

STATE OF VOLUNTEERING IN QUEENSLAND | 2021



REPORT



volunteering
queensland

INSTITUTE OF
PROJECT
MANAGEMENT

EXECUTIVE SUMMARY

Over 3.0 million (or 75.7% of) Queenslanders over 18 years of age volunteered in 2020. This includes people who volunteered formally with organisations, as well as those who do not have an affiliation with an organisation but contributed informally to their communities. Volunteers contributed over 900 million hours in 2020 and individuals volunteered for an average of 5.7 hours every week.

The data for this report was collected across November 2020-January 2021 when the impact of COVID-19 had altered the work, travel and daily pattern of life across the entire state. This allowed us to examine both the current pattern of volunteering during 2020 and the previous pattern of volunteering during 2019.

Across the twelve months of 2020, the value of volunteering to Queensland was almost \$84 billion. This is the sum of commercial benefits worth \$41.8 billion and civic benefits valued at \$42.2 billion. These figures include the \$37.1 billion it would cost to replace the labour that volunteers contribute to Queensland as well as \$6.3 billion in contributions to Queensland's Gross State Product.

This represents a return of approximately \$4.10 on every dollar invested.

To demonstrate the scale of the volunteering sector, we compared the cost to replace voluntary work in Queensland with the total compensation of employees in the government and private

“ Over 3.0 million (or 75.7% of) Queenslanders over 18 years of age volunteered in 2020

sectors. The volunteering sector is over three-times larger than the Queensland Government sector and approximately the same size as the private sector.

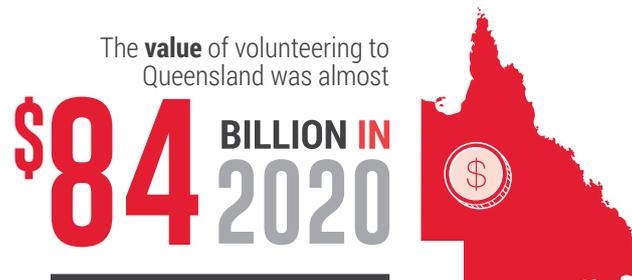
As phenomenal as this contribution is, it is also costing Queensland volunteers on average over \$1,600 a year to volunteer. On average, volunteer-involving organisations are reimbursing only 11.4%, or \$182, to volunteers. This means on top of their valuable time and skills, volunteers themselves are donating nearly \$4.76 per hour to volunteer. It is noted that this 'hidden' cost has the potential to exclude many who cannot afford the act of volunteering.

Volunteers are a frontline workforce, delivering services to communities in a wide variety of contexts in not-for-profit organisations (1.6 million volunteers in 2020), in private sector organisations (0.5 million volunteers

in 2020), and for governments (0.5 million volunteers in 2020) as well as undertaking informal volunteering.

The act of volunteering is significantly more than donated time. For instance, this report shows leaders of volunteers actively develop the skills and careers of Queenslanders through volunteering. There is further potential through volunteering to contribute even more to Queensland's productivity and community wellbeing.

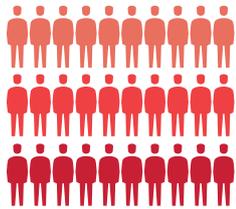
The COVID-19 pandemic has significantly disrupted volunteer patterns in Queensland. For instance, volunteers noted an increase of 15.2% in online/at home volunteering from 2019 to 2020. At the same time, volunteer-involving organisations described a lot of adaptation and transition to new models for service delivery and engaging volunteers.



KEY FINDINGS

Characteristics of volunteering in Queensland in 2020

3 MILLION PEOPLE



OF THE ADULT POPULATION VOLUNTEERED IN 2020

900.4
MILLION
VOLUNTEER HOURS



HOURS/MONTH

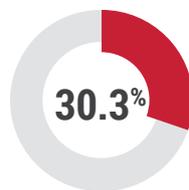
5.7

HOURS/WEEK

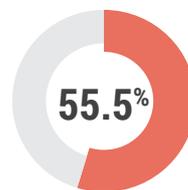
AMONG QUEENSLAND VOLUNTEERS, IT WAS FOUND THAT:



Volunteered exclusively in formal settings with volunteer-involving organisations (not-for-profit, government and private sectors)



Of volunteers donated their time exclusively in informal contexts



Volunteered both formally and informally

44.7%

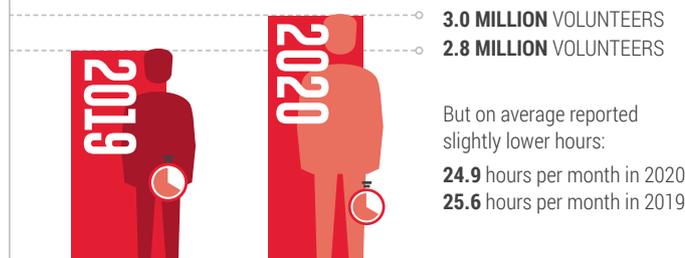
Almost half volunteer in their local community



28.5%

Over one quarter volunteer from home/online

MORE PEOPLE VOLUNTEERED IN 2020 COMPARED TO 2019:



Of people directly helped an individual (e.g. a neighbour or client of a charity)

QUEENSLANDERS WERE MOTIVATED TO VOLUNTEER IN 2020:



BARRIERS TO VOLUNTEERING IN 2020 INCLUDED:



No time (family/work commitments)



Health reasons

Volunteer-involving organisations were supported by a wide variety of volunteers

74.9%

WORKED WITH **VOLUNTEERS** OVER 65 YEARS OLD

70.3%

WORKED WITH **VOLUNTEERS** WHO EITHER ARE NOT WORKING OR ARE NOT WORKING FULL-TIME

69.6%

WORKED WITH **VOLUNTEERS** WHO ARE WORKING FULL-TIME



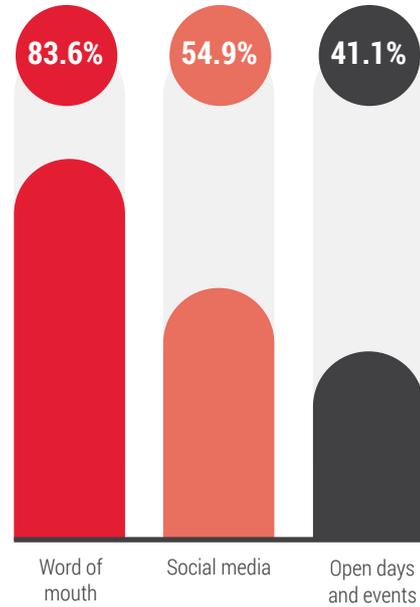
30.3%

Of organisations indicated they used reimbursement of volunteers' expenses to **motivate or retain volunteers**

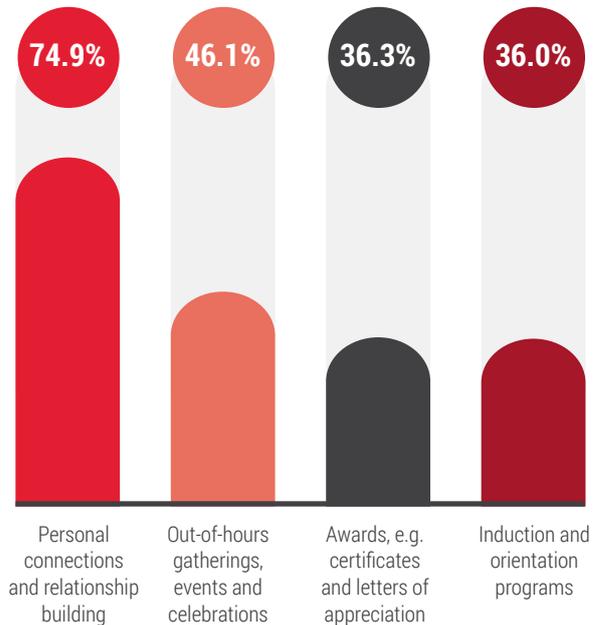
27.4%

Saw a drop in the level of **volunteers claiming expenses** across the last three years

The most frequently cited strategies organisations used to **recruit volunteers** was to personally approach participants, members and their networks.



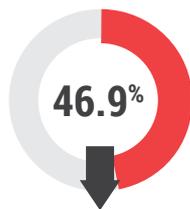
Key motivational factors associated to **volunteer retention**



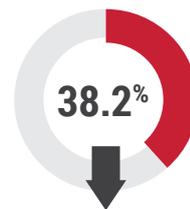
Of organisations have seen an **increase** in the need for **volunteer training** across the last three years



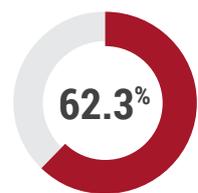
Organisations have seen an **increase** in the **desire of people to volunteer** occasional, as opposed to regular, hours across the last three years



Of organisations have seen a **decrease** in companies wanting to **volunteer employees' time and skill** across the last three years



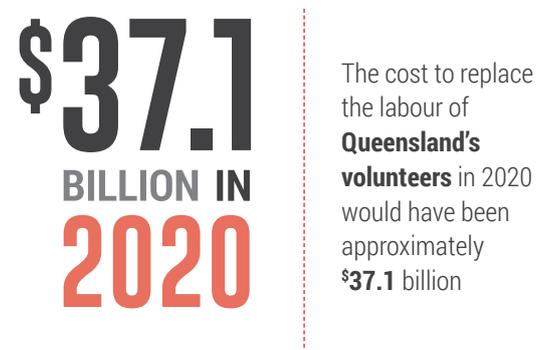
Of organisations have seen a **decrease** in the number of **people who want to volunteer**



Of organisations predicted they would have the **same or more volunteers** in three years' time

Value of volunteering

The value of volunteering to Queensland across the entire community was almost \$84 billion in 2020.



“
The cost to replace the labour of Queensland's volunteers in 2020 would have been approximately **\$37.1 billion**”



Message from His Excellency the **GOVERNOR**

As Governor and Patron of Volunteering Queensland, I am honoured to publicly express my gratitude once again for all Queensland volunteers and the extraordinary impact they make through their service.

As Governor and Patron of Volunteering Queensland, I am honoured to publicly express my gratitude once again for all Queensland volunteers and the extraordinary impact they make through their service.

Long before COVID-19, the value of volunteers in sustaining community life was well-known and widely appreciated.

Over these past 15 months, however, I have sensed a strengthening in community appreciation for the contributions of volunteers.

This is partly because volunteers have been front and centre to Queensland's COVID-response, including through high-profile initiatives like the Care Army.

Queenslanders have also marvelled at the ways volunteers have found new and innovative ways to connect and to serve their communities.

With change come challenges, too. The 'State of Volunteering in Queensland' report therefore comes

at a critical time for volunteering in our State.

It provides policymakers with timely insights into the motivations and drivers of volunteering, while focussing attention on vital issues like volunteer wellbeing and mental health.

I congratulate Volunteering Queensland and all involved in commissioning and compiling the Report. It is a powerful expression of the organisation's central mission, to advance volunteering for Queensland's economic, social, cultural and environmental well-being.

**HIS EXCELLENCY THE HONOURABLE
Paul De Jersey AC**
Governor of Queensland

Message from the **MINISTER**



The State of Volunteering in Queensland Report provides an important snapshot of the issues impacting the volunteering sector and helps quantify the valuable social and economic contribution that volunteers make to our state.

The report also provides valuable insights to inform policymakers and sector participants to support and shape the future of volunteering in Queensland.

Volunteers and volunteering-involving organisations are the lifeblood of so many communities across Queensland.

As we begin to emerge from the COVID-19 pandemic, it is timely to reflect on the role that volunteers have played in helping keep Queenslanders safe.

No one could have predicted the overwhelming response to the Care Army initiative, which saw more than 28,500 Queensland volunteers sign up to provide vital support to some of the most vulnerable people in our communities.

I'd like to thank Volunteering Queensland, volunteer resource centres and other volunteer-involving organisations across Queensland for the instrumental role they have played in helping make the Care Army the huge success it has become.

The Care Army is a terrific example of what is possible when Government partners with the volunteering sector, and I look forward to working with the sector to build on this legacy in the years to come.

As we continue to navigate the health emergency presented by COVID-19 globally, the Palaszczuk Government is implementing a plan for Queensland's economic recovery.

The State of Volunteering in Queensland Report underlines the important role of volunteers in that recovery, last year contributing around 900 million hours of volunteering. The value of this contribution has been calculated to around \$84 billion, including \$37.1 billion in replacement labour costs and a \$6.3 billion contribution to our Gross State Product.

I'd like to thank Volunteering Queensland for creating this valuable resource, and the whole volunteering sector, including volunteer resource centres, volunteer-involving organisations and each of the more than three million volunteers state wide, for the vital role that you play in the lives of all Queenslanders.

THE HONOURABLE Leeanne Enoch MP

Minister for Communities and Housing,
Minister for Digital Economy and
Minister for the Arts

FOREWORD

VOLUNTEERING QUEENSLAND

On behalf of the Volunteering Queensland Board, we proudly commend this first State of Volunteering in Queensland Report to the Queensland volunteering sector, community, and all who believe in the value and power of volunteering.

The report provides a comprehensive and enlightening evidence base that will support our sector, government, business, and the community to better understand the value of volunteering, its status, benefits, needs, motivations, challenges, and true costs across our state.

It will enable decision and policy makers within organisations and across all levels of government to be well informed, and help guide them in the development and implementation of impactful policies and investments, and focus on approaches that address the reality of contemporary and future volunteering in Queensland.

The findings of the report are significant and underscore that volunteering is irreplaceable, delivers substantial return on investment, and is a vital ingredient for strong, connected, resilient communities. Its benefits are reciprocal and multi-layered – for individuals and groups receiving services from volunteers, for communities, for government, for volunteer-involving organisations, and for volunteers themselves.

Volunteering is undertaken of free will for a variety of reasons. These include, wanting to make a difference, addressing a need, passion for a cause, social connection and fun, career and employment pathways, and

improving health and wellbeing. It is a powerful human movement that brings myriad direct and indirect positive social and economic benefits. Volunteers are front line workers, directly serving our communities. This research is a powerful reminder of how critical this volunteer workforce is and how important it is for government, business, and the broader community to value, engage with and invest in our sector.

We thank the many individuals who and organisations that have contributed to this report as members of the reference group, as researchers and advisors, and by providing valuable survey information. Together you have played an important role in realising the long-time vision of this research.

Our thanks are also extended to Queensland Water and Land Carers for their sponsorship, and in alignment with Volunteering Queensland's view, their belief in the importance of this work as being key to our advocacy agenda for the volunteering sector. Being equipped with empirical evidence-based information from which the value and impact of volunteering can be evaluated and celebrated we can work together effectively to shape a strong future for volunteering in Queensland.

With the enormity of recent global, national, and state-based disaster related challenges and disruptions we have all experienced across almost every facet of our lives, including volunteering, it has been humbling to witness our sector and community work together to overcome adversity. The State of Volunteering in Queensland Report provides critical information to further empower us to embrace change and opportunities, so that we can collectively continue to effectively serve our community and state.



Brett Williamson OAM
President
Volunteering Queensland



Mara Basanovic
Chief Executive Officer
Volunteering Queensland



Thank you to our project partners Queensland Water and Land Carers and the Queensland Government for their financial contribution to this report.



“

Community resilience is born out of strong connections through volunteering



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Explanatory note: Where figures have been rounded, discrepancies may occur between totals and the sums of the component items. Proportions, ratios and other calculated figures shown in this report have been calculated using unrounded estimates and may be different from, but are more accurate than, calculations based on the rounded estimates.

