



volunteering^{WA}

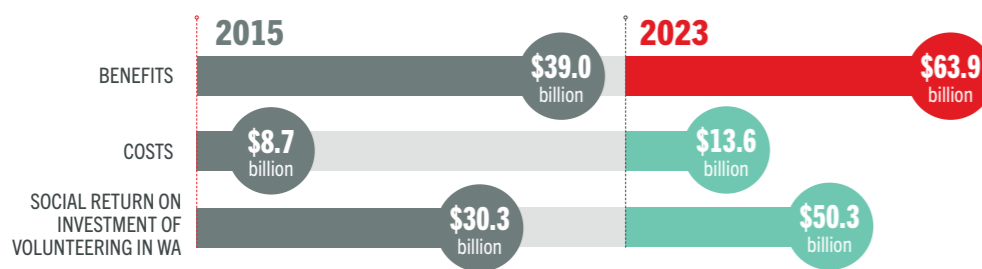


WESTERN AUSTRALIA
STATE OF VOLUNTEERING
REPORT | **2023**

WA State of Volunteering Report 2023



The Economic Value of Volunteering

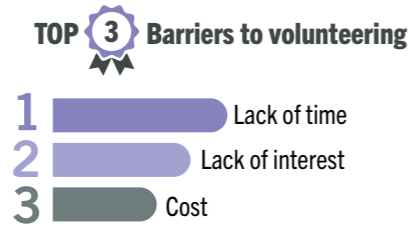
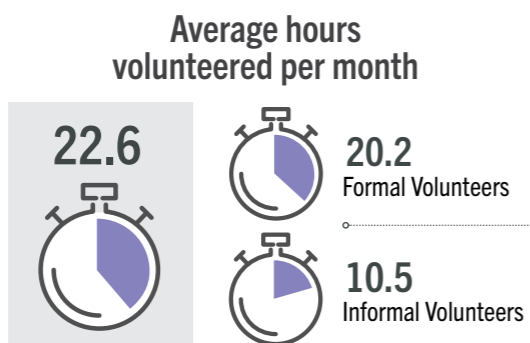
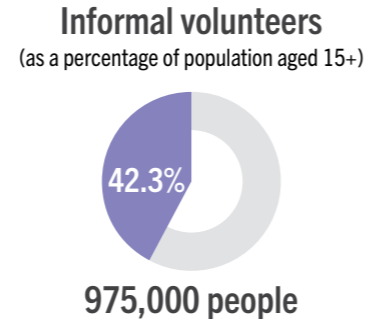
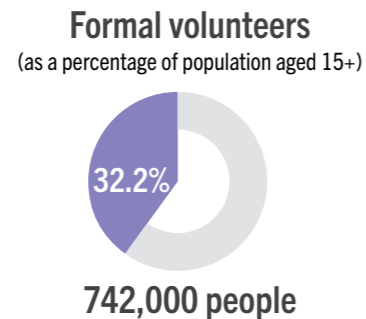
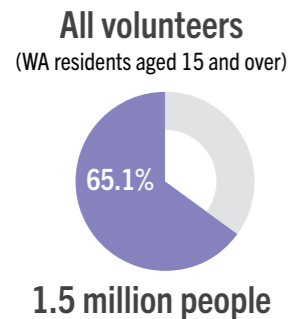


1.3% or **\$4.8 billion** to Gross State Product
similar to the contribution of WA's accommodation and food services sector of \$4.7 billion



\$3.84
Average volunteer involving organisation expenses per volunteer hour

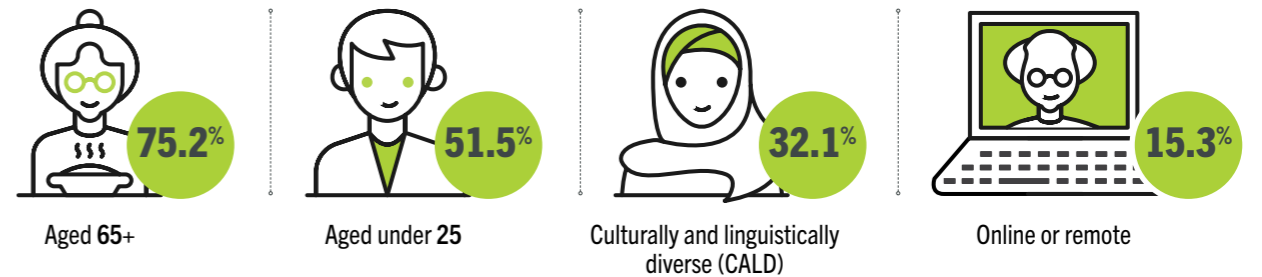
Volunteers



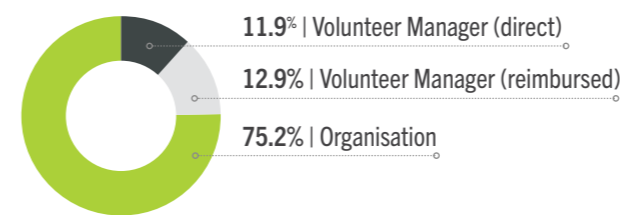
Volunteer Managers

Key inclusion metrics

(the percentage of volunteer managers that include these volunteer demographics in their programs)



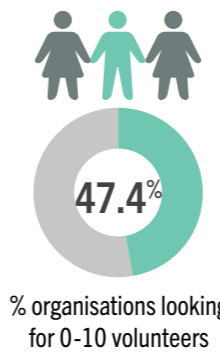
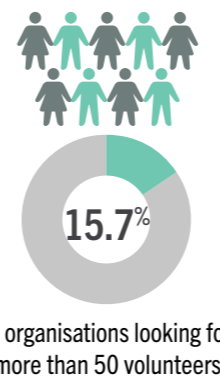
Who pays for volunteer programs



Top 3 retention strategies

- 1 Personal relationship building
- 2 Volunteer training and development
- 3 Social opportunities and events

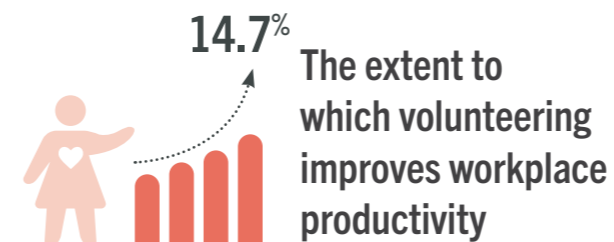
Volunteer Involving Organisations



Top trends reported for the 3 years to 2022

- 1 Increasing regulatory and administrative complexity
- 2 Loss / interruption of volunteer participation due to COVID-19
- 3 Increasing diversity of volunteers

Corporate Volunteering



Reported benefits to corporate volunteers from Volunteering WA program

- 84% Sense of well-being and happiness
- 81% Awareness of wider social issues
- 79% Pride in company and job
- 81% Understanding and empathy
- 80% Teamwork and communication

Acknowledgements

Volunteering WA acknowledges the Traditional Owners of country across Western Australia, the land on which we work and share. We acknowledge the ongoing contribution and pay our respects to Elders, past and present.

This is an independent report led by Volunteering WA, the peak body working with volunteers, community, government and corporate sectors to engage, lead and advance volunteering.

We would like to thank Paul Muller from the Institute of Project Management (IPM) who led the work commissioned on the 2023 surveys for WA residents and volunteer managers. Paul and his team analysed the data and estimated

the social return on investment for Western Australia, one of the key deliverables of this report.

The support of the Centre for Volunteering NSW was instrumental in the translation of the survey instruments into languages other than English.

In addition, we would like to thank Volunteering Australia, for their work in leading the National Strategy for Volunteering, and Curtin University for their work in providing WA survey data from the Strategy.

This project was made possible by funding from Volunteering WA and the Department of Communities (WA).

Most importantly, we want to sincerely thank the thousands of WA

residents and volunteer managers who generously gave their time to provide an insight into their experiences, to inform this report and future work in the sector.

Finally, we wish to thank and acknowledge Meredith Blais, Executive Manager Policy and Research, Volunteering WA for her leadership and outstanding contribution in producing this report.

Disclaimer

Please note that figures have been rounded, which may create discrepancies between data points and totals or calculated figures.

This report has primarily been compiled from external sources. While every effort has been made to supply accurate and up to date data, Volunteering WA does not accept any liability for the accuracy, reliability or completeness of data in this report.



Government of Western Australia
Department of Communities



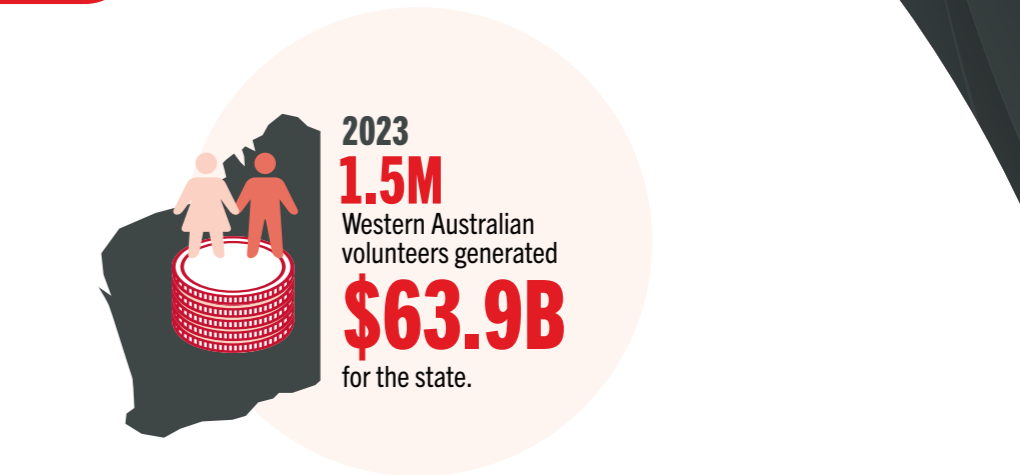
Executive Summary

In 2023, 1.5 million individuals dedicated their time to volunteering in Western Australia, generating a substantial value of \$63.9 billion for the state. This report serves as a comprehensive overview of the volunteering landscape in WA, offering insights into various aspects of the sector.

Despite encountering challenges stemming from the COVID-19 pandemic and current cost-of-living crisis, volunteers persevered in actively participating in activities crucial to their communities. On average, each volunteer contributed 22.6 hours monthly, culminating in a total of 400 million hours in 2023. Notably, 32.2% engaged formally with an organisation, while 42.3% participated informally within their communities. A considerable portion of volunteer activities is undertaken by young people, with 78.2% of individuals under 25 involved in some form of volunteer work.

While these contributions are commendable, it is imperative to acknowledge the significant personal cost borne by volunteers, emphasising that volunteering is not without expense. The report reveals an hourly cost of \$13.75 to volunteer, with volunteers absorbing 77.3% of the total expenses, compared to 22.7% for volunteer involving organisations. Despite these financial implications, 58.4% of volunteers express their intention to maintain or increase their volunteering efforts over the next three years.

Simultaneously, volunteering yields substantial social and economic benefits for WA. The \$63.9 billion benefit represents a remarkable 470% return on investment, signifying a return of \$4.70 for every



dollar invested in volunteering. The report further estimates the replacement labour cost of volunteering at \$16.5 billion, more than double the cost of the entire WA public sector. Volunteering is identified as a pivotal contributor to community well-being, accounting for a noteworthy 14.7% increase in workplace productivity.

The report draws its insights from two extensive surveys within the volunteering sector. The first, a Public Survey, involved a random sample of 1,000 WA residents, while the second, a Volunteer Manager

survey, included 613 WA volunteer managers from across metropolitan, regional and remote locations. The findings underscore the resilience of the volunteering sector and emphasise the substantial benefits it brings to WA.

In addition, Western Australia benefits from strong connection with corporate volunteering which further adds to this significant volunteer contribution. The report provides some high-level information from Volunteering WA's Corporate Volunteering Program.





CONTENTS

Foreword from the Minister for Volunteering	8
Message from the Chair and CEO of Volunteering WA	9
Section 1: Introduction	10
Section 2: The economic value of volunteering	14
Section 3: Volunteers	22
Section 4: Volunteer managers	34
Section 5: Volunteer involving organisations	48
Section 6: Spotlight on corporate volunteering	58
Section 7: Conclusion	64
Appendix 1: Public Survey	68
Appendix 2: Volunteer Manager Survey	73



Foreword from the Minister for Volunteering



As Minister for Volunteering, I am proud of the enormous community participation and engagement through volunteering across this State.

Western Australia has a distinctive volunteering culture with a diverse regional landscape. Acknowledging this culture and importance of comparable data across jurisdictions, provides a unique opportunity to show both the State's volunteering strengths, as well as those areas where change and innovation may help future volunteering populations.

The WA State of Volunteering Report supplies a platform to inform national comparisons, driving a progressive response and supporting research-led decision making across the sector.

The WA State Government appreciates the volunteer contribution to the economic and social development of our state and is committed to supporting a thriving and connected volunteering sector, recognising the value of volunteers and volunteer-involving organisations.

I am excited about the future of volunteering in WA, and the ways in which we value volunteering across our diverse communities.

Hon Don Punch MLA
Minister for Volunteering WA



Message from the Chair and CEO of Volunteering WA

Volunteering WA is delighted to share our second State of Volunteering report. This report is for everyone involved in the volunteering ecosystem in WA and across Australia. As the peak body for volunteering, we are committed to sharing the latest volunteering trends with members and stakeholders.

Our purpose is to empower people and communities to enrich WA through engaging, leading and advancing volunteering across the state. This data is vital in providing valuable insights into the social, economic and cultural value of volunteering contributions so we can create the right conditions for volunteering to grow and thrive.

Since our last report in 2015, society has undergone significant changes, affecting volunteering. We recognise the social and economic pressures people face, impacting volunteering activity and community cohesion. To support and grow volunteering in WA, we need to understand these changes, adapt, and respond. This report provides data to help us understand these shifts and build on insights from volunteers and volunteer managers, including those from diverse backgrounds.

The report provides important comparisons between 2015 and 2023 data and highlights the enormous contribution of \$63.9 billion in benefit that volunteers bring to our state. For every \$1 spent on volunteering, \$4.70 is returned to the community, representing a significant return on investment.

Understanding the state of volunteering in Western Australia is vital so we as a community can strengthen and future-proof it for generations to come.

We appreciate everyone who contributed to this report, our committed team, The Institute of Project Management, and the Department of Communities for their support, and importantly the thousands of volunteers and volunteer managers who give their time and skills every day to make a positive impact.

We hope you will find the report a valuable resource in guiding and supporting your efforts in recruiting and recognising volunteers, reducing the barriers to volunteering, and working together to build a sustainable and vibrant volunteering sector.

David Morrison
Chair

Tina Williams
CEO



SECTION 1 | Introduction

WA's State of Volunteering Report 2023 provides an up-to-date summary of volunteering in Western Australia

About Volunteering WA

Established in 1988 as a not-for-profit organisation, Volunteering WA is the peak body for volunteering in Western Australia with almost 800 organisation and community group members. We work in partnership with community, corporate, educational and government organisations to engage with, lead and advance volunteering in Western Australia.

Our purpose is to empower people and communities to enrich WA, and our vision is for a society in which everyone is inspired to make a difference.

Definition of volunteering

Volunteering is defined as 'time willingly given for the common good and without financial gain'.

This definition was developed by Volunteering Australia and has been adopted nationally. In this report volunteering includes both:

- formal volunteering where someone volunteers with an organisation, association, club, corporation or government, and
- informal volunteering where an individual is not associated with another entity, but still gives time for the common good of the community.

What this report covers

This report supplies data that responds to four main questions:

1. What is our experience of volunteering in WA today?
2. Looking back, what has been our recent experience with volunteering?
3. What is the economic value of volunteering in WA today?
4. Looking forward, what is the outlook for the sector?

Volunteering WA compiled this report, drawing from a number of data sources (please refer to

citations at the end of this report).

Quotes from volunteers and volunteer organisations are also included to illustrate key trends, drawing from our recent engagement.

Western Australian focus

Most data in this report is from our unique Western Australian perspective.

National data is supplied where it supports greater analysis due to a larger data set and to provide insight into comparative attributes and performance of the sector.



Public Survey (WA)

IPM was contracted to coordinate both Public and Volunteer Management surveys. In addition to their distribution in WA, these surveys were concurrently fielded in every state and territory in Australia. To promote participation from a broad cross-section of the community, they were professionally translated by Multicultural NSW and made available in 11 languages.

- Arabic
- Chinese (simplified)
- Chinese (traditional)
- Japanese
- Korean
- Italian
- Nepalese

- Persian (Farsi)
- Punjabi
- Spanish
- Vietnamese

Please refer to Appendix 1 for a copy of this survey.

The Public Survey used quotas to ensure a statistically representative sample across gender, age and location. This online survey was conducted in July 2023 for WA residents aged 15 years and over (n=1,000). To reflect the population distribution, results were post-weighted using ABS data on age and gender distribution. Table 1 summarises the demographics of this survey.

Volunteering is defined as 'time willingly given for the common good and without financial gain'

Table 1: Self-reported identity of responding WA residents (Public Survey, WA)

Age	Under 30	30-49 years	50 and over		
	35.4%	41.2%	23.5%		
Gender identity	Male	Female	Non-binary / other / declined		
	48.8%	49.9%	1.3%		
Location	Major city	Inner regional	Outer regional	Remote	Very Remote
	77.5%	15.1%	3.3%	0.6%	3.5%
Weekly hours of work for pay	0	1-20	21-40	40+	
	29.0%	15.3%	42.8%	12.9%	
Household income v national average	Lowest 20%	Low	Median	High	Highest 20%
	17.9%	19.7%	17.3%	23.4%	21.7%
Sexual orientation	Heterosexual		Non-heterosexual		
	87.8%		12.2%		
Ethnic identity	First Nations	Anglo-Australian	Another or multiple cultures		
	9.2%	53.2%	37.7%		
English as a first language	Yes		No		
	88.4%		11.6%		
Born in Australia	74.2%		25.7%		
Living with disability	12.3%		87.7%		
Caring duties at home	44.2%		55.8%		

There were 613 responses from volunteer managers in WA

Australian Bureau of Statistics (ABS)

ABS data from the most recent ABS General Social Survey 2020 is included for comparative purposes.

Australian National University (ANU)

In conjunction with underlying societal trends and shifts in volunteer participation, there has been a substantial impact arising from the COVID-19 pandemic.

Data from the ANU Centre for Social Research and Methods has been included for comparative purposes. This national dataset provides information on formal volunteering from before (2019) during (2021, 2022) and

(almost) after (2023) the pandemic. This provides insights into both the impact of the pandemic and recovery in the volunteering ecosystem.

Volunteer Manager Survey (WA)

The Volunteer Manager (VM) Survey was open to all (not-for-profit, public and private) sectors. The definition of a volunteer manager used in the survey included persons who “supervise, organise or coordinate” volunteers. There were 613 responses from volunteer managers in WA. The unweighted demographic characteristics of the sample are shown in Table 2.

Please refer to Appendix 2 for a copy of this survey.

Table 2: Self-reported identity of responding volunteer managers (VM Survey, WA)

Age	Under 30	30-49 years	50 and over		
	5.8%	29.9%	64.3%		
Gender identity	Male	Female	Non-binary / other / declined		
	23.7%	73.0%	3.3%		
Location	Major city	Inner regional	Outer regional	Remote	Very remote
	68.8%	16.5%	8.2%	2.4%	4.1%
Weekly hours of work for pay	0	1-20	21-40	40+	
	22.8%	13.6%	55.8%	7.8%	
Household income v national average	Lowest 20%	Low	Median	High	Highest 20%
	29.7%	21.4%	18.8%	21.4%	8.7%
Sexual orientation	Heterosexual		Non-heterosexual		
	78.9%		21.1%		
Ethnic identity	First Nations	Anglo-Australian	Another or multiple cultures		
	0.7%	79.2%	20.1%		
English as a first language	Yes		No		
	92.8%		7.2%		
Born in Australia	67.4%		32.6%		
Living with disability	7.6%		92.4%		
Caring duties at home	35.4%		64.8%		

IPM national data

A feature of the work undertaken by IPM was the use of the same survey instruments across Australia.

There were 6,830 Australian residents and 3,948 volunteer manager survey responses available for analysis nationally (including WA data). These samples are among the largest ever collected in volunteer specific surveys in WA and Australia.

This work has been particularly helpful in developing an understanding of volunteers and non-volunteers, paid and unpaid volunteer managers and similarities and differences of WA experiences to the rest of Australia. Key comparatives and insights are highlighted in this report.

The IPM methodology provides a number of advantages to the volunteering ecosystem in Australia including:

- the ability to trend information over time
- creation of state, territory and national databases
- provision of current information on a broad range of volunteer matters and
- a consistent methodology for the economic valuation of volunteering in Australia.

IPM data complements other volunteering data sets and more in-depth research into specific volunteering issues canvassed in this report.

National Strategy for Volunteering (NSV)

In 2022, Volunteering Australia led the development and publication of the “National Strategy for Volunteering”. As part of this work, they commissioned and published

a research report “Volunteering in Australia: The Organisation Perspective”.

Volunteering WA engaged Curtin University to extract a subset of WA data. This dataset of 383 organisations with representatives from WA, provides added insight into several issues and challenges facing the sector.

IPM methodology for social return on investment

Some of the key findings of this report relate to the economic value of volunteering in WA. This work was modelled by IPM, informed by financial and other data collected in

the Public and VM Surveys.

A summary of these results and a user guide to key values is included in Section 2 to this report.

Comparison to 2015

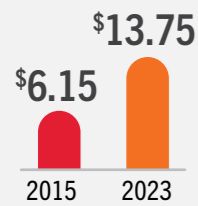
The report highlights areas of change from the previous report, ‘The Economic, Social and Cultural Value of Volunteering for Western Australia’, published in 2015.

Corporate volunteering

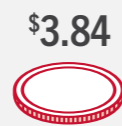
This report includes a spotlight on corporate volunteering, drawing from the National Strategy for the Volunteering WA dataset and our corporate volunteering program.



SECTION 2 | The economic value of volunteering

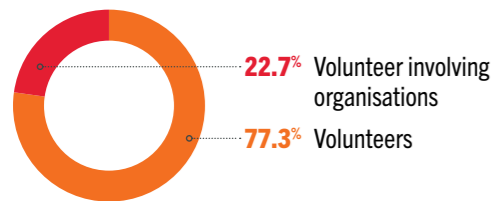


Average volunteer expenses per volunteer hour



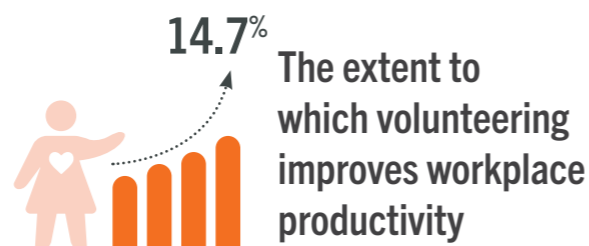
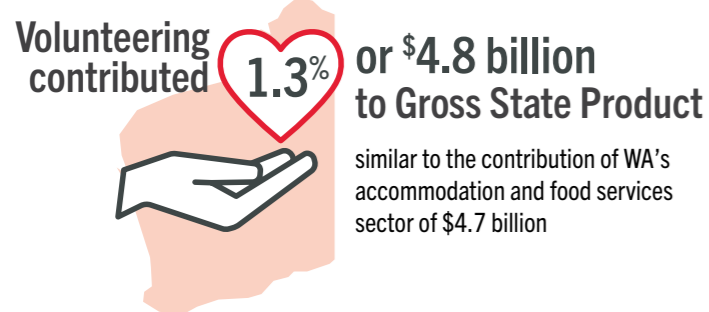
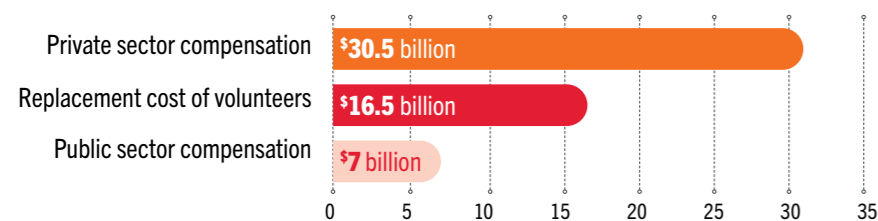
\$3.84 Average volunteer involving organisation expenses per volunteer hour

Percentage share of total expenses



The volunteering workforce is the largest industry by employment in WA

Volunteer replacement cost vs public and private sector compensation



+4.4 percentage points
The increase in individual well-being attributable to volunteering



OVERVIEW

"Cost-benefit analysis is the Australian government preferred approach to valuing the social and economic impacts of an activity or intervention. The value of volunteering to WA across the entire community is the sum of the social and economic benefits enabled. This analysis values these benefits at \$63.9 billion." (IPM)



Table 3: Costs and benefits of volunteering (WA)

Costs (\$ million)				
<i>Direct costs</i>			2023	2015
	Volunteer expenses	\$4,116.3		
	Volunteer involving organisation expenses	\$1,208.8	\$5,325.1	\$1,939.8
<i>Opportunity costs</i>				
	Volunteers' time	\$8,040.2		
	Volunteering investments	\$224.2	\$8,264.4	\$6,734.5
Total costs			\$13,589.5	\$8,674.3
Benefits (\$ million)				
<i>Civic benefits</i>				
	Volunteers' labour	\$16,524.9		
	Employment	\$2,762.7		
	Taxes	\$1,081.4	\$20,369.0	\$19,198.7
<i>Commercial benefits</i>				
	Productivity premium	\$10,181.0		
	Producers' surplus	\$919.4	\$11,100.4	\$9,868.3
<i>Individual benefits</i>				
	Volunteers' dividend		\$32,387.7	\$9,993.9
Total benefits			\$63,857.0	\$39,000.8
Social return on investment			\$50,267.5	\$30,326.6
Benefit: cost ratio			4.7: 1	4.5: 1

There has been a significant increase in the benefits of volunteering in WA to \$63.9 billion in 2023, from \$39.0 billion in 2015.

