' (63.3%), 'family- contribute' (61.9%) and 'community-contribution' (54.6%).

One of the most pertinent findings relating to volunteer recruitment is that "active volunteers are individuals who not only contribute personal time to charitable and community organisations but also are involved in other ways as members and participants" (Reed & Selbee, 2000, p. 576). Reed and Selbee (2000) made this conclusion after conducting an exploratory study to assess the characteristics which most clearly distinguish volunteers from non-volunteers in Canada. Reed and Selbee (2000) also reported that the set of characteristics that differentiate volunteers from non-volunteers was not consistent across the country. Volunteers differed in many ways across the country therefore suggesting that recruiting may be more effective if these regional and community differences are taken into account.

Recruitment and Retention

The method of recruitment is another important factor to consider when recruiting volunteers. Many studies have asked how a volunteer was recruited and reported the most common and effective method of volunteer recruitment is to personally approach a person to volunteer (Daly, 1991; Rhyne, 1995; Wilson, 2000). In support of this finding, the Australian Sports Commission reported that only 4% of volunteers became involved in response to a media report (Sport and Recreation Ministers Council, 2001). From these findings it is evident that the recruitment method needs to be personal, and targeted to a person who has been identified by the organisation as a potential volunteer.

In addition to the problem of volunteer recruitment, many organisations find it difficult to retain volunteers. Wilson (2000) stated that, “the same set of variables that predict the decision to volunteer also predict commitment” (p. 230). In addressing volunteer retention in sporting organisations, Daly (1991) found that 80% of sporting organisations in South Australia did not have a volunteer recruitment policy and 56% of organisations had problems in retaining volunteers. The ABS Voluntary Work study in 1995 (ABS, 1996) confirmed retention of volunteers was a problem for 50% of sport and recreation organisations who reported difficulties retaining volunteers.

Furthermore, 41.6% of sport and recreation volunteers remain a volunteer for less than three years (ABS, 1996). These findings highlight problems for sporting organisations whose futures depend on the continuing support of volunteers. It also highlights the need for more research in this area to assist sport and recreation organisations in volunteer retention.

Metzer et al. (1997) summarised the reasons why people do not continue to act as volunteers and proposed that it may be one of these factors or a combination of these factors which causes a volunteer not to remain involved. The factors are as follows:

- dissatisfaction with role
- need for job description to separate roles and outline the expectations
- high stress levels
- lack of acknowledgement
- inadequate policies to take care of volunteers e.g. occupational health and safety
- lack of effective management practices
- poor decision making.

Barriers to volunteer activities were investigated in a major sport volunteer study conducted in Canada, by Rhyne (1995). Participants were asked to rate how difficult the activities were in their sport volunteering. Categories of potential barriers were put forward and those that were rated as very important were 'work responsibilities', 'family responsibilities' and 'dislike way organisation is run'. In addition, this study also asked volunteers about their concerns, with the greatest concern listed as 'increased demands on volunteers'. So, despite the lack of sport volunteer studies, common elements are evident in the existing reports.

Barriers to Volunteering

One of the major barriers to sport volunteerism reported by VicSport (2002) is the fear of legal liability. However, there has been little discussion on the legal liability of volunteers in Australia, which may signify a lack of litigation to date. Examples of groups of volunteers which may be subject to litigation include: referees or officials, caring for non-family members, liabilities for honorary office bearers and decisions made by committees (Reynolds, 1999).

The next factor which may impact on sport volunteering is the change in participation trends and levels. The traditional Saturday sport appears to have changed with participation levels of the traditional Australian sports such as football not rating in the top ten most popular adult sporting activities. (ABS, 2001c). The most popular three Australian sports are individual pursuits of swimming, aerobics/fitness and golf (ABS, 2001c). These data may signal a decreasing need for volunteers in many areas. Reasons for discontinuing sport may have impacted upon the decrease in participation levels include 'no time/too busy' for 30.9% of men and 23.7% of females (ABS, 2001c) and injury/health problems for 20% of both males and females. Australians are also working longer hours than workers in many other countries with 38.1% of men and 13.6% of women working at least 45 hours per week (ABS, 1999).

With people working greater hours, it raises the question whether this is causing the increase in informal sport participation. Furthermore, it also poses the issue of whether decreasing informal sport participation levels is one of the causes of decreasing levels of volunteers. Again, this highlights the need for research to ascertain the relationship between sport participation trends and sport volunteering. It has been suggested that a decrease in participation levels has no effect on volunteerism due to the same amount of work being required no matter how many members are registered (Driscoll & Wood, 1999). Having fewer members just means less people to share the increasing demands of running a sporting organisation (Driscoll & Wood, 1999).

The demands associated with being a volunteer have increased considerably over recent times. As a result of this increase in demand, in many cases, a decrease in the level of enjoyment from the volunteer work has resulted. The reduction in the enjoyment received from volunteering is important as often fun was the initial motive behind volunteering. Volunteers are finding the volunteer work like a business, with increased accountability in areas such as incorporation, public liability, government regulations, facility maintenance and financial aspects (Driscoll & Wood, 1999). The result of the increasingly businesslike environment of sport is that more time is required of volunteers, more expertise is required and the increased likelihood that people find their role less enjoyable or too large a commitment is needed, given their already busy lifestyles. More research to understand the impact of these changes on volunteers, would enable organisations and governing bodies to better support their volunteers.

It is proposed that a number of barriers exist to volunteering. Issues such as legal liability, the increased demands on volunteers, the size of the organisation, the lack of willingness to take on responsibilities and commitment due to lifestyle factors are all viewed as important considerations which many impact on volunteer recruitment and retention. These issues need to be investigated further and continually monitored via feedback from volunteers and organisations alike to ensure barriers are understood and addressed satisfactorily.

Rural Issues

In recent times, rural communities have undergone enormous changes which have impacted on volunteering and adversely affected the ‘fabric’ of these communities. Changes to rural communities have occurred as a result of a combination of industry rationalisation and decreases in commodity prices (Driscoll & Wood, 1999; McKenzie, 1999). These changes have resulted in structural change and some communities have never recovered from the harsh economic climate rural Australia experienced in the late 1990’s (Falk & Fitzpatrick, 1999). It has been suggested that this structural change has been driven by changes in public policy such as deregulation, privatization of government services and rationalisation and regionalisation of local government services (Driscoll & Wood, 1999; McKenzie, 1999). The subsequent changes in government infrastructure were designed for social and economic development and support for rural communities, although whether this has been achieved is not proven. However, the “inextricable relationship between the social and economic health of rural enterprises and communities needs to be better understood and appreciated” (McKenzie, 1999, p. 89).

Changes to communities include the change in demographics with the population “moving and ageing” (Driscoll & Wood, 1999, p. 24), a loss of industries and support services, environmental denigration, young people leaving towns for school and work and a loss of social networks (Driscoll & Wood, 1999). The loss of many services to rural areas in the areas of education, finance and government services has also caused a lack of professional expertise and a loss of leadership (Driscoll & Wood, 1999).

Following their study on a social capital in a rural community, Falk and Fitzpatrick (1999) identified ways in which a rural community can still work together to maintain social capital and assist with rural issues such as decreasing populations (especially youth), and decreasing numbers of community volunteers and organisations and decreasing services. Firstly, the presence of trust is necessary as it is the foundation for the production of meaningful communication. Secondly, it was found that community interactivity has direct links to social, civic and economic outcomes.

Therefore, opportunities for interactions are necessary for social capital accumulation. It is these interactions which provide the process based input rather than the performance measured by outcomes and results. A community working towards a common purpose via collective processes is based around interactions. Finally, they concluded that the community must integrate the past, present and future visions to build social capital.

Assuming social capital is desirable, it is important to note that a number of studies have found higher levels of social capital in rural communities than in urban environments (Krishna & Shrader, 1999). A study undertaken by Pena and Lindo-Fuentes in 1998 (as cited in Krishna & Shrader, 1999), in Panama, also found significantly higher levels of social capital in rural and indigenous communities compared to urban areas.

The social and economic issues now facing rural communities do not exist on their own, but are linked to other areas of the community such as sport and recreation. Sport and recreation are a vital part of these communities and highly valued by its members (Driscoll & Wood, 1999). Sport and recreation are based around community involvement and volunteer fundraising as rural communities receive only limited local and state government funding. The positive benefit of this process is the building of community morale, unity and a sense of pride (Driscoll & Wood, 1999).

The patterns of social and cultural change which impact on sport and recreation include mobility, particularly young people leaving the area, which results in declining member numbers and less people to undertake the running of the clubs. Cultural changes have meant that, as discussed earlier, sport and recreation preferences and expectations are now different, a factor that is not necessarily isolated to rural communities alone.

The volunteers are ageing and people are less willing to take on the commitment of running a club. Volunteering by younger people is now less evident and has been attributed to increases in work pressures, including less money to pay staff and both parents often working. Clubs have also expressed concern over the lack of money and the decline in population. Driscoll & Wood (1999) undertook a community consultation study and reported that if clubs were not able to attract volunteers the future of many would be threatened.