Abbreviations used in this report

ABS	Australian Bureau of Statistics
CALD	Culturally and Linguistically Diverse
GSP	Gross State Product
RIOM	Regional Input–Output Matrix
VIO	Volunteer-Involving organisation

Acknowledgements

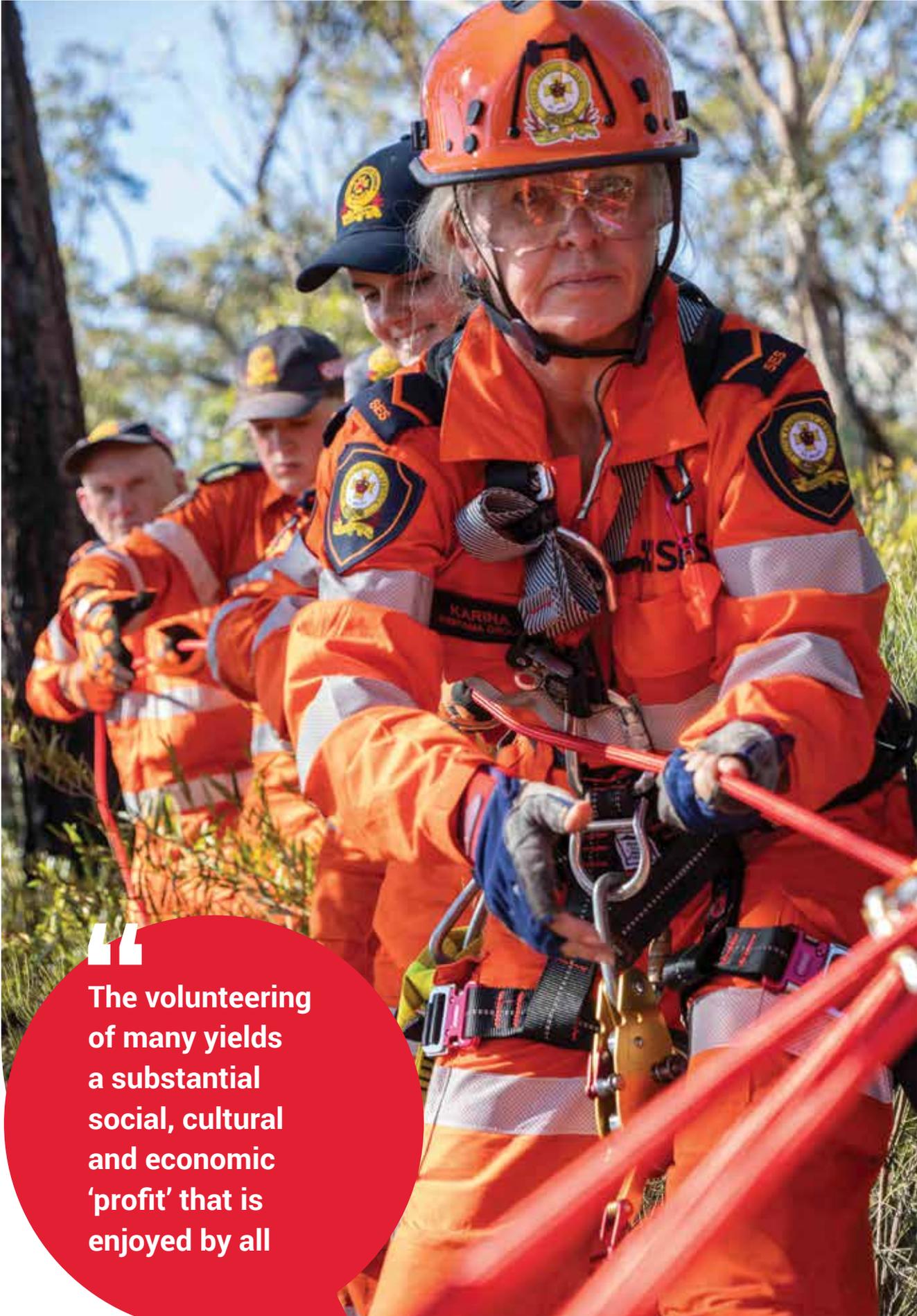
This is an independent report commissioned by Volunteering Queensland and prepared by the Institute of Project Management. The principal authors are Paul Muller and Dr Claire Ellis, with statistical analysis by Elsa Xu.

The analysis and opinions in this report are the views of its authors and third parties. Publication of this document by Volunteering Queensland does not necessarily reflect the views of Volunteering Queensland. Nevertheless, it has been written with significant contributions from:

- **Project Advisory Committee Members:**
 - Chair: Rikki Anderson, Senior Manager, Volunteering Queensland
 - Brett Williamson OAM, President, Volunteering Queensland
 - Dr Stacey Messer, A/Director, Department of Communities, Housing and Digital Economy
 - Sally Dobromilsky, A/Manager, Queensland Fire and Emergency Services
 - Darryl Ebenezer, CEO, Queensland Water and Land Carers
 - Carly O'Donnell, Coordinator, Gympie Region Volunteer Centre
 - Kaitlyn Akers, General Manager – Operations, Surf Life Saving Queensland
 - Councillor Lyn McLaughlin, Mayor, Burdekin Shire Council
 - Dominic Szeker, Senior Policy Officer, Volunteering Victoria
- **Volunteering Queensland Project Team comprising both paid and volunteer Board and staff members**

The authors would also like to thank the many people and organisations who gave generously of their time directly, via the surveys, or during the consultation process.

Volunteering Queensland acknowledges and recognises the Traditional Custodians of the land upon which we live and work, and we pay our respects to all Elders past, present and emerging. We are committed to reconciliation with our First Nation's People - Australia's First Volunteers.



The volunteering of many yields a substantial social, cultural and economic 'profit' that is enjoyed by all

INTRODUCTION

This report was commissioned by Volunteering Queensland to quantify the economic, social and cultural value of volunteering to the state

In this report, we consider the characteristics of volunteers, volunteering and volunteer-involving organisations, and we apply the cost-benefit methodology to quantify the value of volunteering in Queensland. We finally relate the findings of this report to previous work on volunteering undertaken by the Australian Bureau of Statistics (Appendix B) and recommend directions for future research.

The period of data collection also means that we are uniquely able to compare volunteering before and during the statewide COVID-19 restrictions (2019 and 2020, respectively).

This report's findings are numerous and have the potential to significantly influence the strategic direction of Queensland's volunteering sector by providing:

- Quantification of the social, economic and cultural contribution that volunteering makes to Queensland volunteers, businesses, all levels of government and the broader community.
- Robust social and economic information and advice to assist stakeholders in making strategic decisions about future resource allocation.
- Benchmarking of the outcomes of volunteering in Queensland against which to measure future performance and the impact of any strategic changes.
- Comparative data on the outcomes of volunteering in Queensland, the impact of a crisis and the barriers to participation.
- Evidence-based data for informed decision-making by Volunteering Queensland, government, volunteer-involving organisations and other key stakeholders.

The principal finding is that, because the external benefits of volunteering exceed the social costs, the outcome is not inefficient, and that the volunteering of many yields a substantial social, cultural and economic 'profit' that is enjoyed by all



Volunteering is a vibrant source of knowledge, cultural and recreational exchange, and it enriches the lives of countless Australians

Methodology

The methodology used in this report has evolved from that applied in estimating the social, economic and cultural value of volunteering in Tasmania in 2014, in Western Australia in 2015, again in Tasmania in 2019, and in Victoria in 2020. Iterations of the method have also been successfully applied to economy-wide valuations of public–private goods such as sport and physical recreation, live music, the Arts, and major events.

Volunteering is defined here as ‘time willingly given for the common good and without financial gain’. This definition was developed by Volunteering Australia in 2015 and adopted by all states and territories.

This definition includes formal volunteering that takes place within organisations (including institutions and agencies) in a structured way, and informal volunteering: acts that take place outside the context of a formal organisation. While the vast majority of volunteering is undertaken by individuals, entities also donate employee time, and this is included within this definition of volunteering.¹

A volunteer-involving organisation is also defined here as any group of people formally convened for a particular purpose that recruits, inducts and supports volunteers in the achievement of that purpose. This definition is intentionally inclusive of community-based, not-for-profit, government and commercial organisations.

The report is divided into three sections, each looking at volunteering in Queensland from the perspective of a different set of stakeholders.

SECTION 1:

The characteristics of volunteering in Queensland

Section 1 describes volunteering as it occurred in Queensland in both 2019 and 2020 from the self-reported perspective of volunteers.

To better understand this, a survey was sent to a random sample (n=1,541) of Queensland residents aged 18 years and over, drawn from several online panels between 16 November and 23 December 2020. The survey asked a range of questions on individuals’ volunteering participation (both formal and informal)², expenditure, motivations, barriers, impacts on employment, and future intentions. A number of the responses were also used in the cost-benefit analysis of Section 3.

For many questions, respondents were also asked to comment on their volunteering separately for 2019 and 2020 to allow analysis of the impact of COVID-19 and associated restrictions on people’s volunteering behaviours.

The survey used quotas to ensure a broad and generally representative sample across gender, age, household income and location. To reflect the population distribution, results were post-weighted to Australian Bureau of Statistics (ABS) data on Queensland age, gender and location distribution as per Table 1.



Volunteering is defined here as ‘time willingly given for the common good and without financial gain’

¹ Volunteering Australia, 2015, Volunteering Australia Project: The Review of the Definition of Volunteering.

² See also Appendix B.

TABLE 1: Weighting of survey results as per ABS data on Queensland region, age and gender distribution. Note: Respondents' regions are defined using the following ABS categorisation by postcode: major cities, inner regional, outer regional remote and very remote Queensland.

Region	Age	Weight	
		Males	Females
Major Cities	18-24	1.31	1.16
	25-34	1.30	1.15
	35-44	0.86	0.77
	45-54	1.00	0.89
	55-64	0.69	0.61
	65+	0.96	0.86
Other	18-24	1.76	1.56
	25-34	1.74	1.55
	35-44	1.16	1.03
	45-54	1.35	1.20
	55-64	0.92	0.82
	65+	1.29	1.15

Following the application of post-stratification weights, chi-square goodness of fit tests revealed non-significant differences for both gender and age brackets, suggesting that the weighted sample distribution was not significantly different to the Queensland population. In other words, the data relied on in this study accurately reflects the state of volunteering in Queensland.

SECTION 2:

The profile of volunteer-involving organisations

Section 2 describes the experiences and perspectives of volunteer-involving organisations with an active presence in Queensland.

To that end, Volunteering Queensland was supported by the Institute of Project Management to field an online survey of state-based volunteer-involving organisations from November 2020 to January 2021. This was a convenience sample, which means there was no randomisation or stratification of sampling. The survey was distributed widely through several channels, and the respondents self-selected by answering the survey.

Questions asked of volunteer-involving organisations included reflections on their structure, the demography of their volunteer workforce, recruitment and retention methods, volunteer management expenses, emerging and current issues, and forecasts for growth. Data on expenditure was also used as an input to the cost-benefit analysis of Section 3.

There were 594 valid responses received from volunteer-involving organisations in the survey period, including 426 that provided financial data. Respondents came from all parts of the state, a variety of sectors and participating organisations involved anywhere between 10 and 33,000 volunteers. A reasonable cross-section of responses was received, and in the absence of more reliable sources, a number of population-level inferences are drawn from the data in this report. That said, where a conflict was observed between the findings of this and the population survey used in Section 1, the population survey data was preferred.

SECTION 3:**The costs and benefits of volunteering in Queensland**

Section 3 uses cost-benefit analysis to price a number (but not all) of the social, cultural and economic impacts of volunteering on the Queensland community.

The volunteering sector has long been an enabler and driver of equitable social and economic growth. As such, it has made a significant contribution to community wellbeing. Beyond the altruistic nature of each volunteering act, volunteering is a vibrant source of knowledge and cultural and recreational exchange. It enriches the lives of countless Australians.

The extent of this contribution cannot be fully captured in financial statements, for at the heart of any public investment decision is this basic question: does the planned activity (volunteering) lead to a net improvement in community wellbeing?

The economic assessment of volunteering has typically focused on quantifying the market replacement cost of volunteers (in other words; how much it would cost if we had to pay all volunteers?). Yet although replacement cost analysis is a necessary step towards resolving the social wellbeing question, it does not distinguish costs from benefits.

Similarly, such studies cannot be used to show the economy-wide impact of volunteering-induced expenditure, nor can they show the effects of volunteering on less tangible community outcomes such as productivity, civics, and individual wellbeing. It is for this reason that cost-benefit analysis is now the government-preferred approach to evaluating policy choices. A cost-benefit approach is required to identify the opportunity cost associated with expenditure, as well as the costs and benefits that may accrue to individuals, the community and the broader society.

Cost-benefit analysis as a methodology grew out of financial evaluation techniques employed by the private sector to assess not only whether a particular proposal's advantages (benefits) outweigh its disadvantages (costs), but to choose between alternative proposals intended to achieve the same goal. Such an analysis depended on quantifying all the costs of a proposal compared with the value of the benefits it will provide.

For example, a mining company might undertake a simple financial comparison of the upfront cost of

investing in new equipment against the present value of the additional profit it is expected to provide in the future. Consequences of the decision that affect others outside the company are not considered. In economic terms they are considered externalities. For example, the fact that the manufacture of that equipment provides jobs, or that the use of the equipment may cause environmental harm would not ordinarily constrain the choice.

Cost-benefit analysis differs from financial evaluation in that it considers costs and benefits to the community as a whole, as well as non-cash costs and benefits. Thus, the consumer savings from the new equipment cited above are no longer an externality, they are one of the outcomes of the project and as such would be considered one of its benefits.

A cost-benefit approach is thus required to identify the real and opportunity costs associated with expenditure, as well as the benefits that flow, including economic impacts, preferences and avoided costs. In the cost-benefit approach, avoided cost theory, as it is applied here, assumes that any positive change in public welfare enabled by volunteering is a benefit that would otherwise need to be met by the community in order to maintain the status quo.

The cost-benefit approach also demands particular attention be paid to identifying and distinguishing between the recipients of benefits and the bearers of costs. This is particularly important in considering costs and benefits that are not traded at market prices. A central example in the context of this report is in the valuation of volunteer labour. One hour spent volunteering incurs a cost to the volunteer (however quantified). The same hour of work represents a benefit to the organisation for which they volunteer (and/or the individual whom they directly assist). This does not, however, mean that the value of that hour is the same in both contexts, as differing valuation methods may be appropriate in each case.

Cost-benefit analysis is not a static valuation technique. It is a comprehensive means of comparing one alternative to another, and therein lies its limitations for the purpose of standalone valuation.

Foremost, this study is concerned with estimating the **value** of volunteering to Queensland. This value is defined here to be the sum of benefits enabled over a fixed period – in this case, one year. Net value (benefits minus costs) is only relevant to the extent that it allows

demonstration of the process of how value is created, and to make observations about allocative efficiency.

As a result, the substitutability of the costs and benefits is less material than it would be in traditional cost-benefit analysis. This is because this study is not overtly comparing volunteering with anything, even if the use of the value arrived at was to be used as a basis for future comparison. In valuing volunteering, this study is only measuring its gross contribution to the community. The hypothetical presumption that other events might fill the void left by no volunteering in Queensland should not alter our understanding of its value at the point in time in which it is measured. After all, valuation is not a zero-sum game.

This does not, however, give licence to be casual with estimates – if anything it imposes a higher standard of rigour, especially in regard to the risk of overestimation. A conservative position is therefore adopted by tending, where necessary, to overestimate costs and underestimate benefits.

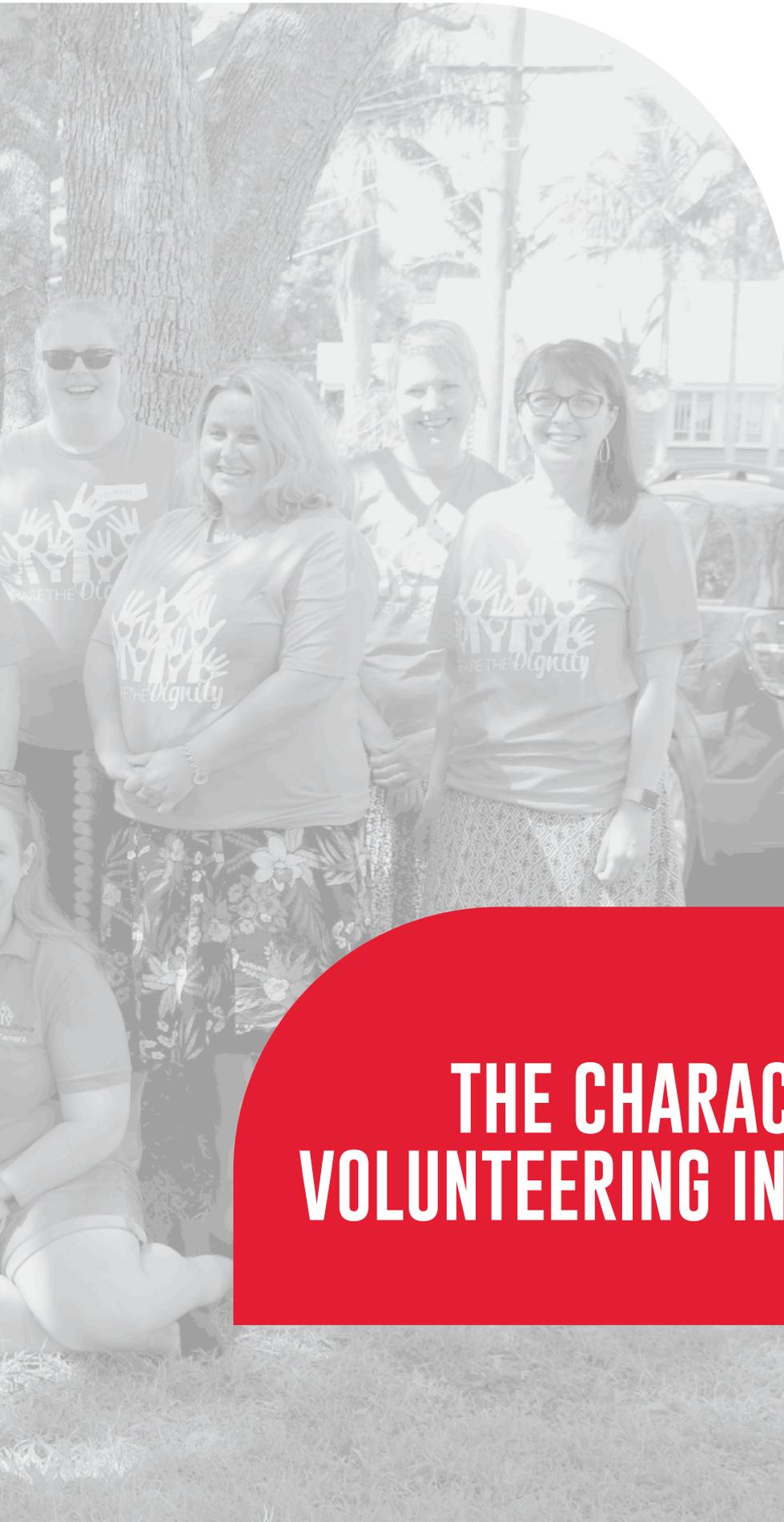
In the conduct of its cost-benefit analysis, this report therefore uses:

- Financial analysis to scope the activity and estimate, among other things, total activity.
- Revealed preference methodologies to arrive at estimates of direct and opportunity costs.
- Input–output analysis to benchmark standard economic outcomes.
- Stated preferences to contingently price the return to industry as a result of employees' volunteering.
- Econometric analysis to systematically quantify the costs avoided by the community through volunteering.

