

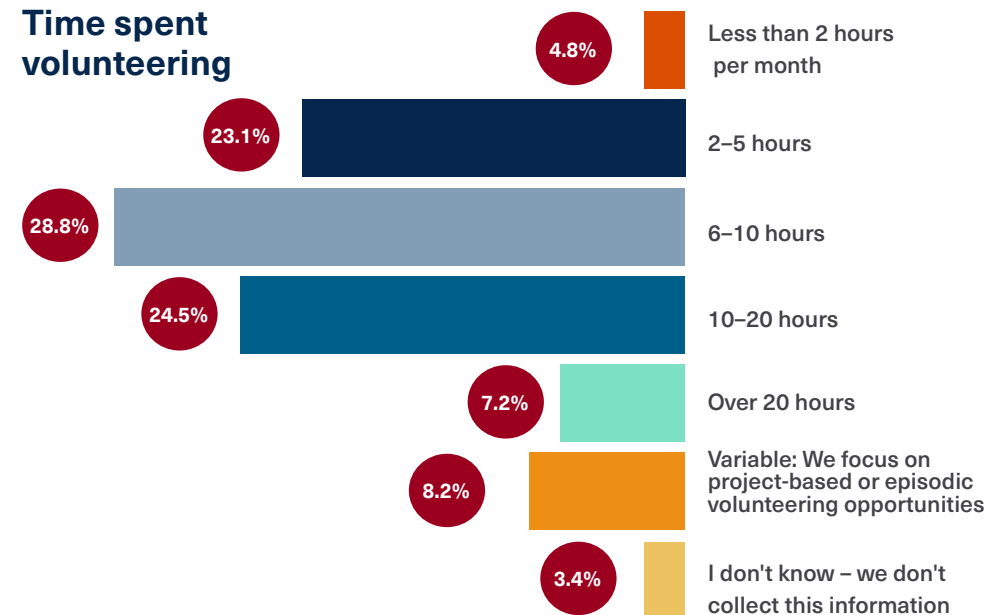
State of Volunteering in Aotearoa New Zealand 2024

Key findings at a glance

- The state of volunteering is fairly positive, though the recent Covid-19 pandemic, and the emerging cost-of-living situation, cast a long shadow over some aspects of volunteering.
- Volunteers are re-evaluating their priorities and expect volunteering to be values-driven.
- Most volunteers enjoy their volunteering work and are treated fairly and respectfully, although there are some disparities across age and ethnic groups.
- Key motivations for volunteering include a desire to give back to the community, to make friends or form social connections, to learn new skills, and for mental health and wellbeing.
- Key barriers to volunteering include being time poor and needing to prioritise paid employment, health and safety concerns, onerous training requirements, and lack of reimbursement and recognition.
- Regional variations in volunteering statistics persist, with different turnover rates and challenges experienced across the regions.

Casualisation of volunteering

More volunteers are performing 'casual volunteering' of a few hours a month. Fewer volunteers are part of the 'civic core' doing over 20 hours a month.

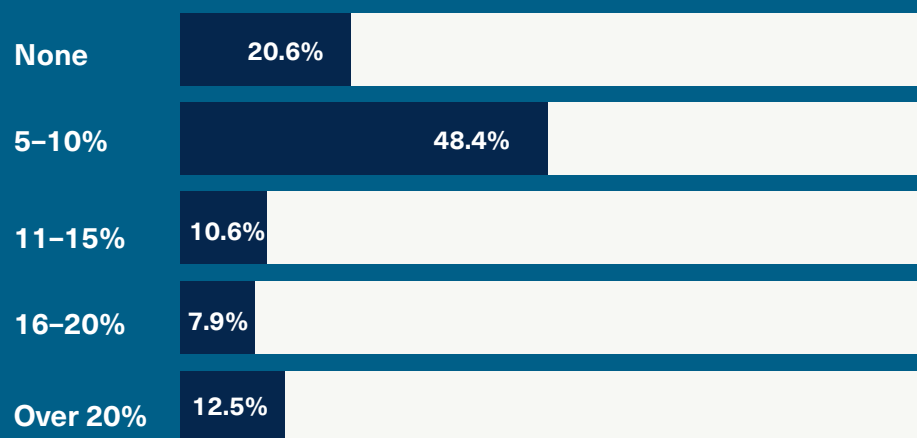


“Post Covid, we have noticed a change in the habits of our volunteers. Volunteers now prefer to do a bit here and there, rather than committing lots of time. However, there has also been a big growth in the number of different people volunteering. So, we have more people doing less rather than fewer people doing more.”

Volunteer recruitment and retention

Recruitment and retention of volunteers continues to be challenging. Biggest challenges for organisations include not having enough volunteers (51.7%), and not having enough time or resources to support volunteers (65.4%).

How much of an organisation's workforce has left in the last 12 months



Retention rates are mixed and also vary regionally. There are higher turnover rates in the cities of Auckland, Wellington and Christchurch. Smaller rural areas have lower turnover, and more 15 year + volunteers.

“I think the state of volunteering has changed post-Covid. During Covid restrictions there was a strong feeling of chipping in and building community, we had a surge of volunteering enquiries. Now it feels as though people are feeling tired and are reassessing their priorities and focusing more on their families and homes.”

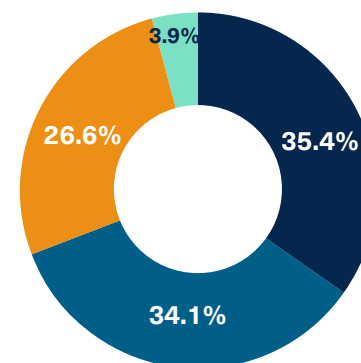
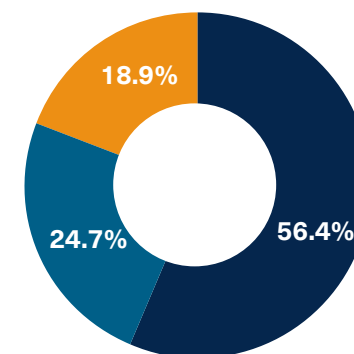
Evaluation of volunteer programmes

56.4% of organisations have a diversity and inclusion strategy – though lack of funding is a constraint. Organisations are becoming aware of the need to monitor and evaluate their volunteer programmes.

The majority (50.6%) do not use any digital or online systems for managing volunteers, while 22.9% use only basic systems. Organisations with more volunteers are more likely to use a digital system.

Organisations with a diversity and inclusion strategy

- Yes we have one
- No, but we have concrete plans to create one
- No, and we have no plans to create one.



Organisations that evaluate the quality of their volunteer programme

- Count numbers and hours but find it hard to evaluate quality
- Do not evaluate the quality of volunteer programme at all
- Regular evaluations and surveys of volunteers and volunteering programmes
- Use online assessment tools or platforms, e.g. Involve.me

“Our budget limitations mean that we cannot prioritise EDI [equality, diversity, and inclusivity] initiatives. We would love to be able to reimburse our volunteers for their petrol and food but we don't have the money to do that at the moment.”