“Social capital is developed via the leadership, initiative, club membership, participation, skill development and community development work of clubs and organisations” (Driscoll & Wood, 1999, p. 69). The importance of volunteering in rural communities is immense; some essential services are staffed solely by volunteers. Volunteering “acts as a mechanism for increased equity in service provision by enabling remote and rural communities to have services where paid personnel alone could not provide adequate coverage” (Rosenberg-Russell, 1995, p. 30).

People contribute a lot of time and energy to sport and recreation clubs, many of which have long traditions, and these organisations have the ability to bind the community together. Sport and recreation clubs offer a sense of control to the individual and community that is not offered by the global markets that affect many rural residents. With rural communities facing social, economic and political change at all levels, it is a difficult time for many. As a result of the community consultations on sport and recreation in selected Victorian rural communities, the following priorities have been put forward for rural sport and recreation:

1. Viability and sustainability of clubs and organisations
2. Regulation and activity
3. Management complexity
4. Club and organisation process
5. Government expectations of rural communities
6. Volunteer profile and
7. Financial issues

(Driscoll & Wood, 1999, p. 10).

Changes to rural Australia over the past few decades have had an enormous impact on the social fabric of many communities. These changes have resulted in young people moving to larger areas for school and employment and a loss of industries, leadership and social networks (Driscoll & Wood, 1999). Sport and recreation organisations are one of the many service sectors striving to survive in small communities. These organisations are facing difficulties such as ageing volunteers, a decrease in skilled personnel, a decrease in participants, a lack of funds and a lack of willing volunteers. These organisations are important parts of community life and can unite a community facing difficulties in day to day life. Many difficulties have been identified for the future of rural Australian sport and recreation organisations, however, volunteering needs to be continually researched in order to provide information to assist sporting governing bodies and volunteers alike.

Conclusion

From the literature reviewed, it is evident that many important issues face volunteerism. Issues reviewed include the need for a universal approach to the definition and boundaries of volunteering (this would then assist comparisons of research and statistical data), research in the areas of why people volunteer and continue to volunteer and benefits they are receiving from volunteering. The literature demonstrated that volunteer information is particularly lacking in the area of sport and recreation volunteers, where the involvement of volunteers is paramount and without them the industry would not survive. Concerns were raised regarding sport volunteerism in rural communities and this area needs to be addressed by research and also by provision of support structures by groups, such as state sporting organisations. Further research would not only assist in decreasing the gap which is evident in the literature, but also provide information to increase the support for the volunteers and ultimately to attract more volunteers and increase the number of volunteers.

2. Research Objectives

The purpose of this study was to:

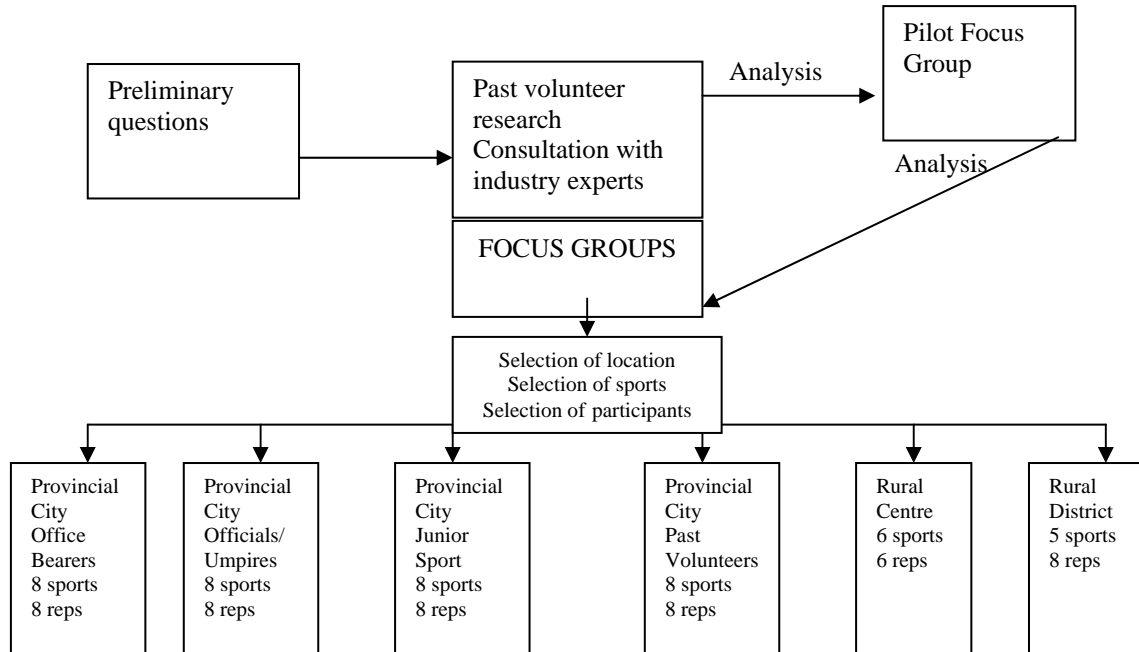
1. Determine and compare the current levels of sport volunteerism in selected rural and regional communities.
2. Discover and compare the current issues affecting sport volunteerism in selected rural and regional communities.
3. Compare demographic variables and activities of sport volunteers in selected rural and regional communities.
4. Compare demographic variables and activities of sport volunteers with non sport volunteers and non volunteers in selected rural and regional communities.
5. Identify ways to support volunteers/supervise volunteer numbers.

3. Methodology

The conceptual map (figure 1) provides an overview of the methodology and the section which follows provides a more detailed outline of the methodology implemented in the current study. The methodology section is separated into part A: qualitative and part B: quantitative. Each part will detail subject selection, data collection materials and procedures and data analysis. Focus groups were chosen as the most effective method to obtain qualitative information and a survey was utilized to collect quantitative data.

Quantitative and Qualitative Methods Concept Map

QUALITATIVE



QUANTITATIVE

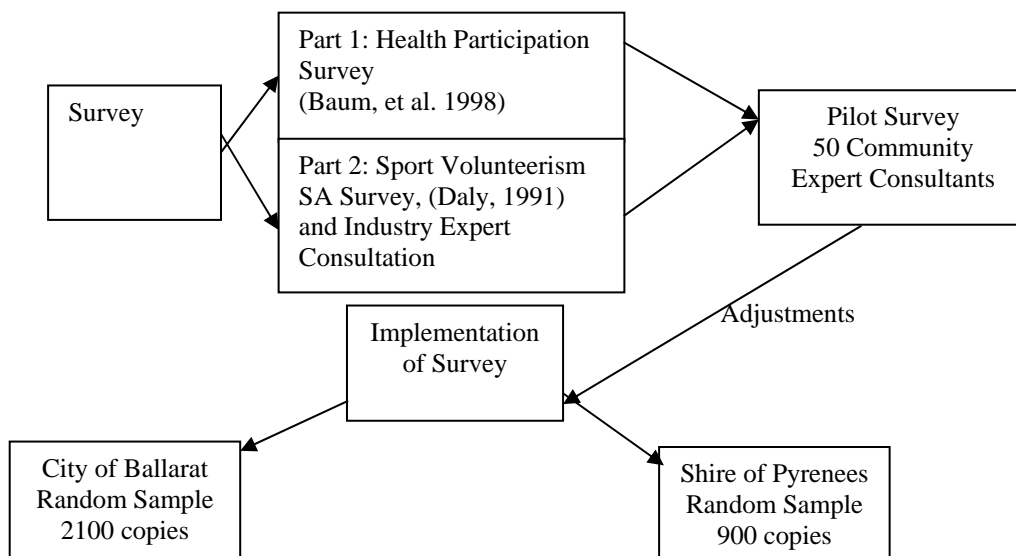


Figure 1. Methodology Concept Map.

Human Research Ethics

The University of Ballarat Human Research Ethics Committee approved all methods and procedures undertaken within the study.

Part A: Focus Groups

Focus Group Selection

Location Selection

Subjects for the focus groups were chosen from both the City of Ballarat and the Shire of Pyrenees. The City of Ballarat represented a regional centre, as defined earlier, and the Shire of Pyrenees represented a rural centre and also a small rural town. These centres were chosen via convenience selection. These two regions enabled comparison between three different size areas (regional centre, rural centre and small rural town), to ascertain if any significant differences exist between rural and regional volunteers. The selection of the rural centre and rural town was made with the assistance of a representative from the Shire of Pyrenees. Lexton and Avoca were chosen as the small rural town and rural centre, respectively.

Selection of Sports

The selection of sports was based on maximum representation of key background factors. The key background factors chosen were:

- Age
- Gender
- Season
- Popularity
- Commonality to both regions.

The selection of sports, which met this criteria, can be viewed in Table 3

Table 2. Selection of Sports for Focus Groups

	Football	Netball	Golf	Cricket	Tennis	Lawn Bowls	Basketball	Horse Racing
Rural Town	✓	✓	✓	✓	✓	N/a	N/a	N/a
Rural Centre	✓	✓	✓	✓	✓	✓	N/a	✓
Regional Centre	✓	✓	✓	✓	✓	✓	✓	N/a

In Ballarat, a focus group dedicated to junior sport was also conducted to discuss specific junior sport volunteer issues. Due to the popularity of junior soccer, little athletics and junior swimming, these sports were also included for the junior sport focus group only.

