

The State of Volunteering

South Australia, 2023

Methodology

Public survey – 986 South Australian residents

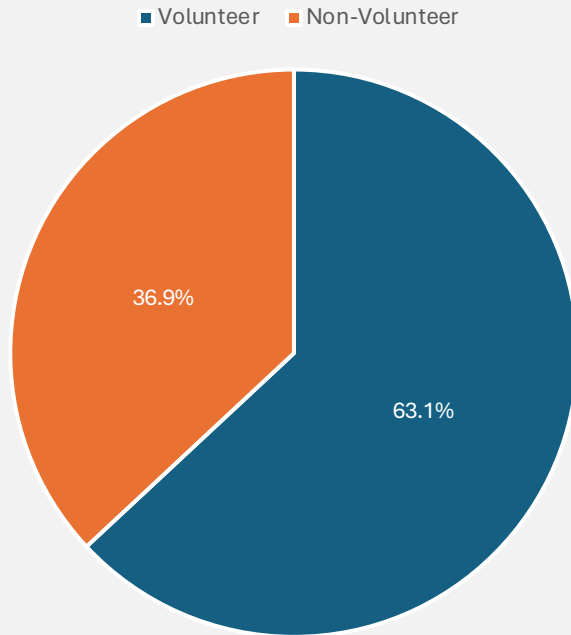
Volunteers v non-volunteers

Volunteer manager survey – 341 valid responses

Paid v unpaid volunteer managers

Economic analysis

Who volunteers?



951,800 volunteers

19.5 hours per month

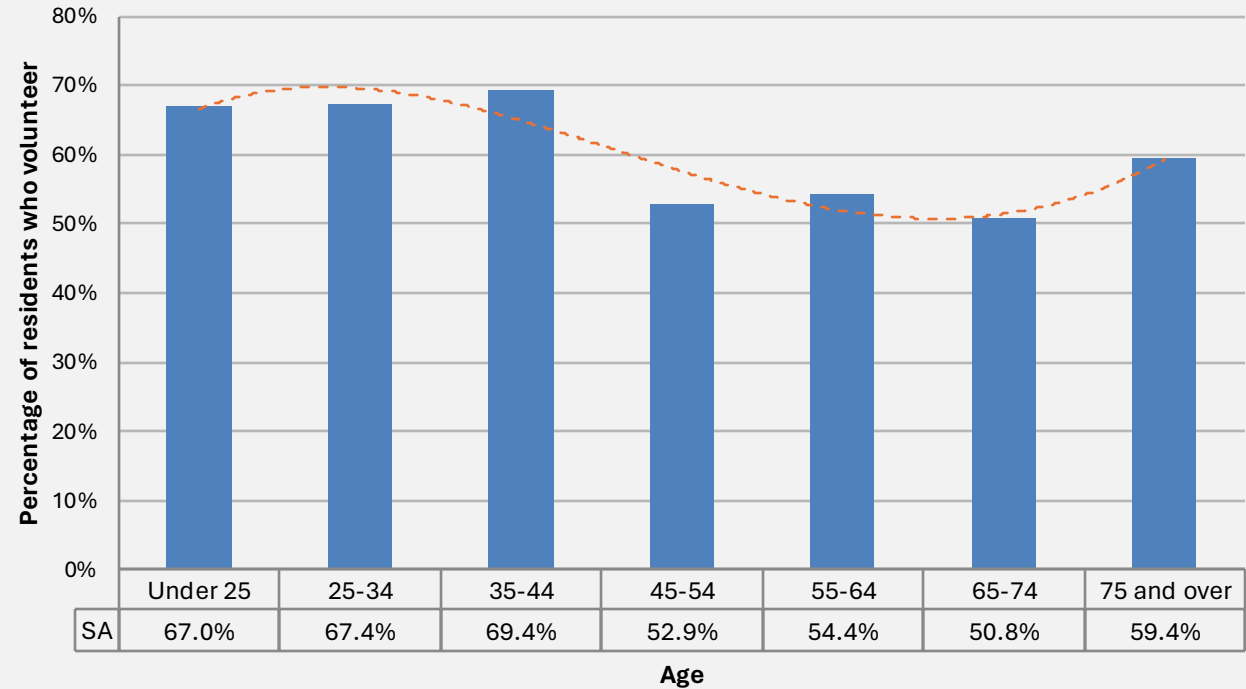
223.0 million hours

Who volunteers?