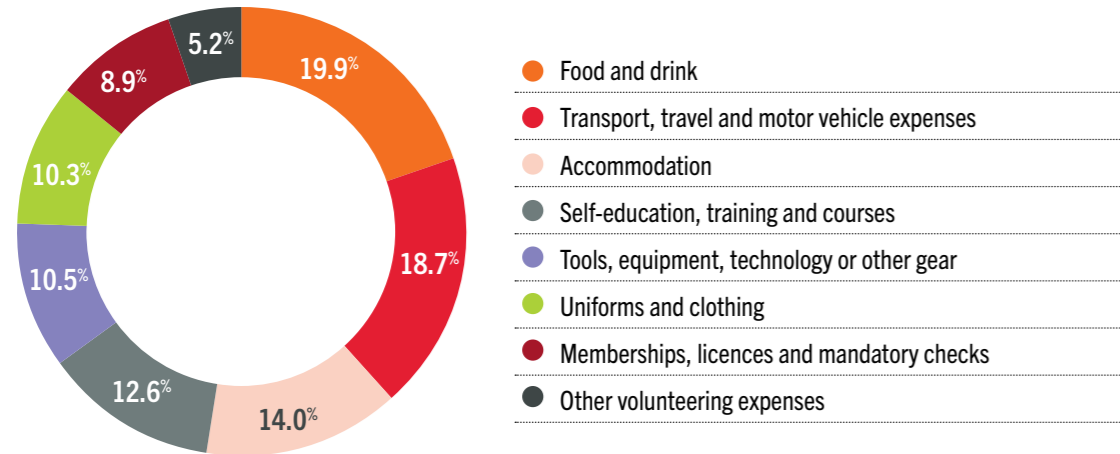
ABOUT THE COSTS

Volunteer expenses are the direct costs incurred by a volunteer to undertake their role.

Volunteers in WA reported spending an average of \$13.75 per hour they volunteered (before reimbursement). This can be directly compared to a cost of \$6.15 per volunteer hour in 2015.

Volunteers in WA also reported that, on average, they were reimbursed for 21% of their expenses.

Figure 1: Breakdown of volunteer expenses each month by category (Public Survey, WA)



The total direct costs to volunteers in WA were calculated by annualising the average cost to volunteers each month (after reimbursement) and multiplying by the number of volunteers.

The net out-of-pocket costs (direct expenses) for volunteers in WA totalled \$4.1 billion in 2023.

The following statistically significant observations were made on the cost to volunteer an hour:

- The younger the volunteer, the more they spent on their volunteering
- Men reported spending more than women per volunteer hour
- The greater a volunteer's household income, the more likely they are to spend more per volunteer hour.

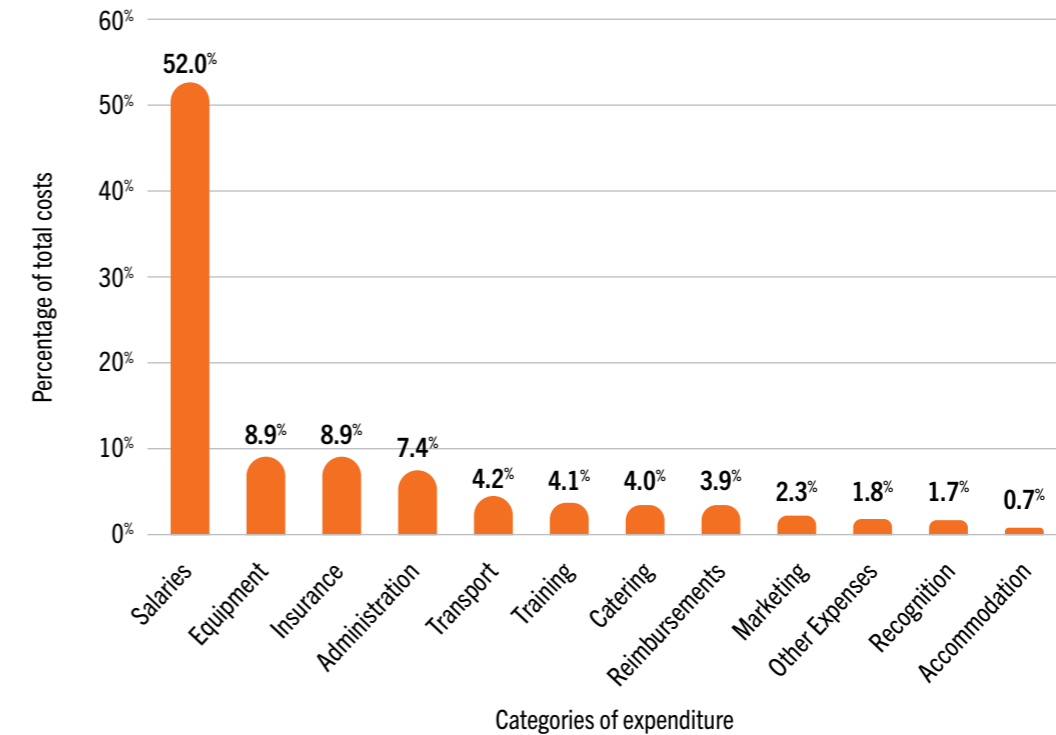
Location, multicultural identity, disability or carer status, and paid hours of work made no significant difference to how much a person spent on their volunteering per hour.

Volunteers incurred 77.3% of the direct expenses associated with volunteering (\$4.1 billion of \$5.3 billion), compared to just 22.7% for volunteer involving organisations.

Volunteer involving organisation expenses

Organisations in WA that involve volunteers reported spending an average of \$3.84 per formal volunteer hour. This includes costs incurred by both volunteer managers and organisations.

Figure 2: Breakdown of volunteer involving organisations' expenses by category in WA (VM Survey)



Salaries dominate costs in organisations with paid volunteer managers. Apart from this, the distribution of expenses remained similar for both paid and unpaid volunteer managers.

The total direct costs incurred by volunteer involving organisations in WA over a 12-month period was calculated by multiplying average annual costs per volunteer by the number of formal volunteers.

In 2023, the direct cost to volunteer involving organisations in WA was \$1.2 billion.

Volunteers' time

The opportunity cost of volunteers' time is the loss of other activities that could have been undertaken during the time spent volunteering. The valuation assumes a leisure / work trade off based on the potential for forgone income.

This assessment includes consideration of the variability in salaries among different groups, based on average weekly earnings for both part-time and full-time workers within each age cohort.

This average is then reduced by a 35% effective rate of tax and further adjusted to reflect the workforce composition of WA – comprising full-time, part-time, and non-participating individuals, segmented by age group.

Table 4: Opportunity costs of hours contributed to the community by volunteers

Age	Opportunity cost of volunteers' time \$/hr	Average hours volunteered per month	Total volunteers	Total opportunity cost (\$millions)
15-24	\$8.96	22.4	278,400	\$669.7
25-34	\$23.76	23.3	298,500	\$1,986.4
35-44	\$30.02	26.1	286,500	\$2,689.9
45-54	\$31.30	20.9	220,500	\$1,731.0
55-64	\$23.37	17.4	157,500	\$770.4
65+	\$4.54	15.4	223,000	\$192.9
				\$8,040.2

According to this model, the opportunity costs of volunteers' time in the year was \$8 billion, representing the loss potential of earnings.

Volunteering investments

The opportunity cost of volunteering investments is estimated as the loss of return on investment from the above values (volunteer expenses and volunteer organisation expenses). The forgone investment is equivalent to the return on 10-year Australian Government bond rate, which was 4.2% when the valuation was undertaken.

For WA in the reporting year, the opportunity cost of volunteering investments is estimated to be **\$224.2 million**.

ABOUT THE BENEFITS

Volunteers' labour

Replacement values, based on median wages and adjusted for age cohorts, is used to cost volunteers' labour. These costs have been increased by 15%, to cover supplementary costs such as superannuation, administrative and capital overheads.

Table 5: Replacement cost of hours donated to the community by WA volunteers

Age	Opportunity cost of volunteers' time \$/hr	Average hours volunteered per month	Total volunteers	Total opportunity cost (\$millions)
15-24	\$19.98	22.4	278,400	\$1,493.0
25-34	\$43.93	23.3	298,500	\$3,672.5
35-44	\$54.02	26.1	286,500	\$4,840.3
45-54	\$56.70	20.9	220,500	\$3,135.3
55-64	\$50.73	17.4	157,500	\$1,672.7
65+	\$40.25	15.4	223,000	\$1,711.2
				\$16,524.9

The replacement value of volunteer labour (and avoided by governments) is \$16.5 billion.

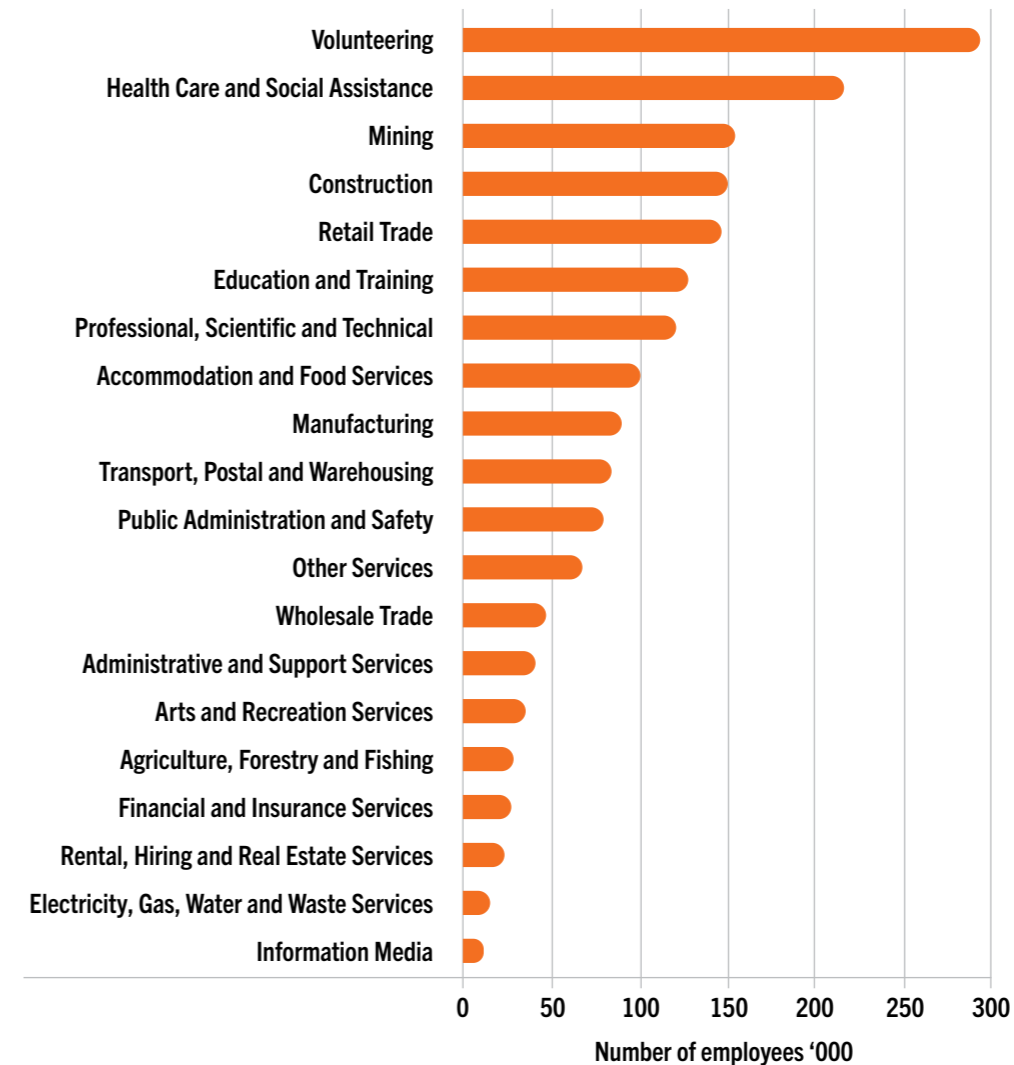
The size of the volunteering sector is more than twice that of the entire public sector in WA, and over half of the size of the private sector.

Table 6: Cost of volunteering vs private and public sector employee compensation (WA)

Sector	\$
Private sector compensation of employees	\$30.5 billion
Replacement cost of volunteers	\$16.5 billion
Public sector compensation of employees	\$7.0 billion

The volunteering sector contributes significantly to the WA workforce and is the largest industry by employment (when measured by replacement cost).

Figure 3: Volunteering as an industry by employment in WA



Employment

Employment is generated from the volunteering ecosystem. Volunteering not only serves social, community and environmental needs, it also plays a significant role in job creation in both voluntary organisations and through the supply of goods and services.

In WA, the modelling estimates that volunteering expenditure in WA generates approximately 41,800 jobs across the economy (community). Of these, 26,900 were full-time positions.

The model quantifies the wage benefits generated by these jobs as being worth \$2.8 billion. These wages help residents (increasing disposable income and purchasing power) and governments (by reducing the need for social assistance).

Taxes

Tax revenue is generated at local, state and federal government levels. The research revealed that volunteering related expenditure in WA generated an estimated \$1.1 billion in tax revenue, which likely outstrips governments' investment in the sector.

Productivity premium

A benefit was calculated on the self-reported extent (from the Public Survey) to which people felt that volunteering had a positive or negative impact on paid work roles.

Volunteers were asked on the impact of their work performance. 57.1% felt that volunteering made them more productive, 3.9% less productive and the balance did not perceive a change.

Non-volunteers were asked about their views on how volunteering might affect the work performance of others. 34.4% felt that it would make volunteers more productive at work, and 3.9% less productive.

Overall, respondents considered that volunteering had a positive or neutral impact on work performance, with existing volunteers more likely to perceive a benefit.

For volunteers and non-volunteers that reported a productivity impact, they were asked further about the perceived size of this impact.

Table 7: The extent to which residents believe volunteering impacts work performance (Public Survey, Australia)

	Volunteers	Non-volunteers	Total
Less productive	-25.8%	-27.0%	-26.2%
More productive	+32.4%	+30.0%	+31.8%
Net productivity impact	+17.5%	+9.3%	+14.7%

This net productivity impact of 14.7% (Australian data) was applied to the replacement cost of volunteers' time (WA data).

Volunteering in WA was estimated to improve the productivity of employees by \$10.2 billion a year.

Producers' surplus

A benefit is gained from the selling of goods and services, directly and indirectly, from volunteering activities. This is estimated to be \$0.9 billion in WA in 2023.

Volunteers' dividend

From the Public Survey of 6,830 Australian residents, it was found that being a volunteer was associated with a 4.4-point increase in life satisfaction, recognised as a proxy for well-being. The number of hours spent volunteering did not significantly affect one's sense of well-being. This demonstrates that the mere act of volunteering is enough to produce well-being benefits.

The monetised value of this increase in well-being was \$22,000 per volunteer each year. This equates to a well-being benefit for the WA community of \$32.4 billion a year.

What if we could increase the rate of volunteering?

Consider a scenario in WA where:

1. Individuals who expressed an intention to volunteer less or discontinue volunteering altogether, maintain their current rate of participation.
2. Half of those who plan to volunteer more increase their average monthly hours to the next higher quintile.

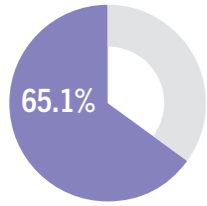
This would have the following benefits:

- Add 158,100 volunteers to the pool
- Increase contribution by 26.6 million hours
- Increase the net social return on investment by \$3.9 billion in year 3.



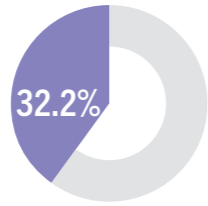
SECTION 3 | Volunteers

All volunteers
(WA residents aged 15 and over)



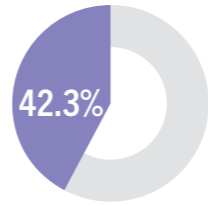
1.5 million people

Formal volunteers
(as a percentage of population aged 15+)



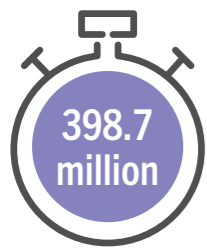
742,000 people

Informal volunteers
(as a percentage of population aged 15+)

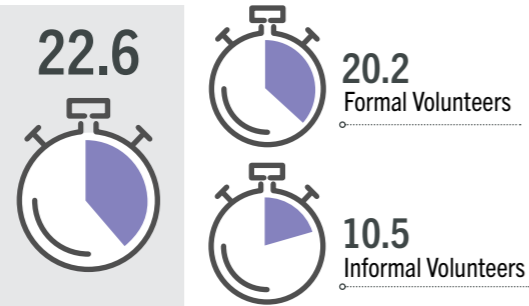


975,000 people

Total hours volunteered in WA



Average hours volunteered per month



Volunteering online or at home



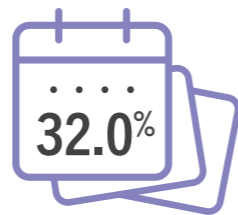
Top 5 barriers to volunteering more
(As reported by volunteers)

- 1 No time
- 2 Cost
- 3 Burnout (over volunteering)
- 4 Health reasons
- 5 Not interested in volunteering anymore

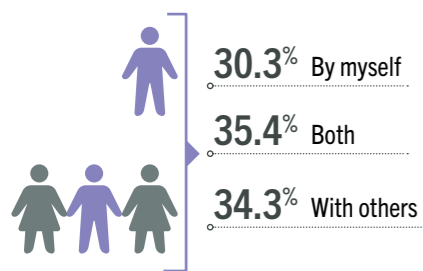
Top 3 demographic constraints to volunteering
(As reported by volunteers)

- 1 Living with disability
- 2 Age (for persons over 75 years)
- 3 English as an added language

WA residents who intend to volunteer more in 3 years' time



Social preference for volunteering



Top 5 volunteer motivations

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

Top 3 recruitment channels

- 1 Word of mouth
- 2 Social media
- 3 Online search

Rate of volunteering

Nearly two thirds of WA residents aged 15 years and over, or 1.5 million people, contributed to the community as volunteers in 2023.

This includes both formal and informal volunteers and is consistent with results from the same survey for the rest of Australia as outlined in this table.

Table 8: Volunteering rates (Public Survey and other data sources)

	Western Australia 2023	Australia 2023 ¹	ANU (national)	ABS WA 2020
All volunteers	65.1%	66.2%	56.7% (2022)	
Formal	32.2%	33.0%	32.6% (2023) 26.7% (2022) 24.2% (2021) 36.0% (2019)	25.6% (2020)
Informal	42.3%	45.0%		30.0% (2020) ²
Both	20.9%	22.0%		

The overall rate of volunteering in WA (65.1%) is comparable, although higher, to the overall rate of volunteering in Australia (56.7%) reported by the ANU Centre for Social Research and Methods in April 2022.

The rate of formal volunteering reported for WA in 2023 of 32.2% is consistent with the national level of volunteering (32.6%) reported by the ANU in April 2023.

This report highlights that in WA:

- The overall rate of volunteering is 65.1%, about 1.5 million people
- About half of all volunteers, volunteer formally
- The rate of informal volunteering is higher than the rate of formal volunteering.

Nationally, we are seeing post-pandemic recovery in the rate of formal volunteering participation.

The following statistically significant observations are made about formal volunteers:

- Younger volunteers are more likely than older volunteers to do so formally
- Men are more likely than women to volunteer formally
- The more hours a person works for pay, the more likely they were to volunteer formally
- People with caring duties are more likely to volunteer formally.

Location, ethnic identity, and disability status made no significant difference to whether a person is a formal volunteer.

¹ From Public Surveys

² Note that this was based on a limited period of 4 weeks prior to the survey

Time given willingly

For the first time, we learn that formal volunteers contribute almost twice as much time, compared to volunteers in informal settings.

Table 9: Time given willingly (Public Survey)

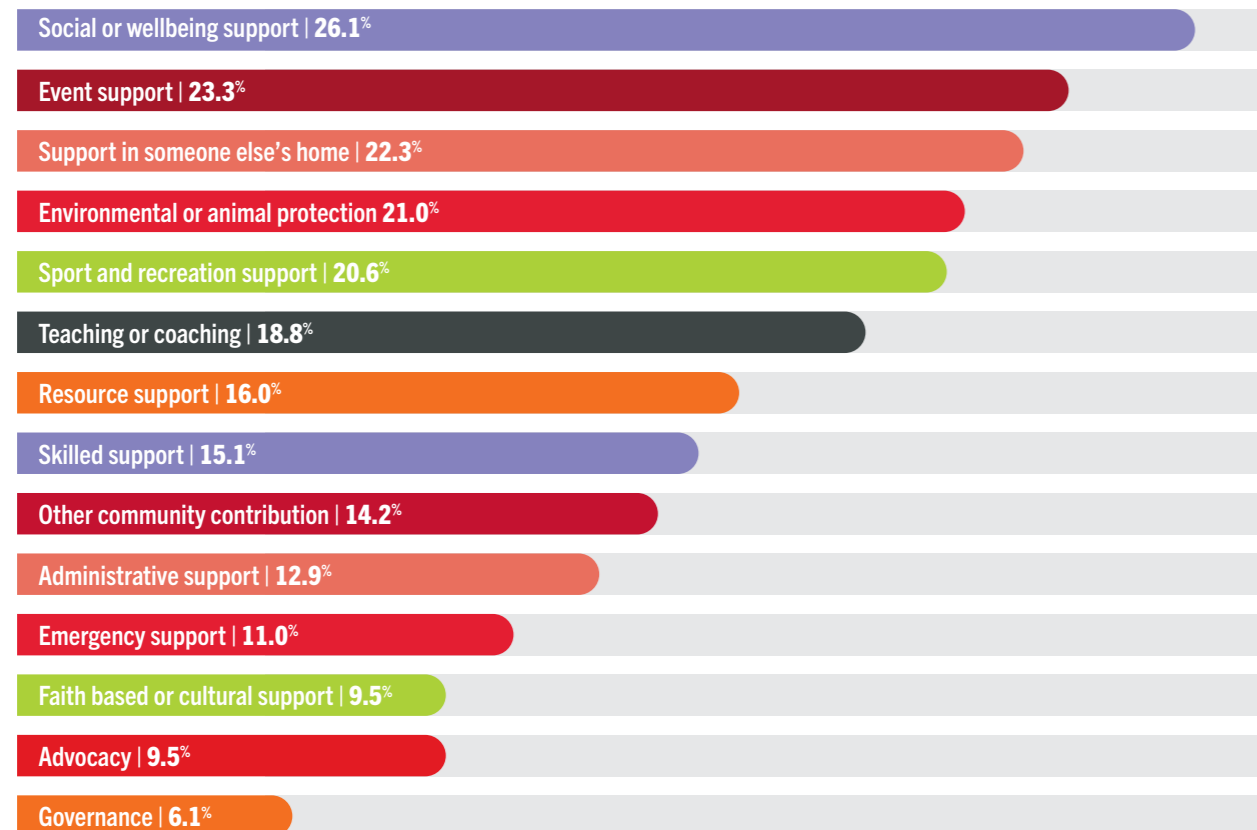
Annual contribution	398.7 million hours
Average, all volunteers	22.6 hours a month or 5.2 hours a week
Formal	20.2 hours a month 3.7 organisations
Informal	10.5 hours a month

Volunteers in WA contributed 398.7 million hours in 2023 – an increase from 315 million hours in 2015. The increase in total hours is due to rising population numbers and an increase in average hours per volunteer – from 15.9 hours a month in 2015 to 22.6 hours a month today.

Overall, volunteers in WA contribute an average of 22.6 hours a month, or 5.2 hours per week. This compares to an average of 19.9 hours per month (4.6 hours per week) in the rest of Australia.

Social or well-being support are among the most common forms of volunteerism, highlighting that volunteers are essential to the social fabric of our community. Volunteering to support environmental conservation, animal welfare and in sporting and educational settings is also prevalent.

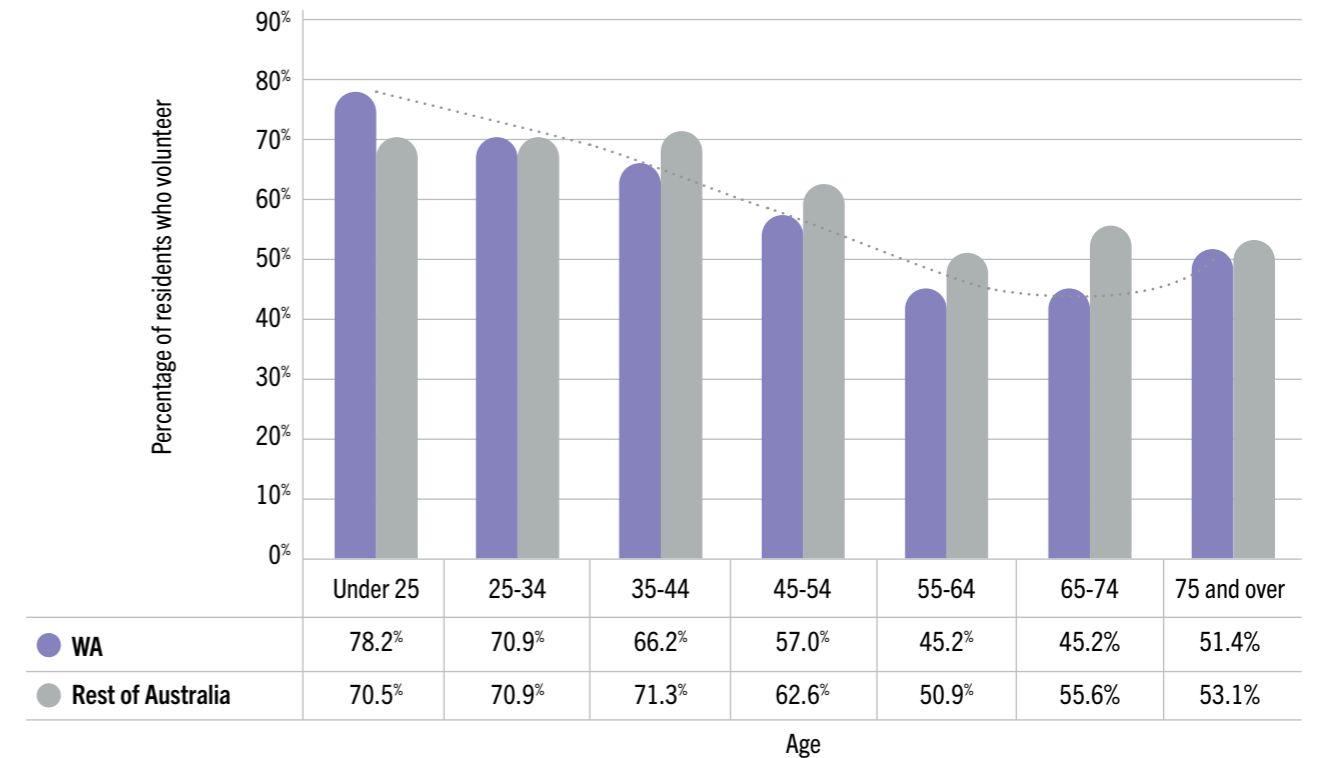
Figure 4: Types of support given as a volunteer (Public Survey, WA)



Age

Volunteering rates tend to decrease with age, with a tendency to increase post-retirement.