Selection of Participants

A list of key volunteers and association personnel was provided by staff from the City of Ballarat and the Shire of Pyrenees. Personnel from the various sports associations were contacted and asked to provide a list of key informants within that particular sport. Volunteers were contacted by letter and invited to attend the focus groups and then phoned to ascertain their response. Thank you letters were sent following the focus groups.

Focus Group Questions

Focus group questions were based on six key issues derived from the research objectives (refer Appendix A). These key issues were: the current volunteer situation facing one's sport, volunteer recruitment and retention, volunteer training, barriers and facilitators to volunteering, sport participation levels and personal benefits of volunteering. Sources for questions included:

- The Daly Report (1991). This is a major qualitative sport volunteer study conducted in South Australia. An aim of this study was also to analyse current trends in sport volunteering.
- The current literature on sport volunteering.
- Personal experiences and sport industry personnel.

Data Collection

Prior to the focus groups, a pilot focus group was conducted to ascertain if questions were easily understood and to gain feedback. Minor inclusions and alterations were then made to the final focus group questions.

Focus group data were collected by conducting seven focus groups, each consisting of between three and eight people. These focus groups varied from one to one and half-hours in duration. Participants were asked to sign an informed consent form prior to participation in the study. Data were collected through the use of a dictaphone and microphone and notes were also taken by a note taker as a backup. The tapes were then transcribed by a skilled audio-typist in readiness for data analysis.

The three focus group regions are as follows:

1. Small rural town- one focus group with eight participants, with some participants representing more than one sport.
2. Rural centre- one focus group with six participants, with some participants representing more than one sport.
3. Regional centre- five focus groups, with at least one representative from each sport.

The five regional focus groups were 'themed' in order to discover issues specific to the various types of sport volunteers. One focus group was held for each of the following volunteer groups:

- Office Bearers
- Officials/Coaches/Umpires
- Past Volunteers
- Junior Sport Volunteers (due to the large number of sports, two focus groups were held).

This method was not employed in the rural focus groups due to many of the volunteers representing more than one sport and one role.

Data Analysis

The data from the seven focus groups were transcribed and transferred to Atlas ti software for content analysis. Specifically, data were analysed by semantical content analysis which “seeks to classify signs according to their meanings” (Janis, as cited in Stewart and Shamdasani, 1990, p. 107).

Relationships between themes and codes were then analysed and presented into matrix table summaries for discussion (refer to 'Results' section). The matrix tables consist of both direct quotes from focus group participants and also a summary of findings. Participant quotations have been included throughout the results section, with each quotation coded to represent each individual focus group participant, achieved by allocating each participant a focus group code and a number. Six focus group codes exist representing each of the focus groups. They are as follows:

RCOB- Regional Centre Office Bearers

RCOU- Regional Centre Officials and Umpires

RCJS- Regional Centre Junior Sport

RCPV- Regional Centre Past Volunteers

RC-Rural Centre

SRT- Small Rural Town.

Part B: Survey

Selection of Subjects

All questionnaire participants were selected from a random sample of the Ballarat East and Ballarat West areas of the Victorian State Electoral Roll (City of Ballarat participants) and the Commonwealth of Australia Division of Ballarat Electoral Roll (Shire of Pyrenees participants). The random sampling methodology ensured that each person 18 years and over in the population had an equal chance of being selected to participate in the study (Anderson, 1989).

Each person from the Shire of Pyrenees was marked on the federal roll with a number. A random number list was then generated and numbers were hand marked on the roll. This marked list was then typed and transferred onto mailing labels. A total of 900 surveys were mailed to residents of this Shire.

An electronic version of the Victorian state electoral roll was used. A random sample was drawn from the roll using a random number list generated by the Microsoft Excel software package. A total of 2100 subjects were selected.

Materials and Procedures

This study was part of a broader study looking at a number of community issues, therefore, a survey utilised in a study conducted by Baum et al. (1999) was deemed as the most appropriate to meet the objectives of the entire study. To meet all the specific objectives of this study, adjustments were made to extend the 'volunteer' section and an additional section was included pertaining to sport volunteer involvement.

A pilot study was conducted prior to printing the survey. This pilot study was implemented in both the City of Ballarat and the Shire of Pyrenees. Twenty-four (24) surveys were sent to each area, with four returned unopened, the sample became forty-four (44). Twenty-two (22) surveys were returned, eliciting a response rate of 50%. This study enabled feedback on the survey instructions and questions and also response rates.

An additional pilot mechanism was undertaken within the School of Human Movement and Sports Science, University of Ballarat, where eight staff members were asked to participate by completing and critiquing the survey. Following the pilot study and expert consultation, adjustments were made to the survey prior to printing.

Subjects were mailed a copy of the survey and a 'reply paid' envelope for return. Ten days after receiving the survey, recipients were mailed a postcard reminder and then a second reminder followed after an additional ten days.

The survey provided the following information, in order to assist in meeting the research objectives:

- Demographic information including: gender, age, education, job status, marital status and average household income (divided by two if there were more than one income and no adjustments made for the number of people living in the household).
Education was defined as low- no formal schooling or completion of primary school only, medium- completing secondary school or a course and high- completing a university degree or higher.
- Details regarding the level of civic, social and community group participation.
- Volunteer information including present volunteer status and reasons for volunteering or not volunteering.



- Specific sport volunteer information included: reasons for volunteering, how many years as a sports volunteer, weekly hours as a volunteer, the role of planning, volunteer services and recognition, responsibility of volunteer recruitment, cost to be a volunteer, personal future as a volunteer. This information was utilised in conjunction with focus group data to compare and contrast current issues and differences between rural and regional volunteers.

4. Results

Part A: Qualitative

The data collected from the focus groups have been broken down into the following themes:

- Current Volunteer Situation
- Committee of Managements
- Barriers to Volunteering
- Recognition of Volunteers
- Sport Participation Levels
- Recruitment and Retention
- Junior Sport Issues
- Litigation
- Reasons for volunteering
- Personal Benefits
- Rural Issues

The following matrices represent a summary of the findings for each issue, within each focus group, along with a quote from each of the focus groups.

Summary of Focus Group Themes-Current Volunteer Levels

FOCUS GROUP	REGIONAL CENTRE Office Bearers	REGIONAL CENTRE Officials and Umpires	REGIONAL CENTRE Junior Sport	REGIONAL CENTRE Past Volunteers	RURAL CENTRE	SMALL RURAL TOWN
THEME						
Current Volunteer Levels	<i>".... the numbers of volunteers in all clubs are diminishing and a lot of the responsibility is that there is too few and those people suffer from burnout and in the end just walk away from the sport." (RCOB: 4)</i>	<i>"Not enough coaches. Not enough refs either." (RCOU: 3)</i>	<i>"They only want to play the game, go home, not worry about anything." (RCJS: 7) <i>It seems to be the same people, year after year after year." (RCJS: 6)</i></i>	Not applicable	<i>"So the only volunteers are left to people like myself, and I'm 65 and still at it because we can't get anybody else, and somebody has to do it. It is the same people doing the jobs all the time" (RC: 6)</i>	<i>"Unless you've got the same old people doing the same old jobs around the town, we're always going to be struggling for volunteers." (SRT: 1)</i>
Summary of Findings	Diminishing	Not enough	Not interested in volunteering	N/A	Volunteering left to ageing population	Always struggling, lack of people

Summary of Focus Group Themes- Committees

FOCUS GROUP	REGIONAL CENTRE Office Bearers	REGIONAL CENTRE Officials and Umpires	REGIONAL CENTRE Junior Sport	REGIONAL CENTRE Past Volunteers	RURAL CENTRE	SMALL RURAL TOWN
THEME						
Committees Of Management	<i>"But the perception is that once you're on a committee, you're expected to do that every weekend. The parents just won't commit to doing that, that's the disappointing thing"</i> (RCOB: 4)	Not applicable	<i>"I don't mind, I'll help re-build the Clubhouse, but please don't ask me to be on the Committee".</i> (RCJS: 4)	<i>"...now they are going around and asking people to fill these vacancies, begging people to take it, there is no election. When there is no election, there is no competition. So you can go in and say it doesn't matter if I do well or I don't, I'm there, they've asked me to come in".</i> (RCPV: 3)	<i>"It is very hard to get people to come on the Committee Management because why? You don't get a chance to play off in the Grand Final at the end of year or anything like that"</i> (RC: 1)	<i>"Every year you call nominations for President, Secretary and things like that, it all seems the hardest part to get is your President, Secretary, Treasurer and all the rest."</i> (SRT: 2)
Summary Of Findings			Difficult to get people to go on committees.	No longer the competition to win elections, people are asked to take on roles	Difficult to get people to serve on committees, particularly committees of management for recreation reserve.	Difficult to get people to go on committees, particularly office bearer roles.