Young people

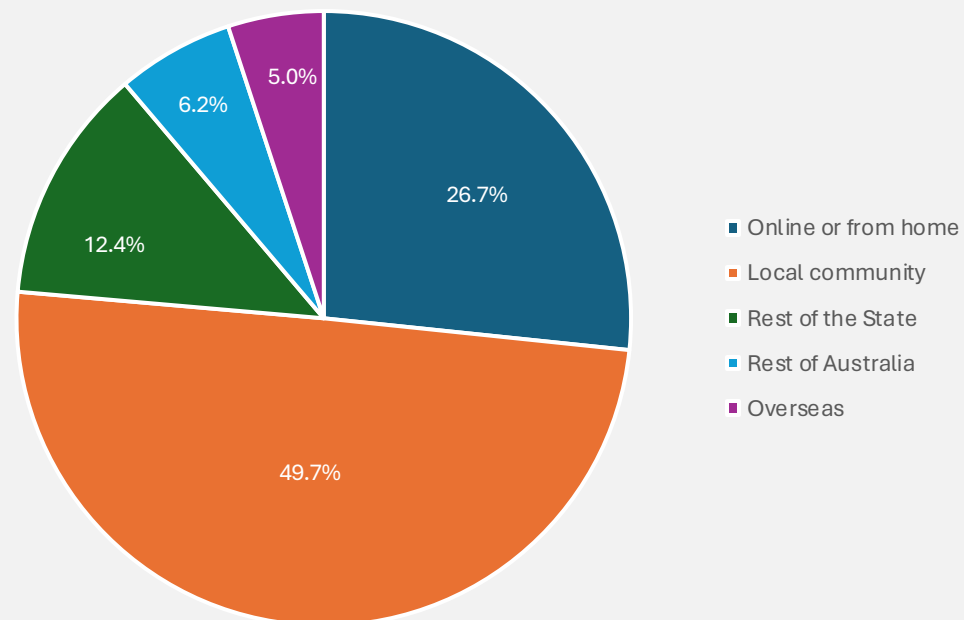
Work for pay

Carers



How do we volunteer?

	SA	All of Australia
All volunteers	63.1%	66.2%
Formal	30.0%	33.0%
Informal	42.8%	45.0%
Both	21.2%	22.0%



Motivations, barriers & intent

Top 5 motivations

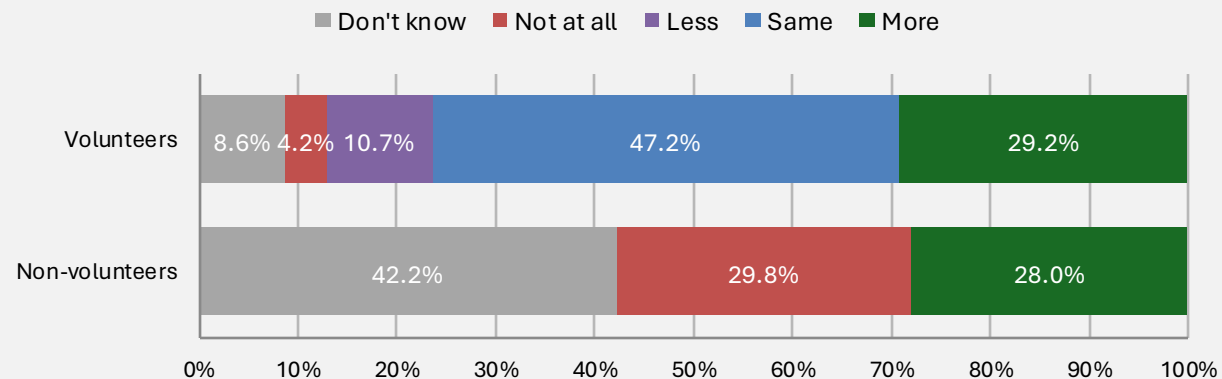
1. To help others
2. For enjoyment
3. Use my skills
4. Social connection
5. To be active