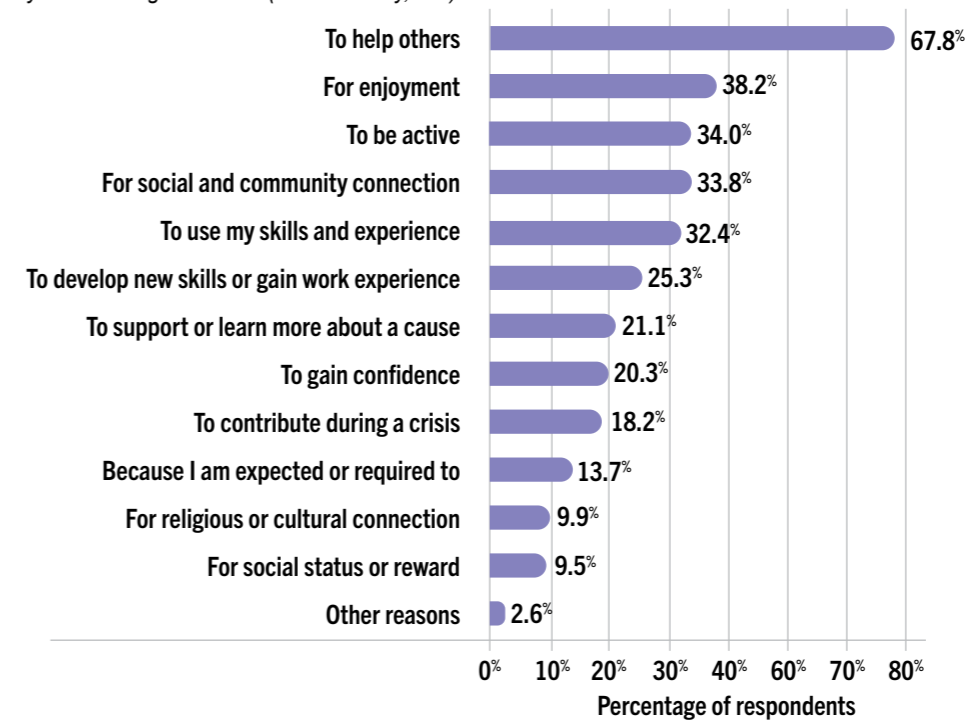
Figure 5: Volunteering participation in WA and Australia by age cohort (Public Survey)



Motivations

Volunteers are motivated by many factors, led by helping others, for enjoyment and to be active. These reasons are closely followed by a desire for social and community connection, to use or develop skills and experience and to support specific causes.

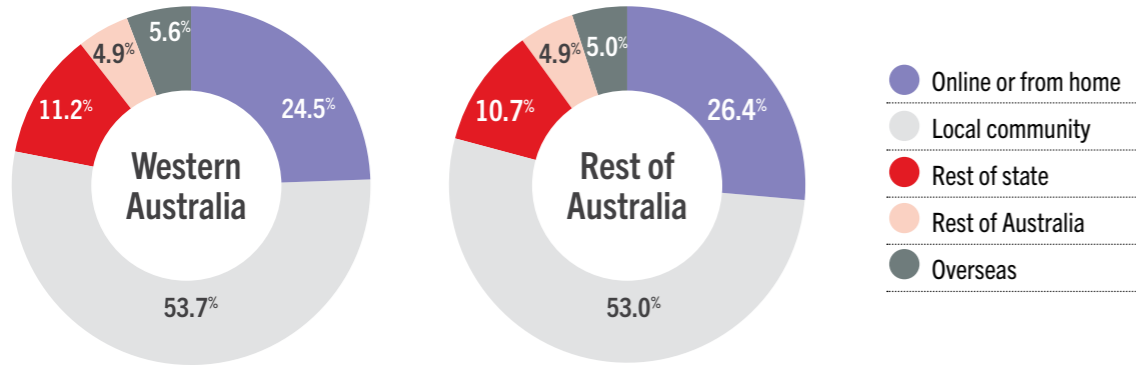
Figure 6: Why volunteers get involved (Public Survey, WA)



Close to home

Of those volunteering, 78.2% contribute their time at home, online or in their local community. Our experience is largely consistent with the rest of Australia. Note that volunteers were asked to distribute 100% of their time to one or more of these categories.

Figure 7: Where volunteers give their time (Public Survey)

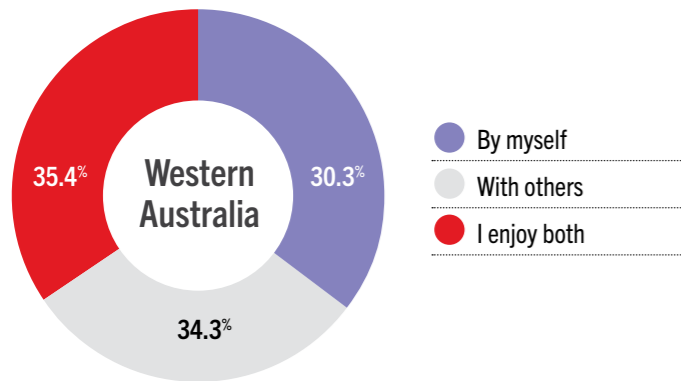


The rate of volunteering online or from home has increased from 15% to 24.5% from 2015 to 2023. Nearly one-quarter of volunteering in WA was done online or from home, with people living with a disability being far more likely to volunteer through these modes.

Social preference and feeling

There are a variety of social preferences for volunteers, with approximately equal numbers wishing to volunteer alone, with others, or through a combination of both.

Figure 8: Social preference for volunteering (Public Survey, WA)

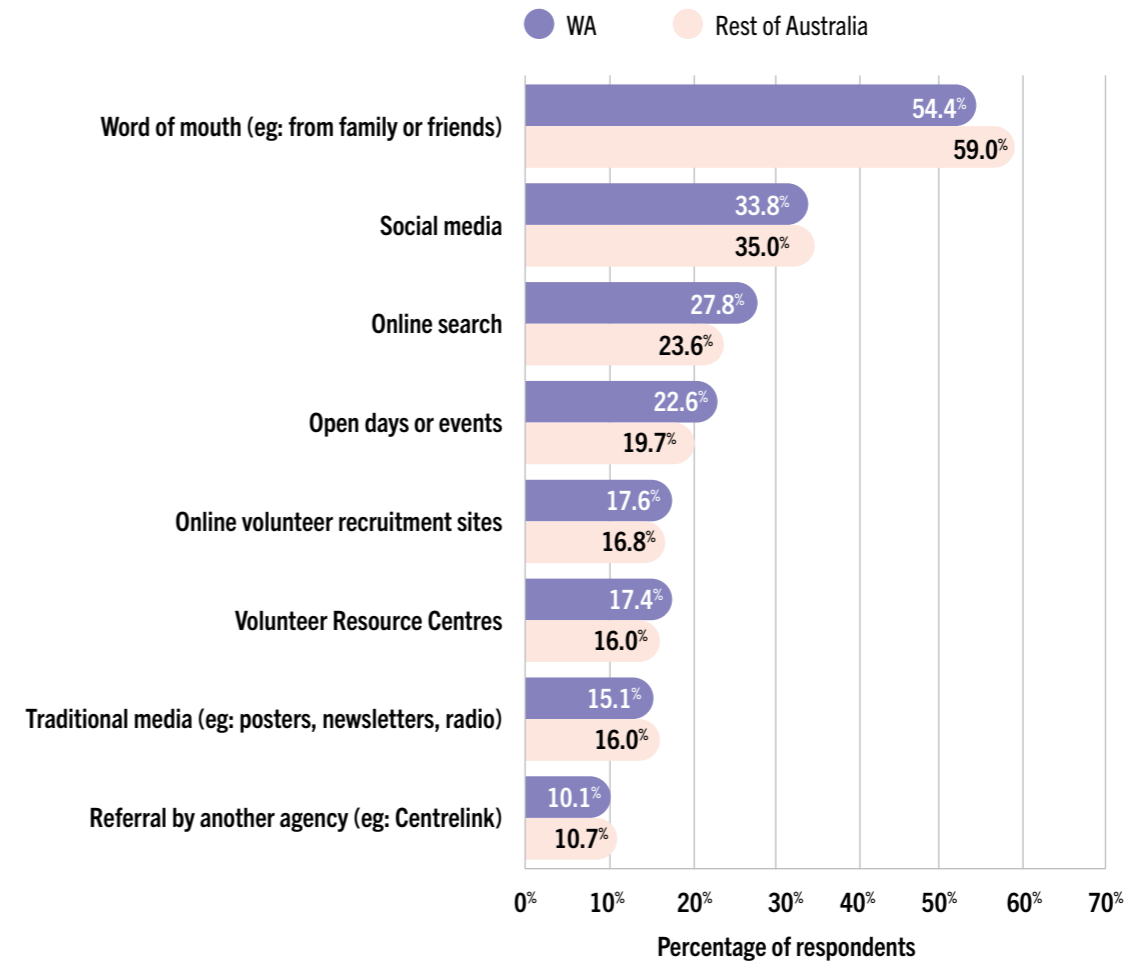


Older volunteers, men and people living with a disability all had some preference for volunteering alone. People with a multi-cultural background however are less likely to prefer to exclusively volunteer alone.

Finding a volunteer position

Personal referrals, social media and online searches are the channels most people use to find a volunteering role. IPM employed a statistical marketing tool to estimate that using a combination of these three channels, will likely reach four out of five volunteers and prospective volunteers.

Figure 9: Where volunteers find volunteering opportunities (Public Survey)

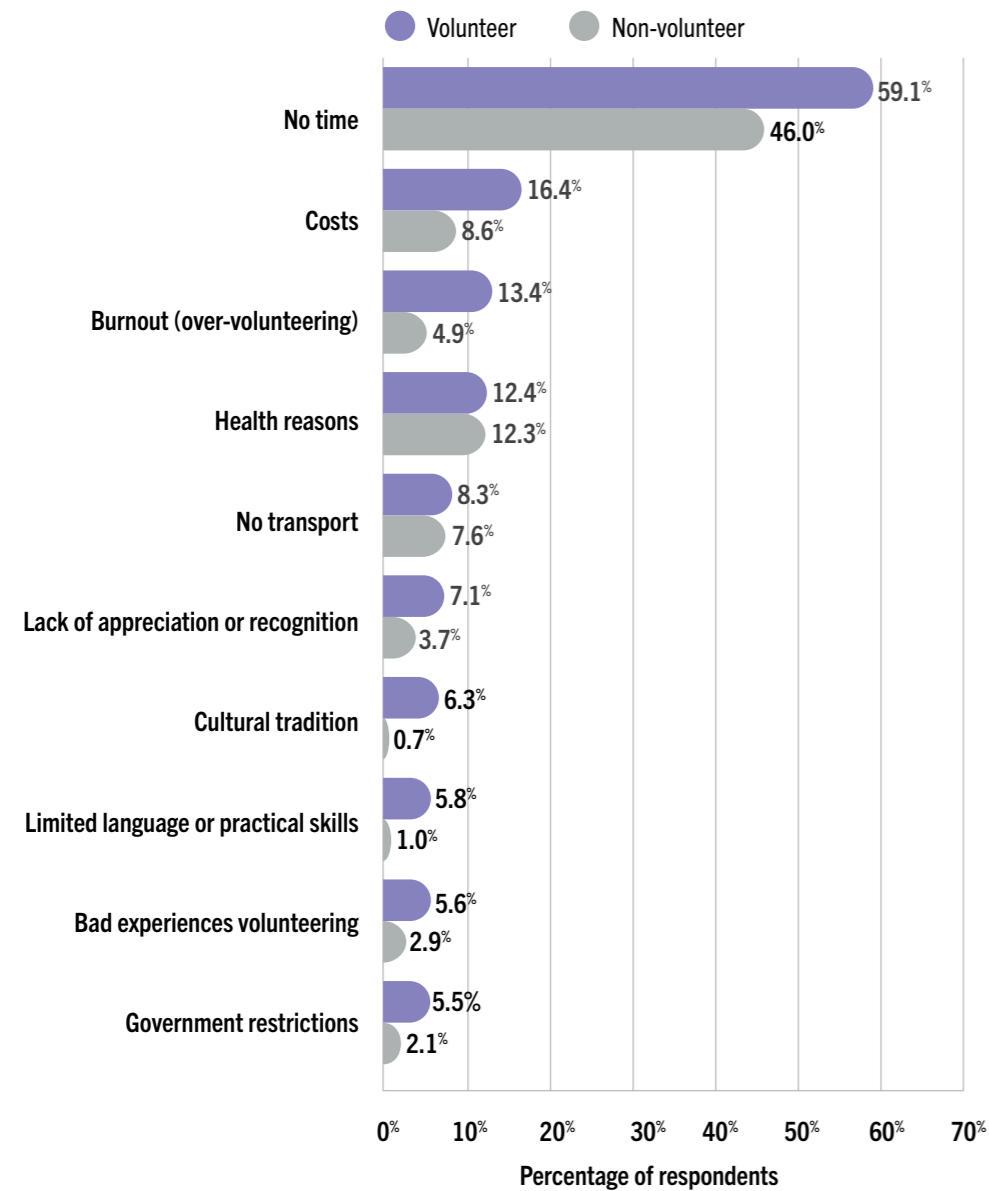


In WA, open days, online recruitment sites and Volunteer Resource Centres are more often cited than for the rest of Australia.

Barriers

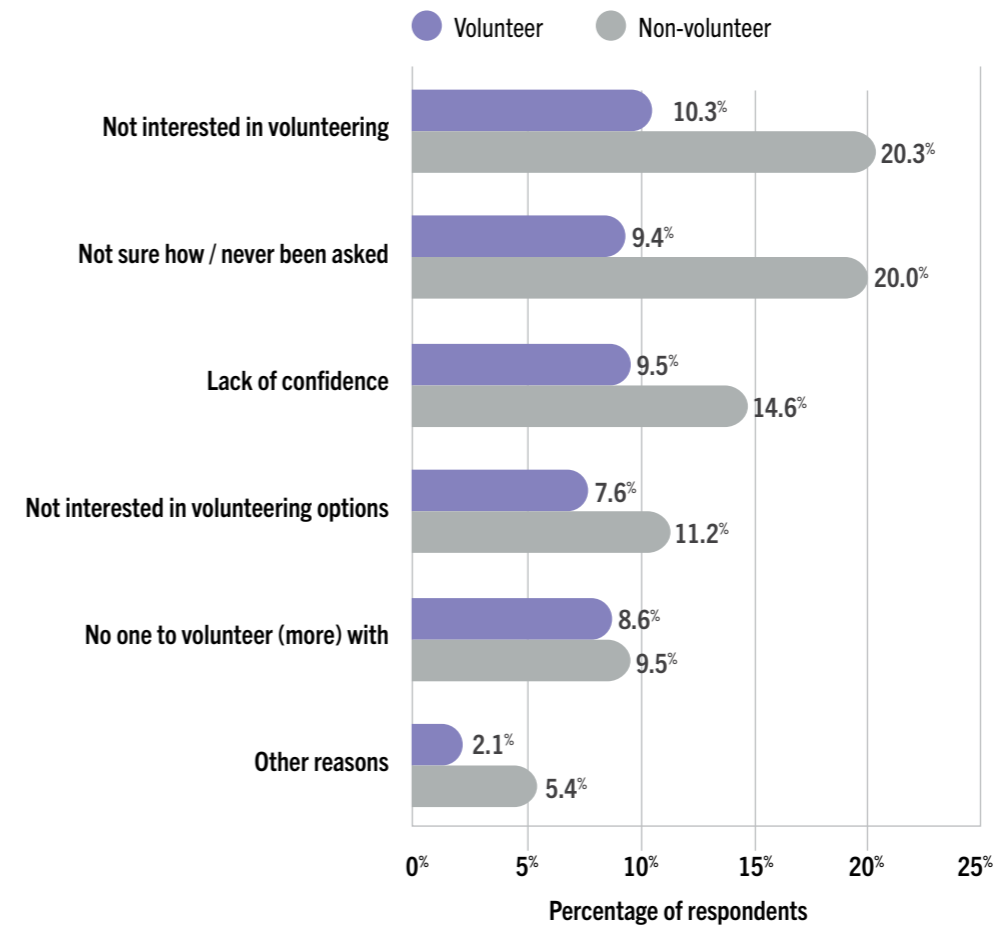
The size of the survey sample allowed us to understand differences in perceptions of barriers for volunteers and non-volunteers. Please note that the following two graphs should be read together, as they collectively show the barriers for both groups.

Figure 10: Barriers to volunteers giving more time (Public Survey, WA)



Volunteers in WA cited a lack of time, cost and burnout as being the most common barriers to giving more time.

Figure 11: Barriers for non-volunteers (Public Survey, WA)



While non-volunteers also cite a lack of time, they are far more likely than volunteers to not be interested, be unsure about how to volunteer or not have been asked to volunteer.

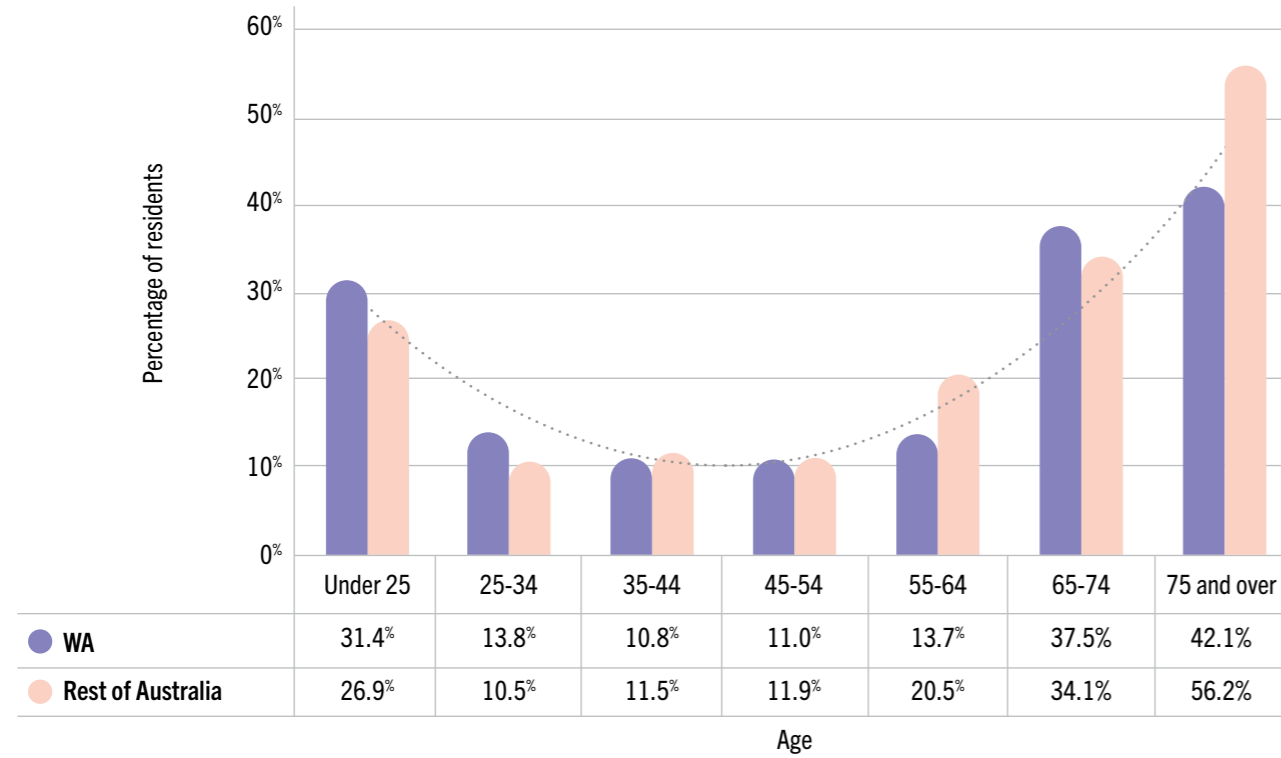
Those who reported being unsure how to or never have been asked to volunteer were more likely to be younger and work fewer paid hours.

Constraints to inclusion

A high proportion - 56.5% of volunteers and 41.7% of non-volunteers in WA - reported that demographic factors limited their ability to volunteer.

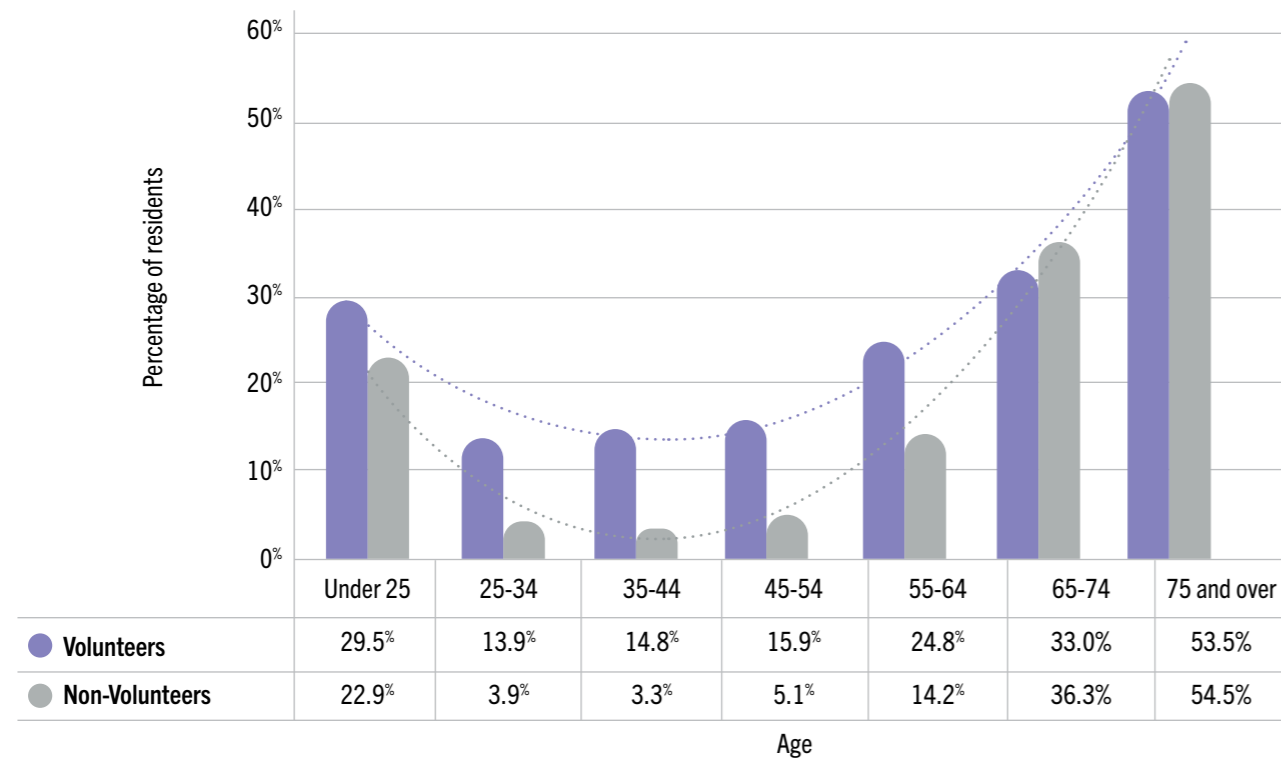
Age was a major demographic cited as a barrier, particularly by young people and much older people. However, results in WA were notable for having a much lower proportion than the rest of Australia of people aged 75 and older who perceived their age as a barrier to volunteering.