Ultimately, none of the valuation methods previously used in the literature on volunteering are rejected; rather, through our cost-benefit framework, they are integrated into a cohesive, holistic framework that allows for convenient, relatable analysis.







section 1

THE CHARACTERISTICS OF VOLUNTEERING IN QUEENSLAND

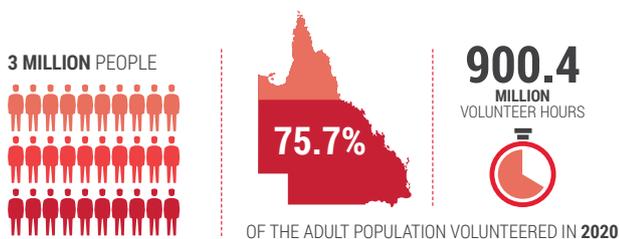
SECTION 1

The characteristics of volunteering in Queensland

Volunteering participation

Our survey of Queensland residents revealed that 75.7% of Queenslanders aged 18 and over volunteered in 2020 – over 3.0 million people in total.

In doing so, those volunteers donated an average of 24.9 hours per month (5.7 hours per week), which equates to 900.4 million volunteer hours across the state in 2020.



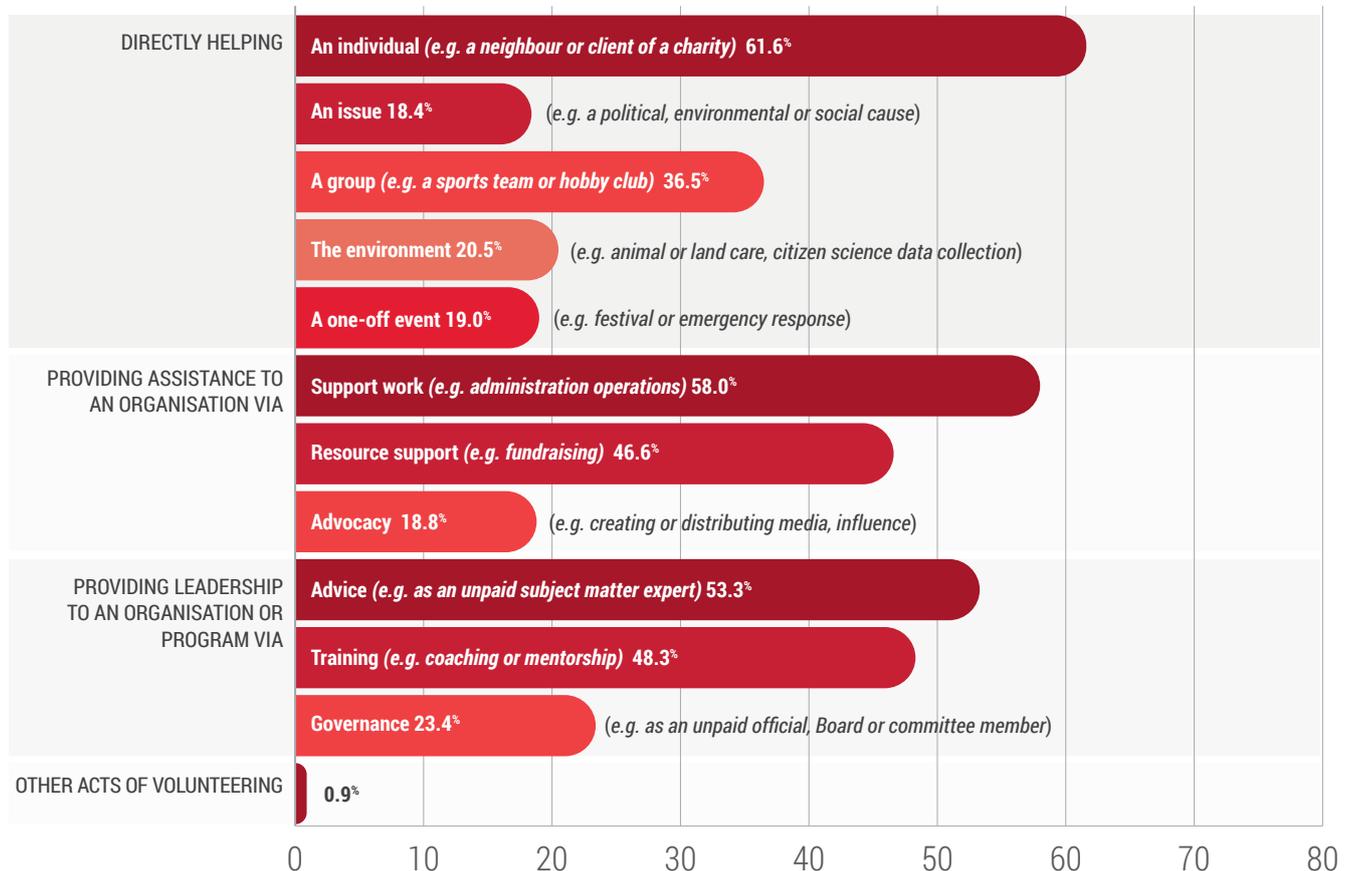
Of the Queenslanders who volunteer, it was found that across 2019 and 2020:

- **14.1%** of volunteers did so exclusively in formal settings with volunteer-involving organisations (not-for-profit, government and private organisations)
- **30.3%** of volunteers donated their time exclusively informally (without organisational support)
- **55.5%** of volunteers volunteered both formally and informally.

Queenslanders self-identified the multiple ways they chose to volunteer in 2019-2020.

Queenslanders self-identified the wide diversity of ways they chose to volunteer in 2019-2020.

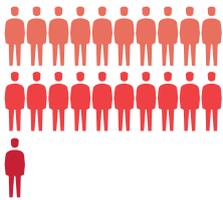
TABLE 2: How Queenslanders volunteered in 2020



Many of the 2.1 million Queenslanders who formally volunteered for a volunteer-involving organisation in 2020 reported they volunteered for more than one organisation and across different categories of organisations. On average they reported they undertook:

- **14.2 hours per month** for 1.7 not-for-profit organisations.
- **10.3 hours per month** for 1.9 different government services organisations.
- **12.6 hours per month** for 2.2 different private/commercial organisations.

2.1 MILLION PEOPLE



14.2

HOURS PER MONTH
for **1.7** not-for-profit
organisations



10.3

HOURS PER MONTH
for **1.9** different government
services organisations



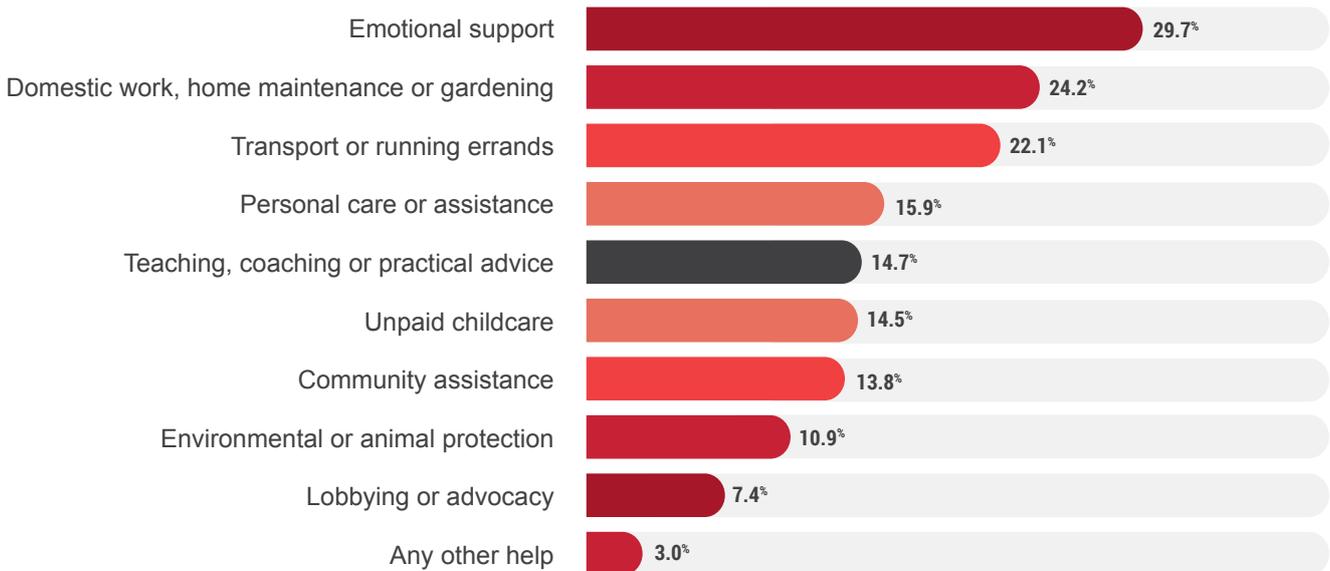
12.6

HOURS PER MONTH
for **2.2** different private/
commercial organisations



Respondents were also asked to list the type of unpaid help (informal volunteering) they gave to others in 2019-20, excluding the formal volunteering already reported.

TABLE 3: How Queenslanders informally volunteered in 2019-2020



Changes to volunteering from 2019 to 2020

There were some significant differences in how Queenslanders volunteered between 2019 and 2020. These differences are important to note as it is assumed that 2020 was atypical given the COVID-19 pandemic

and subsequent disruptions to daily life.

For that reason, no trends should be inferred from these differences, and it cannot be assumed that volunteering will revert by default to 2019 and 2020 levels in 2021 or future years.

TABLE 4: Comparison of volunteering in Queensland from 2019 to 2020

	2019	2020	2020 versus 2019
<i>Total people and hours volunteered</i>	2.8 million volunteers 25.6 hours per month	3.0 million volunteers 24.9 hours per month	7.8% increase 2.9% decrease
<i>Volunteering for a not-for-profit organisation</i>	1.5 million volunteers 15.0 hours per month	1.6 million volunteers 14.2 hours per month	3.7% increase 5.3% decrease
<i>Volunteering for a government organisation</i>	0.4 million volunteers 9.4 hours per month	0.5 million volunteers 10.3 hours per month	10.3% increase 9.5% increase
<i>Volunteering for a private/commercial organisation</i>	0.4 million volunteers 11.3 hours per month	0.5 million volunteers 12.6 hours per month	9.6% increase 10.8% increase
<i>Informal volunteering</i>	2.5 million volunteers 16.0 hours per month	2.6 million volunteers 15.9 hours per month	5.7% increase 0.7% decrease
<i>Where Queensland volunteers do their volunteering</i>	24.8% online/at home 46.1% local community 15.2% elsewhere in state 8.3% elsewhere in Australia 5.7% global	28.5% online/at home 44.7% local community 14.8% elsewhere in state 7.4% elsewhere in Australia 4.5% global	15.2% increase in online/at home, at the expense of other categories

Donations to volunteer-involving organisations

During 2020, 34.9% of volunteers reported they directly donated money to organisations they volunteered for. This money is above and beyond the donations of time they may have made, or money spent (expenses) in support of their own volunteering (discussed in Section 3).

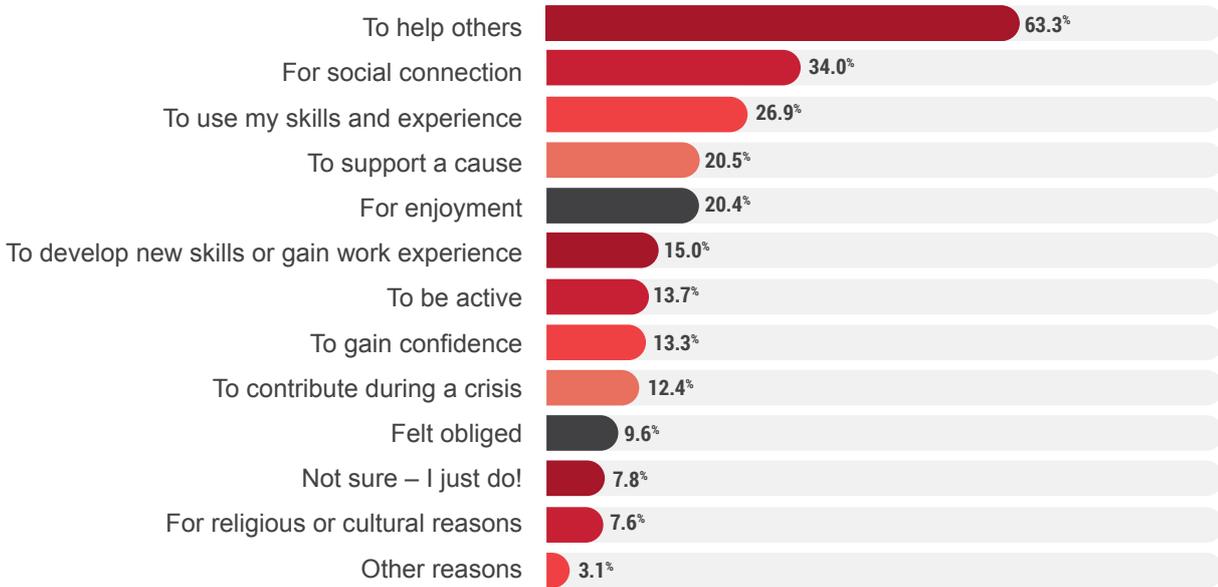
Nearly half of volunteers (49.2%) also reported making donations to other organisations or charities, which is comparable with the 49.8% of non-volunteers who made similar donations. There was no significant difference in the value of donations of each cohort.

Interestingly, over one-third (35.3%) of volunteers who donated to their volunteer-involving organisation reported making no other charitable gifts or donations in 2020.

Motivations and barriers to volunteering

A number of interesting discoveries were made about volunteer behaviour and intentions. Respondents were invited to list up to three reasons from a predefined list describing why they volunteer. People stated that they predominantly volunteered to help others and, to a lesser extent, for social connection and to use their skills and experience (Table 5).

