



New South Wales State of Volunteering

REPORT



KEY

Findings

Compared with 2019, more people volunteered for more hours in 2020.



NSW volunteers donated

1.5BN
HOURS
IN 2020



AN AVERAGE OF
25 HOURS/MONTH
5.8 HOURS/WEEK

\$127 BILLION

THE VALUE OF VOLUNTEERING TO NSW

The cost benefit ratio for volunteering in NSW in 2020 was 3.3:1
For every dollar invested, approximately \$3.30 is returned.

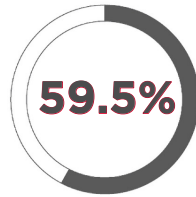
FORMAL



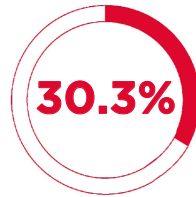
Volunteered exclusively in formal settings*

*volunteer-involving organisations (not-for-profit, government and private organisations)

INFORMAL



Volunteered both formally and informally



Volunteered exclusively in informal contexts



47.5%

Almost half of volunteering occurs on the ground in local communities

Volunteers indicated that they are **twice as likely** to volunteer more over the next three years than less likely; one-in-three (36.8%) are uncertain as to their future volunteering intentions.



33.4%

One-third of volunteering is undertaken from home or online



Over **four in every five** volunteer-involving organisations (82.4%) relied on volunteers aged over 65 years old, and nearly half included skilled professionals among the ranks of their volunteers.



the centre for
volunteering

49.6%

of VIOs counted **skilled professionals** among their ranks of volunteers



35.9%

1 IN 3 ORGANISATIONS
REIMBURSE
VOLUNTEERS' EXPENSES

Financial viability/sustainability and **governance** were the main organisational-related issues reported; and **access to funding, grants and sponsorship**, as well as **risk, insurance** and **legal issues** were the top reported external threats.

69.1%

**OF ORGANISATIONS
PREDICT THEY WILL
HAVE THE SAME OR
MORE VOLUNTEERS
IN THREE YEARS' TIME**

The **main issues** for volunteer-involving organisations relating to volunteers were **health and safety**, and **volunteer retention**.

RECRUITING VOLUNTEERS

- 90.3%** Personally approaching participants, members and their networks via word of mouth
- 57.9%** Social Media
- 49.1%** Website
- 35%** Open days and events

MOTIVATING & RETAINING VOLUNTEERS

- 69.3%** Personal connections and relationship building
- 46%** Out-of-hours gatherings, events and celebrations
- 42.9%** Awards (for example, certificates and letters of appreciation)
- 41.3%** Induction and orientation programs

PRIORITY AREAS OF SUPPORT VIO'S IDENTIFIED

- 35.2%** Volunteer Management
- 13.9%** Access to funding, grants or sponsorship
- 10.7%** Volunteer Recruitment
- 9.6%** Volunteer appreciation & recognition inside our organisation

YOUTH

Volunteering



3X

Nearly three times as many youth expected to be volunteering more in three years' time, but nearly one-in-five could not state with certainty what their volunteering would look like.

Youth aged 18-24 spent

40.7 HOURS

PER MONTH VOLUNTEERING

YOUTH MADE UP A SIGNIFICANT PROPORTION OF THE VOLUNTEER POPULATION, WITH 41.8% OF VOLUNTEER-INVOLVING ORGANISATIONS UTILISING PERSONS AGED 18-24 AND 24.3% ENGAGING VOLUNTEERS UNDER THE AGE OF 18.

87.6%

Youth aged 18-24 reported the highest rates of volunteering participation and volume. Excluding volunteering for an individual as a category of service, youth reported volunteering in an average of 3.1 different categories of service, versus 2.0 categories for adults 25 and older.

Youth fulfilled a diverse range of roles in these organisations, including (but not limited to):



FUNDRAISING AND EVENTS, FOOD PREPARATION AND SERVICE, SPORT AND PHYSICAL ACTIVITY, MARKETING, MEDIA AND COMMUNICATIONS, ADMINISTRATION AND OFFICE MANAGEMENT, EDUCATION AND TRAINING, COMPANIONSHIP AND SOCIAL SUPPORT

1.4 ROLES

Youth volunteers reported that they were typically utilised in only 1.4 roles within volunteer-involving organisations.

COMPARED WITH ADULT VOLUNTEERS

YOUTH PREFER...



Helping out in the community **+17.9**
Teaching, coaching or practical advice **+14.4**



Transport or running errands **-15**
Personal care / assistance **-11**