

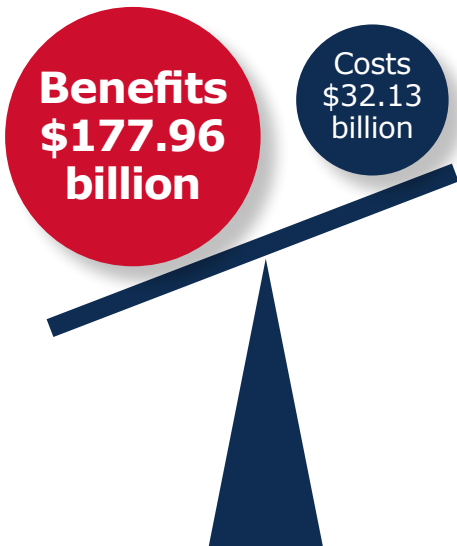
NSW State of Volunteering Report 2023

KEY FINDINGS



Key Findings

Costs and benefits of volunteering in NSW in 2023



THE VALUE of volunteering to NSW
\$178 Bn

For every dollar invested, approximately \$5.50 is returned

\$1 = \$5.50



The average volunteer expense per volunteer hour is
\$14.68

Cost to individual volunteers per year
\$3115.80

The average volunteer-involving organisation expense per volunteer hour is
\$7.31



The replacement cost of volunteering is

\$39.7 Bn

which is equal to **twice the cost** of the entire NSW public sector

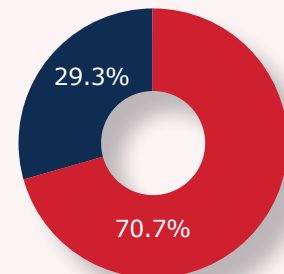


Non-volunteers attributed

54.2%

of community well-being to the impact of volunteering

PERCENTAGE SHARE OF TOTAL EXPENSES

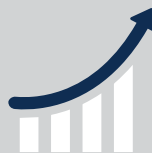


- Volunteers
- Volunteer-involving organisations



145,000

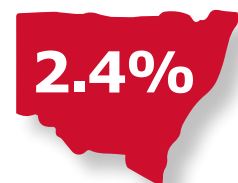
Jobs created in all sectors by expenditure on volunteering



14.7%

The extent to which volunteering **improves workplace productivity**

The contribution of volunteering expenditure to Gross State Product in NSW is



Key Findings

Volunteers in NSW in 2023



IN 2023 NSW VOLUNTEERS CONTRIBUTED

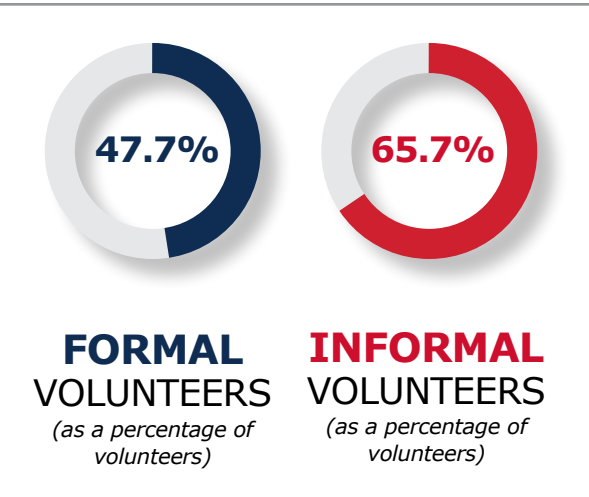
893.9m hours



WITH AN AVERAGE OF

17.5 hours PER MONTH

26.1% of volunteering is undertaken from **home or online**



31.2% OF VOLUNTEERS intend to volunteer more in 3 years' time

27.2% OF NON-VOLUNTEERS intend to volunteer more in 3 years' time



TOP 5 VOLUNTEER MOTIVATIONS

- 1 To help others
- 2 To be active
- 3 To use my skills and experience
- 4 For enjoyment
- 5 For social and community connection

SOCIAL PREFERENCE for Volunteering

31.3% on their own

32.6% with others

35.8% both

Key Findings

Volunteer management in NSW in 2023

Key inclusion metrics

(The percentage of volunteer-involving organisations that include these demographics)

68.4%
include volunteers aged 65+

39.9%
include volunteers aged under 25

29.2%
include culturally and linguistically diverse (CALD) volunteers

17.3%
include online or remote volunteers

TOP 3 RETENTION STRATEGIES



1

Volunteer training and development



2

Personal relationship building



3

Awards and formal recognition

Almost **40%** of organisations include volunteers under

25
years of age

TOP 3 RECRUITMENT CHANNELS



#1

Word of mouth



#2

Social media



#3

Website

TOP 3 CHANGES reported by volunteer managers

1

Volunteer hours have decreased

2

Volunteers need more training

3

Fewer people want to volunteer

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The Centre for Volunteering
Level 3, 40 Gloucester St
Sydney NSW 2000
T: 02 9261 3600
E: info@volunteering.com.au
W: volunteering.com.au