Figure 12: Age as a self-perceived constraint to volunteering (Public Survey)



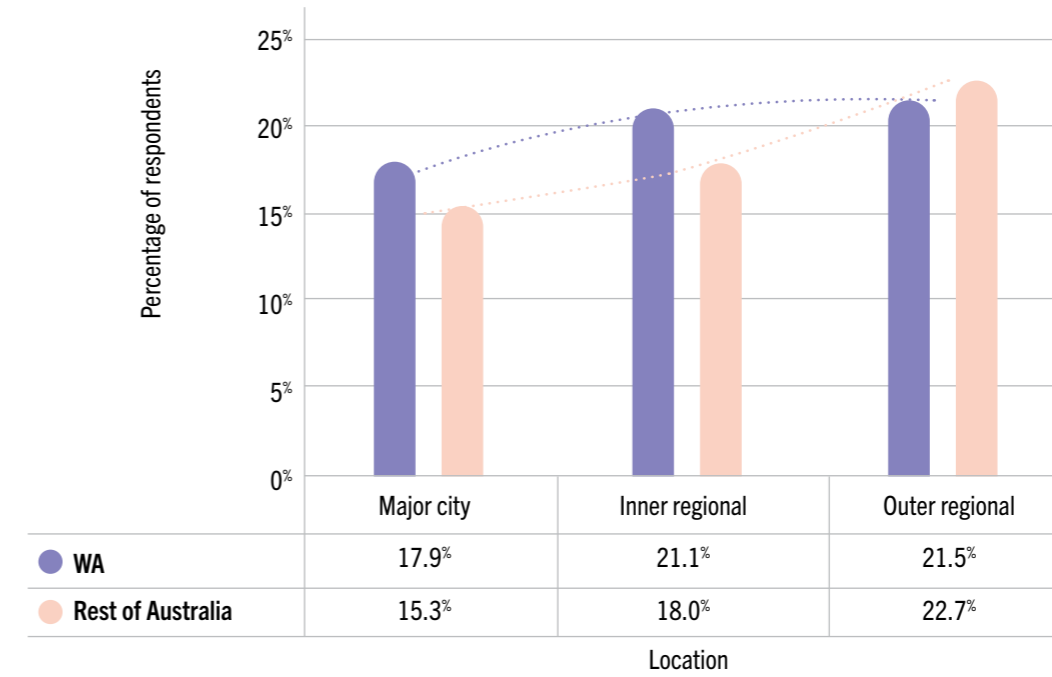
People already volunteering generally perceive their age to be a greater barrier to volunteering, than non-volunteers.

Figure 13: Age as a self-perceived constraint – volunteers and non-volunteers (Public Survey, Australia)



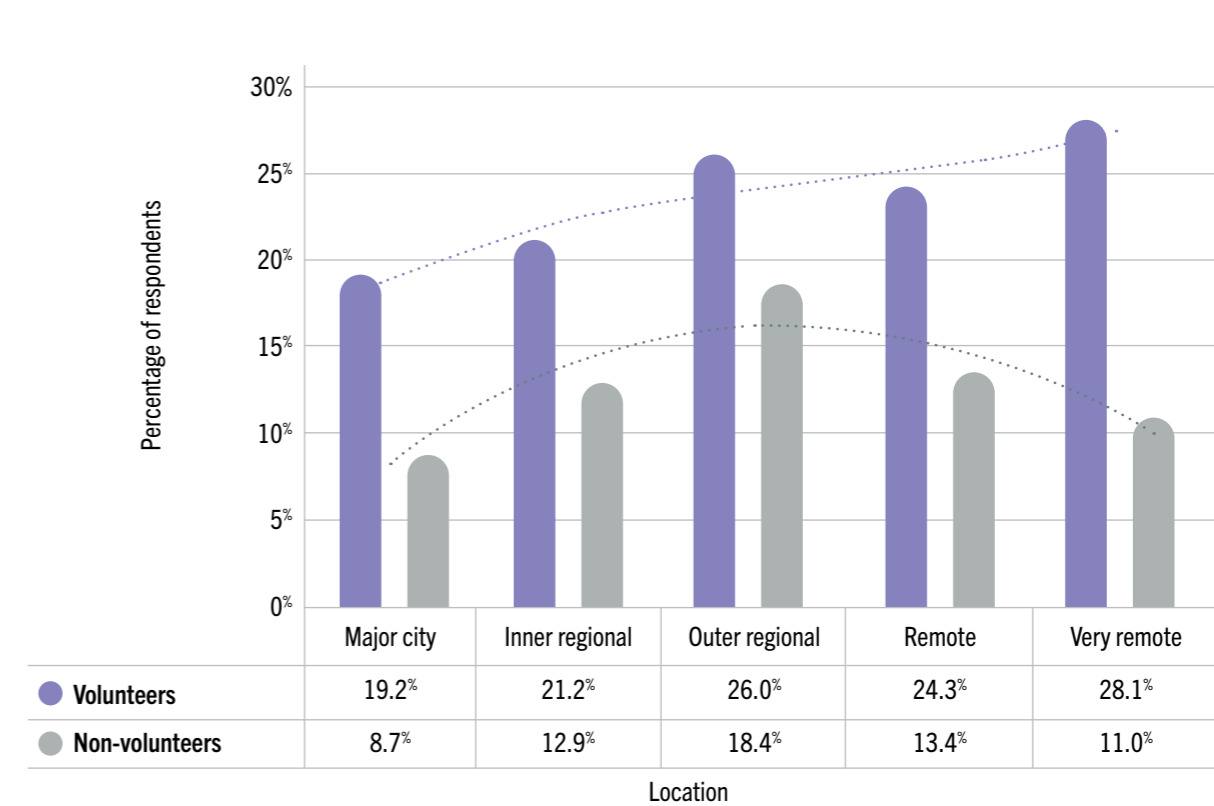
The further someone lives from Perth, and other major cities in Australia, the more likely they are to feel that their location is a barrier to volunteering. Due to smaller sample sizes for remote and very remote volunteers and non-volunteers in WA, this data was added to the outer regional data.

Figure 14: Location as a self-perceived constraint to volunteering with others (Public Survey, Australia)



Consistent with age, volunteers were more likely than non-volunteers to report location as a barrier to volunteering.

Figure 15: Location as a self-perceived constraint to volunteering (Public Survey, Australia)



There were several other demographic factors cited as barriers, with living with a disability, caring duties at home and English as an added language being significant barriers for volunteers and non-volunteers alike.

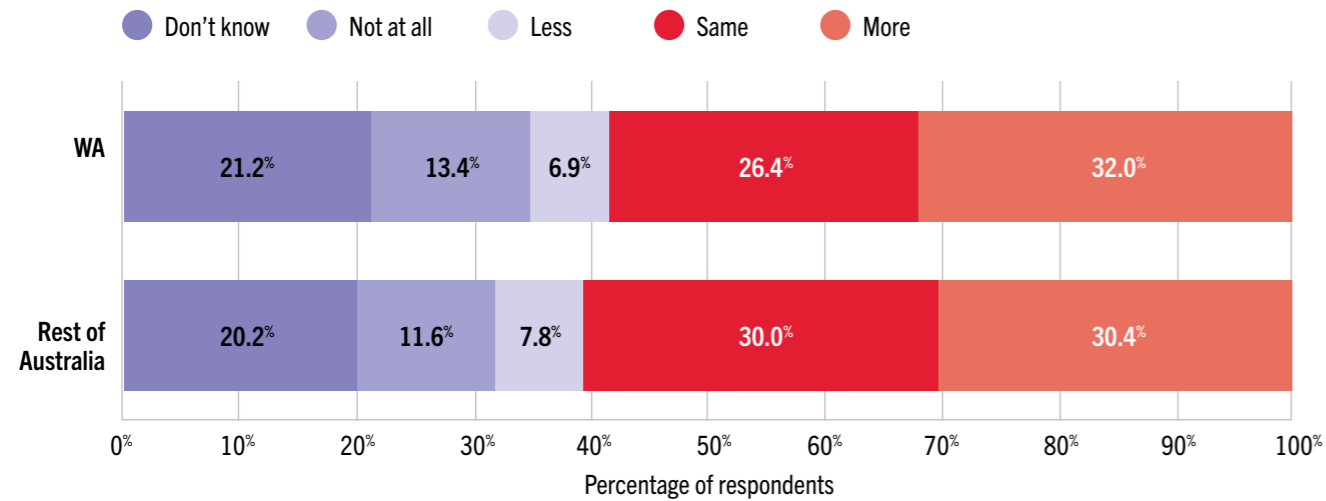
Table 10: Other demographics reported as barriers to volunteering (Public Survey)

Demographics (WA)	Volunteers reporting as a constraint	Non-volunteers reporting as a constraint
People living with disability	44.4%	73.3%
Caring duties	19.5%	39.6%
English as an added language	19.9%	10.8%
Employer	10.2%	4.5%
Multicultural	9.0%	4.2%
Men	11.5%	2.2%
Women	4.4%	1.9%
Non-heterosexual identity	9.4%	0%

Future intent to volunteer

58.4% of WA intend to maintain or increase their current level of volunteering in three years' time, with 13.4% expecting to cease volunteering in this period.

Figure 16: Future intent to volunteer in 3 years' time (Public Survey)



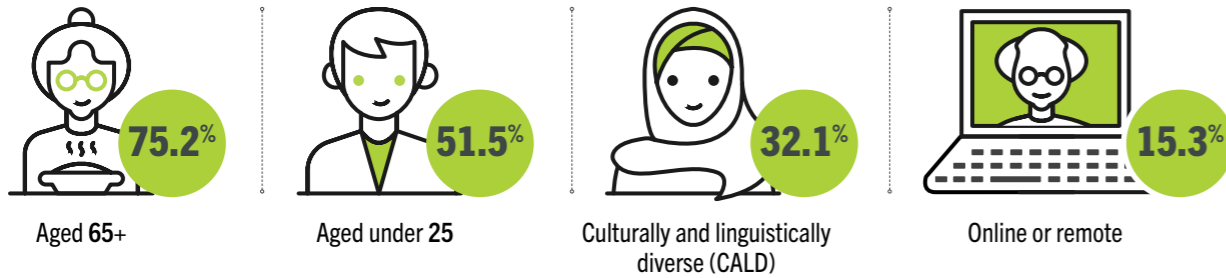
Younger people, people working more paid hours or with caring duties at home are more likely to expect to volunteer more in the future.



SECTION 4 | Volunteer managers

Key inclusion metrics

(the percentage of volunteer managers that include these volunteer demographics in their programs)



Top 3 recruitment channels

- 1 Word of mouth
- 2 Social media
- 3 Online search

Top 3 retention strategies

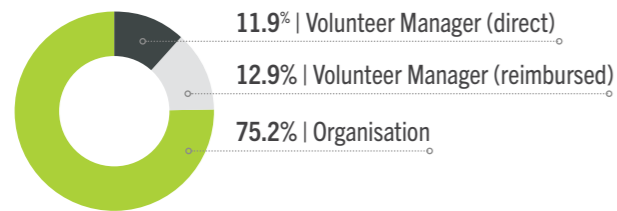
- 1 Personal relationship building
- 2 Volunteer training and development
- 3 Social opportunities and events

Top 5 barriers to volunteering

(As perceived by volunteer managers)

- 1 No time
- 2 Health reasons
- 3 Burnout
- 4 Loss of interest
- 5 Loss of connection

Who pays for volunteer programs



The 3 biggest changes of the last 3 years

As perceived by volunteer managers

- 1 Volunteer hours have decreased
- 2 Fewer board-level volunteers available
- 3 Volunteers need more training

Top 5 issues in volunteering

(As perceived by volunteer managers)

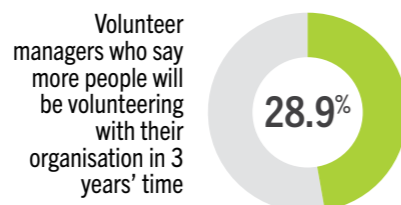
- 1 Volunteer health and safety
- 2 Volunteer retention
- 3 Volunteer recruitment
- 4 Organisational culture, inclusion and diversity
- 5 Volunteer management

Top 3 sources of help utilised by paid volunteer managers

- 1 Their organisation
- 2 Their volunteers
- 3 Peak or professional bodies

Top 3 sources of help utilised by unpaid volunteer managers

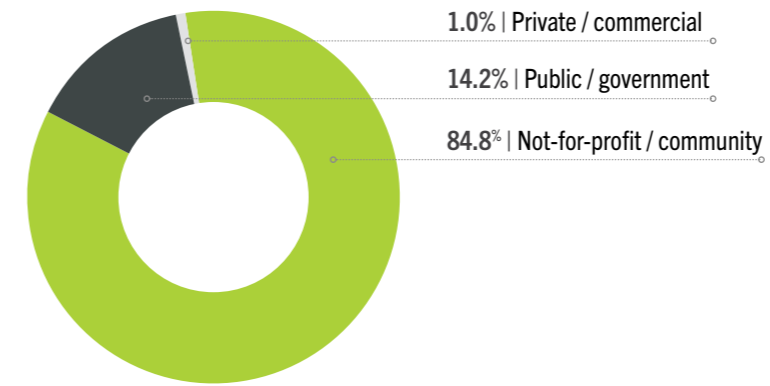
- 1 Their organisation
- 2 Their volunteers
- 3 Fellow volunteer managers



The Volunteer Manager Survey included 613 responses from WA. Responses included representation from the not-for-profit, public and private sectors. There was an almost equal split of paid and unpaid volunteer managers, with 3.8% reporting being in a role that was both paid and unpaid.

Note that this reflects the profile of respondents but is not intended to be representative of volunteer organisations.

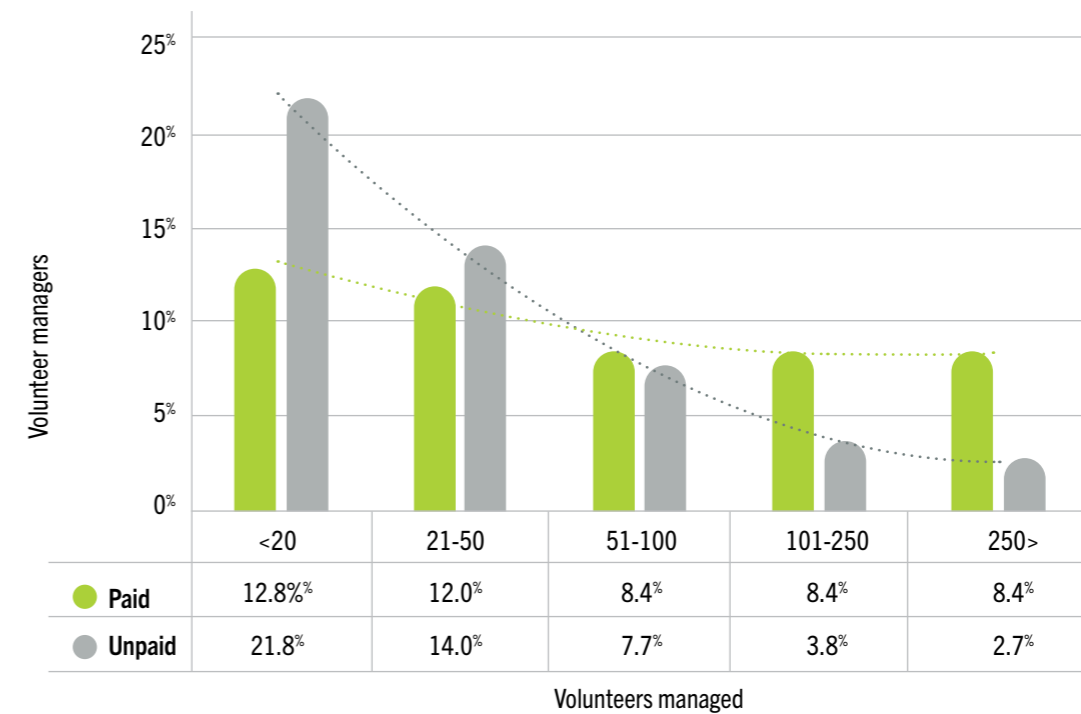
Figure 17: Nature of volunteer manager survey respondents' organisations (VM Survey)



Span of control

Paid volunteer managers are more likely to manage larger numbers of volunteers. Almost 40% of all volunteer managers, manage more than 50 volunteers.

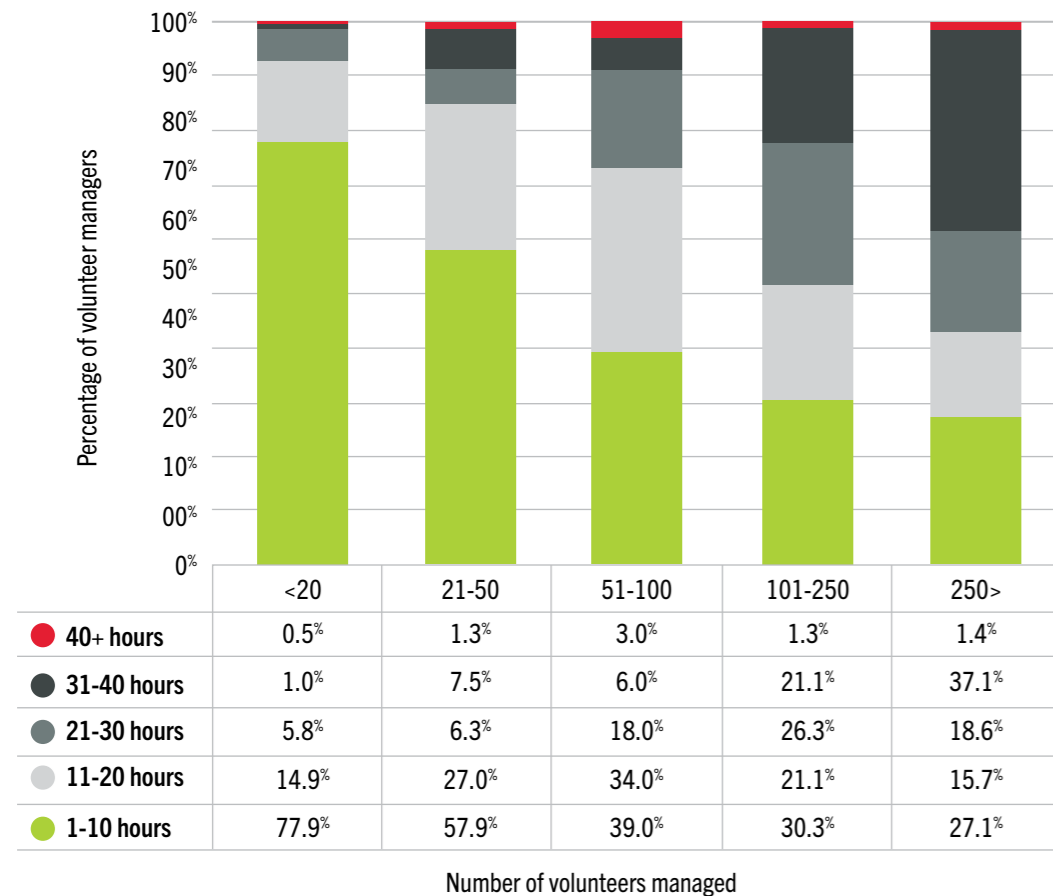
Figure 18: Number of volunteers managed by role in WA (VM Survey)



“My hours are restrictive and without anyone else to pick up the slack, it is difficult to achieve what is required to grow our volunteer program”

This figure shows that time spent managing volunteers increases with the number of volunteers. For example, 34% of volunteer managers managing between 51 to 100 volunteers spent between 11 and 20 hours a week in their role.

Figure 19: Number of volunteers managed by hours contributed per week (VM Survey)



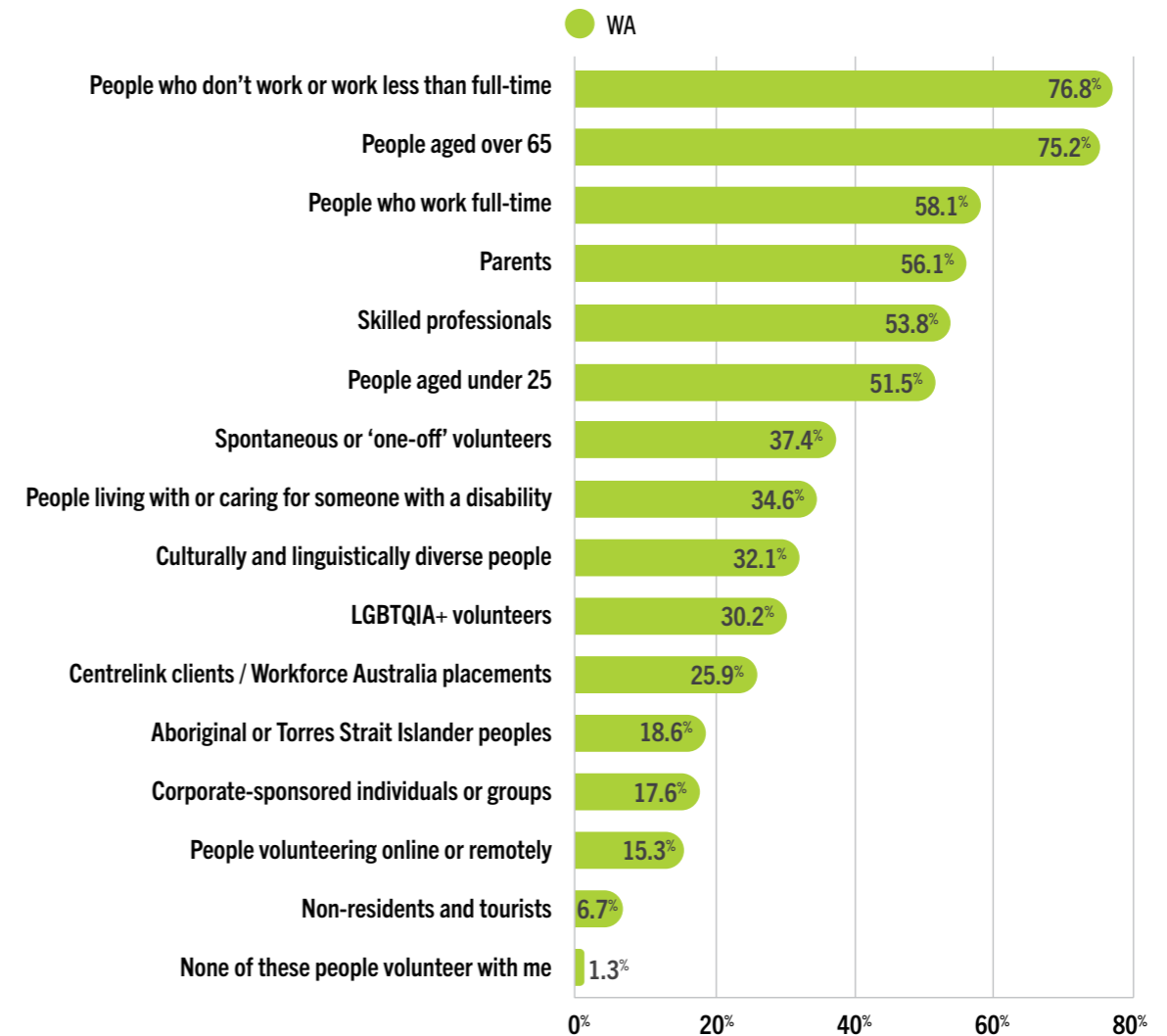
Volunteer managers tended to report higher number of hours managing volunteers if they were paid (average of 19.2 hours a week) compared to unpaid (average of 11.5 hours a week).

Inclusion and diversity

Volunteer managers in WA were provided a range of overlapping demographic and occupational characteristics to specific volunteer cohorts.

Western Australian volunteer managers were slightly more likely to report including a diverse group of volunteers, with an average of 6 volunteer cohorts (compared to 5.7 for the rest of Australia). Areas where we had lower representation related to the inclusion of First Nations people and people working online or remotely.

Figure 20: Cohorts represented in organisation's volunteer profile (VM Survey)



Organisations with more than 50 volunteers were most likely to report including a diverse range of formal volunteers.

This table shows the rate of engagement of each demographic group in formal volunteering and the percentage of managers who reported including these demographic groups in their volunteer programs.

For example, 86.1% of WA organisations with more than 50 volunteers included people aged over 65 in their volunteer programs and 69.4% included youth.

Inclusion rates in WA tended to be higher than national averages.

Table 11: Inclusion among larger volunteer involving organisations (VM Survey)

	Rate of inclusion in organisations with more than 50 volunteers	
	WA	Australia
People aged over 65	86.1%	79.6%
People aged under 25	69.4%	63.8%
People living with disability	47.0%	41.8%
Non-heterosexual volunteers	44.8%	42.9%
Culturally and linguistically diverse (CALD) people	42.0%	44.1%

Percentage of respondents

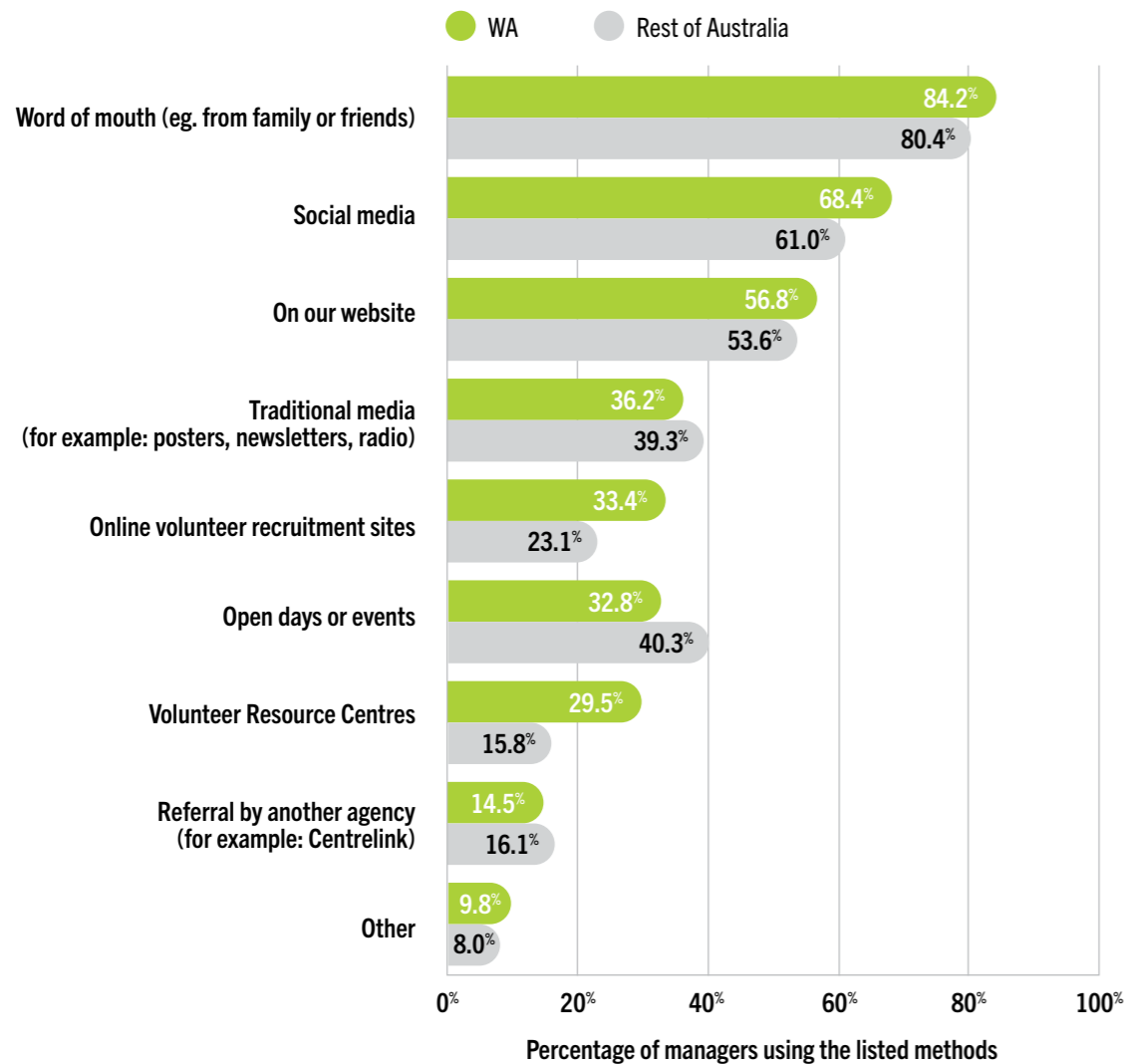
Recruitment

Volunteer managers in WA reported using an average of 3.7 recruitment methods which was slightly higher than the average of 3.5 for the rest of Australia.