TABLE 5: Motivations of Queensland volunteers, 2020

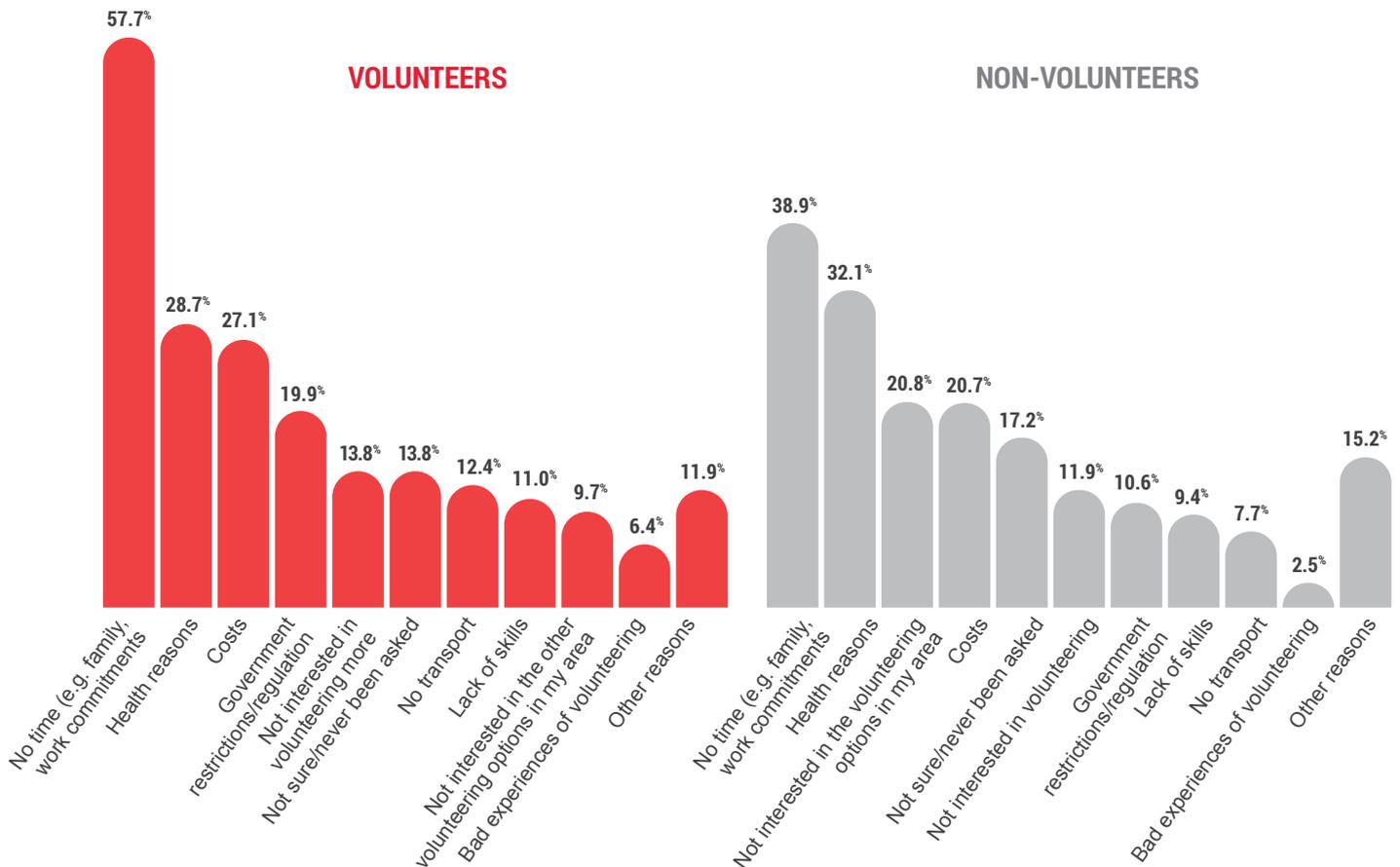


Respondents were invited to list up to five issues from a predefined list, ‘that prevented you giving (more) time as a volunteer’. Table 6 shows over half of volunteers indicated they had ‘No time’ (57.7%) to give to further volunteering and about one-third of non-volunteers

(38.9%) also indicated ‘No time’ as a reason for not volunteering. Health reasons featured strongly in both lists, as did costs.

Interestingly, only about one-in-nine non-volunteers were genuinely not interested in volunteering.

TABLE 6: Barriers to Queenslanders volunteering, 2020



What impacts (positive and negative) have natural disasters had on your volunteering in the last two years?



Positive impact from disaster in general. Community spirit appears everywhere

Made me more conscious of how much we can and should do



More demand for volunteer work to help during natural disasters

Positive - we have been able to make a difference in the lives of others



Natural disasters such as floods brought the community together



Made it dangerous for me to go and volunteer

It has changed the scope of almost everything



What impacts (positive and negative) has COVID-19 had on your volunteering?



I think we are more appreciated by the recipients



It has made my days longer as we no longer have enough volunteers



Made me decide not to volunteer anymore



It moved some of my volunteer work to zoom meetings instead of face-to-face



Social distancing has negatively impacted volunteering. Due to regulations, fewer people can volunteer.



Reinforced the importance of locally helping



More demand for volunteer work to help during natural disasters

What impact are these types of events likely to have on your future volunteering?



Volunteer intentions

Table 7 shows respondents were largely positive when asked whether, in three years' time, they were likely to be volunteering more or less than they did in the last 12 months; 73.6% of volunteers stated they would be volunteering about the same or more in three years.

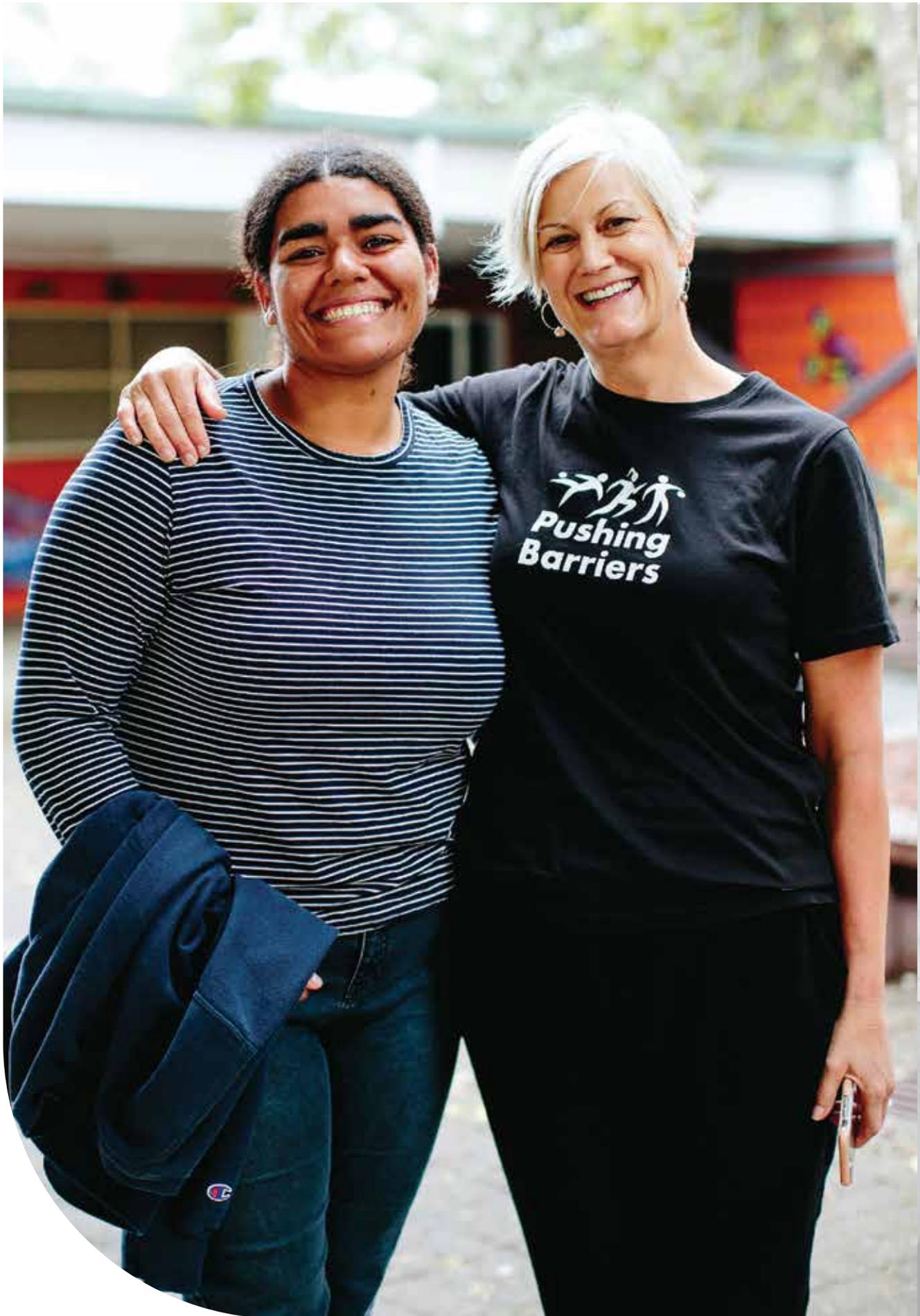
Analysis of the non-volunteers' intentions show that only

10.6% of non-volunteers intend to be volunteering in three years' time; however, nearly one-third (31.3%) of respondents could not definitively say one way or another.

There were a significant number of people who stated they were uncertain about what the future of volunteering might look like for them, particularly amongst those not presently volunteering.

TABLE 7: Volunteering intentions of Queenslanders, 2020-2023

	2020 volunteers	2020 non-volunteers
<i>(Volunteering) more</i>	28.0%	10.6%
<i>(Volunteering) about the same</i>	45.6%	N/A
<i>(Volunteering) less</i>	8.7%	N/A
<i>Not volunteering at all</i>	3.8%	58.1%
<i>Don't know or unsure</i>	13.9%	31.3%





section 2

THE PROFILE OF VOLUNTEER-INVOLVING ORGANISATIONS

SECTION 2

The profile of volunteer-involving organisations

TABLE 8: Organisations, by type, that responded to the volunteer-involving organisation survey



There was a strong response to the volunteer-involving organisations’ survey from Queensland organisations, particularly from the emergency services sector. Responses were predominantly from not-for-profit organisations (Table 8).

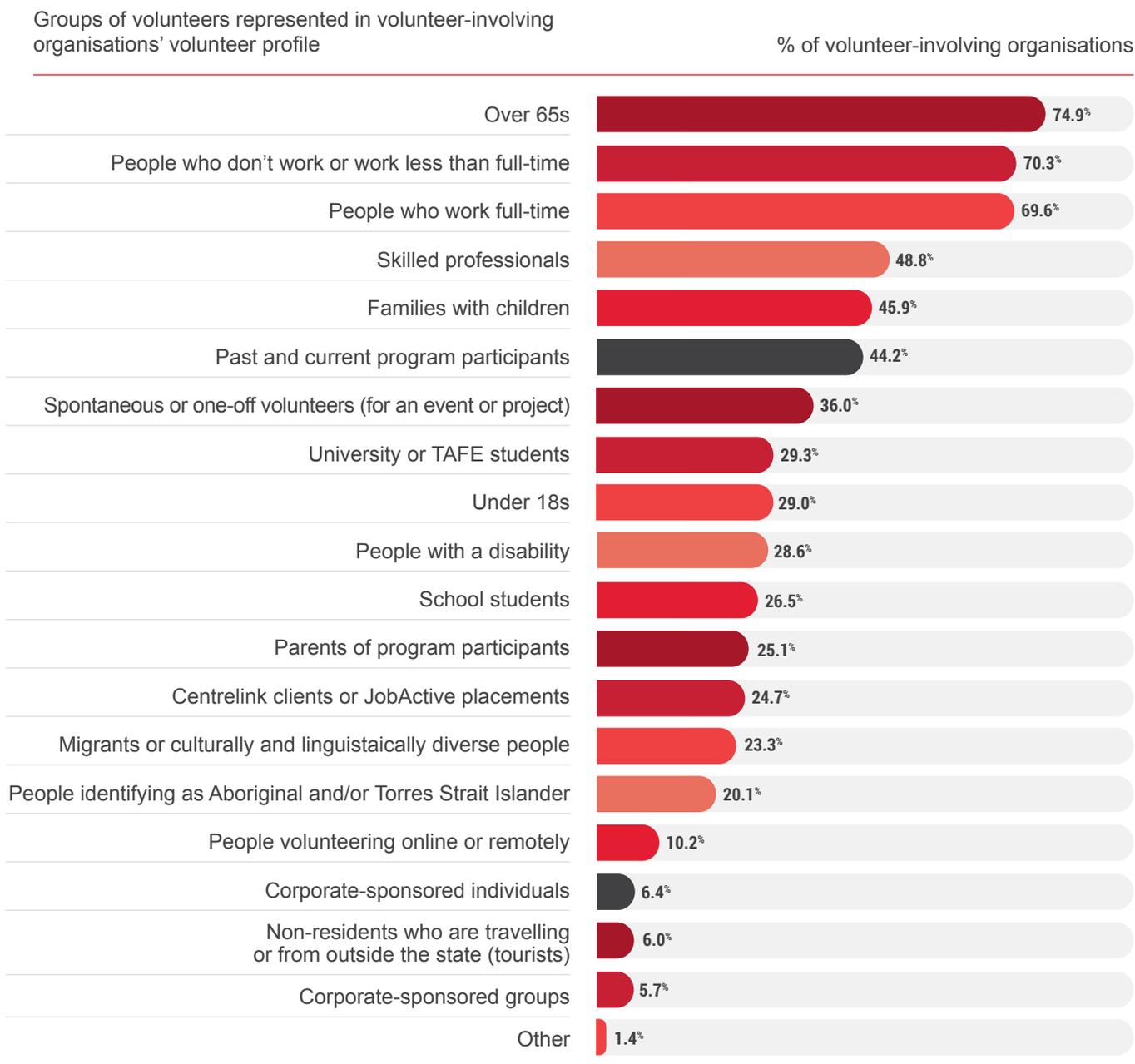
Of the respondents, **81.0%** were organisations that directly involved volunteers, and **19.0%** were regional, state or national entities responsible for other volunteer-involving organisations. Of the responding regional, state or national entities responsible for other volunteer-involving organisations, **95.6%** also directly used volunteers at their own location.

Volunteer profile

Volunteer-involving organisations were asked to identify who typically volunteers in their organisation, albeit without reference to the proportion or extent to which these groups contribute to workforce composition. The responses provide a snapshot of the diverse groups that volunteer-involving organisations engage, the different forms of volunteer engagement, and their different employment and life contexts. (Table 9)



TABLE 9: Groups of volunteers represented in volunteer-involving organisations' volunteer profile, 2020

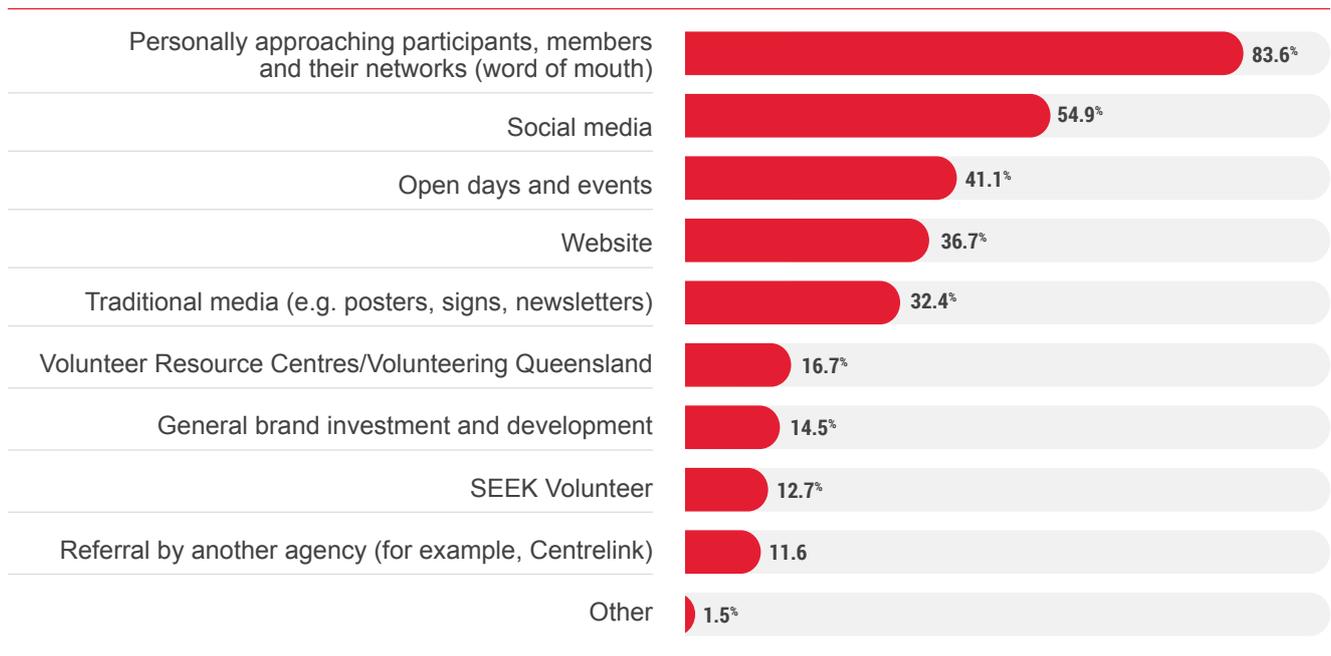


The responses provide a snapshot of the diverse groups that volunteer-involving organisations engage

Volunteer recruitment

Volunteer-involving organisations reported attracting volunteers through a range of methods (Table 10). Word of mouth and social media were the most commonly used; however, there was still a significant place for ‘traditional’ forms of engagement such as open days and events, posters, signs and newsletters.

