ESS Volunteer Sustainability Strategy

YourSAy Survey Q&A

Government of South Australia
South Australian Fire and Emergency Services Commission

CFS

SES RESCUE

VMR RESCUE

CFSVA

SES SOUTH AUSTRALIAN VOLUNTEERS' ASSOCIATION INC.

ESS Volunteer Sustainability Strategy – YourSAy Q & A

This document answers common questions about participating in the YourSAy consultation. For broader context, and strategic themes refer to the separate supporting paper in the YourSAy document library.

What is the ESS Volunteer Sustainability Strategy?

The ESS Volunteer Sustainability Strategy is a sector-wide initiative, aimed at informing practical long term-approaches to attracting, supporting and retaining emergency services volunteers in South Australia. The strategy is being developed through consultation, evidence review and work with participating agencies and volunteer associations.

Why are community members being asked for their views?

The strategy needs to consider not only the experiences of current volunteers, but also the views of the community we serve. Community feedback can help identify awareness gaps, motivations and barriers that may not be apparent from sector information alone.

Who should complete the YourSAy survey?

The YourSAy survey is intended for South Australian community members who are not currently volunteering with the Country Fire Service (CFS), State Emergency Service (SES) or Volunteer Marine Rescue (VMR). You don't need previous experience with emergency services, or to be considering joining to contribute.

I am already a member of the CFS, SES or VMR. How can I contribute?

Please use the dedicated Volunteer Survey rather than the community YourSAy survey. Additional opportunities for volunteer input, including discussions and targeted consultation are being provided as the project develops. Please check your agencies communications channels for the relevant survey information.

What if I previously enquired about, applied for or stopped volunteering?

Your experience may provide useful insights into recruitment and participation barriers. If you are not currently a CFS, SES or VMR volunteer you can contribute to the YourSAy survey.

Do I need to know anything about the CFS or SES to participate?

No – You don't need to know anything about the agencies to participate. Understanding how the South Australian community perceives the services, including where information is unclear or unfamiliar is an important part of the consultation process.

What kinds of questions will I be asked?

Questions in the survey will focus on awareness of emergency services volunteering, reasons people might consider getting involved, perceived or practical barriers and what could make volunteering more attractive or accessible.

Is the survey a recruitment application?

No – Completion of the survey does not register you as a volunteer or start the application process to join an agency. Rather, taking part is an opportunity to provide feedback.

How will my feedback be used?

Responses will be analysed to identify themes and opportunities for improvement. Findings will be considered alongside volunteer consultation, feedback from other stakeholders and available evidence to help inform proposed strategic priorities and actions.

Will every suggestion be included in the final strategy?

Not necessarily - Feedback will be considered collectively, with potential actions assessed against evidence, feasibility, impacts and sector priorities.

Will my responses be made public, or attributed to me?

This consultation is intended to inform reporting of overall themes, rather than attributed to individual comments. Attributed comments may only be used if consented to as part of the consultation process. Please consult the privacy question within the YourSAy survey for the specific arrangements governing collection, storage and use of responses.

What happens once consultation closes?

The project team will review community and volunteer feedback, identify areas for further exploration and develop potential priorities and actions. Further engagement and appropriate governance considerations will inform the refinement of the strategy.

Where can I find further information?

The supporting paper in the YourSAy document library explains the rationale, strategic themes and consultation approach. Project updates and participation information will be through the YourSAy project page and relevant agency communications.