Personal connection through talking to family and friends, is the most reported method of recruiting volunteers.

Volunteer managers in WA are more likely to report using online recruitment platforms and Volunteer Resource Centres than the rest of Australia.

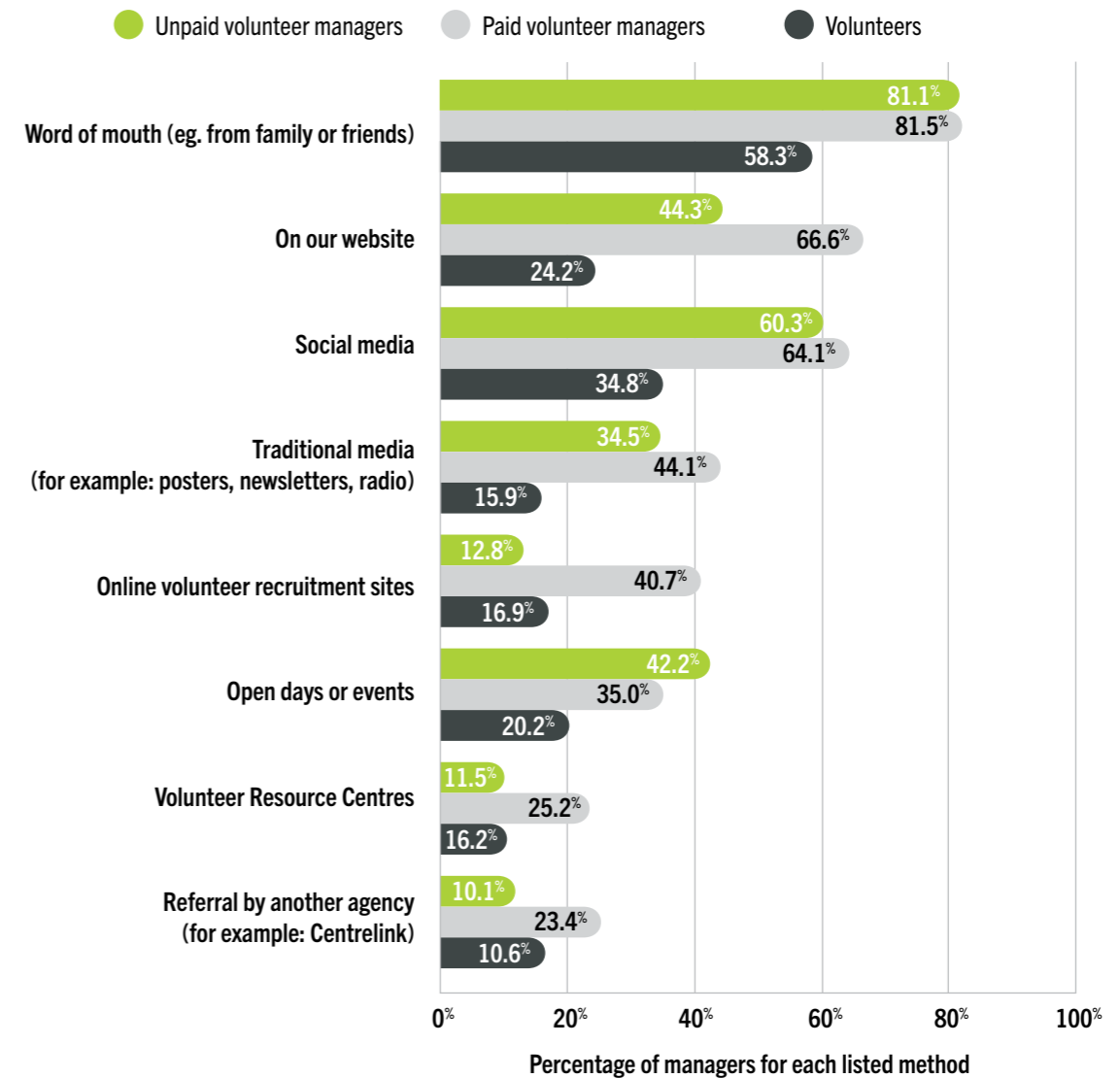
Figure 21: Recruitment strategies (VM Survey)



What is needed to support recruitment: “Offering flexible online training opportunities for new volunteers, and the cost, expertise and resources to set up an online volunteer training platform and program”

Added insights are revealed from the national data in looking at paid and unpaid volunteer managers and volunteer experiences of finding opportunities.

Figure 22: Comparison of recruitment methods by volunteer involving organisations and volunteers (Public Survey, VM Survey, Australia)

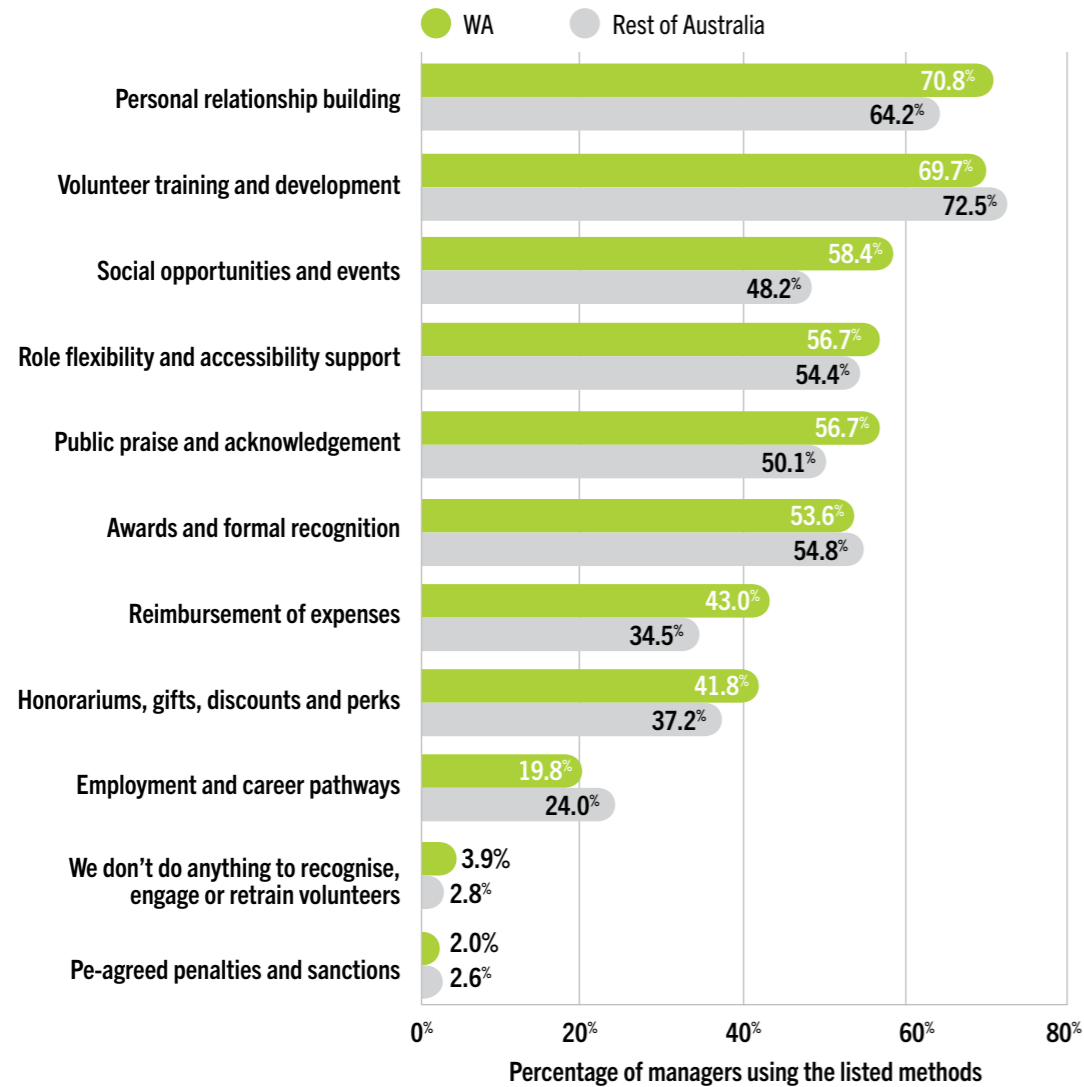


Overall, unpaid volunteer managers use fewer channels, and are more likely to use open days or events than paid volunteer managers.

Volunteer retention

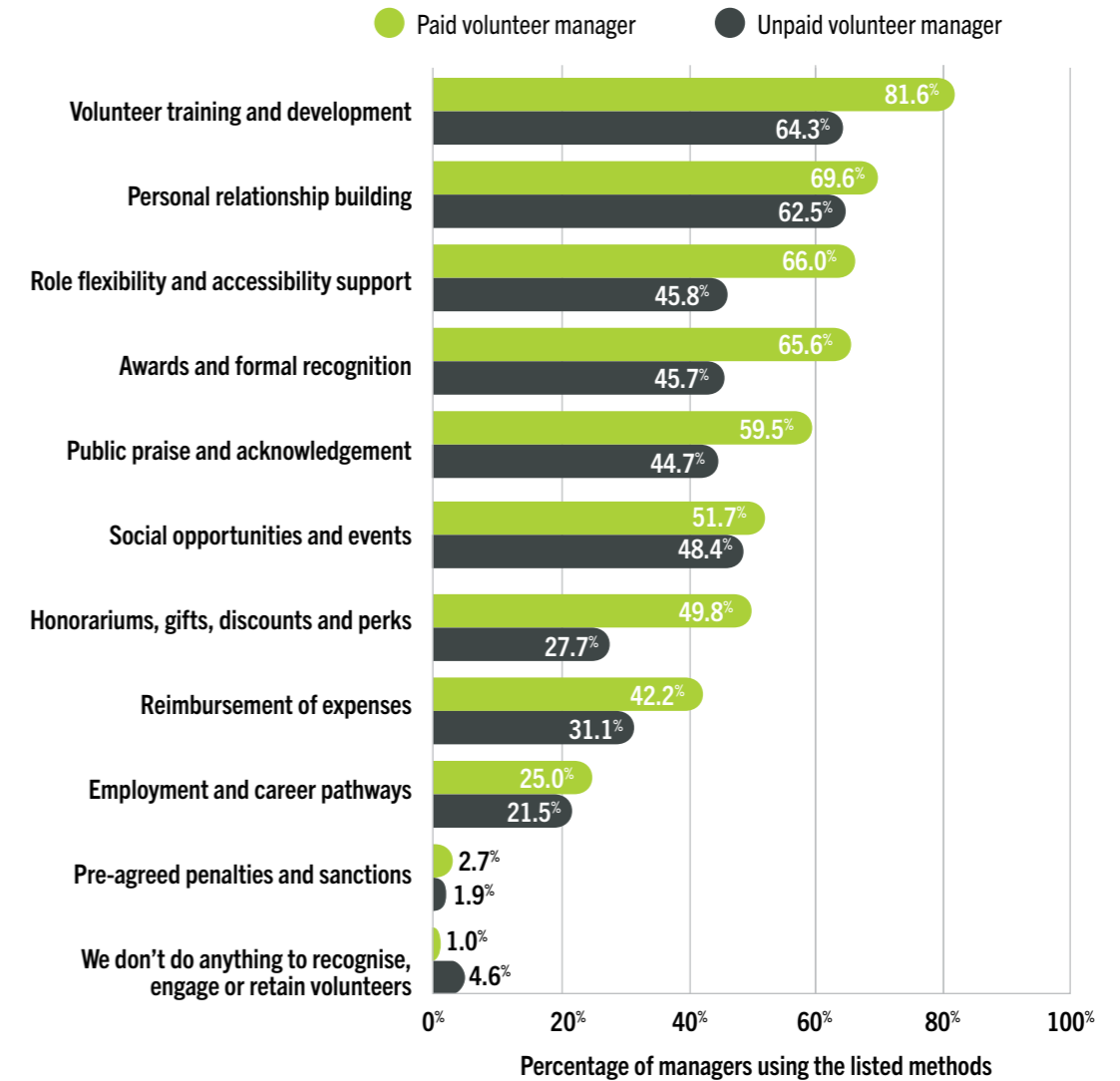
WA volunteer managers reported a slightly higher incidence of employing a range of strategies (4.7) for volunteer retention compared to the rest of Australia (4.5 on average). In particular, the use of social opportunities and events is much more common in WA.

Figure 23: Volunteer manager strategies to recognise, engage and retain volunteers (VM Survey)



“Our ageing volunteer workforce requires substantial support to complete compliance steps (many of which must be completed online, e.g. NDIS Worker Screening). Supporting this cohort through the onboarding process and then the many ongoing compliance steps throughout the year...at our facilities requires significant staffing resources that then pulls attention from other retention activities and broader program improvement tasks”

Figure 24: Methods used by paid and unpaid volunteer managers to recognise, engage and retain volunteers (VM Survey, Australia)



The survey helped to determine the mix of strategies that would meet the retention, recognition, and reward strategies that volunteers themselves find most meaningful.

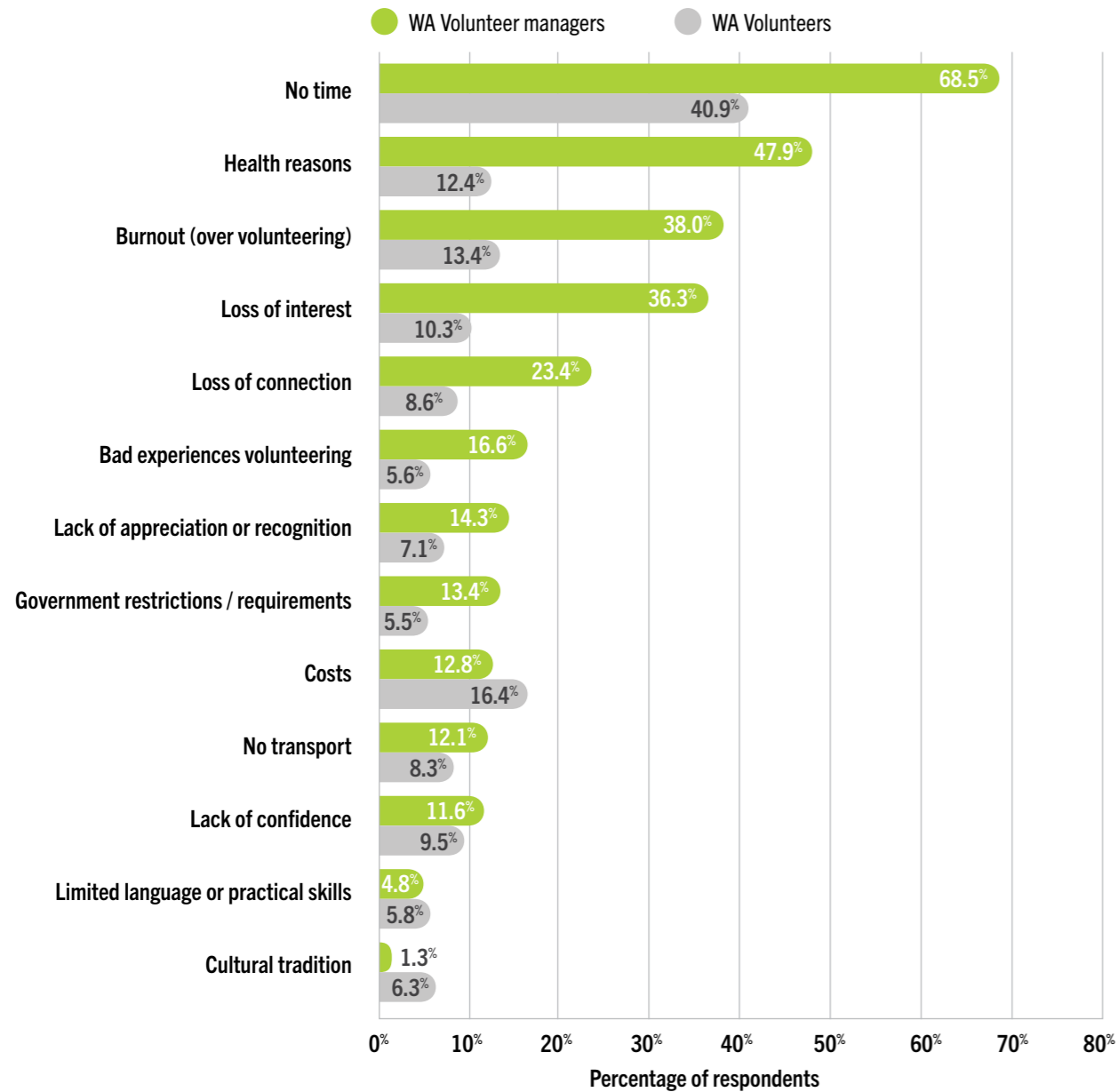
1. **Volunteer training and development** has the most individual impact and is used by 71.3% of volunteer managers in Australia.
2. When **personal relationship building** is added, 86.6% of volunteer managers in Australia use either one or both of volunteer training and development and personal relationship building as recognition, engagement and retention strategies.
3. Adding **public praise and acknowledgement** increases reach to include the preferences of 90.5% of all volunteer managers in Australia. Even though this is only the fifth most popular strategy on its own, it is the most effective for maximising reach when used in combination with the top two.

Barriers to volunteering

Through the Public and Volunteer Manager Surveys, we can compare barriers to volunteering from two perspectives – why volunteers say they stopped volunteering and why volunteer managers thought volunteers stopped volunteering.

Volunteer managers perceive a much higher incidence of barriers (3.0), compared to volunteers (1.7). This is to be expected as volunteer managers are considering all volunteers.

Figure 25: Barriers to volunteering identified by volunteers and volunteer managers (Public Survey, VM Survey)



Volunteer managers funding costs of volunteer programs

Significant direct and subsidised costs are incurred by volunteer managers in WA in the performance of their duties. 11.9% of the cost of managing volunteers in WA is shouldered directly by individual volunteer managers.

Figure 26: The burden of volunteer management expenses (VM Survey)

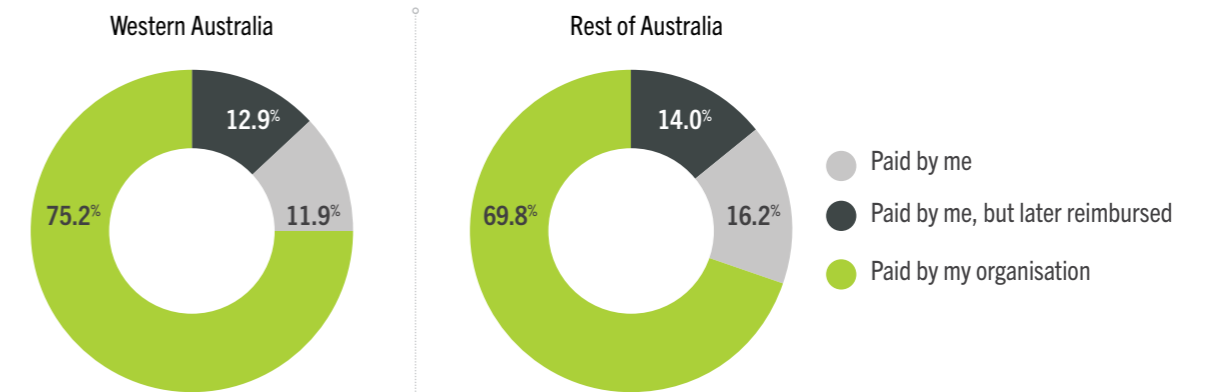
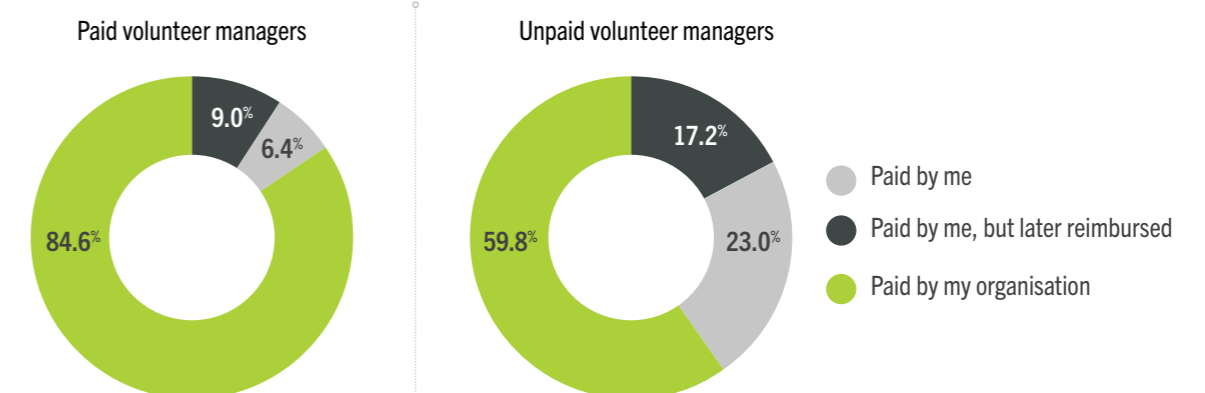


Figure 27: The burden of paid and unpaid volunteer managers' expenses (VM Survey, Australia)



Nationally, unpaid volunteer managers pay 23% of volunteer management costs, after reimbursement.

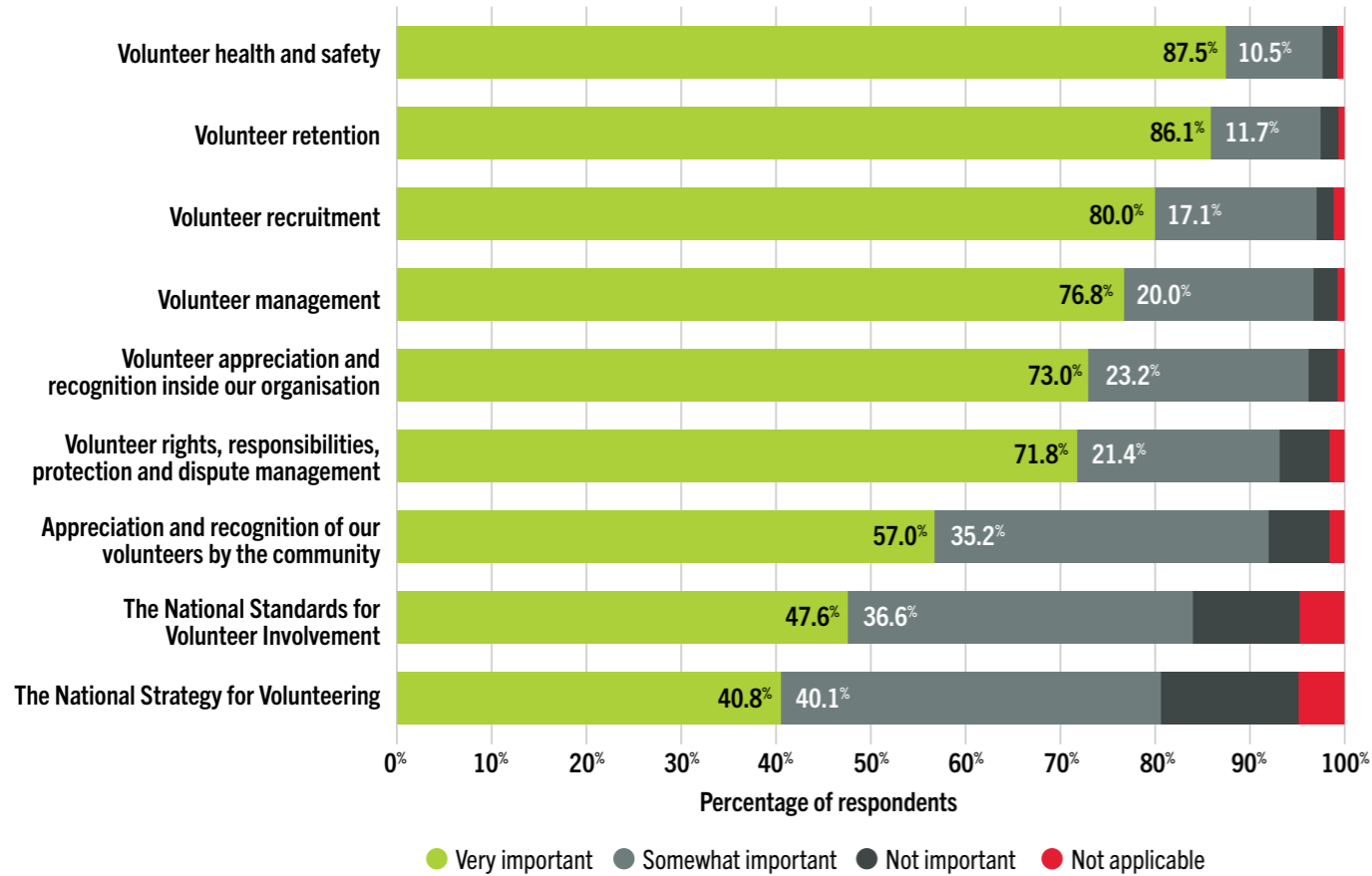
Supporting volunteer managers

Volunteer managers were asked to comment on three categories of issues:

- Related directly to volunteers
- Within their organisation and
- External to their organisation.