TABLE 10: Methods used by Queensland volunteer-involving organisations to recruit volunteers, 2020

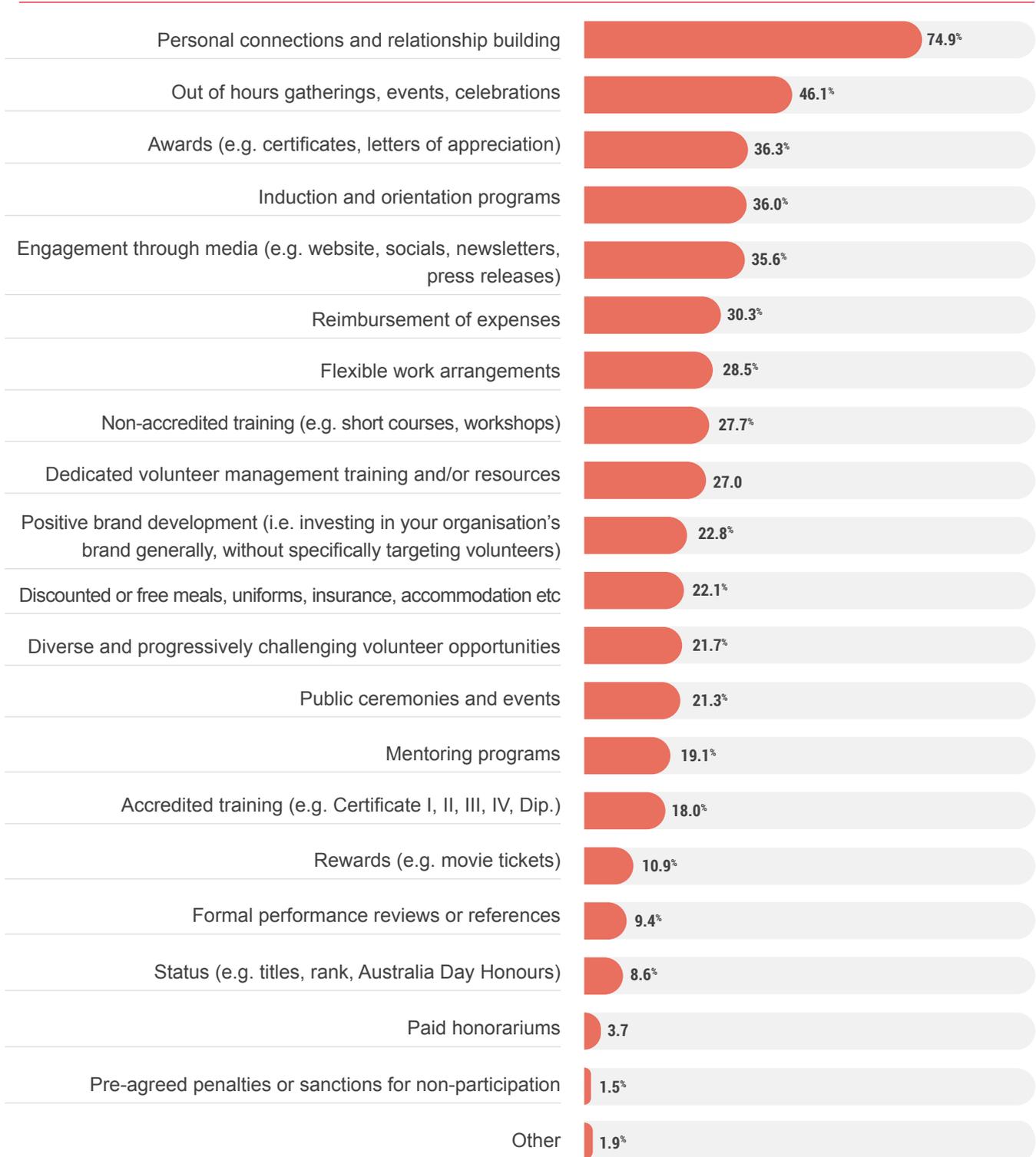


Volunteer recognition, engagement and retention

Volunteer-involving organisations use a range of ways to motivate and retain their volunteers (Table 11). Personal connections/relationship building was the top form of motivation and retention used, followed by out-of-hours gatherings, events and celebrations; awards (certificates and letters of appreciation etc); induction and orientation programs; and engagement through media.



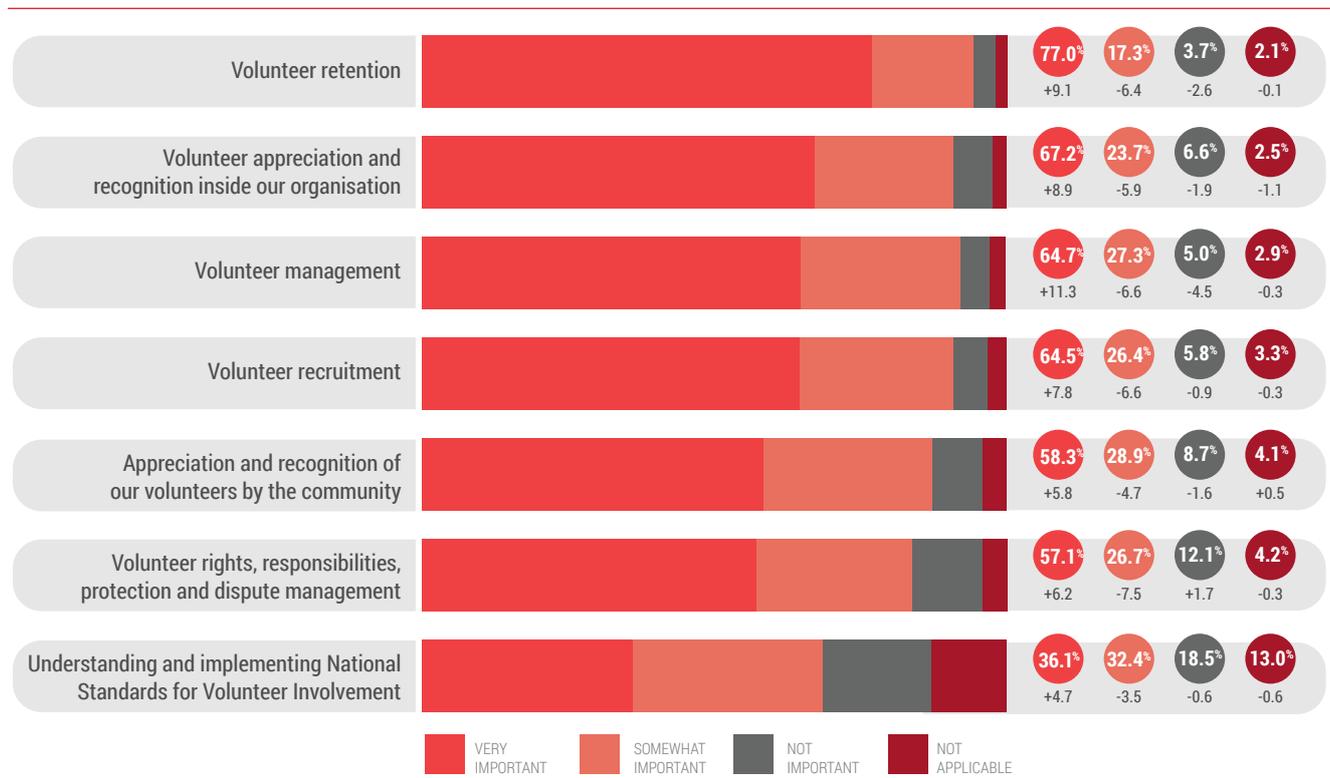
TABLE 11: Methods used by Queensland volunteer-involving organisations to recruit volunteers, 2020



The main issues facing volunteer-involving organisations

Volunteer-involving organisations were asked to rate the importance of the main issues they were facing in 2020, as compared to how they rated their importance over the last three years. In nearly all instances, there was a heightened priority or urgency attached to the issues identified.

TABLE 12: Volunteer-related issues facing volunteer-involving organisations, 2020 versus last three years



“
Volunteer-involving organisations rated the importance of the main issues they were facing in 2020



TABLE 13: Organisation-related issues facing volunteer-involving organisations, 2020 versus last three years

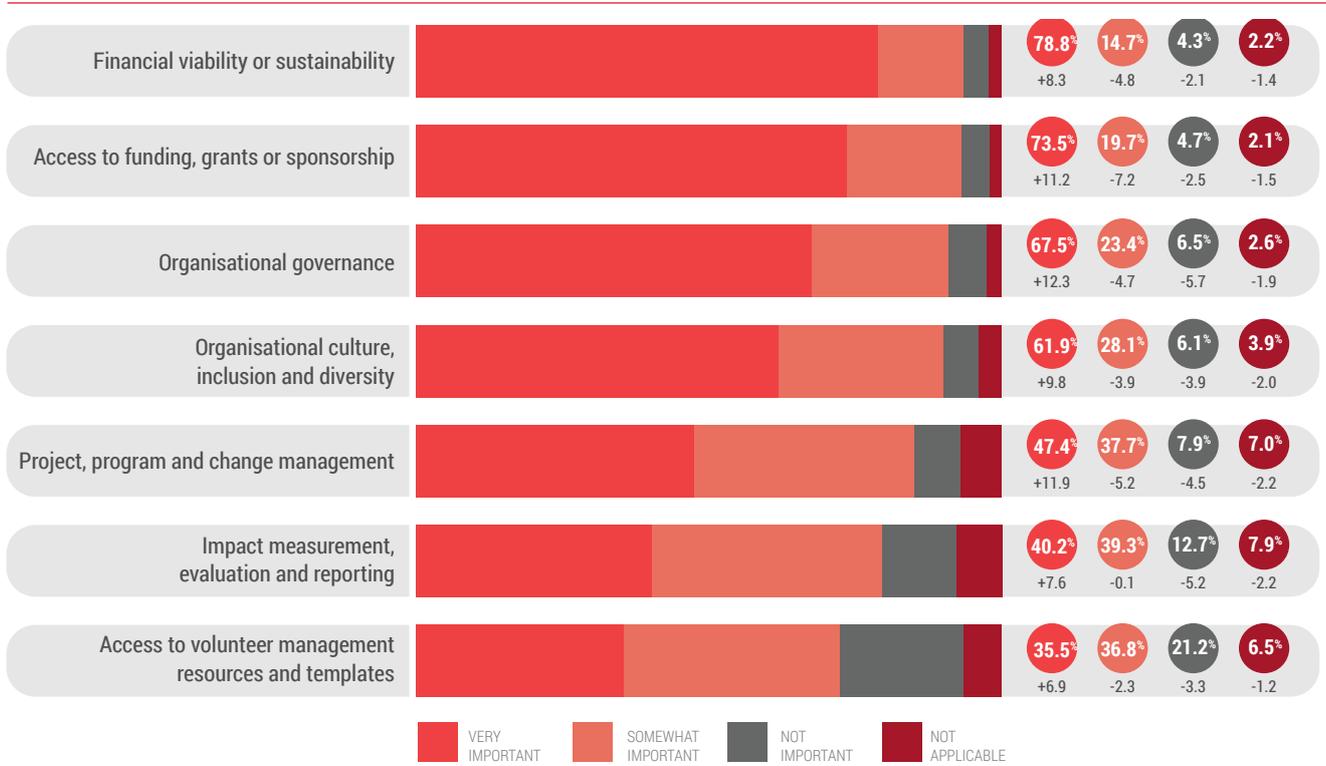
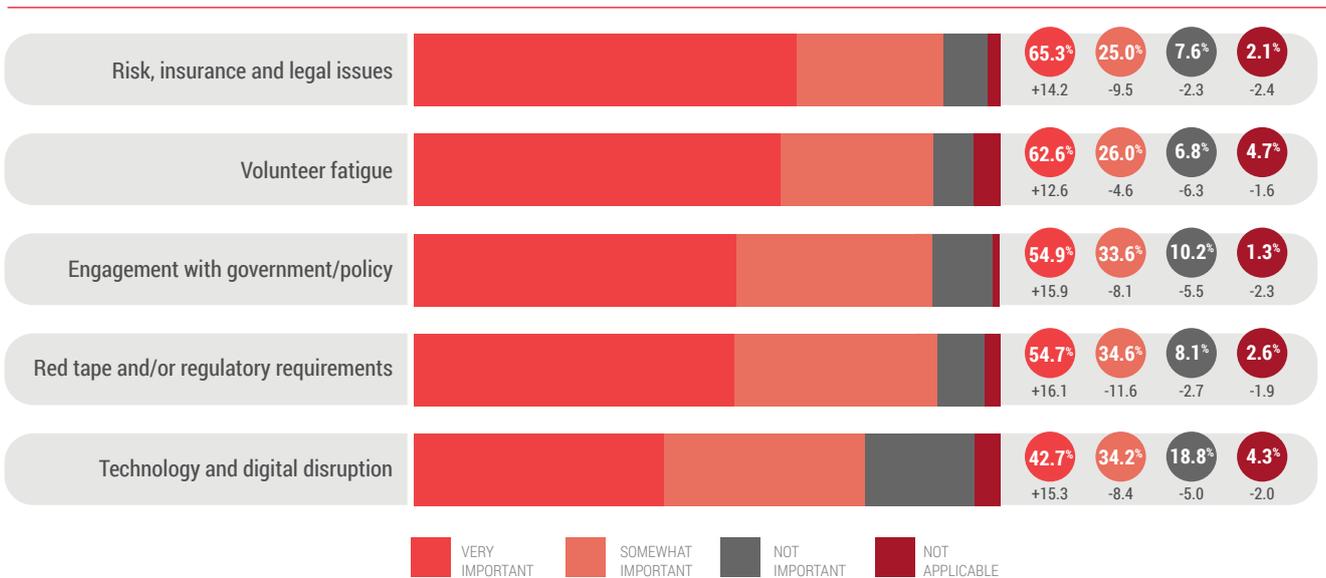


TABLE 14: External issues facing volunteer-involving organisations, 2020 versus last three years



When directly asked about the top three priority areas of support volunteer-involving organisations felt they needed, the most significant responses (in priority order) were:

Volunteer management	38.8%
Access to funding, grants or sponsorship	15.2%
Volunteer appreciation and recognition inside our organisation	11.4%
Volunteer recruitment	11.4%

Each response was manually coded from free text and the results have been weighted using a 3:2:1 scale according to the priority placed on each response. Other issues reported included:

Access to volunteer management resources and templates	6.9%
Financial viability or sustainability	6.5%
Organisational governance	6.1%
Red tape and/or regulatory requirements	5.3%
Volunteer retention	3.6%
Technology and digital disruption	2.1%
Engagement with government/policy	1.9%
Organisational culture, inclusion and diversity	1.7%
Appreciation and recognition of our volunteers by the community	1.5%
Project, program and change management	1.5%
Volunteer rights, responsibilities, protection and dispute management	1.4%
Risk, insurance and legal issues	1.4%
Volunteer fatigue	0.8%
Impact measurement, evaluation and reporting	0.2%
Understanding and implementing National Standards for Volunteer Involvement	0.1%

Trends in volunteering

Volunteer-involving organisations were also asked about the following three-year trends in volunteering.

Table 15 shows those issues where the value of the change in trend is greatest for the category 'more'.