Summary of Focus Group Themes- Barriers to Volunteering

FOCUS GROUP	REGIONAL CENTRE Office Bearers	REGIONAL CENTRE Officials and Umpires	REGIONAL CENTRE Junior Sport	REGIONAL CENTRE Past Volunteers	RURAL CENTRE	SMALL RURAL TOWN
THEME						
Barriers to Volunteering	<i>"Probably the biggest barrier at the moment is shop trading hours"</i> (RCOB: 7)	<i>"I think fundraising to provide facilities is a huge concern for administrators, particularly facilities that were previously provided for the benefit of the Community."</i> (RCOU: 1)	<i>"Some of the things I think that have made it more difficult are the issues of liability, peoples work patterns, even just within a sport accountability...."</i> (RCJS: 1)		<i>"....the ladies you are talking about, they are looking after the grandkids or they are working....."</i> (RCPV: 4) <i>"Sometimes I think you need to have a University Degree to be a volunteer, understand like the liquor licensing, the liability and that type of thing."</i> (RCPV: 1)	<i>"They have their own paper if they in business or anything like that and there is a lot of travelling."</i> (SRT: 2)
Summary Of Findings	Shop trading hours Parents working Litigation	Not fun Fundraising Parents working	Liability Work Commitment and responsibility	Liability Young people working	People moving away Unwillingness to commit and take on responsibility Change in rural lifestyles	Lack of young people Change in rural lifestyles Time to travel



Summary of Focus Group Themes- Recognition

FOCUS GROUP THEME	REGIONAL CENTRE Office Bearers	REGIONAL CENTRE Officials and Umpires	REGIONAL CENTRE Junior Sport	REGIONAL CENTRE Past Volunteers	RURAL CENTRE	SMALL RURAL TOWN
Recognition	<i>"I think if you recognise the efforts of your volunteers and it may well be a verbal pat on the back or a physical pat on the back it may be embarrassment in front of the entire club to mention what ...has done this year and I think that does give you a thrill, everybody likes to have a pat on the back by the boss and said well done, everybody"(RCOB: 1)</i>	Not applicable	Not applicable	<i>".....it has a two fold effect because if you do that then the likelihood of trying to get that person back to do volunteer things around the Club will be strengthened because of the appreciation that has been shown to that person and the Club will benefit from it..."</i> (RCPV: 4)	<i>"The only other thing that we've done over the years on other Committees is have a BBQ at the end of your volunteer day and after a working day we have BBQ and a few drinks, the Club pays for that or whoever the organization is and that's a way of the same thing."</i> (RC: 1)	<i>"I'm always paying them back for the honour that I've got of being a Life Member and putting something back into the sport."(SRT: 2)</i> <i>"It would be disappointing if there was some sort of reward I think because they're not volunteers anymore are they?"</i> (SRT: 5)
Summary Of Findings	Thank you	N/a	References	Letter Thank you	BBQ Thank you	Recognition not necessary

Summary of Focus Group Themes- Sport Participation Levels

FOCUS GROUP	REGIONAL CENTRE Office Bearers	REGIONAL CENTRE Officials and Umpires	REGIONAL CENTRE Junior Sport	REGIONAL CENTRE Past Volunteers	RURAL CENTRE	SMALL RURAL TOWN
THEME						
Sport Participation Levels	<i>"Actually in golf the membership numbers are dropping." "The Bowlers we've got keep dying off and they have got to be replaced." (RCOB: 7)</i>	<i>"I still think there is saturation of sport." (RCOU: 1)</i>	<i>"Junior cricket participation levels have gone up a fair bit." "Probably increased, see we don't have huge numbers anyway..." (RCJS: 1)</i>	Not applicable	<i>"Cricket you struggle to field your cricket teams every week. I am sure that most teams, football is struggling with their numbers." (RC: 1)</i>	<i>"We had the volunteers to go with it but not the players." (SRT: 3)</i>
Summary of Findings	Decreasing	Decreasing	Mostly increasing	N/a	Decreasing	Decreasing Obtain players from outside town

Summary of Focus Group Themes- Recruitment and Retention

FOCUS GROUP	REGIONAL CENTRE Office Bearers	REGIONAL CENTRE Officials and Umpires	REGIONAL CENTRE Junior Sport	REGIONAL CENTRE Past Volunteers	RURAL CENTRE	SMALL RURAL TOWN
THEME						
Recruitment and Retention	<i>"...our executive members we do a bit of politicking amongst the clubs, have a good look around and people often basically approach members...."</i> (RCOB: 7)	<i>"I would suggest that at Club level more than 95% are current players or ex-players."</i> (RCOU: 1)	<i>"They are very good if you actually go to them and ask."</i> (RCJS: 2)	<i>"...that's right but you only have to ask." "...if people offer, I think you have got to take them up, even if they are not on a Committee, if they can only do it once a year, or twice a year....Take up what they're offering."</i> (RCPV: 1)	<i>"They don't volunteer their help, but if you approach them and ask them to help with a job in mind.... I have very rarely found people who have let me down, that they'll be there and that they will help"</i> (RC: 3)	<i>"A lot of it is word of mouth. If you think someone might be, in conversation with someone, they might be keen to come and help, well you ask them to come along to a meeting..."</i> (SRT: 7)
Summary of Findings	Personal approach most successful recruitment method	Personal approach to recruitment Predominantly past players	Good drawing in skills, good delegation skills and give them a role they can gain satisfaction from	Need to ask people to help	Personal approach method most successful recruitment method	Word of mouth suggestions and personally approach people is most successful recruitment method

Summary of Focus Group Themes- Junior Sport Issues

FOCUS GROUP THEME	REGIONAL CENTRE Office Bearers	REGIONAL CENTRE Officials and Umpires	REGIONAL CENTRE Junior Sport	REGIONAL CENTRE Past Volunteers	RURAL CENTRE	SMALL RURAL TOWN
Junior Sport Issues	<i>"I found that (I speak for all clubs), that parents are using Saturday mornings as a child minding exercise. They tend to drop their sons and daughters off, they just drop them off and pick them up at 11.30." "We are perceived as a child minding centre." (RCOB: 4)</i>	<i>"They drop off at 9.00o'clock and then they'll come back and pick them up at lunchtime. A lot of times they have dropped them off and pick them up at 4.00o'clock and kids will just hang around up there." (RCOU: 5)</i>	<i>"I suppose that we are a convenience, that we are like a babysitting convenience. I suspect that in a way that it is a little bit like that.." (RCJS: 1)</i>	Not applicable	<i>"They don't want to be involved in that side, they just want to turn up and watch their child play sport and then go home" (RC: 2)</i>	<i>"No we've got 3 or 4 parents who are very committed with the kids and through that you've only got to open your mouth and ask and they'll help. At any one game during the year I can rely on at least 3 or 4 parents to be there to help me out." (SRT: 6)</i>
Summary of Findings	Sport used as a babysitter	Sport used as a baby sitter	Sport used as a babysitting convenience in most sports		Parents do not want to be committed Will assist if asked	A small group of parents who can be relied upon to assist



Summary of Focus Group Themes- Litigation

FOCUS GROUP	REGIONAL CENTRE Office Bearers	REGIONAL CENTRE Officials and Umpires	REGIONAL CENTRE Junior Sport	REGIONAL CENTRE Past Volunteers	RURAL CENTRE	SMALL RURAL TOWN
THEME						
Litigation	<i>"Then your really open to do the right thing, and it seems that he may not have done the right thing and then all of a sudden a can of worms is open"</i> (RCOB: 7)	<i>"I think it is the fear of litigation too."</i> (RCOU: 4)	<i>"My feeling is that it is certainly more difficult, some of the things I think that have made it more difficult are the issues of liability..."</i> (RCJS: 1)	<i>"People these days are reluctant to serve on Committees because of the legal aspect; the liability of Committee persons if they make a wrongful decision or whatever and I think that plays a real big part in it these days"</i> (RCPV: 4)	<i>"I really think this problem overhead is litigation, with volunteers now, which is frightening people off."</i> (RC: 4)	<i>"It would not turn anyone off from here but it is always in the back of your mind."</i> (SRT: 6)
Summary of Findings	Litigation is a barrier to volunteering	Litigation is a barrier to volunteering	Litigation is a barrier to volunteering	Litigation is a barrier to volunteering	Litigation is a barrier to volunteering	Litigation is an issue of concern but is not enough to prevent people volunteering

Summary of Focus Group Themes- Reasons for Volunteering

FOCUS GROUP	REGIONAL CENTRE Office Bearers	REGIONAL CENTRE Officials and Umpires	REGIONAL CENTRE Junior Sport	REGIONAL CENTRE Past Volunteers	RURAL CENTRE	SMALL RURAL TOWN
THEME						
Reasons for Volunteering	<i>"...and like all volunteer associations, the reason why we are in this is because we want to be. Put something back into the sport" "Just the personal satisfaction that derives from something like this, giving back to the sport what you've got out of it."(RCOB:)</i>	<i>"I feel that I owe something to the next generation of kids that come along and I also know later if life, I've got a 3 year old and a 5 year old and I would like to think that there's going to be some people around in administration when they get to...." (RCOU: 1)</i>	<i>"For me personally to become involved, like there is some sort of a sense of duty that is an internal part of you and like children going through School to be on School council was and to be part of the working bees and things like that..." (RCJS: 1)</i>	<i>"Just think it has been a personal satisfaction that you have done something for the sport you have been involved with..." "I loved it. I loved the kids..." (RCPV: 1)</i>	<i>" so I never did netball or tennis or anything like that and I do it because, I think because I didn't have those opportunities, I want to give my kids those opportunities and therefore I will support whatever Club, whatever sport, whatever they do I will volunteer to help out on it." (RC: 2)</i>	<i>"They do it because they love their sport and somebody has got to do it, so you do it." (SRT: 5)</i>
Summary of Findings	Put something back in to the sport	Community spirit Put back in to sport and opportunities for own children	Sense of duty Opportunities for family Enjoyment	Love being involved with children Personal satisfaction	Opportunities for children Enjoyment Community spirit	Love of sport Put back into sport Somebody has to do it- sense of community spirit