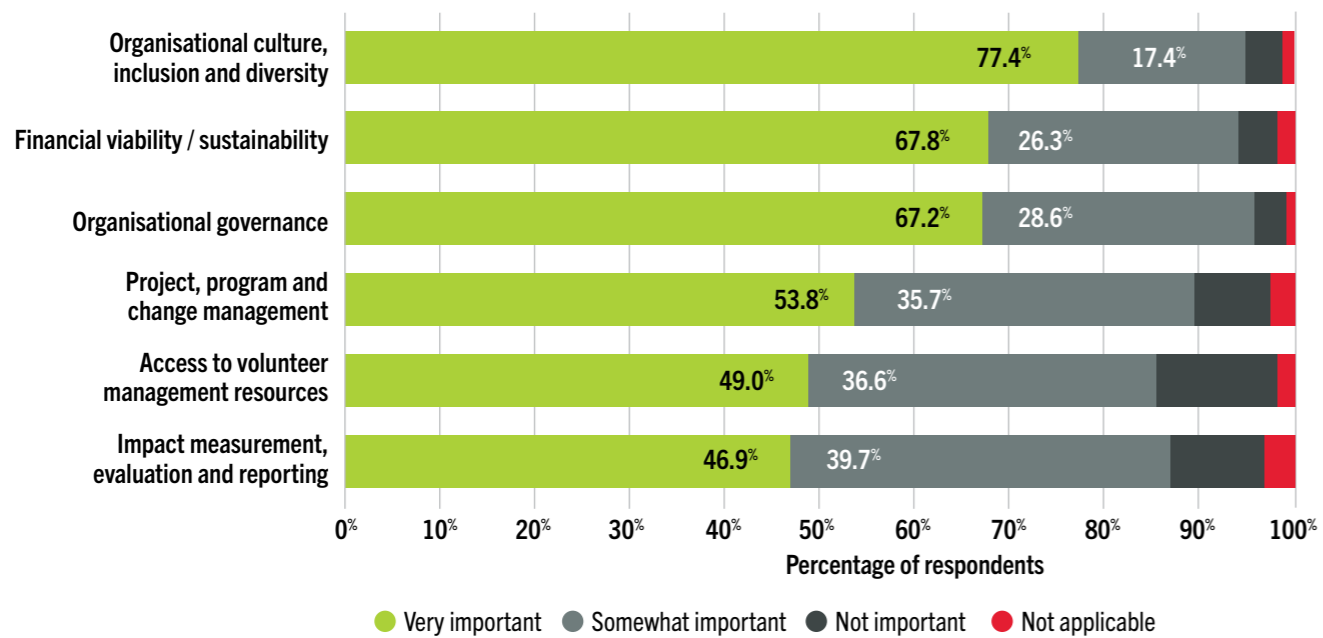
Operationally, volunteer managers remain focused on immediate day to day issues relating to volunteers, including health and safety, retention and recruitment. There is less focus on the National Standards for Volunteer Involvement or the National Strategy for Volunteering.

Figure 28: Volunteer-related issues and their relative importance to volunteer managers in WA (VM Survey)



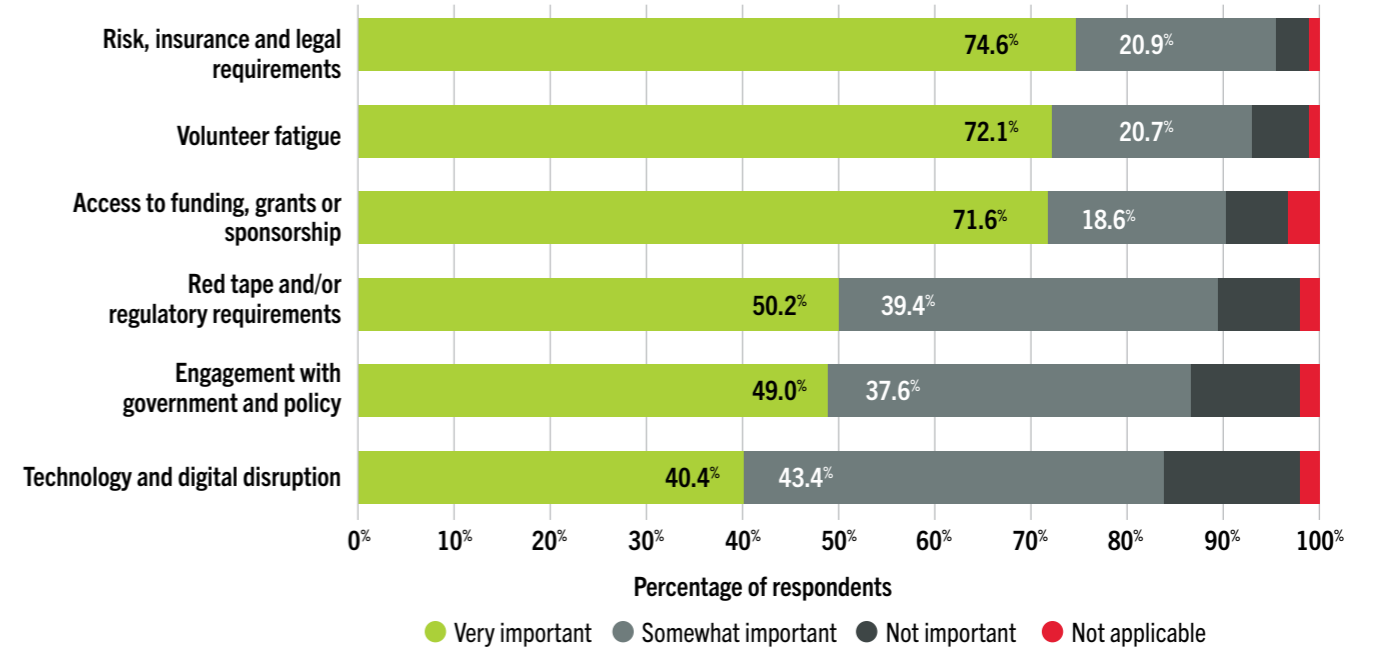
Volunteer managers reported that governance, culture, inclusion and diversity, and financial sustainability are very important organisational issues.

Figure 29: Organisation-related issues and their relative importance to volunteer managers in WA (VM Survey)



Externally, the major issue for volunteer managers in WA is risk, insurance and legal requirements, which is rated as 'very important' by 74.6% of respondents.

Figure 30: External issues and their relative importance to volunteer managers in WA (VM Survey)



Across the three categories, the most important issues for volunteer managers in WA were:

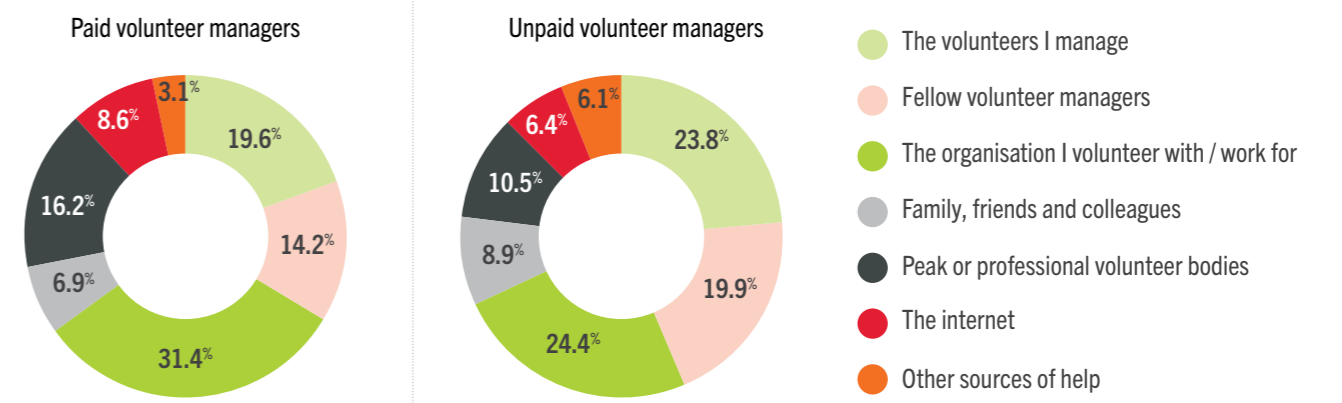
1. Volunteer health and safety – 87.5%
2. Volunteer retention – 86.1%
3. Volunteer recruitment – 80.0%
4. Organisational culture, inclusion and diversity – 77.4%
5. Volunteer management – 76.8%

Sourcing help

Volunteer managers were asked where they seek help in managing their volunteers.

In WA, there was a high degree of reliance for help within their own organisations and volunteers, followed by peer support from fellow volunteer managers. WA reported a higher reliance on peak bodies (13.1%) than the rest of Australia.

Figure 31: Where volunteer managers in WA seek help with managing volunteers (VM Survey)

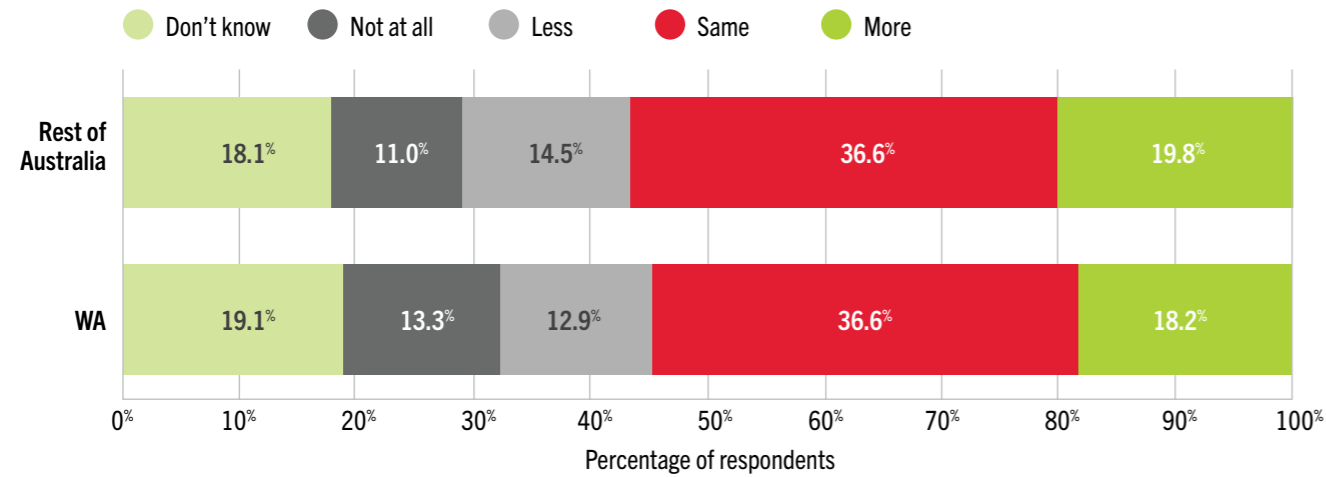


Unpaid volunteer managers place a higher reliance on seeking help from the volunteers they manage and from peer volunteer managers, than their paid counterparts.

Three-year outlook – volunteer manager retention

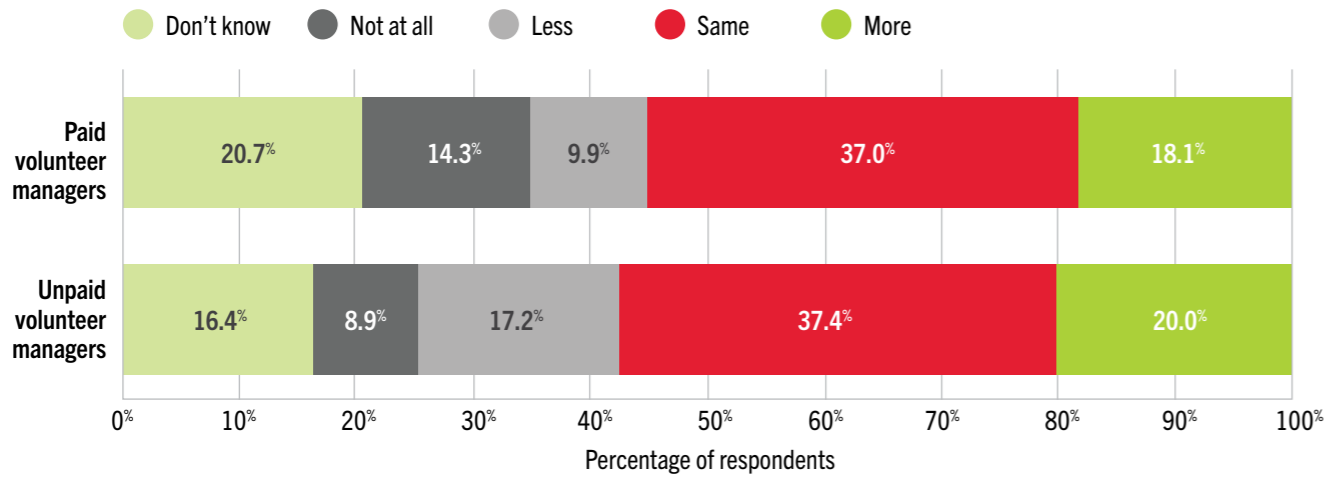
Just over half (54.4%) of WA volunteer managers expect to stay with their organisation for the next 3 years doing the same or more hours. About a quarter (26.2%) expected to leave or do fewer hours. Our volunteer manager expectations are largely consistent with national expectations.

Figure 32: Volunteer manager expectation of being in their role, with their organisation, in 3 years (VM Survey, WA)



Nationally, more unpaid volunteer managers (74.6%) expect to remain in their role than paid volunteer managers (65.0%).

Figure 33: Expectations of paid and unpaid volunteer managers of being in their role, with their organisation, in 3 years (VM Survey, Australia)



Excluding those uncertain respondents who said they “Don’t know,” volunteer managers tend to expect to stay or increase their hours in their organisation if they are (any of the following):

- Younger
- Unpaid
- Contributing more hours.

Gender and location made no significant difference to a respondent’s expectation of continuing as a manager with their organisation in three years.

Key comparisons

Comparisons between WA and all of Australia findings for volunteer managers in 2023, and the WA State of Volunteering Report of 2015, are highlighted here.

Table 12: Volunteer management comparisons between WA 2015 vs 2023 and Australia 2023

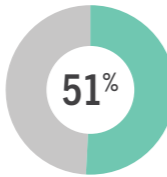
	WA 2015	WA 2023	All of Australia 2023
Top 3 recruitment channels	<ol style="list-style-type: none"> 1. Word of mouth 2. Open days and events 3. Social media 	<ol style="list-style-type: none"> 1. Word of mouth 2. Social media 3. Website 	<ol style="list-style-type: none"> 1. Word of mouth 2. Social media 3. Website
Top 3 recognition, engagement and retention strategies	<ol style="list-style-type: none"> 1. Awards (e.g. certificates / letters of appreciation) 2. Private recognition events 3. Recognition in media / annual reports 	<ol style="list-style-type: none"> 1. Personal relationship building 2. Volunteer training and development 3. Social opportunities and events 	<ol style="list-style-type: none"> 1. Volunteer training and development 2. Personal relationship building 3. Awards and formal recognition



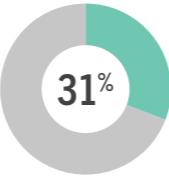
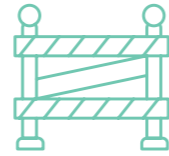
SECTION 5 | Volunteer involving organisations

Top 5 forms of support provided to volunteers by organisations

- 1 Induction
- 2 Training
- 3 Recognition activities / events
- 4 Insurance
- 5 Debriefing / personal support



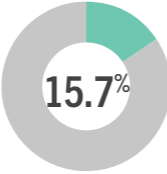
% organisations have a diversity and inclusion strategy for volunteers



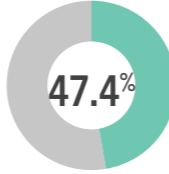
% organisations reported barriers to being inclusive

Top 5 benefits reported by organisations through involvement of volunteers

- 1 Increase effectiveness of operations
- 2 Provide great service to clients / beneficiaries
- 3 Enhance organisational image
- 4 Bring new insights
- 5 Allow us to expand operations



% organisations looking for more than 50 volunteers



% organisations looking for 0-10 volunteers

Top trends reported for the 3 years to 2022

- 1 Increasing regulatory and administrative complexity
- 2 Loss / interruption of volunteer participation due to COVID-19
- 3 Increasing diversity of volunteers

Top drivers for change

- 1 COVID -19
- 2 Need to be increasingly adaptable and resilient
- 3 Shifts in volunteering rates and styles

Sectors reporting the highest levels of adoption of National Standards for Volunteering

Mental health



Youth



Human rights



Sectors reporting the lowest levels of adoption of National Standards for Volunteering

Cultural



Sport



Environment



Data from this section is drawn from published reports completed as part of the National Strategy for Volunteering and reported from an organisational perspective. As noted, Curtin University assisted in the extraction of the Western Australian subset of this database (which represented over a quarter of the national sample).

The subset included 383 responses from Western Australia, with 84.6% of all organisations working solely within the state. Overall, there were a mix of paid staff and volunteers from these organisations including:

- 14.2% Board or Committee members
- 11.8% CEOs, Executive Directors and General Managers
- 45.5% Volunteer Managers
- 10% Program Coordinators
- 17.3% Other

Participants reported an average tenure of 8.1 years in their volunteer organisation.

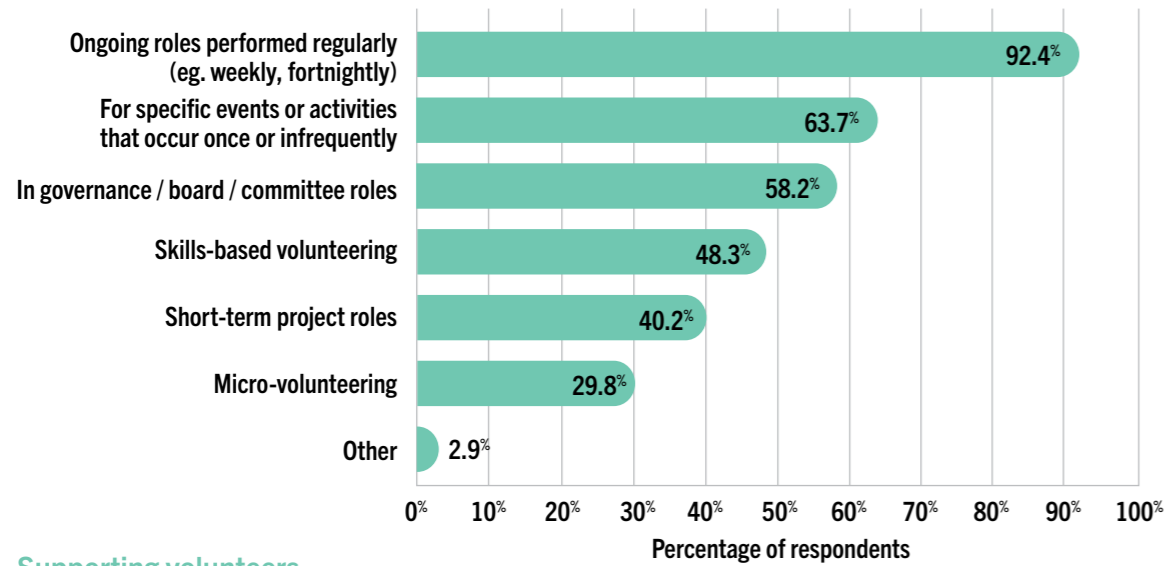
This information provides further insight into the WA volunteering ecosystem from a whole of organisation perspective.



Nature of volunteer roles

Organisations continue to focus on roles performed regularly (including governance), as well as event-based volunteering. This chart shows the range of volunteer roles and opportunities, conducted in WA.

Figure 34: Way volunteers are involved with the organisation (NSV, WA)

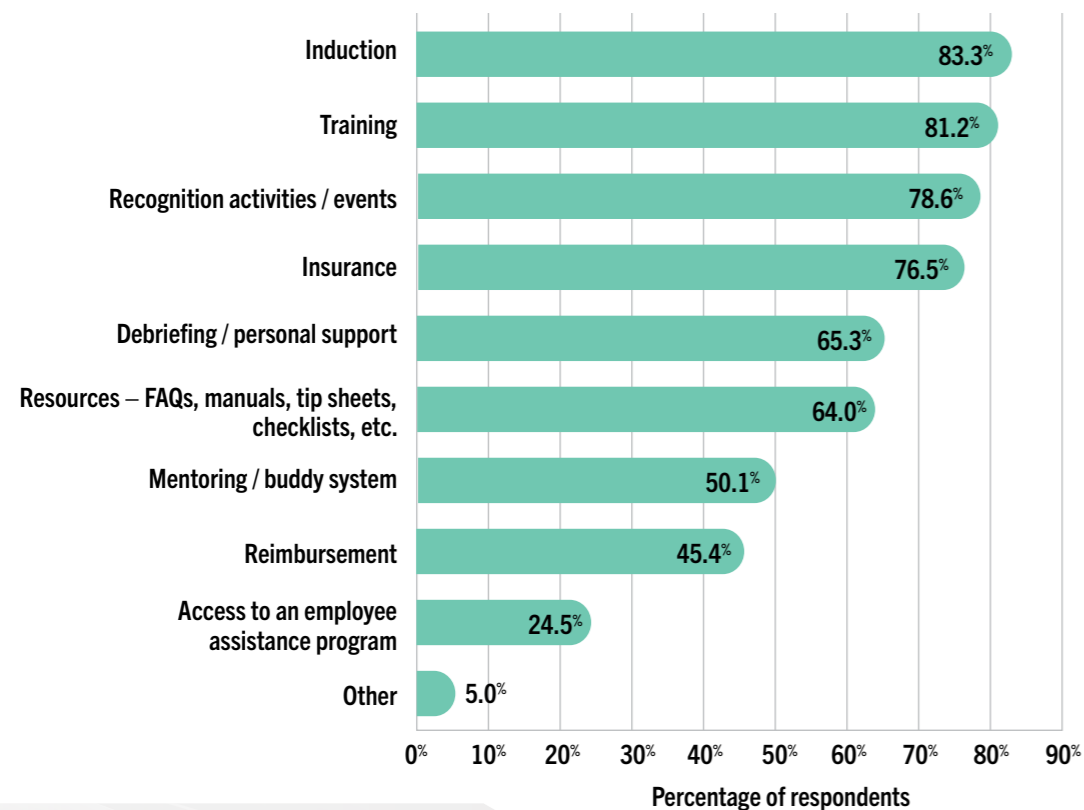


Supporting volunteers

The National Strategy for Volunteering survey of WA organisations reported that 83.3% support volunteers with induction and 81.2% with training. A high proportion also reported recognition activities, providing insurance and de-briefing.

Just under half reported providing reimbursement (for at least some costs) and just under a quarter provide volunteers access to an employee assistance style program.

Figure 35: % organisations providing support to volunteers (NSV Organisational Survey, WA)



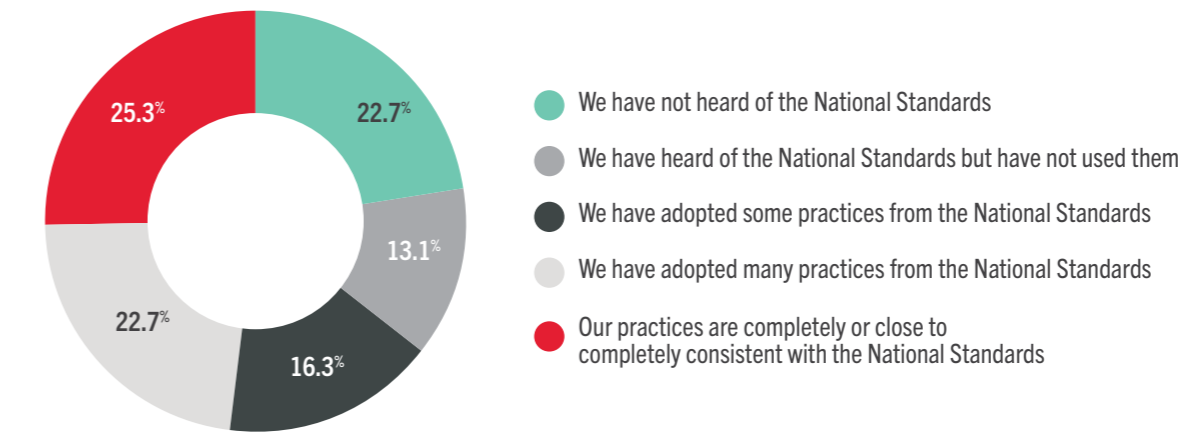
National Standards for Volunteer Involvement

The National Standards for Volunteer Involvement provide guidance for good volunteer management practice. Almost half (48%) of WA respondent organisations reported being aware of, and their practices being largely reflective of, the National Standards.

Organisations involved in mental health, youth and human rights reported the highest levels of adoption of the standards.

There is still significant room for further adoption with over one third of all respondents either being unaware of the standards, or not having applied them in their organisations. There appears to be scope for increased adoption in the cultural, sport and environmental volunteering sectors.