Top 5 barriers - volunteers

1. No time
2. Costs
3. Burnout
4. Health reasons
5. Not interested

Top 5 barriers – non-volunteers

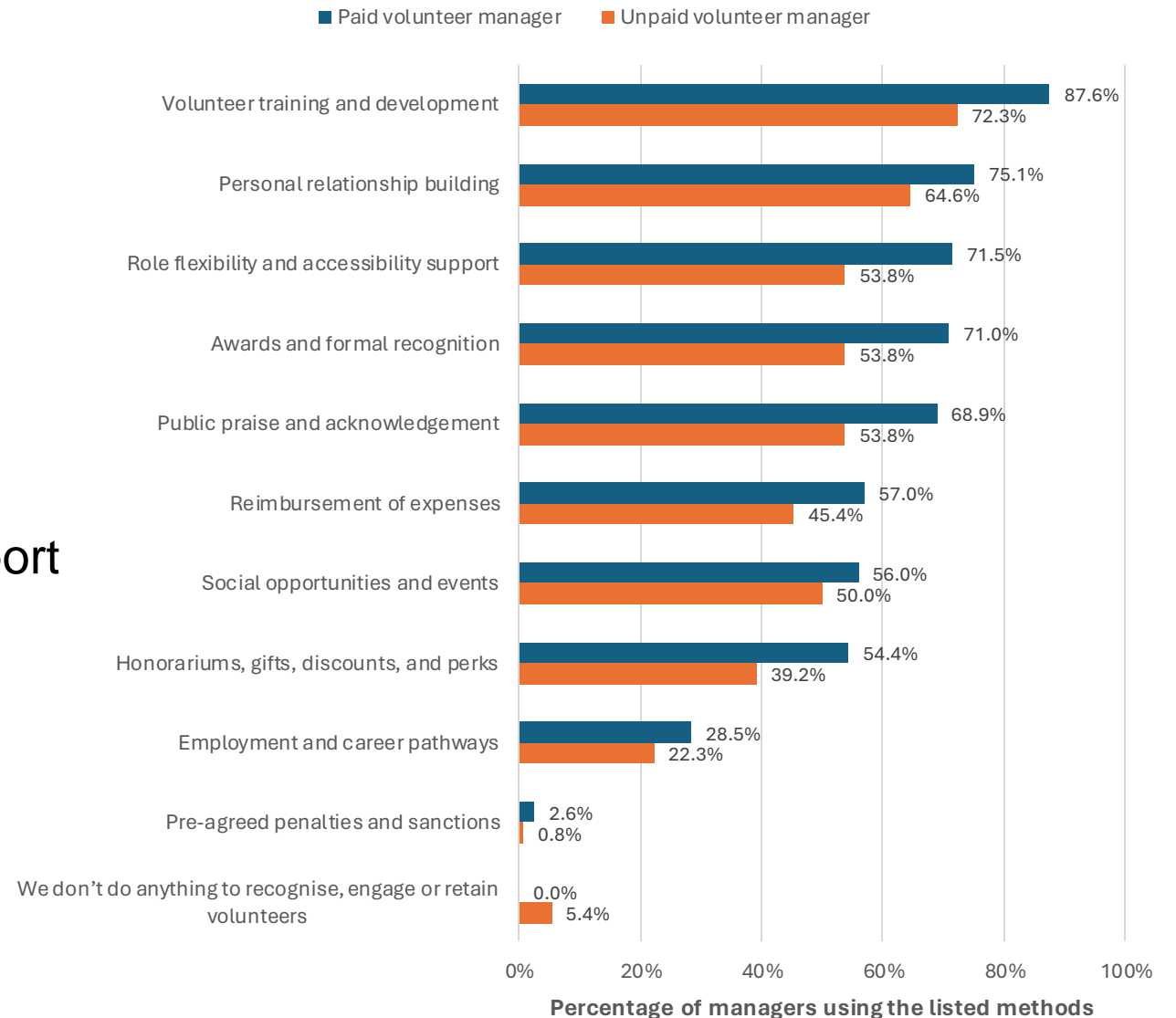
1. No time
2. Not sure how
3. Not interested
4. Lack of confidence
5. Health reasons



Volunteer managers

Top 5 engagement strategies

1. Training and development
2. Personal relationship building
3. Role flexibility and accessibility support
4. Awards and formal recognition
5. Public praise and acknowledgement



Volunteer managers

Top 5 issues

1. Health and safety
2. Volunteer retention
3. Volunteer recruitment
4. Volunteer management
5. Culture, inclusion and diversity

Top 3 changes

1. Number of volunteers has decreased
2. Amount of training required has increased
3. Fewer board-level volunteers are available

Volunteering in aged care

Volunteers derive **deep satisfaction** from positively affecting the lives of older people, alleviating loneliness, and nurturing a sense of belonging.