Summary of Focus Group Themes- Personal Benefits

FOCUS GROUP THEME	REGIONAL CENTRE Office Bearers	REGIONAL CENTRE Officials and Umpires	REGIONAL CENTRE Junior Sport	REGIONAL CENTRE Past Volunteers	RURAL CENTRE	SMALL RURAL TOWN
Personal Benefits	<i>".... you derive enormous satisfaction from seeing somebody achieve that you may have had a direct influence from....you get enormous satisfaction from seeing people really enjoy what your doing because they're doing it well and you've had some input." (RCOB: 1)</i>	<i>"My involvement in Cricket, Coaching and Administration is enjoyable, the day it becomes unenjoyable - I'm out of there" (RCOU: 1)</i>	<i>"There is certainly a sense of personal satisfaction in seeing what it was like and where it is now. That has been good. As well as the fact that it is a family thing for us...." (RCJS: 2)</i>	<i>"I just think it has been a personal satisfaction that you have done something for the sport you have been involved with..." (RCPV: 4)</i>	<i>"We do it because we enjoy it too." (RC: 3)</i>	<i>"..it does give a great deal of satisfaction to see so many young people running around on a sporting ground and on the netball courts and football ovals and you get a feeling that you are contributing something to the community." (SRT: 3)</i>
Summary of Findings	Seeing people enjoy and achieve	Enjoyment	Personal satisfaction in achievements	Personal satisfaction	Personal enjoyment Opportunities for own family	Personal satisfaction Work experience

Summary of Focus Group Themes- Rural Issues

FOCUS GROUP THEME	REGIONAL CENTRE Office Bearers	REGIONAL CENTRE Officials and Umpires	REGIONAL CENTRE Junior Sport	REGIONAL CENTRE Past Volunteers	RURAL CENTRE	SMALL RURAL TOWN
Rural Issues	Not applicable	Not applicable	Not applicable	Not applicable	<i>".....not as much leadership in the community now as there used to be and that's mainly been bought about by Government change, whereas, amalgamation of Local Government, we lost our Local Government Centre here so if you loose all those professional people, Banks have closed, you loose the professional people, education, teachers - there's no teachers I don't think live in Avoca any more. Once every teacher that taught at the state school lived here." (RC: 5)</i>	<i>"Yes well a lot of the young ones have left the town anyway." (SRT: 3)</i>
Summary of Findings	N/a	N/a	N/a	N/a	Lack of young people coming up, left town due to lack of employment. Lack of professional people due to government changes.	Mobility of young people Changes to farms Fear of injury preventing playing.

Part B: Quantitative

Profile of the Sport Volunteers

Table 3: Sport Volunteer Profile

	Ballarat (%)	Pyrenees (%)
Gender		
- Male	65	60
- Female	33	40
Age		
- 18-30	18	5
- 31-40	20	26
- 41-50	34	19
- 51-60	18	21
- 61-70	8	23
- 71+	2	5
Home Status		
- Spouse/partner and children	57	55
- Spouse/partner only	13	27
- Live alone	5	13
- Live with parents	4	0
- Live with parents, brothers/sisters	3	1
- Live with other unrelated adults	3	1
Marital Status		
- Married	75	82
- Defacto	3	0
- Never married	18	11
- Widowed	0	5
- Divorced	4	2
Education		
- Completed secondary school education	37	65
- Completed university degree or tertiary diploma	28	12
- Completed trade or business qualification	13	10
- Completed TAFE certificate course	15	8
- Completed primary school	3	6
- Completed higher degree	3	0



Final Report, February 2003

	Ballarat (%)	Pyrenees (%)
Job Status		
- Full time	56	45
- Part time	15	22
- Retired	4	13
- Home duties	8	9
- Unemployed	0	4
- Student	14	0
Income		
- \$ 15 600- \$ 31 199	22	45
- \$ 31 200- \$ 45 799	12	22
- \$ 45 800- \$ 62 399	24	17
- \$ 62 400 +	41	15
Hours per week as Sport Volunteer		
- 1-5 hours	79	68
- 6-10 hours	13	25
- 11-15 hours	0	3.5
- 16+ hours	6	3.5
Hours per week as Volunteer		
- 0 hours	51	58
- 1-5 hours	48	35
- 6-10 hours	1	7
Volunteer in more than one Sport		
	64	55
How long as a Volunteer		
- up to 5 years	39	27
- 6-10 years	25	24
- 10-20 years	18	9
- 20-30 years	15	18
- 30 + years	3	22
Training for Volunteer Role		
- Training	44	27
- No formal training	56	73
Involvement in Decision Making		
	66	81



Final Report, February 2003

	Ballarat (%)	Pyrenees (%)
Involvement in Future Planning	74	75
Cost to be a Volunteer		
- Nil	13	17
- \$ 1- \$100	30	25
- \$ 101- \$ 200	14	19
- \$ 201- \$ 500	13	21
- \$ 501- \$ 1000	29	10
Responsibility for Recruitment		
- Members/Participants	30	22
- Committee	19	35
- No formal structure	27	33
- Volunteer co-ordinator	20	0
- President	4	10
Working with Paid Staff	53	77
Plan to Remain as a Sport Volunteer		
- 1 year	26	2
- 2- 5 years	51	13
- 5+ years	10	29
- While children involved	10	20
- Unsure	3	36
Reasons for Volunteering		
- Children/Family Involvement	38	40
- Personal involvement	15	25
- Love of that sport	31	25
- Give something back to that sport	9	10
- Other	7	0

Current Volunteer Levels- Pyrenees and Ballarat

It was found that:

- The Shire of Pyrenees reported a higher number of volunteers (21.2%) and sport volunteers (12.9%) than Ballarat volunteers (18.8%) and sport volunteers (6.7%).

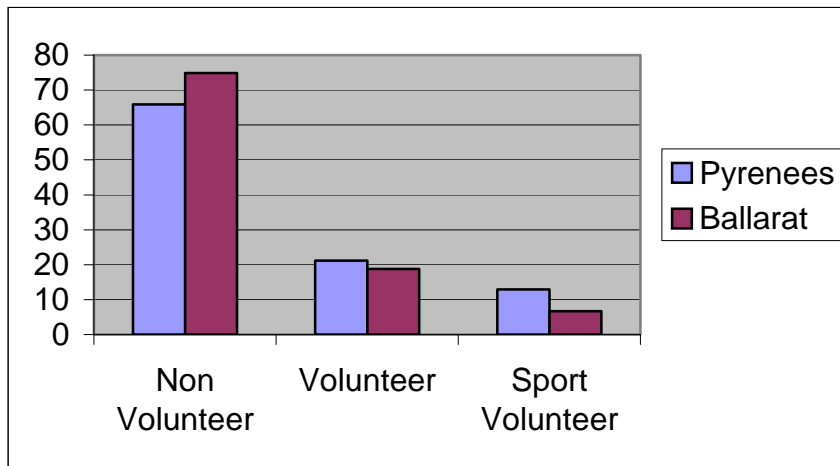


Figure 2. Volunteer status of respondents.

Reasons for Volunteering

It was found that:

- ‘To help people’ was reported as the most important reason for volunteering by 80.1% of Pyrenees respondents and 84.3% of Ballarat respondents.
- The second most popular reason was ‘to gain a sense of satisfaction’ from 55.3% of Pyrenees respondents and 51.9% of Ballarat respondents.

Table 4. Reasons for Volunteering

Reasons for Volunteering	Pyrenees (%)	Ballarat (%)
To help people	80.1	84.3
To gain a sense of satisfaction	55.3	51.9
To meet people	40.4	31.3
To increase your skills	25.5	24.3
To improve your chances of getting paid employment	4.3	8.2
To improve conditions in society	42.3	35.8
To pass the time	7.1	6.3

Reasons for Not Volunteering

It was found that:

- 'Lack of time' was recorded as the most common reason for not volunteering by 38.1% of Pyrenees respondents and 49.9% of Ballarat respondents.