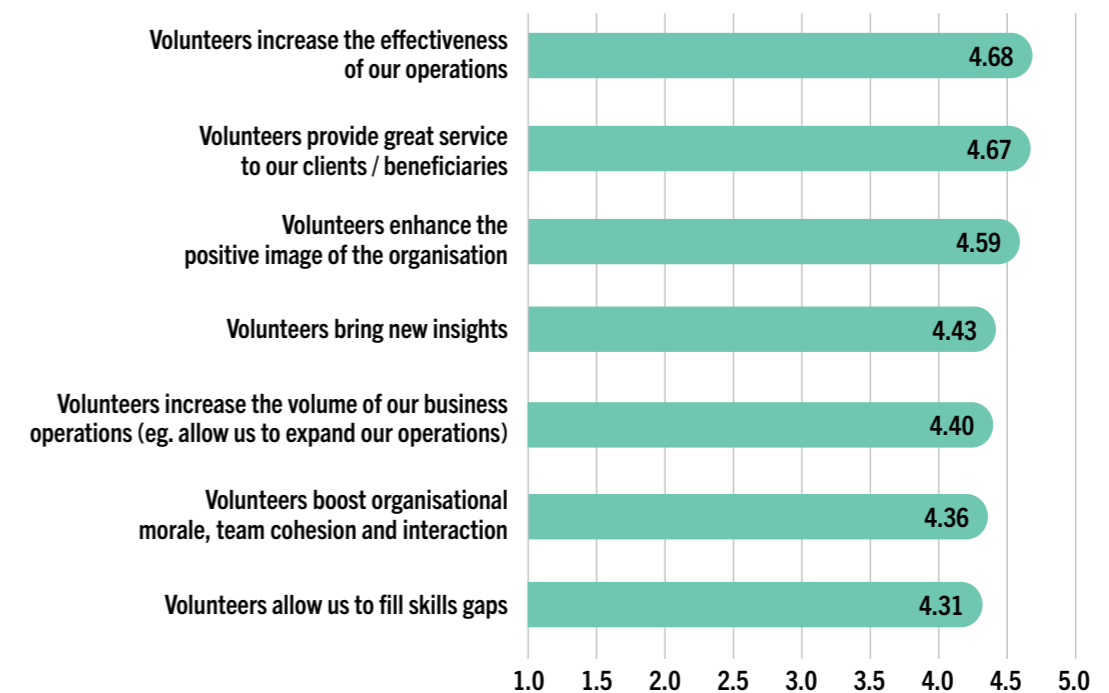
Figure 36: Adoption of National Standards for Volunteer Involvement by sector (NSV Organisational Survey, WA)



Value of volunteers in operations

Organisations were asked to what extent they agreed with a range of statements pertaining to their volunteering. These were translated in the report for the National Strategy for Volunteering to a scale, with 5 being “strongly agree”. Unsurprisingly, volunteers are highly valued by organisations.

Figure 37: How organisations rate the contributions of volunteers (NSV, WA)

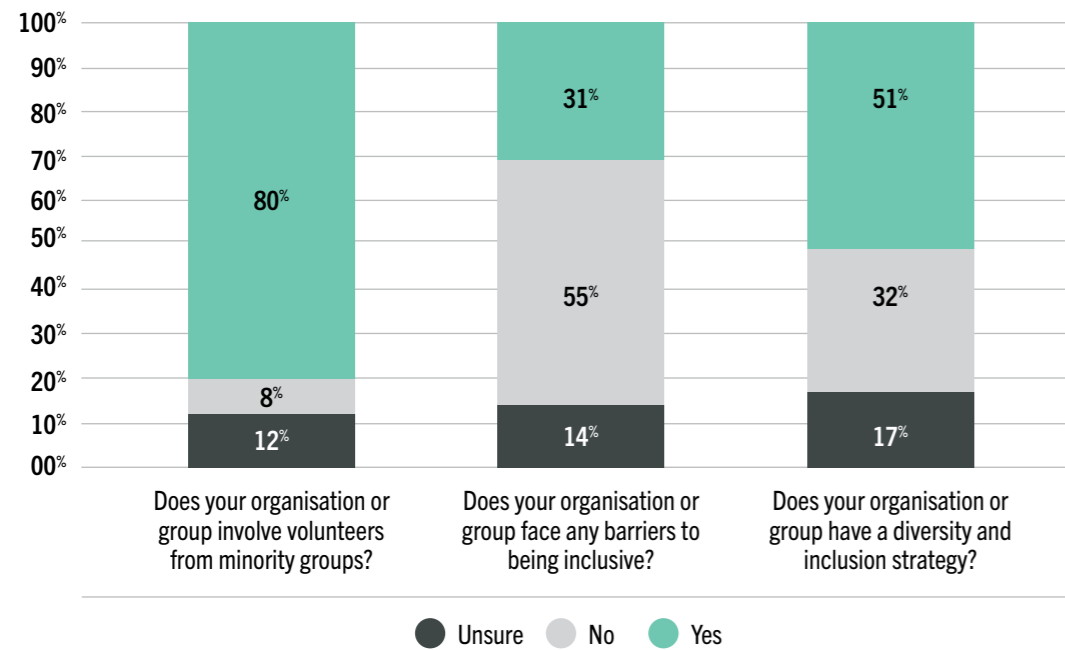


What 'good' volunteering looks like: "Retaining volunteers and creating a community where volunteers feel like they belong and want to continue to give back"

Diversity and inclusion

Just over half of all volunteer involving organisations in WA report having a diversity and inclusion strategy and not having any barriers to involving volunteers from minority groups.

Figure 38: Diversity and inclusion measures (NSV, WA)



Three-year trend – looking back

Organisations were asked to rate their support for a range of statements pertaining to changes over the past three years. The top trends reported by organisations were:

- Increasing regulatory and administrative complexity
- Loss / interruption of volunteer participation due to COVID-19
- Increasing diversity of volunteer cohort.

With five equating to "strongly agree" here are the mean responses for survey respondents.

Figure 39: Average perception of changes over past three years (NSV, WA)

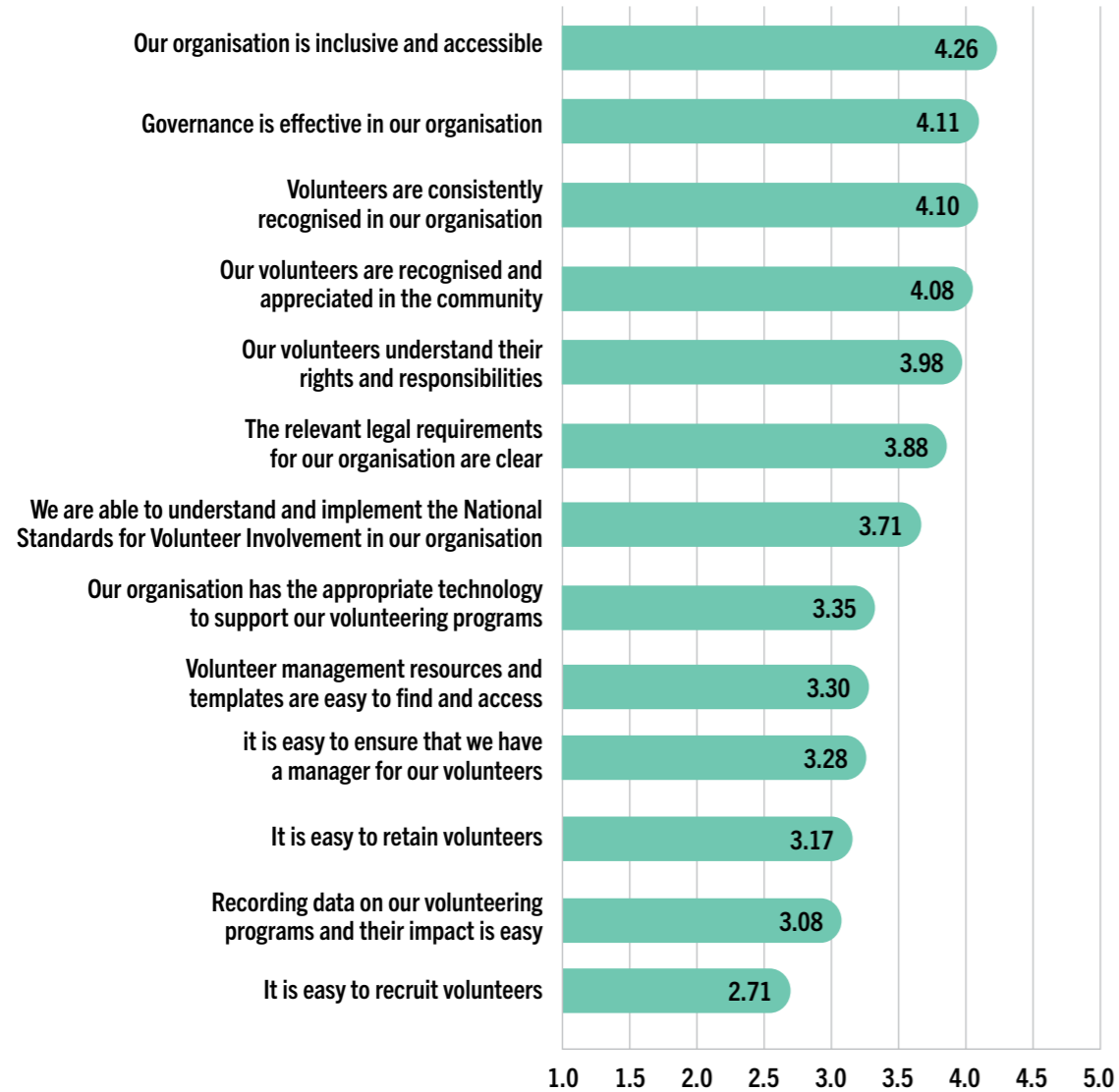


Organisations cited increasing regulatory and administrative complexity as the most significant change in the past three years.

Volunteer organisations provided further insights into the drivers for both positive and negative changes they have observed.

Strong drivers for positive changes in organisations were reported to be inclusion and diversity strategies, organisational governance and recognition of volunteers.

Figure 40: Challenges and changes: Positive circumstances - mean reports (NSV, WA)

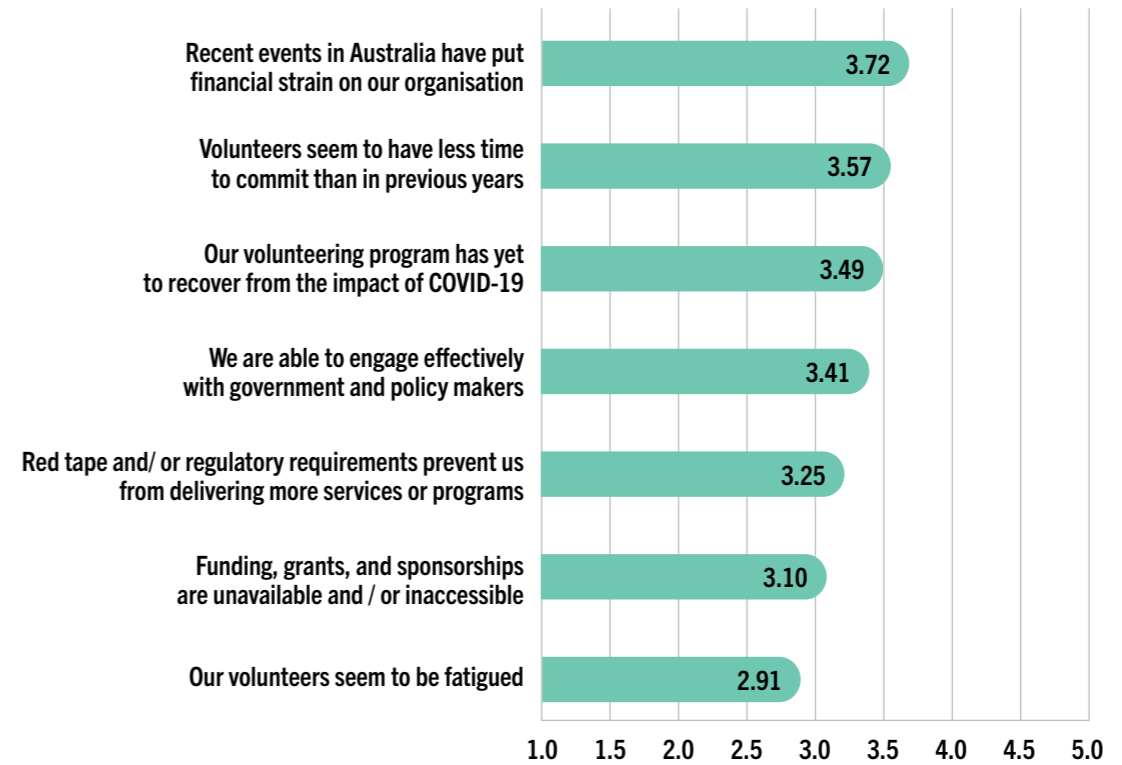


Organisations cited the most positive change as being more inclusive and accessible.

“The biggest challenge currently is the issue around recruiting and retaining volunteers. The current employment and impact of Covid mean volunteers are staying at home or have better access to paid employment.”

In terms of negative trends shaping volunteer organisations, financial strain, recovering from COVID-19 and volunteer attraction and retention were top of mind for many organisations.

Figure 41: Challenges and changes: Negative circumstances - mean reports (NSV, WA)

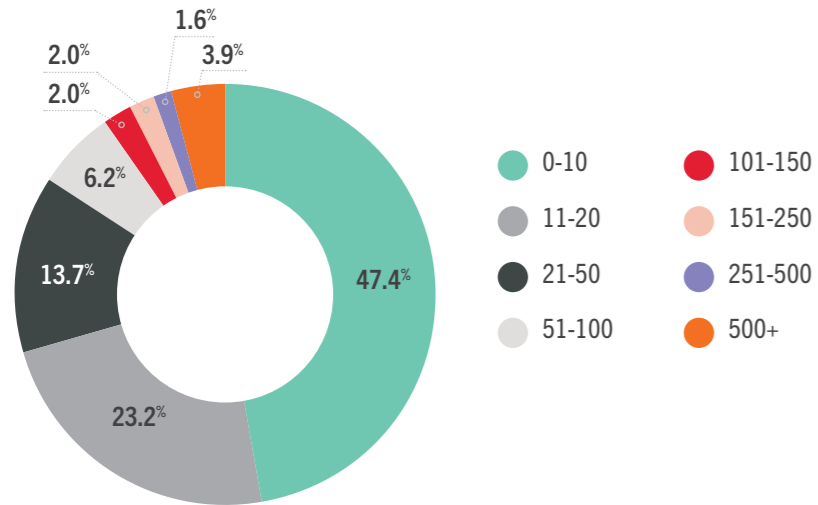


Immediate need for more volunteers

In mid-2022, most organisations in WA reported an immediate need for fewer than 10 volunteers (47.4%) while at the other end of the spectrum were 15.7% of organisations looking for more than 50 volunteers.

Organisations reporting acute shortages in WA included those from the emergency services, disability, youth and aged care sectors.

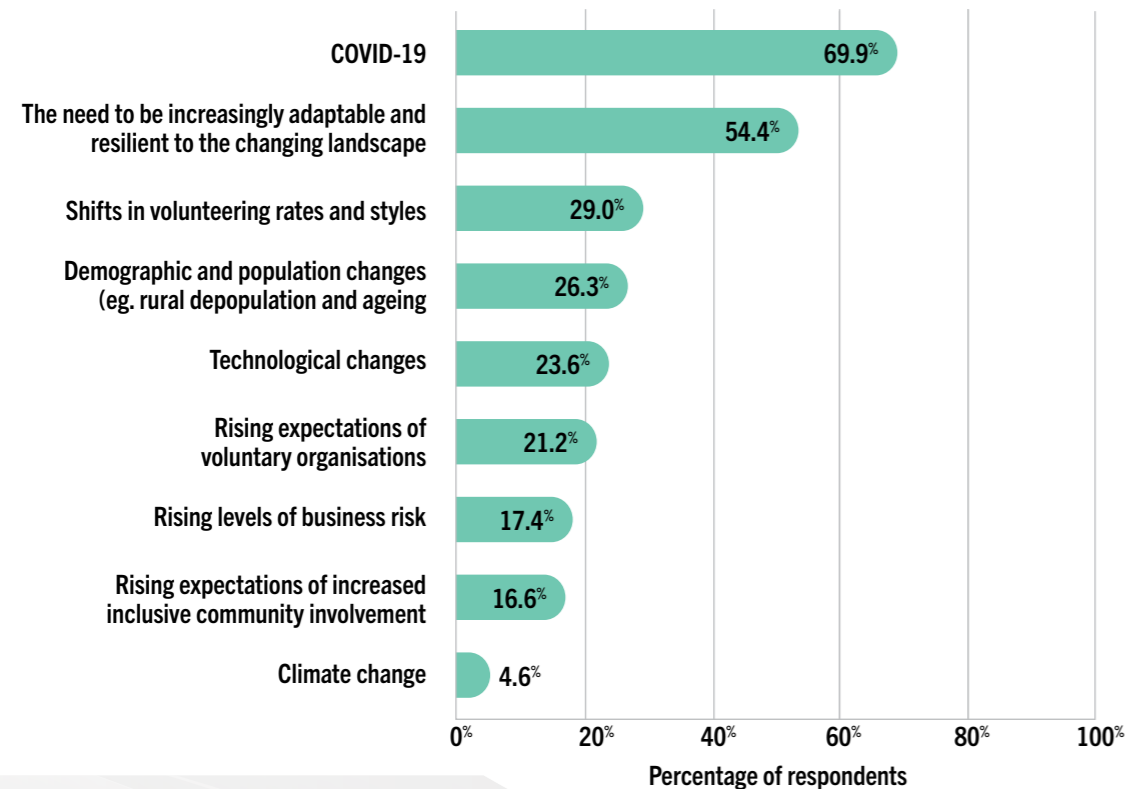
Figure 42: Number of volunteers needed now (NSV, WA)



Organisational outlook

Organisations are very aware of the need to adapt to change and build organisational resilience. Rising expectations are being placed on them from external forces, with a greater perception of the need to manage business risk and adapt to change.

Figure 43: Top three drivers for change (NSV, WA)



SECTION 6 | Spotlight on corporate volunteering

Volunteer organisations in WA reported a high level of connection with volunteering peak bodies and support services – a key resource for their corporate volunteering programs



Double the national average of 14%

Main reason why volunteer organisations don't involve corporate volunteers

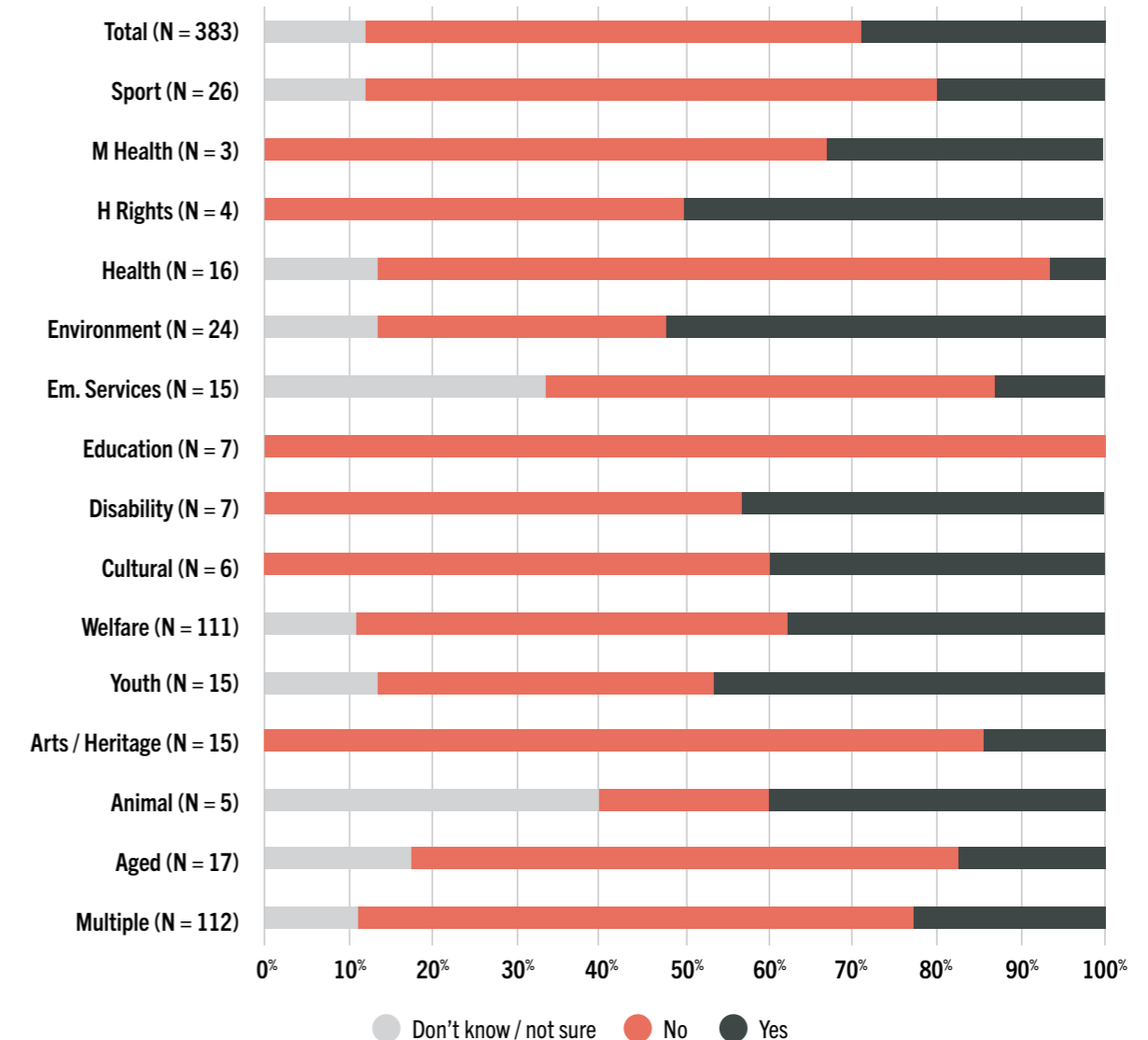
Don't have the appropriate opportunities



Insights into corporate volunteering

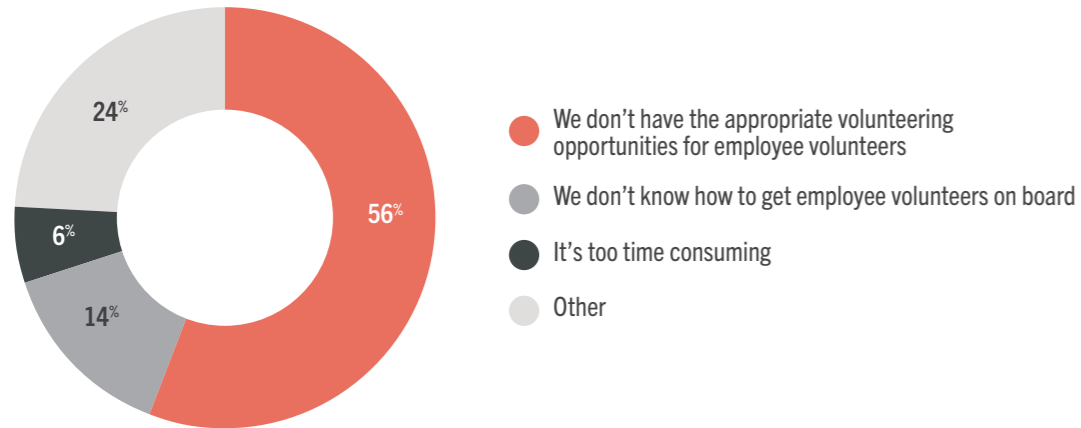
As part of the National Strategy for Volunteering, WA organisations were asked about the role of corporate volunteering in their operations. The highest rates of involving corporate volunteers were reported for environment, human rights, youth and disability sectors and the lowest participation in education, arts and heritage, and health.

Figure 44: Involvement of employee/corporate volunteers by sector (NSV, WA)



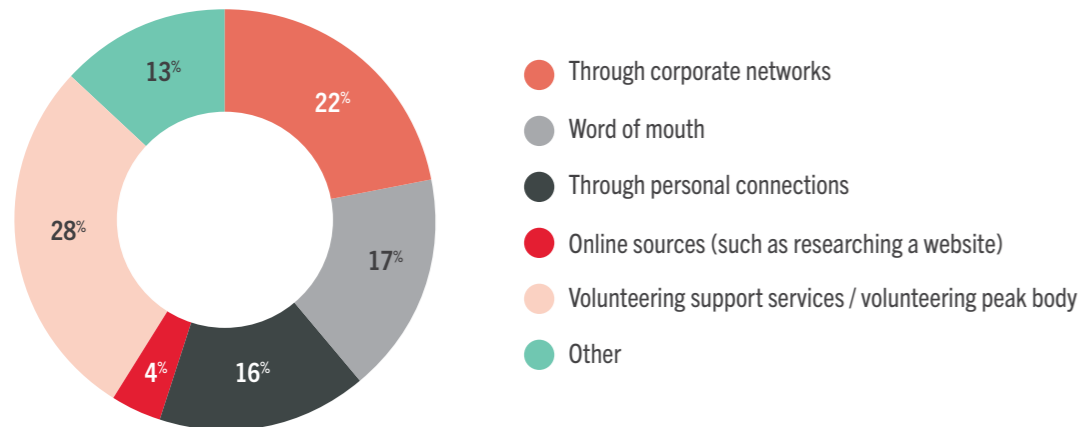
Not all volunteering organisations have suitable roles while others need help to engage with corporate volunteers.

Figure 45: Reasons for not involving employee/corporate volunteers (NSV, WA)



Western Australia reported a very high level of connection with Volunteering WA as the peak body and Volunteer Resource Centres in engaging with corporate volunteering. The use of these channels in WA (28%) is double the national average (14%).