TABLE 15: Upward trends in volunteer-involving organisation volunteering, 2020 versus last three years

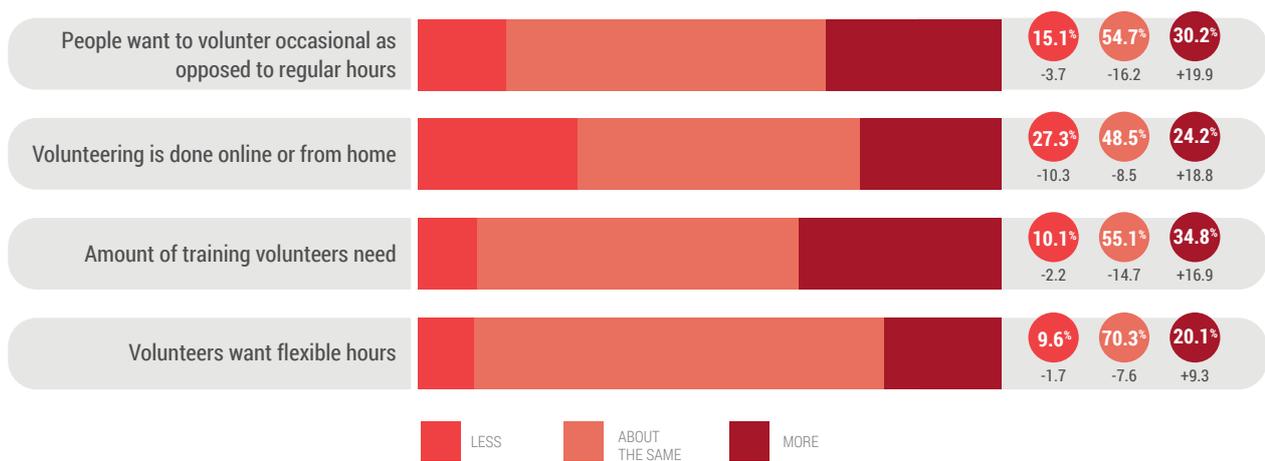
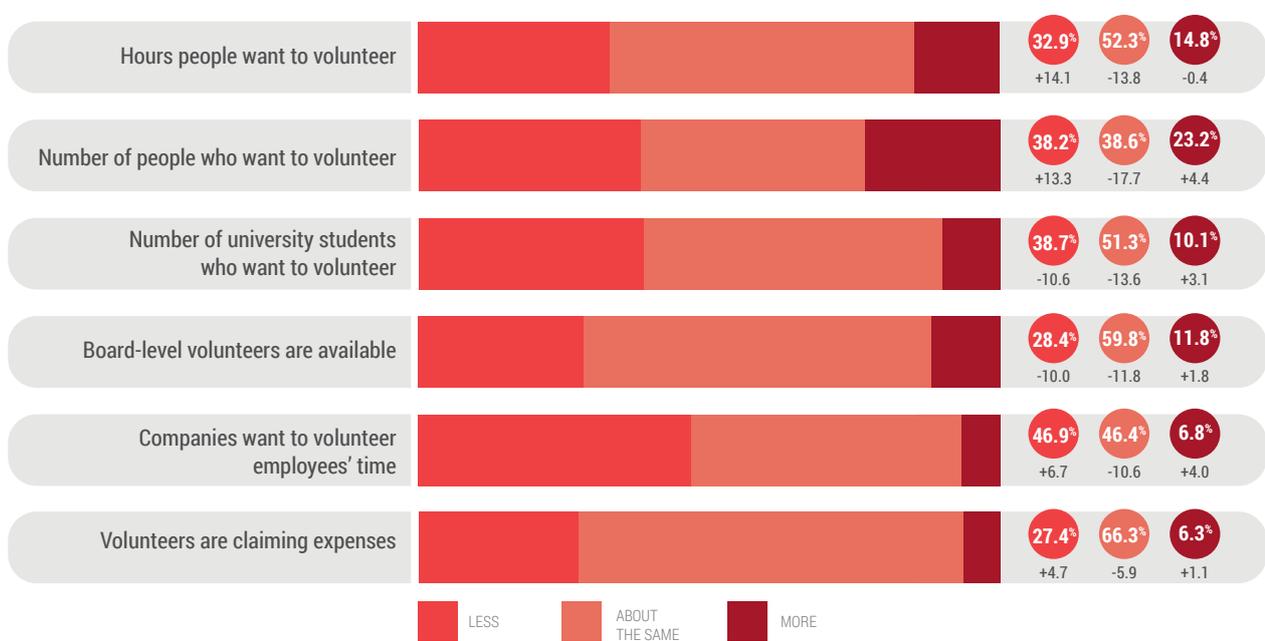


TABLE 16: Downward trends in volunteer-involving organisation volunteering, 2020 versus last three years



Volunteer-involving organisations were finally asked ‘In three years’ time, are people more or less likely to be volunteering with your organisation?’.

Around one-third of volunteer-involving organisations (34.1%) that responded indicated the status quo will remain, and 28.2% indicated there will be more, or a lot more, people volunteering (Table 17).

This is an interesting response, given volunteer-involving organisations also noted across the last three years there were generally fewer volunteers, volunteering fewer hours (Table 16) in more fragmented ways (Table 15).

Despite the challenges Queensland volunteer-involving organisations remain broadly positive about the outlook for their sector. This view is aligned with that of volunteers, with Table 7 noting 73.6% of volunteers thought they would be volunteering about the same or more in three years’ time. Despite this, significant uncertainty (17.8%) remains among volunteer-involving organisations about the how the next three years will play out.

TABLE 17: Volunteer-involving organisations’ prediction of their supply of volunteers, 2020-2023

More (volunteers)	28.2%
About the same (number of volunteers)	34.1%
Less (volunteers)	18.5%
Not volunteering at all	1.4%
Don’t know/unsure	17.8%

“
In three years
time, are people
more or less likely
to be volunteering
with your
organisation?”









section 3

THE COSTS AND BENEFITS OF VOLUNTEERING IN QUEENSLAND

SECTION 3

The costs and benefits of volunteering in Queensland

The cost of volunteering in Queensland

Inputs that enable and facilitate volunteering in Queensland and their related outputs come at a cost. Labour, materials and infrastructure are either directly purchased or donated. Also, given the scarce resources of individuals (and the organisations that involve them), the diversion of money to volunteering implies that other opportunities to improve individual welfare are denied – another social cost that must be considered.

The total social and economic cost of volunteering in Queensland and its related enterprises in 2020 is estimated to be \$20.4 billion. This comprises direct costs of \$6.5 billion and opportunities ‘lost’ to individuals, investors and the community of \$13.9 billion.

Direct costs

The direct costs cited here estimate the change in final demand attributable to volunteering in Queensland in 2020. These are the costs borne by individuals and organisations in support of volunteering activities and associated consumption.

To avoid double counts, intermediate inputs such as the costs of production are incorporated and not counted separately. In other words, the costs of staging volunteering events are assumed in the final purchase price. Similarly, the equipment, labour and utility

overheads of the related merchandise providers are assumed to be fully recovered by sales.

Costs to individuals

Individuals reported spending an annual average of approximately \$1,600 on their volunteering in 2020. The breakdown of this expenditure is shown in Table 18.

Of these expenses, volunteers reported being reimbursed an average of \$182.16 (11.4%). Therefore, on average they were out of pocket by \$1,418.52. Once this value is multiplied by the estimated number of volunteers in Queensland, this equates to volunteers in Queensland having net outgoings of approximately \$4.3 billion, or \$4.76 per volunteer hour.

As indicated in Section 1 of this report, the 34.9% of Queensland volunteers who also reported making cash donations to volunteer-involving organisations across the same year gave, on average, \$426.64. This figure is highlighted for comparative purposes only and not included as a cost of volunteering.

Costs to volunteer-involving organisations

From the responses to the volunteer-involving organisation survey, it is estimated that a further \$2.2 billion was spent by volunteer-involving organisations in 2020 on the activities listed in Table 19.

TABLE 18: Breakdown of annual volunteering costs to the individual volunteer in Queensland, 2020

Transport, travel and motor vehicle expenses	\$343.80
Food and beverages	\$271.80
Memberships, licences and subscriptions	\$215.28
Phone, internet and communications	\$160.08
Self-education and training	\$128.52
Uniforms and clothing	\$127.08
Accommodation	\$123.84
Tools, equipment and other resources	\$110.16
Other	\$120.12
	\$1,600.68

TABLE 19: Costs, by percentage, for volunteer-involving organisations to enable volunteering in Queensland, 2020

Wages and salaries (related to volunteer management)	45.2%
Materials, tools and equipment	10.7%
Administration	9.4%
Insurances	5.6%
Catering (food and beverages)	4.7%
Induction, education and training	4.0%
Motor vehicle, transport and fuel	3.8%
Marketing and promotion	2.1%
Volunteer reimbursements	2.1%
Volunteer recognition (e.g. awards, merchandise)	1.1%
Accommodation	0.5%
Other expenses	10.9%
	100.0%

Opportunity costs

An opportunity cost is a value lost (or forgone) as a result of deciding between mutually exclusive choices. Therefore, it is useful to consider what we might have gained by using the resources allocated to volunteering to their 'next best' ends.

To resolve the opportunity cost conundrum, this analysis supposes that there is no volunteering in Queensland and that the assets presently devoted to volunteering are put to other productive ends. The opportunity cost of the human and financial resource allocations to volunteering in Queensland can be further quantified by identifying the potential value in dollar terms of an alternative allocation.

Volunteers' time

Recognising that not all wages are equal, the opportunity cost of volunteering labour is estimated using the average

weekly earnings for part-time and full-time workers for each age cohort, less a 35% effective rate of tax across all forms of direct and indirect taxation. The hourly rate is then adjusted to reflect the proportional composition of the Queensland workforce – full-time, part-time and non-participants per age group.

This approach applies a simple leisure/work trade-off model that identifies the opportunity cost of one hour of leisure by the income that could have been earned by working for an extra hour. This is consistent with a flexible labour model and assumes that additional work opportunity is available. As one would expect, the opportunity cost of leisure is low for the very young or very old – where significant numbers of people are not in the workforce or are underemployed – but quite high for those in age groups with greater workforce participation.

TABLE 20: Opportunity costs of hours donated to the Queensland community by volunteers, 2020

Age	Opportunity cost of volunteers' time \$/hr	Average hours volunteered/year	Volunteer population in Queensland	Total opportunity cost (\$M)
18-24	\$7.33	356.6	422,722	\$1,105.1
25-34	\$18.75	330.5	607,395	\$3,763.7
35-44	\$23.04	249.5	546,834	\$3,143.2
45-54	\$23.51	314.6	456,811	\$3,379.1
55-64	\$17.36	281.4	418,742	\$2,045.6
65+	\$2.67	279.0	565,818	\$421.5
				\$13,858.2

Therefore, the 900.4 million hours donated to the Queensland community by volunteers in 2020 came at an opportunity cost to donors of \$13.9 billion (Table 20)



Queenslanders donated

900.4

MILLION VOLUNTEER HOURS

Volunteering investments

An assumption is made here concerning the opportunity cost of the purchases by volunteers and volunteer-involving organisations made to enable their volunteering activity. If these purchases were withheld because no value was placed on volunteering by the community, then the value of that contribution could be invested in long-term growth – the supposed next best alternative use. Therefore, the value of volunteering to its stakeholders is at least equal to the profit forgone on their investments.

The long-run cost of investment applied here is 0.9%, the 10-year bond rate at the time of reporting. To that end, we estimate that the gross cost of the opportunities diverted to volunteering by individuals and volunteer-involving organisations in Queensland in 2020 is approximately \$58.6 million.

The benefits to Queensland of volunteering

Volunteering in Queensland alters the states of economic, social and cultural capital in individuals, organisations and communities. These forms of capital are converted into economically valuable outputs that contribute to the welfare of all.

In 2020, it is estimated that volunteering in Queensland enabled almost \$84.0 billion worth of benefits across the community. These were the sum of commercial benefits worth \$41.8 billion and civic benefits valued at \$42.2 billion.

Commercial benefits

Producers' surplus

Queensland businesses enjoy a net commercial benefit that is attributable to volunteering. Known as the producers' surplus, this is an economic measure of the difference between the amount that a producer of a good receives and the minimum amount that he or she would be willing to accept for the good. The difference, or surplus amount, is the benefit that the producer receives for selling the good in the market. An alternative, if theoretically imperfect, description of this is net profit.

Using a methodology known as input–output modelling,⁴ the change in final demand of \$6.5 billion brought about by the volunteering expenditure of consumers (the direct costs of individuals and volunteer-involving organisations) increased output in the Queensland economy by an estimated \$11.0 billion. This includes the production of intermediate goods as well as imports of \$2.6 billion.

The Gross Value Added to the Queensland economy is therefore \$6.3 billion, or 1.7% of Queensland's Gross State Product of \$369.6 billion.

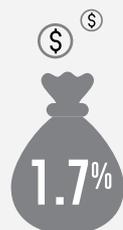
As material inputs are already allowed for – and our assumption is that the infrastructure would exist regardless of volunteering – if Gross Value Added is discounted by the cost of labour and taxes, we are left with a theoretical producers' surplus to businesses of \$1.2 billion.

⁴ See Appendix A.

THE BENEFITS TO QUEENSLAND OF VOLUNTEERING



Gross Value Added to the Queensland economy



of Queensland's Gross State Product



1.2 BILLION

in producers' surplus to businesses

This surplus represents the fair return to providers of capital and can be assumed to cover the cost of investment and the opportunity cost of the use of land or buildings for other purposes.

It is important to note, though, that the nature of the modelling means that this \$1.2 billion is distributed among **all** Queensland firms that contribute intermediate or final goods and/or services that are consumed as a result of volunteering in Queensland, and not just volunteering producers.

Productivity premium

Survey respondents were also asked to what extent they believed their volunteering impacted – positively or negatively – on their work performance. They were specifically prompted that their volunteering might make them a happier person, enable stronger networks and allow them to access certain skills that might improve their productivity. Alternatively, it was suggested they might need to take a few more days off because of their volunteering. As a follow-up, they were asked to quantify this impact in percentage terms.

It was revealed that 57.9% of volunteers believed their volunteering added an average of 28.0% value to their productivity in their paid employment. Conversely, 4.6% felt their volunteering adversely impacted their day job by a factor of 25.5%.

Applying these rates to the cost to employers of labour per age cohort (replacement cost) as per the formula below (Equation 1) allowed us to quantify a ‘productivity premium’ enjoyed by employers as a result of their employees’ volunteering.

EQUATION 1: Productivity premium formula

$$\text{Productivity premium} = \hat{w} \times mp \times v \times r$$

\hat{w} = median annual wage per cohort

mp = productivity multiplier

v = total volunteers

r = discount rate

Thus, the extent to which volunteering in Queensland improved the productivity of individuals in 2020 (a benefit enjoyed by their employers) is estimated to be \$40.6 billion.

This figure is the sum of self-reported positive and negative impacts, where the negative impacts are noted here as a ‘dis-benefit’ – rather than a cost – as they are not an input into volunteering, but a negative outcome.

Civic benefits

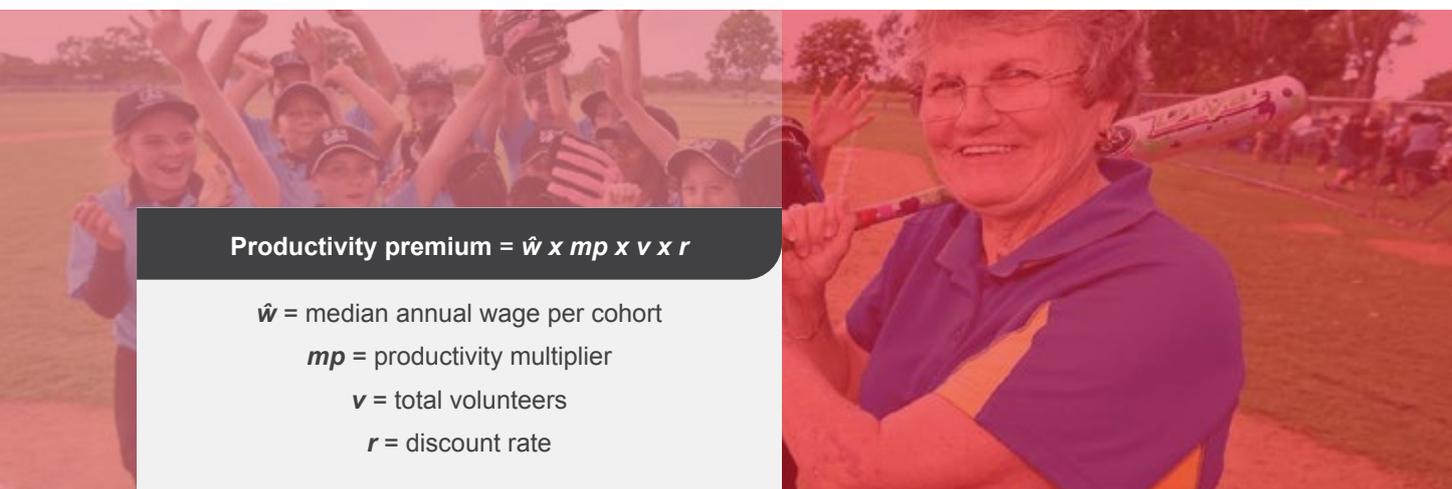
For this report, a civic benefit is a contribution made by having volunteering in Queensland that would otherwise have to be provided (presumably by the state) if the same community-wide standard of living were enjoyed. In other words, it typically represents a cost avoided by the government.