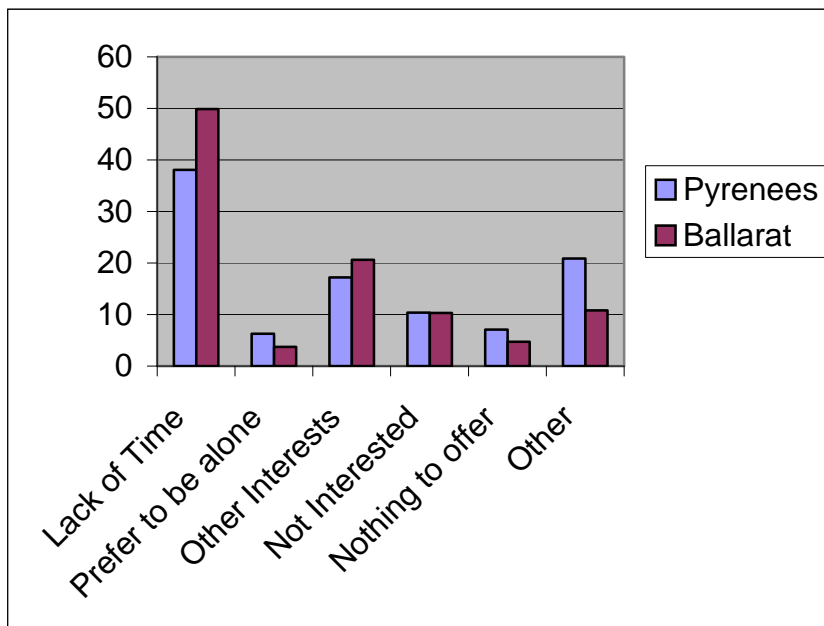


Figure 3. Reasons for not volunteering.

Significant results between sport volunteers, volunteers and non volunteers

Table 5. Significant results between sport volunteers, volunteers and non volunteers.

	Chi Square Result	Non Volunteer (%)	Volunteer (%)	Sport Volunteer (%)	All (%)
Gender:					
Male		40.4	38.4	65.7	41.7
Female		59.6	61.6	34.3	58.3
<i>p-value</i>	.000*				
Education:					
Low		8.6	5.2	2.9	7.6
Medium		72.3	62.9	65.7	70.1
High		19.1	32	31.4	22.4
<i>p-value</i>	.000*				
Job Status:					
Full time		37.6	28.3	57.1	37.2
Part time		16.1	21.7	14.3	17
Other		46.3	50.0	28.6	45.8
<i>p-value</i>	.000*				
Sport/Leisure Activities:					
0 hours		24.7	19.1	2.9	22.2
1-5 hours		48.4	53.7	50.0	49.5
6 + hours		26.9	27.1	47.1	28.3
<i>p-value</i>	.000*				
Community/ Group Activities:					
0 hours		80.3	40.2	47.1	70.4
1-5 hours		16.8	50.3	44.3	25.0
6+ hours		3.0	9.5	8.6	4.6
<i>p-value</i>	.000*				
Volunteer Work:					
0 hours		92.1	8.5	35.7	72.2
1-5 hours		7.1	68.8	57.1	22.3
6+ hours		0.8	22.8	7.1	5.4
<i>p-value</i>	.000*				
Caring for aged/disabled:					
0 hours		81.4	68.6	71.0	78.3
1-5 hours		9.5	18.8	23.2	12.2
6+ hours		9.1	12.6	5.8	9.5
<i>p-value</i>	.000*				
Group/Org. Involvement:					
0 activities		61.1	16.2	25.4	50.2
1-2 activities		28.9	51.5	47.9	34.4
3+ activities		10.1	32.3	26.8	15.4
<i>p-value</i>	.000*				

	Chi Square Result	Non Volunteer (%)	Volunteer (%)	Sport Volunteer (%)	All (%)
Civic/Social Participation:					
Regularly		1.8	6.6	14.1	3.5
Intermittently		31.3	48.5	57.7	36.3
Rarely/Never		66.9	44.9	28.2	60.2
<i>p-value</i>	.000*				
Recreational Activities:					
Regularly		7.0	12.6	23.9	9.2
Intermittently		24.3	32.3	39.4	26.8
Rarely/Never		68.7	55.1	36.6	64
<i>p-value</i>	.000*				

Note. Bonferroni correction: $p \leq .000$, * denotes significant result

Gender

The proportion of males and females within the non volunteers and volunteers are similar. However, there are a greater percentage of males in sport volunteering (65.7%) and thus a significant result was obtained.

Education

The significant result between volunteer status in the category of 'education' was again due to the differences between volunteers and non volunteers. Volunteers and sport volunteers recorded lower levels of 'low' and 'medium' education levels and higher 'high' education levels.

Job Status

The significant result between volunteer status was due to a high level of sport volunteers being employed 'full time' and the high level of volunteers being employed 'part time'.

Income

The significant result was due to the small percentage of sport volunteers in the lowest income scale and the large number of sport volunteers with an average household income of more than \$62,400.

Sport Leisure Activities

The variability between the sport volunteers was again the reason for the statistically significant result between the amount of sport/leisure activities undertaken per week. Only a very small percentage of sport volunteers did not perform any sport/leisure activities and a large percentage of sport volunteers performed more than 6 hours per week of sport/leisure activities.

Community/Group Activities

Both the volunteers and sport volunteers recorded a much greater percentage of community/group activities per week than non volunteers. Furthermore, both the volunteers and sport volunteers recorded a high percentage of 1-5 hours per week and also 6+ hours category than non volunteers.

Volunteer Work

As expected, the non-volunteers were much lower than the expected values in the volunteer work of '1-5 hours' and '6+ hours' categories whilst the volunteers and sport volunteers were much higher in all of the expected values.

Caring for Aged/Disabled

The volunteers were higher than the expected values for both the '1-5 hours' and the '6+ hours categories' and sport volunteers were also high in the '1-5 hours' category and hence a significant result was reported.

Group/Organisation Involvement

These results showed that the volunteers and sport volunteers are much more likely than non-volunteers to be members of groups or organizations. Both volunteers and sport volunteers recorded higher than expected results in the '1-2 activities' category and the '3+ activities' category.

Civic/Social Participation

The activities which were included in the civic/social participation category were: 'attended a church of a religious group', 'going to a social club', 'attended a community meeting', 'going to a conference or talk' and 'had social contact through children's sport'.

The category of 'regularly' was defined as being those which were performed 'a few times a month' or 'once a week or more'. Activities classified as being performed 'intermittently' were activities undertaken 'monthly' or 'a few times a year'. The final category was that in which activities were performed 'rarely' or 'never'.

The significant result was due to the results of the volunteers and in particular the sport volunteers. A higher percentage of volunteers had performed these activities regularly than non volunteers, with a larger percentage undertaking the activities 'intermittently' compared to non volunteers. Finally, less sport volunteers than non volunteers had rarely or never performed these activities in the past 12 months.

Recreational Activities

The activities which were included in the recreational activities category were: 'played formally organised sport', 'played informal recreational sport', 'gone to the gym or exercise class', 'been involved in a hobby group', singing, acting or played music in a group', self help or support groups' and 'gone to a class'.

The category of 'regularly' was defined as being those which were performed 'a few times a month' or 'once a week or more'. Activities classified as being performed 'intermittently' were activities undertaken 'monthly' or 'a few times a year'. The final category was that in which activities were performed 'rarely' or 'never'.

As in the previous category of civic/social participation, the sport volunteers results were the most notable difference and varied from the non volunteers and expected value.

Significant results between rural and regional sport volunteers

Table 6. Chi Square Results for Comparisons of Region

	Chi Square Result	Pyrenees (%)	Ballarat (%)	All (%)
Age:				
18-40		22.4	31.8	29.1
41-60		37.4	41.2	40.1
60+		40.2	26.9	30.7
<i>p-value</i>	.000*			
Education:				
Low/Medium		88.2	77.7	80.7
High		11.8	22.3	19.3
<i>p-value</i>	.000*			
Income:				
\$15600-\$31199		45.1	22.2	28.2
\$31200-\$46798		22.1	12.3	14.9
\$46800-\$62399		17.3	24.2	22.4
>\$62400		15.5	41.3	34.5
<i>p-value</i>	.000*			
How long you plan to remain as a sport volunteer:				
1 year		1.8	26.1	15.3
2-5 years		12.7	50.7	33.9
5+ years		29.1	10.1	18.5
While children involved		20.0	10.1	14.5
Unsure		36.4	2.9	17.7
<i>p-value</i>	.000*			

Note. Bonferroni correction: $p \leq .000$, * denotes significant result

Age

The significant result between the two regions was due to the large number of sport volunteers within the Shire of Pyrenees (40.2%) who were over 60 years of age.

Education

The significant differences between the two regions was due to the Shire of Pyrenees having a greater than expected percentage of people who have achieved a low/medium education level.

Income

The variabilities in the row percentages occurred in a number of cases with the average household income results. The Shire of Pyrenees differed from the totals in each of the income categories, with a higher percentage in the \$15, 600-\$31, 199 category and a much lower percentage in the >\$ 62, 400 category.

How Long One Plans to Remain as a Sport Volunteer

The question of how long a sport volunteer planned to remain as a sport volunteer produced a significant result between the two regions. Notable differences were found in each of the categories, with the largest being, that over one quarter of Ballarat sport volunteers (26.1%) plan to remain a volunteer for only one year, whilst only 1.8% of the Shire of Pyrenees sport volunteers plan to remain for one year. The Shire of Pyrenees volunteers appear to be more uncertain of their volunteering future, highlighted by the other large discrepancy, which occurred in the 'unsure' category. A total of 36.4% of Pyrenees volunteers chose this option and only 2.9% of Ballarat sport volunteers.