Figure 46: How organisations connect with employee/corporate volunteers (NSV, WA)



Volunteering WA's corporate volunteering program

Volunteering WA is proud to be a national leader in corporate volunteering. Established nearly 15 years ago, this flagship program has gone from strength to strength, contributing thousands of volunteer hours and value to the community. Volunteering WA connects corporate volunteers with volunteer involving organisations, providing meaningful opportunities to make a difference in the community. The program helps build capacity and support within the volunteer sector and provides the opportunity to inspire new ambassadors for charitable causes in WA.

Volunteering WA also convenes the Corporate Volunteer Council – a coalition of businesses that recognise and promote the importance of workplace volunteering. The Council provides professional guidance, development, support and networking opportunities. Members are champions for corporate volunteering, advocating for and supporting its advancement in WA.

The pandemic had a major impact on corporate volunteering in WA. There was a significant reduction in activity in 2021-22, with employers focused on safety of their employees and delivery of core services. There have also been changes due to increased workforce flexibility, including an increase in working from home.

By 2023, Volunteering WA's corporate volunteering program had returned to business-as-usual with an increase in activity from pre-pandemic levels. Below is a snapshot of volunteering WA's corporate volunteering program in 2023.

9

Corporate volunteering partners - 2023

Bankwest, BHP, Horizon Power, Jason Windows, Perron Group, 21CS, RAC, Rio Tinto, Woodside

\$717,269
Total volunteering contribution

Number of team days	Number of corporate volunteers	Number of hours	Number of volunteer organisations supported
<p>302</p>	<p>3,360</p>	<p>14,940</p>	<p>84</p>

Corporate volunteers from Volunteering WA program reported benefits

- 84%** Sense of well-being and happiness
- 81%** Awareness of wider social issues
- 79%** Pride in company and job
- 81%** Understanding and empathy
- 80%** Teamwork and communication

Volunteer organisations in community services, sport and the environment sectors reported the highest level of engagement with corporate volunteers (NSV, WA data).

“As a sports club in Pilbara, we generally only get a few of the same club members that help out on every occasion. Of a club of about 80 members, we have about 5 regular helpers. All clubs struggle for volunteers with shift work and other commitments so the Volunteering WA busy bee at our club achieved work that would’ve taken a few of us several weeks. We had critical safety improvements completed to safety barriers, we improved the visibility of our club by removing weeds and trimming, we improved the comfort by sanding and painting timber seats and benches, painting safety handrails, installing shade sails for protection from the hot Pilbara sun, and pressure cleaned our clubrooms and concrete.” Karratha Kart Club

Volunteering WA anticipates increased interest from businesses seeking to participate in corporate volunteering. This presents a significant opportunity for a community sector facing challenges in recruiting new volunteers. Corporate volunteers are an untapped resource that have the potential to bring substantial value to not-for-profit organisations and in becoming dedicated ambassadors of community causes.





This report highlights the unique contributions that volunteers bring through their service, insights, skills, experience and quality of care they bring to our community

The National Strategy for Volunteering has at its core, a vision for volunteering where:

“Volunteering is the heart of Australian communities:

- *Where more people volunteer more often*
- *Where volunteers feel respected and know their contribution makes a difference*
- *Where volunteering is valued and properly considered in policy settings, service design, and strategic investment*
- *Where diversity in volunteering is recognised, celebrated, and supported*
- *Where people individually and collectively realise their potential to creating thriving communities”.*

This report highlights the value and contribution of the Western Australian volunteering ecosystem.

Volunteers not only give their time. This report highlights the unique contributions that volunteers bring through their service, insights, skills, experience and quality of care they bring to our community. Organisations report a range of benefits from involving volunteers and volunteers (in both corporate and non-corporate settings) report improved personal well-being.

This report celebrates the contribution of volunteers to everyday life in WA.

It is encouraging to see the return of volunteer programs post-pandemic. But acute shortages of time, and increasing cost of living pressures, mean that we cannot become complacent. Addressing volunteer shortages is an immediate



and pressing challenge for many volunteer involving organisations. Understanding volunteer preferences, tailoring policy settings, roles and opportunities to individuals and pausing to respond to volunteers’ goals, dreams and personal preferences are key.

The information in this report provides an opportunity to reflect on how far we have come in terms of the volunteer experience. As volunteering is so widespread in Western Australia, it provides a mirror to community attitudes and experience. While we pause to celebrate the progress, more work is needed to ensure the sector provides and benefits from opportunities for all.

Importantly, we can also see how our experience both reflects and diverges from national experience. In many areas, Western Australian

volunteer practices provide beacons for others. We salute all those providing leadership and innovation.

We trust that this report helps volunteers and volunteer involving organisations to have a seat at the table, to be respected and consulted on matters that affect them.

Governments and volunteering peak bodies are turning their focus towards measuring the impact and outcomes from the voluntary sector. We trust that this report contributes to this understanding, to consider how we can support volunteers and the ecosystem, essential to the well-being of all Western Australians.



APPENDIX 1: PUBLIC SURVEY

Thanks for taking part in this important survey. It should take less than 10 minutes of your time. The answers you provide are anonymous.

We're asking the following questions to better understand the diverse perspectives in our community. Your responses will help ensure we are inclusive in our approach.

What year were you born?

How do you identify?

- 1. I am a man
- 2. I am a woman
- 3. I am non-binary
- 4. I'd prefer not to say
- 5. I identify another way

On average, how many hours per week do you work for pay? Enter zero (0) if you do not have paid employment.

On average, how much does your household earn each week, after tax? Include the income that you share with others in your house, such as a partner or parent. Choose the value closest to your after-tax income.

- 1. \$1,041
- 2. \$1,667
- 3. \$2,260
- 4. \$2,970
- 5. \$5,544

Were you born in Australia?

- 1. Yes
- 2. No

With which ethnicity or culture do you most identify?

- 1. Aboriginal and/or Torres Strait Islander
- 2. Anglo-Australian
- 3. Another or multiple culture(s)

Is English your first language?

- 1. Yes
- 2. No

What is your sexual orientation? Tick all that apply.

- 1. Heterosexual / Straight
- 2. Lesbian
- 3. Gay
- 4. Bisexual / Pansexual
- 5. Asexual
- 6. Queer / Questioning
- 7. I'd prefer to self-describe
- 8. I'd prefer not to say

Do you have a disability that limits your ability to carry out everyday activities?

- 1. Yes
- 2. No

Do you care for someone in your home?

Tick all that apply.

- 1. Child or children under 10
- 2. Child or children aged 10-18
- 3. Disabled person or persons
- 4. Elderly adult or adults
- 5. I do not have caring duties in my home

Volunteering is defined here as "time willingly given for the common good and without financial gain. "Volunteering is helping someone or something (even if you don't call it volunteering). You do not receive money for this, but maybe someone pays for your food, travel or other costs. It includes volunteering organised by your employer or school. It does not include work you do to receive a government allowance (like work for the dole) or as part of a court order (like community service). It does not include only helping your family or people living in your house. An example that is volunteering: coaching your child's football team, because people outside your household and family also benefit. Another example is helping a neighbour mow their lawns or put their bins out. An example that is not volunteering: helping your flatmate, cousin or sister with their homework.

Even if you did not think of it as volunteering, did you volunteer for any of these activities in the last 12 months? Include any seasonal, occasional, spontaneous, one-off or online help you gave. Tick all that apply.

- 1. Resource support (for example: meal sharing, translation, transport, running errands)
- 2. Social or wellbeing support (for example: personal care, assistance, companionship)
- 3. Support in someone else's home (for example: domestic work, home maintenance, unpaid childcare)
- 4. Teaching or coaching (for example: as an unpaid mentor, advisor, leader)
- 5. Administrative support (for example: fundraising, book-keeping, customer service)
- 6. Skilled support (for example: pro bono work, workplace or school supported activity)

Appendix 1: Public Survey (cont.)

- 7. Emergency support (for example: during a pandemic or natural disaster)
- 8. Event support (for example: at a festival, school, ceremony)
- 9. Sport and recreation support (for example: coaching, officiating, organising, providing transport)
- 10. Advocacy (for example: creating or sharing media, campaigning, protesting)
- 11. Governance (for example: as an unpaid official, board or committee member)
- 12. Environmental or animal protection (for example: clean-up, citizen science, rescue, rehabilitation)
- 13. Faith based or cultural support (for example: religious instruction, pastoral care, sharing culture)
- 14. Other community contribution (for example: aged care, veterans support, food or goods distribution)
- 15. I did not or could not volunteer in the last 12 months

Was any of your volunteering in the last 12 months as a member of an organisation or community group?

- 1. Yes
- 2. No

How many different organisations did you volunteer for? Enter zero (0) if you did not volunteer for a category listed.

	Number of organisations volunteered for
Not-for-profit organisation(s) such as sporting clubs; environment, conservation and animal welfare groups; special interest or hobby groups; youth groups; political parties; churches or charities	<input type="text"/>
Government service(s) such as public schools, hospitals, libraries, emergency or local government services	<input type="text"/>
Private/commercial organisation(s) such as private schools, aged care facilities, festivals or events	<input type="text"/>

On average, how many hours did you volunteer for these groups each month? As well as regular hours, include any seasonal, occasional, spontaneous, one-off or online volunteering you did.

	Average hours volunteered per month
Not-for-profit organisation(s) such as sporting clubs; environment, conservation and animal welfare groups; special interest or hobby groups; youth groups; political parties; churches or charities	<input type="text"/>
Government service(s) such as public schools, hospitals, libraries, emergency or local government services	<input type="text"/>
Private/commercial organisation(s) such as private schools, aged care facilities, festivals or events	<input type="text"/>

On average, how many hours do you volunteer each month without being part of an organisation or group? Do not include unpaid help or caring only given to your family or people living in your house. Include things like domestic work, home maintenance or gardening outside your home, transport or running errands, unpaid childcare, teaching, coaching or practical advice, social support, personal care or assistance, lobbying, advocacy or campaigning for a cause, helping out in the community or environmental or animal protection. As well as regular hours, include any seasonal, occasional, spontaneous, one-off or online helping you did. Enter zero (0) hours if you did not volunteer this way.

What percentage (%) of your volunteering is done... These totals should sum to 100%

- Online or from home
- Within your local community
- Somewhere else in your State
- Somewhere else in Australia
- Overseas

Do you manage (supervise, organise or coordinate) other volunteers? Tick all that apply.

- 1. Yes, in a paid role
- 2. Yes, as a volunteer
- 3. No

Appendix 1: Public Survey (cont.)

On average, how much money do you personally spend each month on your volunteering? Please provide a rough estimate or best guess for each. Enter zero (0) if you did not spend anything in a given category.

	\$ spend per month
Memberships, licences and mandatory checks	<input type="checkbox"/>
Transport, travel and motor vehicle expenses	<input type="checkbox"/>
Self-education, training and courses	<input type="checkbox"/>
Uniforms and clothing	<input type="checkbox"/>
Tools, equipment, technology or other gear	<input type="checkbox"/>
Food and drink	<input type="checkbox"/>
Accommodation	<input type="checkbox"/>
Other volunteering expenses	<input type="checkbox"/>

What percentage of your volunteering expenses were reimbursed?

Why do you volunteer? Tick all that apply.

- 1. For social and community connection
- 2. To develop new skills or gain work experience
- 3. To gain confidence
- 4. To use my skills and experience
- 5. Because I am expected or required to
- 6. To help others
- 7. To contribute during a crisis
- 8. For religious or cultural connection
- 9. To support or learn more about a cause
- 10. For enjoyment
- 11. To be active
- 12. For social status or reward
- 13. Other reasons

Do you prefer to volunteer by yourself or with others?

- 1. By myself
- 2. With others
- 3. I enjoy both

How do you find opportunities to volunteer?

Tick all that apply.

- 1. Word of mouth (for example: from family or friends)
- 2. SEEK Volunteer or other online volunteer recruitment sites
- 3. Social media
- 4. Google / searching online
- 5. Traditional media (for example: posters, newsletters, radio)
- 6. Referral by another agency (for example: Centrelink)
- 7. Open days or events
- 8. Volunteer Resource Centres
- 9. Other

What stops you giving more time as a volunteer?

Tick all that apply

- 1. No time (for example: family, work or study commitments)
- 2. No transport
- 3. Costs
- 4. Health reasons
- 5. Limited language or practical skills
- 6. Bad experiences volunteering
- 7. Cultural tradition
- 8. Lack of confidence
- 9. Lack of appreciation or recognition
- 10. Burnout (over-volunteering)
- 11. Government restrictions or requirements
- 12. I don't have anyone to volunteer more with
- 13. I'm not interested in volunteering more
- 14. I'm not interested in the volunteering options in my area
- 15. I'm not sure how / never been asked
- 16. Other reasons

Do any of the following make it harder for you to volunteer with others? Tick all that apply.

- 1. Your age
- 2. Your gender
- 3. Where you live
- 4. Your employer
- 5. Your ethnicity
- 6. Your English language skill
- 7. Your sexuality
- 8. Your disability
- 9. Your caring duties
- 10. None of these make it harder for me to volunteer with others

Appendix 1: Public Survey (cont.)

What stops you giving time as a volunteer?

Tick all that apply.

- 1. No time (for example: family, work or study commitments)
- 2. No transport
- 3. Costs
- 4. Health reasons
- 5. Limited language or practical skills
- 6. Bad experiences volunteering
- 7. Cultural tradition
- 8. Lack of confidence
- 9. Lack of appreciation or recognition
- 10. Burnout (over-volunteering)
- 11. Government restrictions or requirements
- 12. I don't have anyone to volunteer with
- 13. I'm not interested in volunteering
- 14. I'm not interested in the volunteering options in my area
- 15. I'm not sure how / never been asked
- 16. Other reasons

Do any of the following make it hard for you to volunteer with others? Tick all that apply.

- 1. Your age
- 2. Your gender
- 3. Where you live
- 4. Your employer
- 5. Your ethnicity
- 6. Your English language skill
- 7. Your sexuality
- 8. Your disability
- 9. Your caring duties
- 10. None of these make it harder for me to volunteer with others

Now we'd like you to think about how volunteering impacts your work. For example, employees who volunteer outside of work might be happier, have stronger networks or develop skills that make them better at their job. On the other hand, they might need to take a few more days off, feel like they can do less or be more tired due to their volunteering. So, do you think volunteering outside of work has a positive or negative impact on your employment?

- 1. Positive - volunteering makes me more productive at work (better at my job)
- 2. Negative - volunteering makes me less productive at work (worse at my job)
- 3. Volunteering makes no difference to my productivity at work

Lots of things contribute to workplace productivity. These include: The physical conditions and culture of the workplace, the technology and tools available to do the job, your skills and experience, your personal and professional networks, your physical and mental health, your satisfaction with your job and life. As a percentage, how much more/less productive at work are you because of your volunteering?

Now we'd like you to think about how volunteering impacts people's work. For example, employees who volunteer outside of work might be happier, have stronger networks or develop skills that make them better at their job. On the other hand, they might need to take a few more days off, feel like they can do less or be more tired due to their volunteering. So, do you think volunteering outside of work has a positive or negative impact on people's employment?

- 1. Positive - volunteering makes people more productive at work (better at their job)
- 2. Negative - volunteering makes people less productive at work (worse at their job)
- 3. Volunteering makes no difference to people's productivity at work

Lots of things contribute to workplace productivity. These include: The physical conditions and culture of the workplace, the technology and tools available to do the job, your skills and experience, your personal and professional networks, your physical and mental health, your satisfaction with your job and life. As a percentage, how much more/less productive at work are you because of your volunteering?

We'd now like to ask you some questions about how you generally feel (not just today). On a scale of 1-100, where 1 is extremely poor and 100 is excellent, how would you rate your physical health?

On the same scale (1-100), how would you rate your mental health?

On a scale of 1-100, where 1 is very dissatisfied and 100 is completely satisfied, how satisfied are you with your life nowadays?

Appendix 1: Public Survey (cont.)

Quality of life is the degree to which you feel healthy, comfortable and able to participate in or enjoy life's events. It is determined by lots of things, including our: physical health, psychological health, financial wealth, level of independence, social relationships, environment, spiritual, religious or personal beliefs. Volunteering – in all its forms – can impact many of these domains. As a percentage, how much do you think volunteering in the community impacts the quality of life of all of us?

Finally, in 3 years' time are you likely to be volunteering more or less than you did in the last 12 months?

- 1. More
- 2. About the same
- 3. Less
- 4. Not volunteering at all
- 5. Don't know



APPENDIX 2: VOLUNTEER MANAGER SURVEY

Thanks for taking part in this important survey. It should take less than 10 minutes of your time. The answers you provide are anonymous.

Do you manage (supervise, organise or coordinate) other volunteers? Tick all that apply.

- 1. Yes, in a paid role
- 2. Yes, as a volunteer
- 3. No

What type of organisation or group do you manage volunteers with? If you manage volunteers with multiple organisations or groups, choose the one you do the most work with. Please answer all remaining questions specifically for this organisation or group. You are welcome to complete this survey again for any other organisations or groups you manage volunteers with.

- 1. Not-for-profit / community organisation or group
- 2. Government department / agency
- 3. Privately owned / commercial enterprise

Approximately how many volunteers were you responsible for over the last 12 months?

Approximately how many hours per week do you spend managing volunteers?

Who volunteers with you? Tick all that apply.

- 1. People who work full-time
- 2. People who don't work or work less than full-time
- 3. Parents
- 4. Skilled professionals
- 5. Corporate-sponsored individuals or groups
- 6. People aged under 25
- 7. People aged over 65
- 8. LGBTQIA+; volunteers
- 9. Aboriginal or Torres Strait Islander peoples
- 10. People living with or caring for someone with a disability
- 11. Non-residents who are travelling or from outside the region (tourists)
- 12. Culturally and linguistically diverse people (including newly arrived migrants and refugees)
- 13. People volunteering online or remotely
- 14. Spontaneous or 'one-off' volunteers
- 15. Centrelink clients / Workforce Australia placements
- 16. None of these people volunteer with me

How do you typically attract volunteers?

Tick all that apply.

- 1. Word of mouth (for example: from family or friends)
- 2. SEEK Volunteer or other online volunteer recruitment sites
- 3. Social media
- 4. On our website
- 5. Traditional media (for example: posters, newsletters, radio)
- 6. Referral by another agency (for example: Centrelink)
- 7. Open days or events
- 8. Volunteer Resource Centres
- 9. Other

How do you recognise, engage and retain volunteers?

Tick all that apply.

- 1. Reimbursement of expenses
- 2. Paid honorariums
- 3. Internal awards (for example: certificates / letters of appreciation)
- 4. External awards (for example: State Volunteer of the Year Awards, Australia Day honours)
- 5. Rewards (for example: movie tickets, tokens of appreciation)
- 6. Out of hours gatherings, events or celebrations
- 7. Public ceremonies and events
- 8. Status (for example: titles, rank, privileges)
- 9. Accredited training (for example: Certificate II, Diploma)
- 10. Other training (for example: short courses, workshops)
- 11. Mentoring programs
- 12. Media mentions (for example: website, socials, newsletters, press releases)
- 13. Pre-agreed penalties or sanctions for non-participation (for example: loss of privileges or competition points)
- 14. Formal performance reviews or references
- 15. Personal connections and relationship building
- 16. Flexible work arrangements
- 17. Diverse and rewarding volunteer opportunities
- 18. Dedicated volunteer management training and/or resources

Appendix 2: Volunteer Manager Survey (cont.)

- 19. Induction and orientation programs
- 20. Discounted or free meals, uniforms, insurance, accommodation and the like
- 21. Another way
- 22. We don't do anything to recognise, engage or retain volunteers

Why do you think people stop volunteering with your organisation or group? Tick all that apply

- 1. No time (for example: family, work or study commitments)
- 2. No transport
- 3. Costs
- 4. Health reasons
- 5. Limited language or practical skills
- 6. Bad experiences volunteering
- 7. Cultural tradition
- 8. Lack of confidence
- 9. Lack of appreciation or recognition
- 10. Burnout (over-volunteering)
- 11. Government restrictions or requirements
- 12. Loss of interest
- 13. Loss of connection (for example: friends have left)
- 14. Other reasons

How has volunteering changed for your organisation since 2020?

	Less	About the same	More
Number of people who want to volunteer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours people want to volunteer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People want to volunteer occasional hours, rather than regular hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteers want flexible hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organisations want to volunteer employees' time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteers are claiming expenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amount of training volunteers need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Board-level volunteers are available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of youth / young people who want to volunteer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteering is done online or from home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The direct and indirect costs to volunteers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix 2: Volunteer Manager Survey (cont.)

How important are these volunteer issues to your organisation?

	Very important	Somewhat important	Not important	Not applicable
Volunteer recruitment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer retention	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer appreciation and recognition inside our organisation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appreciation and recognition of our volunteers by the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer rights, responsibilities, protection and dispute management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer health and safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding and implementing the National Standards for Volunteer Involvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding and implementing the National Strategy for Volunteering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How important are these organisational matters related to volunteering?

	Very important	Somewhat important	Not important	Not applicable
Organisational culture, inclusion and diversity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Organisational governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial viability/sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Project, program and change management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Impact measurement, evaluation and reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to volunteer management resources and templates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How important are these external issues to your organisation?

	Very important	Somewhat important	Not important	Not applicable
Red tape and/or regulatory requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technology and digital disruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk, insurance and legal requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engagement with government and policy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Volunteer fatigue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to funding, grants or sponsorship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix 2: Volunteer Manager Survey (cont.)

Where do you go when you need help with volunteer management?
These totals should sum to 100%.

- The volunteers I manage
- Fellow volunteer managers
- The organisation I volunteer with/work for
- Family, friends and colleagues
- Peak or professional volunteer bodies
- The internet
- Other sources of help

How much did it cost to manage your volunteers over the last 12 months? Include volunteering-related expenses you and your organisation incurred. Your best estimate is good enough!
Please enter zero (0) if you did not spend anything on a category.

	Very important
Volunteer recruitment	<input type="checkbox"/>
Volunteer retention	<input type="checkbox"/>
Volunteer management	<input type="checkbox"/>
Volunteer appreciation and recognition inside our organisation	<input type="checkbox"/>
Appreciation and recognition of our volunteers by the community	<input type="checkbox"/>
Volunteer rights, responsibilities, protection and dispute management	<input type="checkbox"/>
Volunteer health and safety	<input type="checkbox"/>
Understanding and implementing the National Standards for Volunteer Involvement	<input type="checkbox"/>
Understanding and implementing the National Strategy for Volunteering	<input type="checkbox"/>

Appendix 2: Volunteer Manager Survey (cont.)

How much of this did you pay for out of your own pocket? These totals should sum to 100%.

- Paid for by me
- Paid for by me, but later reimbursed
- Paid for by my organisation

In 3 years, are people more or less likely to be volunteering with your organisation or group?

- 1. More
- 2. Less
- 3. About the same
- 4. Not volunteering at all (our organisation will have closed or our group will have ended)
- 5. Don't know

How likely are you to be with your organisation, as a volunteer manager, in 3 years?

- 1. Still here, doing more hours
- 2. Still here, doing less hours
- 3. Still here, doing about the same hours
- 4. Not here at all
- 5. Don't know

Finally, we're asking the following questions to better understand the diverse perspectives in our community. Your responses will help ensure we are inclusive in our approach. What year were you born?

How do you identify?

- 1. I am a man
- 2. I am a woman
- 3. I am non-binary
- 4. I'd prefer not to say
- 5. I identify another way

On average, how many hours per week do you work for pay? Enter zero (0) if you do not have paid employment.

On average, how much does your household earn each week, after tax? Include the income that you share with others in your house, such as a partner or parent. Choose the value closest to your after tax income.

- 1. \$1,041
- 2. \$1,667
- 3. \$2,260
- 4. \$2,970
- 5. \$5,544

Were you born in Australia?

- 1. Yes
- 2. No

With which ethnicity or culture do you most identify?

- 1. Aboriginal and/or Torres Strait Islander
- 2. Anglo-Australian
- 3. Another or multiple culture(s)

Is English your first language?

- 1. Yes
- 2. No

What is your sexual orientation? Tick all that apply.

- 1. Heterosexual / Straight
- 2. Lesbian
- 3. Gay
- 4. Bisexual / Pansexual
- 5. Asexual
- 6. Queer / Questioning
- 7. I'd prefer to self-describe
- 8. I'd prefer not to say

Do you have a disability that limits your ability to carry out everyday activities?

- 1. Yes
- 2. No

Do you care for someone in your home? Tick all that apply.

- 1. Child or children under 10
- 2. Child or children aged 10-18
- 3. Disabled person or persons
- 4. Elderly adult or adults
- 5. I do not have caring duties in my home

Citation

Volunteering WA (2023) *Western Australia State of Volunteering Report 2023*

References

Australian Bureau of Statistics (2020), *General Social Survey: Summary Results*, Australia

Biddle N. and M. Gray (2023) *Ongoing trends in volunteering in Australia*, ANU Centre for Social Research and Methods, Australian National University, Canberra

Biddle N. and M. Gray (2022) *Volunteers and volunteering during the COVID-era in Australia*, ANU Centre for Social Research and Methods, Australian National University, Canberra

Biddle, N., Boyer, C., Gray, M., and Jahromi, M (2022) *Volunteering in Australia: The Volunteer Perspective*. Volunteering Australia

Holmes, K., Dunlop, P. D., Lockstone-Binney, L., Davies, A., Farid, H. M., & Lavery, C. (2022) *Volunteering in Australia: The Organisation Perspective*. Volunteering Australia

IPM (2023) *State of Volunteering WA 2023: Surveys and Evaluation*

Volunteering WA and IPM (2015) *The Economic, Social and Cultural Value of Volunteering to Western Australia*

Inquiries

Inquiries about this report should be directed to info@volunteeringwa.org.au.

WESTERN AUSTRALIA
STATE OF VOLUNTEERING
REPORT | **2023**



Level 1, 3 Loftus Street
West Leederville WA 6007

ABN: 24 028 468 144

Ph 9482 4333

info@volunteeringwa.org.au

volunteeringwa.org.au



volunteeringWA