Programs need to be **flexible and responsive** to the changing needs of both older people and volunteers, incorporating new activities, flexible hours, and updated health protocols.

Prioritising training in areas like **dementia care, emergency response, and grief support** is essential to boost volunteer confidence and improve care quality.

Volunteering in aged care

Ensuring the volunteer workforce reflects the community's diversity enhances the quality of care. Efforts to recruit **younger**, **male**, and **culturally diverse** volunteers are emphasised.

Leveraging technology for recruitment, training, and engagement is crucial, but requires **adequate digital literacy** training for volunteers.

Providing **emotional support**, effective communication, and recognition of volunteer efforts through personalised interactions and social media campaigns helps retain and motivate volunteers.

The cost of volunteering

Individuals – \$14.92 per hour

80.1% of total expenses

Organisations - \$5.60 per volunteer hour

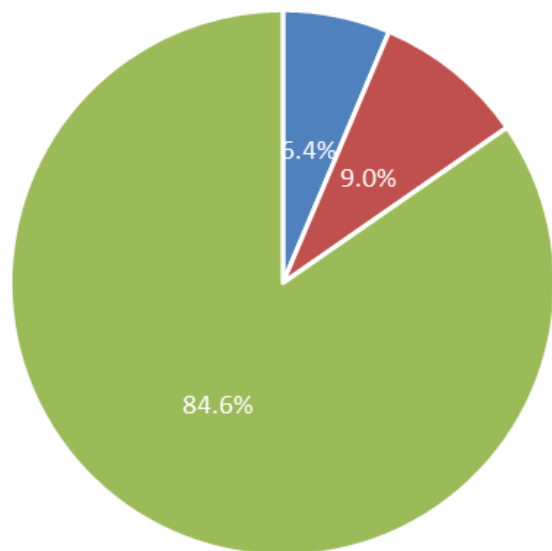
16.7% of total expenses

Direct costs – \$3.1 billion

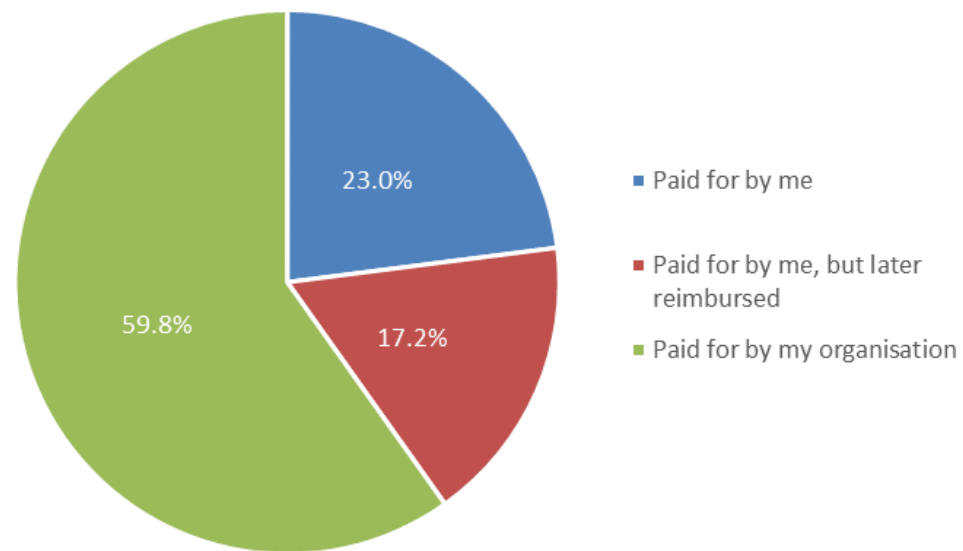
Total costs – \$6.9 billion

The cost of volunteering

Paid volunteer managers



Unpaid volunteer managers



The value of volunteering

31,100 jobs created

2.4% of Gross State Product

14.7% productivity premium

\$9.0 billion 'free' labour

4.4 ppt well-being benefit



The value of volunteering



\$36.1 billion

\$5.20 : \$1

State of Volunteering South Australia 2023



**Full Report now available on
the VSA&NT website**

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