Reasons for Volunteering

Table 7. Comparison Between Regions- Reasons for Volunteering

Reasons for Volunteering	Pyrenees (%)	Ballarat (%)
Help people	29.1	32.5
Sense- satisfaction	23.6	23.9
Meet people	16.9	16.0
Increase skills	8.8	11.0
Improve chances of paid employment	1.4	4.3
Improve conditions in society	16.2	10.4
Pass the time	4.1	1.8

To run a chi square test on each of the three multiple response questions of ‘reasons for volunteering’, ‘recognition of volunteers’ and ‘services for volunteers’ required many individual chi-squares. This would have reduced accuracy greatly, therefore, statistical advice suggested that a comparison be analysed via a frequency analysis only.

Reasons

Reasons for volunteering did not vary greatly between the regions. The only notable difference is between the category of ‘to improve conditions in society’, which recorded 16.2% in the Shire and only 10.4% in Ballarat. All other reason categories were very similar.

Recognition of Volunteers

Table 8. Comparison Between Regions- Recognition Received

Recognition for volunteering	Pyrenees (%)	Ballarat (%)
Not at all	16.7	9.8
Life membership	13.3	10.7
Service awards	6.7	12.5
Out of pocket expenses	13.3	8.0
Uniform/Part Uniform	1.7	26.8
Thanks/Letters	41.7	12.5
Other	6.7	19.6

Recognition

The recognition sport volunteers received for their services did vary greatly between the regions. The Shire of Pyrenees responses were higher in the categories of 'not at all', 'life membership', 'out of pocket expenses' and 'thanks/letters' (more than three times higher). The City of Ballarat sport volunteers results were higher in the categories of 'service awards', 'uniform/part uniform' (26.8% compared to 1.7%) and 'other'

Services Provided For Volunteers

Table 9. Comparison Between Regions- Services Provided

Services provided	Pyrenees (%)	Ballarat (%)
Training course	43.3	22.2
Transport training course	3.3	2.8
Transport to sport	6.7	13.9
Childminding	13.3	22.2
Uniform/Equipment	33.3	38.9

Services

The greatest differences in the 'services provided' occurred in the categories of 'training course' (Pyrenees almost double that of Ballarat), 'childminding' (Pyrenees nearly half Ballarat) and 'transport to sport'.

5. Discussion

This is the first known Australian study to examine sport volunteering in a rural and regional setting via both quantitative and qualitative methodology. Previous studies by the ABS have been conducted at a national level, and these regional results will provide a basis against which future data can be compared.

In meeting the objectives of the first research question, the data obtained in the current study indicated that the Shire of Pyrenees (to be referred to as 'rural area' from here on) had a sport volunteer rate of 12.9% and the City of Ballarat (to be referred to as 'regional area' from here on) had a sport volunteer rate of 6.7%. The rural area also had a greater proportion of general volunteers than the regional area, with 21.2% compared to 18.8%. The Australian Bureau of Statistics reported in 2001 that the volunteer or non participant sport and recreation rate was 9.5% of all participants (ABS, 2001c). The volunteer rate cited by ABS (2001c) falls in between this study's sport volunteer rates of the rural area (12.9%) and the regional centre (6.7%). These findings have also been supported by qualitative data which reported major concerns from sport volunteers regarding the current status of volunteer numbers.

The qualitative data also provided quality data to address the second research question. This question aimed at ascertaining the current sport volunteer issues within both the regional and rural settings. The analyses of the current issues also included use of quantitative data from current sport volunteers. The most frequently raised sport volunteer issue was the concerns regarding junior sport. Both adult and junior

sport volunteers reported that junior sport was perceived by parents to be a babysitting centre where children were 'dropped off' and picked up at a later stage; in many cases long after the sport session had concluded. This occurrence was placing additional responsibilities on a decreasing band of volunteers who expressed annoyance that fewer parents felt they had an obligation to be involved in their children's sport. Changing trends in society such as two parents working were reasons provided by sport volunteers as to why parents did not get involved and their willingness to pay for sport as a service. Working parents were viewed as having a lack of time to volunteer and this had led them to perceive sport as just another commodity to be paid for.

The trend of sport as a commodity was also evident as a current trend in adult volunteerism. People are believed to be increasingly willing to pay for sport rather than accept the commitment and responsibility of a volunteer role and hence commitment and responsibility were two major barriers to participation in sport volunteer roles. The regional volunteers attributed increased trading hours and working hours as major barriers to volunteering. The rural areas stated that movement out of the town by young people aged 15-25 years, a decrease in leadership resulting from a lack of professionals in the towns and an increase in the administrative responsibilities making roles more difficult, were the three of the most important contributors to declining volunteer numbers.

In relation to sport volunteer facilitation, quantitatively and qualitatively, it was indicated that people volunteer due to family or personal involvement and enjoyment. It was also reported that the most effective way to recruit volunteers was by personally approaching a person and asking them to participate. This was the only reported method which had proved successful in sport volunteer recruitment.

Quantitative data provided answers to the third research objective; which was to ascertain the differences between the sport volunteers, volunteers and non volunteers. Significant differences were found between volunteers and non volunteers in the demographic characteristics of gender, education, job status and income. Sport volunteers were more likely to be male, have a higher education level, a higher income level and they were also more likely than non volunteers to be employed 'full time'. Significant differences were also found in relation to the activities of volunteers and non volunteers, where sport volunteers were found to have a significantly higher participation in sport/leisure activities, community/group activities, volunteer work, caring for aged/disabled, group/organisation involvement, civic/social participation and recreational activities.

The final research question aimed at ascertaining the differences between the regional and rural sport volunteers. Significant results were found in the demographic areas of age, education and income. Rural sport volunteers were found to be significantly older than the regional sport volunteers and they had also obtained a lower level of education and received a significantly lower income than regional sport volunteers.

In relation to volunteer activities, regional sport volunteers were significantly less likely to volunteer for a long term, with 76.8% stating up to 5 years compared to 14.5% of rural sport volunteers. In support of this result, was a trend that 49.1% of rural sport volunteers had been a sport volunteer for 10 or more years compared to 36.2% of regional sport volunteers. In meeting the objectives of this study, it has also been found that there appears to be a variety of factors which determine whether or not a person volunteers and continues to volunteer. Therefore, findings from this study support the concept of multiple determinants for volunteering put forward by Smith (1994) as context, personality, situation, attitudes and social background factors. Each of the determinants of volunteering found in this study were closely linked to at least one other determinant.

Key contextual determinants in this study included rural volunteers indicating a higher level of community spirit and a greater longevity of volunteering. These factors are closely related to the concept of social capital. The second determinant was personality. The issue of leadership was reported to be the main personality variable evident. It was suggested by rural sport volunteers that a lack of leadership was having a significant effect on sport volunteerism. This lack of leadership was considered to have been brought about by the lack of professionals in small rural communities following local government changes, highlighting the link between with the contextual determinant.

The most significant situational determinants reported in this study were volunteers being personally approached and asked to volunteer. It was found that this was the only method which had proved consistently successful. In addition, the situational determinant also includes parents volunteering whilst children are involved and the concern raised was that other factors impacting on parents lifestyles are preventing this from occurring. For example, people working longer hours, longer trading hours, more women working and children playing more sports were all believed to be 'situations' which had changed over time. These changes were also believed to be responsible for the decrease in sport participation and the subsequent increase in individual recreational pursuits. An example of the link to attitudes is where many parents have the attitude that sport is a commodity which they pay for with no belief that they should, or need to, volunteer. It was noted that this attitude had changed over time, with many parents today no longer possessing the attitude of an innate obligation to volunteer to offer an opportunity to their children. Other attitudes put forward as determinants to volunteering, included the lack of young people participating in sport or sport volunteering and also consumer attitudes.

The final volunteering determinant addressed was the social background of sport volunteers. Quantitatively, this study supported the dominant status model which suggested that volunteers were predominantly male, aged 35-44, married, parents of children in sport and of full time employment. However, the important issues mentioned in the focus groups, suggest that these variables are not sufficient to act as the sole determinant of sport volunteering. All categories of variables addressed by this study were found to be contributors. Therefore, this study supports Smith's

(1994) belief that all five determinants need to be included in future research. It is recommended that a future sport volunteer study address these five determinant areas in order to determine the importance of the variables within each area. Furthermore, qualitative research in this area could provide valuable support to quantitative data. This study has successfully integrated to the two methodologies to meet the research objectives. Wilson (2000) noted, “the importance of supplementing survey data with richer ethnographic understandings of the volunteer” (p. 233).

In meeting the research objectives, this study has provided important information regarding sport volunteers in rural and regional areas. These volunteers are the backbone of rural and regional sporting organisations and without them many sporting organisations will not survive.

6. Conclusion

- The sport volunteer participation level in the Shire of Pyrenees was 12.9%.
- The sport volunteer participation level in the City of Ballarat was 6.7%.
- Current sport volunteer issues included:
 - Fear of commitment and responsibility with people feeling that they do not have time and do not wish to be committed for every week of the year, hence 'one off' events are preferred.
 - Feeling that the volunteer roles are too difficult.
 - Fear of litigation.
 - Increased working hours affecting parents availability to assist with sport volunteering.
- Current sport volunteer issues specific to the rural areas included:
 - Lack of participation attributed to young people moving away for work and school,
 - Lack of leadership within the community,
 - Same sport volunteers doing all the work and
 - Community spirit is a major reason for volunteering within the community.
- Current sport volunteer issues specific to the City of Ballarat included:
 - Community spirit is not a reason for volunteering.
 - The perception of junior sport being a 'babysitting centre' for children.
 - A lack of commitment and willingness to take on responsibility, a 'one off' role preferred.
 - A greater range of sports has resulted in parents not being able to spread between all sports.
 - Increased trading hours.