Important civic benefits acknowledged but not quantified by this analysis include the inbound tourism impact of volunteering in Queensland, as well as the costs potentially avoided by our civil systems of health, criminal and social justice. For that reason, our estimate of civic benefits is likely to be significantly understated.

Employment

Using the input–output model, the expenditure associated with volunteering in Queensland is estimated to generate in the order of 57,500 jobs, of which 38,500 are full-time. Again, this refers to jobs created economy-wide and not just in the volunteering sector.

This realises a wage benefit of \$3.6 billion that is directly returned to households, with an equivalent welfare cost avoided by government.



Taxes

Input–output modelling also reveals that volunteering-related expenditure of \$6.5 billion (direct costs) generated approximately \$1.4 billion in tax revenue for government.

Note that these taxation receipts may not be directly proportional to the relevant investment of each tier of government. Nevertheless, as it is unlikely that the volunteering industry receives an equivalent quantum of reinvestment from government, it could be argued that the tax revenue generated from volunteering contributes to other policy and social investments, such as roads, hospitals and schools.

Volunteers' labour

The labour of volunteers is another civic contribution of volunteering. As already stated, it is estimated that volunteers donated 900.4 million hours to

Queensland in 2020. The replacement cost of this labour is determined by calculating what it would cost beneficiaries to employ people to perform the equivalent work.

It is presumed that each volunteer brings skills commensurate with their professional experience; therefore, it is not simply a case of replacing them with industry minimum wage labour. The overhead costs of administration and capital must also apply to each hour of labour, and the additional costs of taxation (such as superannuation, workers' compensation and payroll tax) should be allowed for.

Using median wage data for each age cohort and allowing an additional 15% for superannuation, payroll and administration costs, it was found that the cost to the community of replacing volunteers' labour in Queensland would be \$37.1 billion (Table 21).

TABLE 21: Opportunity costs of hours donated to the Queensland community by volunteers, 2020

Age	Replacement cost of volunteers' time \$/hr	Average hours volunteered/year	Volunteer population in Queensland	Total opportunity cost (\$M)
18-24	\$18.76	356.6	422,722	\$2,777.3
25-34	\$42.45	330.5	607,395	\$8,367.7
35-44	\$51.69	249.5	546,834	\$6,924.8
45-54	\$53.08	314.6	456,811	\$7,491.9
55-64	\$49.66	281.4	418,742	\$5,746.3
65+	\$37.25	279.0	565,818	5,774.6
				\$37,082.7

To demonstrate the scale of the volunteering sector, we compare the cost to replace voluntary work in Queensland with the total compensation of employees in the government and private sectors. The volunteering sector is over three times larger than the Queensland Government sector and approximately the same size as the private sector (Table 22).

Table 22: Cost of volunteering versus private and public sector employee compensation

Sector	\$
Volunteering replacement cost	\$37.1 billion
Private sector compensation of employees	\$33.9 billion
Public sector compensation of employees	\$10.9 billion



“

Volunteering is a vibrant source of knowledge, cultural and recreational exchange, and it enriches the lives of countless Australians

PLEASE LEAVE THESE
DRAWERS TIDY
Thank you for
your consideration





conclusion

THE VALUE OF VOLUNTEERING TO QUEENSLAND IN 2020

CONCLUSION

The value of volunteering to Queensland in 2020

The value of volunteering to Queensland across the entire community is the sum of the benefits enabled. This analysis estimates these benefits to be worth almost \$84 billion in 2020 (Table 23).

This figure is significantly greater than previous estimates based only on price or economic impact; yet it is likely to be an underestimate given the limitations of the available data and forensic techniques.

For that reason, this study contrasts the net value of volunteering in Queensland with the cost of inputs. It can be seen that for every dollar invested by the community, approximately \$4.10 is returned. Therefore, because the external benefits of volunteering exceed the social costs, the outcome is not inefficient, and there is a substantial

social, cultural and economic 'profit' in volunteering. Indeed, the net (or social) return on investment – the difference between benefits and costs – is estimated here to be \$63.5 billion.

Ultimately, this analysis has examined whether those who donate their time, skills and money to volunteering are supporting the common good. This report demonstrates the economically real and significant value of volunteering to Queensland. Although there are some limitations to the analysis that would benefit from future research, the potential now exists for decision-makers in both industry and government to leverage this framework for continual improvement in the marketing and delivery of their services.



TABLE 23: Costs and benefits of volunteering to Queensland, 2020

Costs (\$ million)			
Direct costs			
Volunteer expenses	4,281.6		
Volunteer-involving organisation expenses	2,235.0	6,516.5	
Opportunity costs			
Volunteers' time	13,858.2		
Volunteering investments	58.6	13,916.9	20,433.4
Benefits (\$ million)			
Commercial benefits			
Producers' surplus	1,202.9		
Productivity premium	40,563.7	41,766.6	
Civic benefits			
Employment	3,647.2		
Taxes	1,426.4		
Volunteers' labour	37,082.7	42,156.3	83,922.9
			63,489.5
Benefit: cost ratio	4.1 : 1		

Explanatory note: Where figures have been rounded, discrepancies may occur between totals and the sums of the component items. Proportions, ratios and other calculated figures shown in this report have been calculated using unrounded estimates and may be different from, but are more accurate than, calculations based on the rounded estimates.



Ultimately, this analysis has examined whether those who donate their time, skills and money to volunteering are supporting the common good

Recommendations for further research

The findings in this research report are significant and greatly improve our documented understanding of volunteering in Queensland. These findings are also in line with similar reports in other Australian states and territories, noting state by state variations.

While this report is thorough, there are limitations to the State of Volunteering methodology and research, and the findings also indicate other research questions worth pursuing. Volunteering Queensland, working with the Project Advisory Group, has highlighted key areas below where practitioners, policymakers and researchers would benefit from further research to better understand and document the following areas.

1 Australian Bureau of Statistic collections

The Australian Bureau of Statistics is presently the most cited source of data on volunteering. It collects data on volunteering through the Census and the General Social Survey (see Appendix B). Work has been done to improve and expand data collection methods for the 2020 General Social Survey; however, further areas of research could be expanded to complement data on volunteering patterns, such as the costs of volunteering and pathways to employment.

The ABS has collected a lot of additional data on the paid workforce during the COVID-19 pandemic. However, far less data has been collected on the volunteer workforce. Given the large number of volunteers, the wide range of volunteering activities and the economic and social value of volunteering, this information would be valuable to document and understand.

2 Informal volunteering

Informal volunteering is within the scope of this report and is included in key findings and headline figures. It is noted that 2.6 million Queenslanders over the age of 18 volunteered informally in 2020.

Research into informal volunteering is important for improved understanding of social and cultural capital and, for example, to understand how volunteering relates to social cohesion and community resilience. A lot of volunteering activity occurs informally in the community, and often goes unnoticed, as different demographic groups vary in how they perceive social participation. For example, there may be high levels of unrecorded informal volunteering in different cultural communities in Australia. Acknowledgement of this may positively influence community and policy attitudes towards these groups. Anecdotally, too, informal volunteering has been increasingly prevalent during the COVID-19 pandemic; stories of powerful models of informal volunteering service delivery and community support have come to the fore.

3 **Volunteering in regional and rural areas**

Volunteering in rural and regional Queensland is not only a way of life but essential to maintaining a variety of services. Many issues for volunteering in rural towns and regional cities are the same as, while others differ from, those in the metropolitan areas. Some of the known issues for volunteering (in rural areas in particular) include ageing and declining populations, declining volunteer numbers, demand outstripping supply, volunteer fatigue, impact of drought and natural and manmade disasters, digital inclusion and connectivity, the higher cost of transport, lower levels of service provision and the tyranny of distance.

Further research is needed to better understand how volunteering uniquely impacts regional and rural communities, especially in the face of rapid social, urban and economic change.

4 **Volunteer patterns among diverse groups**

The survey design of this report included questions to Queensland residents to self-identify as part of specific cohorts (e.g. CALD, LGBTQI+, Aboriginal and Torres Strait Islander and people with disability).

These questions helped ensure that the goal of informed and equitable diverse and inclusive representation by all Queenslanders in the data was met. However, the sample size for this report did not allow us to derive statistically significant findings about these specific population groups.

It is important that volunteering is accessible, diverse and inclusive of all Queenslanders and that the volunteering sector, the groups themselves, and government understand the volunteering patterns of all cohorts in more detail and work collaboratively to deliver successful solutions and outcomes. This detail includes volunteers' motivations, successes, barriers to participation, opportunities, and volunteering costs and trends.

5

The opportunity cost of vacant volunteering roles

This report did not look at the volume, breadth and impact of vacant volunteering roles across the state. Understanding the gap between the roles that are filled and roles that are vacant would assist in the development of a clear roadmap for more effective, efficient volunteering in the future.

Furthermore, understanding and, where possible, addressing the opportunity cost of these vacant roles would be beneficial to the future planning and development of volunteer-involving organisations and the broader sector. Further research should include the cost of key services being sub-optimally delivered due to resource scarcity, potentially leading to compounding social, economic and health impacts.



6

Volunteering diversity

Indicative data from this research (unpublished due to small sample sizes) hints at variations in volunteering patterns for people on different income levels. Socio-economic volunteering patterns are complex and intersect with other factors, such as age, location, opportunities available and the behaviours of entire communities. Further research into the relationship between volunteering and socio-economic differences would be helpful to guide diverse and inclusive volunteering policy and practice. Similarly, volunteerism in places of concentrated disadvantage is another area that should be examined to assist policymaking.

Engaging younger people in volunteering, particularly to diversify, grow and sustain volunteer workforces, is another area of interest for leaders of volunteers in Queensland. This report aggregates the motivations and barriers of all Queenslanders. Research specifically targeted at understanding the motivations and volunteering trends of younger Queenslanders will help the sector better plan and prepare for the future.

The COVID-19 pandemic and related economic recession and revival have added another layer of complexity and set of challenges to understand in relation to young people and volunteering. Young people across Queensland, Australia, and globally stepped forward in increasing numbers to volunteer during COVID-19. At a time of higher unemployment and job insecurity, volunteering can provide meaningful activity and develop skills and capabilities that can support pathways to paid employment. This is particularly relevant to those young people who are at high risk of long-term unemployment or who are from disadvantaged groups and areas.

Further research would inform a better understanding of the motivations and participation patterns of younger volunteers – and meaningful strategies and programs to keep them engaged across different stages of their lives.



Volunteerism in places of concentrated disadvantage is another area that should be examined to assist policymaking

7 Volunteering during the COVID-19 pandemic

This report provides comparative data on how the COVID-19 pandemic has affected the sector and the findings are in line with other relevant research reports. Further research would support greater understanding of:

- the long-term impact of safety, health and wellbeing concerns and restrictions on volunteering, particularly older volunteers, including how and whether volunteers re-engage with and are re-engaged by organisations
- the significant global informal volunteering movement that mobilised during COVID-19, including in Queensland and across Australia. Research would inform a better understanding of this powerful movement and the development of meaningful strategies and programs to keep these volunteers engaged in future.



8

Volunteer sector-specific research

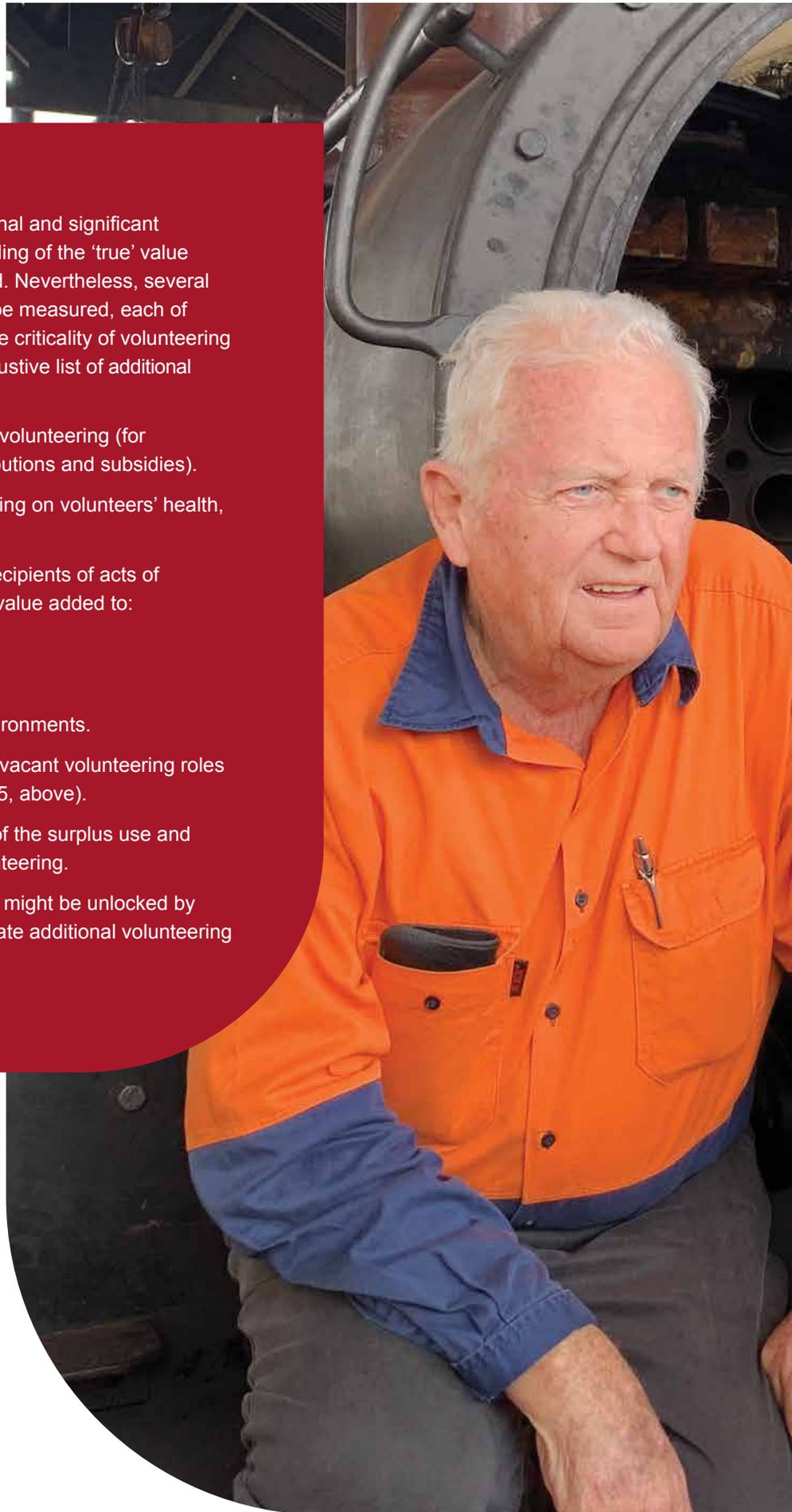
In Queensland, some areas of volunteering are leading with the development of contemporary volunteering research that is relevant to their individual and often to the broader sector. This report aggregates findings of the entire volunteer sector, which is extremely diverse. For more granular and tailored understandings, standalone research reports should be conducted to uncover issues and trends unique to individual volunteering contexts. Some sector-specific directions for future research may include, but are not limited to:

- **Disaster and emergency management.** This sector has been the subject of active research and policy development. It is highlighted here due to the critical importance of volunteers involved in disaster and emergency management frameworks and because of the escalating frequency and challenges of disasters and emergencies, which are both jurisdictional and national in nature. Further research will help the disaster and emergency management sector undertake more effective workforce planning and preparedness across all phases of disasters and emergencies.
- **Community sport.** Sport plays a significant role in community connectedness and can contribute to better health and wellbeing outcomes, particularly for rural and regional communities. Sport is often the hub to many other connections. The community sports sector relies on in-person activities often delivered by its significant volunteer workforce. Further understanding is needed to support the sector to re-engage and revitalise its volunteers and local communities as Queensland moves forward from the COVID-19 pandemic.
- **Aged care.** Volunteers are a vital part of the aged-care workforce, supporting the wellbeing and connectedness of older people in their own homes and in aged-care homes. As major sector reforms are being considered that may greatly affect volunteering, more evidence is needed for planning and decision-making about effective volunteer programs across all areas of the aged care sector.