7. Recommendations

- Future comparisons of sport volunteer levels.
- Along with Daly (1991); Driscoll & Wood (1999); ABS (2001c), this study recommends that volunteer research needs to be given a higher priority to address the major issues, immediately. Given the importance of volunteers in sport, a greater research effort in the area of sport volunteerism is imperative as is the need for these findings to be applied. Particular areas of urgency include the specific requirements pertaining to rural and regional areas and areas of concern common to all areas, such as litigation, insurance, financial reporting and general sport organisation management issues.
- Urgent attention also needs to be provided to clubs regarding the issue of junior sport and 'babysitting'. Sport volunteers expressed major concerns regarding legal liability and duty of care, after the sporting event has finished and children are not collected by parents.
- A focus on recruitment to include a plan based around personally approaching and asking parents to volunteer for a specific role, as has proven successful in past experiences provided. For example, if particular people prefer 'one-off' tasks, allocate tasks on a roster basis.
- This plan should also include assistant roles and key leaders with succession planning. Time frames should be set for roles to avoid people fearing commitment and responsibility due to fearing being 'stuck' with a role.
- Catering participation towards needs of the members. For example, committees to consult with members regarding preferred times, format of competitions and even competitor recruitment.
- Clubs to be given administrative assistance with individually designed club structures to meet the needs of the particular club, including re-distribution of tasks, rather than clubs being forced to adopt traditional committee structures and roles. The aim of this recommendation is to provide a more even distribution of roles and responsibilities and decreasing the likelihood of not being able to fill a position.

- Some clubs also recommended that they had implemented a system of rewarding parents who volunteer by decreasing fees.
- Educate clubs to build organisational commitment, through sharing roles and making people feel part of the club, via personally approaching.
- Existing club leaders to seek out other supporting leaders and training new leaders by succession planning. This includes the involvement of young people. A recommendation from clubs utilising young people was to provide a quality reference as an incentive.
- Local government future planning to consider lack of professional input and impact of legislative changes on rural centres and districts.
- State Sports Associations need to consider more personalised education and training- move away from the traditional and complex kits, manuals etc.
- Clubs need to increase emphasis on training in a simple, easy to administer way.
- Administrative assistance needs to be provided to clubs who are struggling financially. Whose responsibility is this? (Regional Sports Assemblies, LGA's, SSO's?)
- Sport administrators to consider: What is the impact of the apparent trend towards 'informal' sports participation and the impact of volunteers v's user pay?
- Sport volunteerism is changing due to societal changes and therefore needs to be continually monitored via ongoing research. The importance of sport to Australian society is paramount and the volunteers are the backbone of the industry.

References

Anderson, A. J. B. (1989). *Interpreting data: a first course in statistics*. New York: Chapman and Hall.

Australian Bureau of Statistics. (1996). *Voluntary Work Australia*. June 1995, Canberra: ABS. (ABS Cat. No. 4441.0).

Australian Bureau of Statistics. (1998). *Department of Infrastructure: Regional Victoria In Fact*. Canberra: ABS.

Australian Bureau of Statistics. (1999). *Australian Social Trends 1999*. Canberra.

Australian Bureau of Statistics. (2001a). *Voluntary Work, State Tables*. Sept 1995, Canberra: ABS. (ABS Cat. No. 4441.0.55.001).

Australian Bureau of Statistics. (2001b). *Voluntary Work Australia*. June 2000. Canberra: ABS. (ABS Cat. No. 4441.0).

Australian Bureau of Statistics. (2001c). *Involvement in Organised Sport and Physical Activity, Australia*. April 2001. Canberra: ABS. (ABS Cat. No. 6285.0).

Australian Bureau of Statistics. (2001d). *Culture and Recreation, Special Article-Sporting Australians*. Canberra: ABS.

Australian Council of Social Services. (1996). *Volunteering in Australia*. (No. 74). Sydney: ACOSS.

Baum, F., Modra, C., Bush, R., Cox, E., Cooke, R., & Potter, R. (1999a). Volunteering and social capital: an Adelaide study. *Australian Journal on Volunteering* 4(1), 13- 22.

Baum, F., Bush, R., Modra, C., Murray, C., Cox, E., Alexander, K., & Potter, R. (1999b). Epidemiology of participation: an Australian community study. *Epidemiol Community Health*, 54, 414-423.

Baum, F. (1999c). The role of social capital in health promotion: Australian perspectives. *Health Promotion Journal of Australia*, 9(3), 171-178.

Daly, J. (1991). *Volunteers in South Australian sport*. Adelaide: South Australian Department of Recreation and Sport, Australian Sports Commission.

Driscoll, K., & Wood, L. (1999). *Sporting capital: changes and challenges for rural communities in Victoria*. Melbourne: RMIT University Centre for Applied Social Research.

Falk, I. K., & Kilpatrick, S. (1999). *What is social capital? A study of interaction in a rural community* (Paper D5/1999). Launceston, Tasmania: University of Tasmania, Faculty of Education.

Independent Sector. (1999). *Giving and volunteering in the United States: findings from a national survey*. Independent Sector. Retrieved March 3, 2001, from the World Wide Web: http://www/indepsec.org/GandV/s_keyf.html

Krishna, A. S., & Shrader, E. (1999). *Social capital assessment tool*. Paper presented at the Conference on Social Capital and Poverty Reduction, The World Bank, Washington, D.C.

McClave, J. T., & Sincich, T. (2000). *Statistics* (8th ed.). New Jersey: Prentice Hall.

McKenzie, F. H. (1999). *Impact of declining rural infrastructure*. Barton, ACT: Rural Industries Research and Development Corporation. (RIRDC No. 99/173).

Metzer, J. (1996). The psychology of volunteering: external or internal rewards. *Australian Journal on Volunteering*, 1(2), 20-24.

Reed, P. B., & Selbee, L. K. (2000). Distinguishing characteristics of active volunteers in Canada. *Nonprofit and Voluntary Sector Quarterly*, 29(4), 571-592.

Reynolds, S. (1999). Volunteers and their legal liability in Australia. *Australian Journal on Volunteering*, 4(2), 37-45.

Rhyne, D. (1995). *Volunteerism in sport, fitness and recreation in Ontario*. Ontario: Institute for Social Research, York University.

Rosenberg-Russell, J. (1995). *Volunteering in Western Australia*. Perth: Family and Children's Services.

Smith, D. (1994). Determinants of voluntary association participation and volunteering: a literature review. *Nonprofit and Voluntary Sector Quarterly*, 23(3), 243-263.

Sport and Recreation Ministers' Council. (2001). *Sport and recreation in Australia*. Canberra: National Centre for Culture and Recreation Statistics.

Stewart, D. W. & Shamdsani, P. N. (1990). *Focus groups: theory and practice*. California: Sage Publications.

VicSport Sportsview. (2002). *Drop in volunteer numbers*. p. 1.

Warburton, J. (1997). Older people as a "rich resource" for volunteer organisations: an overview of the issues. *Australian Journal on Volunteering*, 2(1), 17-25.

Wilson, J. (2000). Volunteering. *Annual Review of Sociology*, 26, 215-240.

Appendices

Appendix 1: Focus Group Questions

FOCUS GROUP QUESTIONS.

Six main issues to be discussed:

1. VOLUNTEER SITUATION

Examples of information required:

- a) What is the volunteer situation in your sport?
I.E. Do you have enough volunteers to service your sport?
Are numbers in decline? Why?
Future of volunteers in your sport?
Average hours volunteered per person per week

2. RECRUITMENT AND RETENTION OF VOLUNTEERS

Examples of information required:

- a) How does your sport recruit volunteers?
- b) Is it more difficult now? Why?
- c) How does your sport reward/acknowledge your volunteers?
- d) Does your sport have problems retaining volunteers? Why?
- e) Out of pocket expenses covered? Other volunteer support services
- f) Approx. service life of your volunteers?
- a) Why do you think people volunteer in your sport? AND
- g) Why do volunteers eventually leave your sport?

3. TRAINING

Examples of information required:

- b) Does your organisation provide training for your volunteers?
- c) Type of training?
- d) Level of training support? I.e. from Local Government, Central Highlands Sports Assembly
- e) Does your sport provide certification for volunteers? Details
- f) Are your volunteers competent?
- g) What percentage of volunteers are trained?

4. BARRIERS AND FACILITATORS TO VOLUNTEERING

Examples of information required:

- a) Personal/lifestyle and/or organisational issues?

5. SPORT PARTICIPATION LEVELS

Examples of information required:

- a) Relationship between participation levels and volunteer levels?
- b) Outcome if volunteer labor was unavailable for your sport?

6. BENEFITS OF VOLUNTEERISM



Appendix 2: Survey