9 Value not measured

This report has made an original and significant contribution to our understanding of the 'true' value of volunteering to Queensland. Nevertheless, several sources of value have yet to be measured, each of which could notably impact the criticality of volunteering in the community. A non-exhaustive list of additional econometrics might include:

- Other, shadow costs of volunteering (for example, in-kind contributions and subsidies).
- The impact of volunteering on volunteers' health, wellbeing and status.
- The value created for recipients of acts of volunteering, including value added to:
 - Individuals.
 - Organisations.
 - Built and natural environments.
- The opportunity cost of vacant volunteering roles (see Recommendation 5, above).
- A contingent valuation of the surplus use and non-use values of volunteering.
- The potential value that might be unlocked by interventions that motivate additional volunteering in the community.





APPENDICES

APPENDIX A

Input-output modelling

The value of expenditure associated with volunteering in Queensland can be understood in two contexts. Firstly, the amounts spent by individuals, businesses and government on volunteering reveal a value that the community perceives in the activity. Secondly, expenditure on volunteering creates a change in final demand that has an economic impact on employment, output and gross national product. The economic impact includes the impact on intermediate goods and the compensation of employees.

Analysis of the total impact, including indirect effects, is based on an understanding that industries, and individual companies within these industries, do not exist in a vacuum, but use each other's products to produce their own. Thus, an increase in demand for one industry's products leads to increases in the demand of other 'linked' industries.

An input–output representation of the economy comprises a set of industries that are linked by these input–output or intermediate relationships and by the final demand for each industry's output. The model used in this report is the Queensland Regional Input–Output Matrix (RIOM) model.

Broadly speaking, input–output modelling examines how different industries interact to produce final demand. For example, a dairy farmer (as part of the Agriculture industry) may sell some of their milk to a cheesemaker (part of the Manufacturing industry), who uses it as an ingredient. This company in turn sells some of its output to a retail wholesaler (part of the Wholesale Trade industry), which sells some of it to a volunteer-involving organisation, which passes it on in a meal to a homeless person.

The same milk has been sold several times, but only the last transaction represents final demand. Thus, the inputs required by one industry form part of the demand for the products of another.

There are two major types of input–output model: open and closed models. In open models, the labour and wages of employees and the gross operating surplus

of companies are treated as primary inputs in the production of goods and services; if you want to produce more widgets, you must employ more widget makers. This type of model captures the direct and indirect effects of changes in demand in one industry on the other industries in the economy.

By contrast, RIOM is a closed model that includes the household sector as a separate industry. This enables the consideration of induced effects of changes in demand. Induced effects reflect the changes in consumer spending resulting from changes in economic activity and therefore in employment. The household sector is considered as an 'industry' whose outputs are labour, and whose inputs consist of consumer spending; if you create more employment, you also create an increase in demand from the household sector for consumer goods like food, accommodation, entertainment and so on.

RIOM applies the ABS 2016-2017 transaction tables in conjunction with demand and employment information for each Australian state and territory to model the impact of changes in demand on these regional economies, estimating changes in their output, employment and Gross State Product.

The transaction tables used in the model identify 60 industries across 19 industry sectors. For expenditure allocated to each industry sector, a unique multiplier effect is calculated estimating the impact on gross supply, output, Gross State Product (following the value-added method), employment, wages, imports, and taxation.

The Leontief multiplier is given here as:

$$(1-X-C)^{-1} \times LVE = \Delta O$$

LVE = vector of volunteering expenditure

ΔO = change in total output

X = transaction table of intermediate demand

C = table of induced consumption demand

As previously noted, the producers of volunteering (the volunteers and the organisations that involve them) in Queensland spent a combined amount of \$6.5 billion (direct costs) in 2020. This figure represents final demand in three main industry categories:

- Community services.
- Road transport.
- Retail trade.

The expenditure on volunteering in Queensland has an economic impact that includes a combination of increased output by industries directly subject to increased volunteering-related demand, increased output by suppliers to those industries and their suppliers, as well as increased output by all industries that have a role in supplying the demand of increased expenditure by households, generated by increased wages.

Changes in employment and Gross State Product (GSP) are proportional to changes in output following the constant return to scale assumption inherent in input–output models. A number of the assumptions that underpin the analysis are disclosed here:

- The motivating expenditure for the analysis is the estimated expenditure in 2020. Unless explicitly stated and adjusted for, all data is sourced from that period.

- Financial multipliers are calculated using the Queensland RIOM model. This model is derived from the ABS 2017-2018 Queensland Input–Output Table. Financial multipliers are assumed to be consistent between 2020 and 2017-2018.
- Volunteering activities were fully realised within Queensland in 2020. Investment expenditure is limited to items included in the survey responses, which are assumed to represent typical annual expenditure.
- Impacts are calculated based on direct, indirect (intermediate inputs), and household consumption effects. Increases in gross operating surplus or taxation revenue are not assumed to directly result in increased expenditure in the Queensland economy (the government sector is not closed).
- Where demand results in importation of goods or services from outside Queensland (interstate or overseas), no further impact is assumed on the economy.

Impacts across alpha-coded industry sectors and by outputs, Gross State Product and employment are shown in the tables below.

TABLE 24: Australian and New Zealand Standard Industrial Classification of industries by division

Sector	Code	Sector	Code
Agriculture, Forestry and Fishing	A	Financial and Insurance Services	K
Mining	B	Rental, Hiring and Real Estate Services	L
Manufacturing	C	Professional, Scientific and Technical Services	M
Electricity, Gas, Water and Waste Services	D	Administrative and Support Services	N
Construction	E	Public Administration and Safety	O
Wholesale Trade	F	Education and Training	P
Retail Trade	G	Health Care and Social Assistance	Q
Accommodation and Food Services	H	Arts and Recreation Services	R
Transport, Postal and Warehousing	I	Other Services	S
Information Media and Telecommunications	J		

FIGURE 1: Indirect and induced impacts on output and GSP by sector

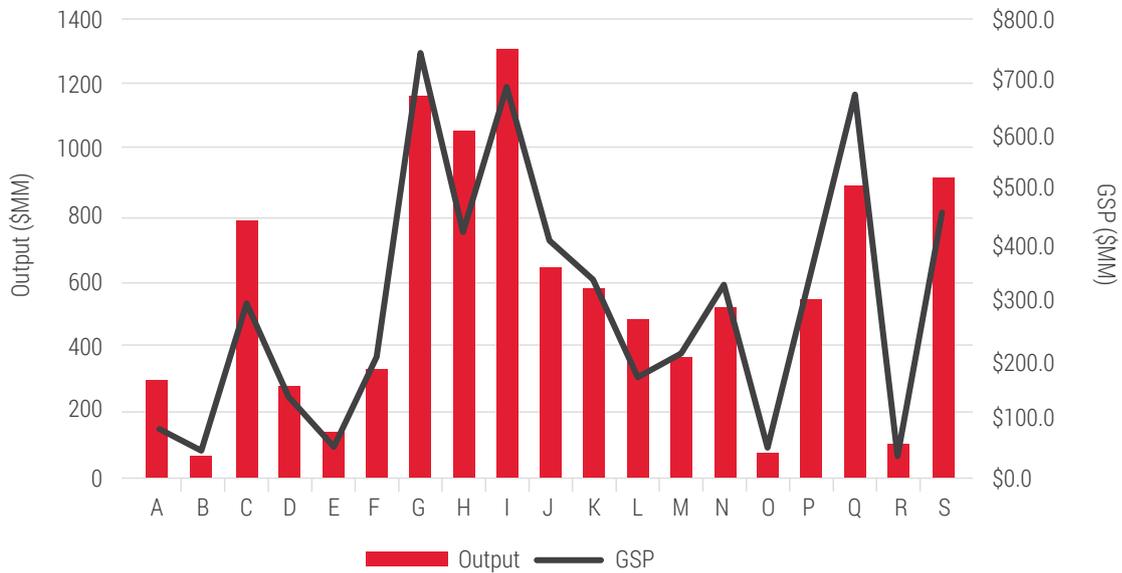
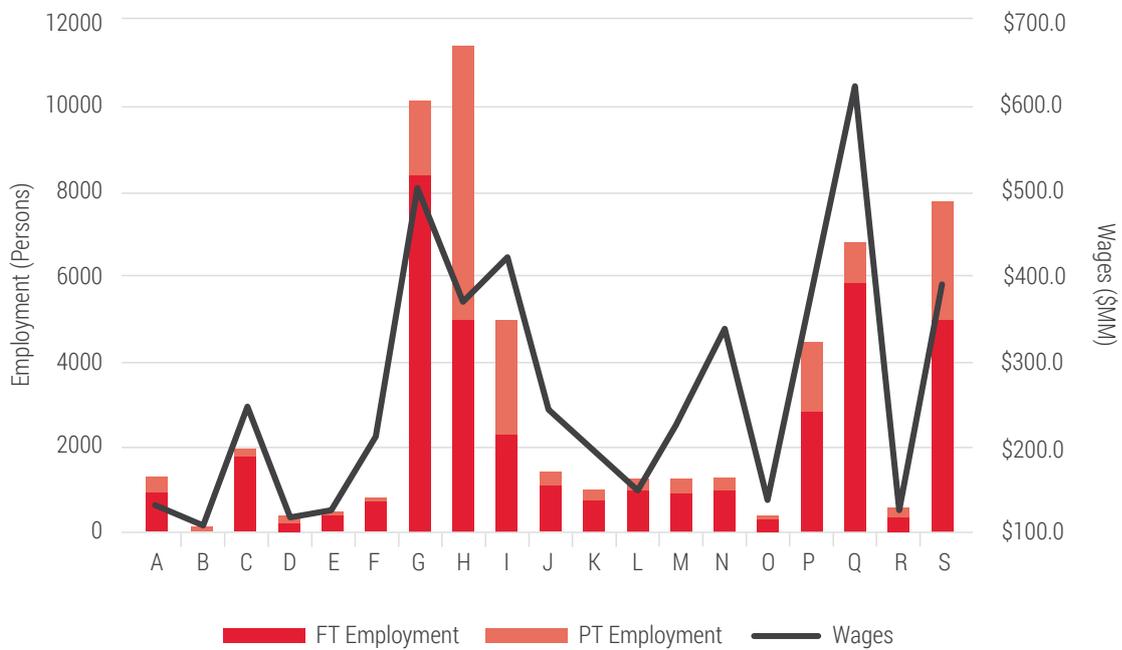


FIGURE 2: Indirect and induced impacts on wages and employment by sector



APPENDIX B

ABS comparison

The Australian Bureau of Statistics (ABS) measures volunteering in Australia in two ways.

Its Censuses of Population and Housing (2006, 2011, 2016 and 2021) recorded people who spent time doing unpaid voluntary work through an organisation or group in the 12 months prior to census night, excluding work done:

- as part of paid employment.
- if the main reason is to qualify for government benefit; obtain an educational qualification; or due to a community work order.
- for a family business.

The examples given were voluntary work for sporting teams, youth groups, schools or religious organisations.

This is broadly aligned with the definition of formal volunteering used in this report, but it excludes workplace volunteering (facilitated by employers) and volunteering aligned to an educational outcome, categories we include in our definition. The limited examples are also a constraint that will be discussed shortly.

Pending publication of the 2021 census results, the 2016 census found that 18.8% of Queenslanders volunteered, a figure virtually unchanged from the 2011 census (18.9%).

The ABS recognises that this figure significantly underestimates the absolute rate of volunteering in the community. That said, given the volume responses, fine grain differences in the rate of formal volunteering by key demographics such as gender, age, geography, and household and economic status can be most reliably observed in the census. Importantly though, cross-tabulations in this regard should always be subject to tests of statistical significance.

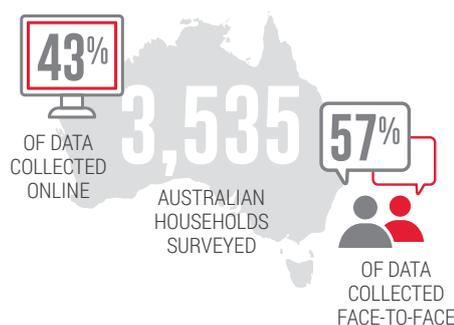
In an effort to better understand the quantum of volunteering in the community, the ABS began including questions on volunteering in their General Social Survey (GSS) in 2002. More specifically than the census, the GSS provides data on the social characteristics, wellbeing and social experiences of people in Australia.

Following extensive community consultation, the ABS updated its definition of volunteering in the 2019 GSS from, 'The provision of unpaid help willingly undertaken in the form of time, service or skills, to an organisation or group, excluding work done overseas,' to better align with Volunteering Australia's 2015 definition, 'Volunteering is time willingly given for the common good and without financial gain.' With this in mind, the ABS also redesigned the GSS to capture informal volunteering, while maintaining the time series of existing formal volunteering items.

Although the survey was previously conducted once every four years, the survey is planned to run annually from 2019. The 2019 iteration of the GSS collected data from approximately 3,535 Australian households online (43%) or via a face-to-face interview (57%). Given the intent to run the GSS annually, this was approximately one-quarter of the typical GSS sample.

The 2019 GSS found the following for Queensland residents:

- Just over one-quarter (26.5%) of Queenslanders aged 15 years and over, participated in unpaid voluntary work through an organisation in 2019 (formal volunteering).
- Just under one-third (31.9%) of the Queensland population aged 15 years and over participated in informal volunteering in the four weeks prior to the survey.⁶



⁶ Informal volunteering is defined by the ABS as the provision of unpaid work/support to non-household members, excluding that provided only to family members living outside the household.

The ABS is careful to clarify that these figures are not summable, as no effort has been made as yet to allow for double-counting (people who reported volunteering both informally and informally).

The ABS notes that it is unknown if the informal volunteering figure – collected over the three-month period from 29 April to 20 July 2019 – can be safely extrapolated to estimate an annual rate of informal volunteering. Their informal volunteering figure should thus be treated as a proxy for the annual rate of informal volunteering.

A further limitation of both the Census and GSS is question placement. The volunteering question is the 51st question on the Census form. The GSS volunteering questions are in the middle of the GSS survey (section 7.9 out of 16 sections). Both surveys can take 60-90 minutes to complete.

This State of Volunteering in Queensland Report (SOVR) reveals significantly higher rates of volunteering

participation than both the Census and GSS. To test the quality of our data we asked two separate groups of questions about volunteering in Queensland.

Group 1 (n=766) were asked the GSS questions on volunteering participation exactly as they appeared in that survey. Group 2 (n=775) were asked a separate set of questions on volunteering developed over a number of iterations of the SOVR that more specifically and explicitly aligned to the Volunteering Australia definition. Importantly, Group 2 were initially presented a comprehensive framing questioning asking them to consider their behaviour across a range of volunteering activities (Table 2).

Both groups were asked these questions at the front of a survey that was exclusively about volunteering and took no more than 15 minutes to work through in its most complete form. Table 24 below offers a comparison of results from each of these groups alongside the ABS instruments.

TABLE 25: Comparison of volunteering participation rates, ABS versus SOVR

	2016 Census	2019 GSS	2020 SOVR Group 1 – GSS	2020 SOVR Group 2 – SOVR
Formal volunteering	18.8%	26.5%	41.9%	52.8%
Informal volunteering	N/A	31.9% ⁷	61.9%	65.0%
Total volunteering	N/A	N/A ⁸	74.3%	75.7%

⁷ This figure specifically refers to informal volunteering that occurred over the last four weeks.

⁸ Note that, at our time of publication, the ABS has not reported the net total number of volunteers in any jurisdiction, including Queensland.

In their 2012 analysis of the difference between census and GSS volunteering results, the ABS concluded one of the main causes of variance to be that 'the detailed questions in the GSS are designed to elicit an accurate response.'⁹

Confirming this, Table 24 shows the 2019 GSS formal volunteering rate of participation (26.5%) to be 1.4-times the census rate (18.8%). This is also likely to explain why our more detailed Group 2 – SOVR questions returned a participation rate for formal volunteering (52.8%) that is 1.3-times greater than that revealed by the Group 1 – GSS respondents (41.9%).

What is not immediately obvious, however, is why our Group 1 – GSS respondents reported a 1.6- and 1.9-times greater rate of volunteering participation for formal and informal volunteering respectively than in the 2019 GSS. This gap is also much larger than the difference between the SOVR Group 1 – GSS and Group 2 – SOVR findings.

In that same 2012 report, the ABS supposed that 'the (GSS) also allows for prompting and clarification by the interviewer which cannot be done in a self-completed Census form.' More recent work suggests, however, that this impact is trivial. The ABS gives no evidence for this hypothesis, such as the number of interventions made and the impact these may have had on responses.

Indeed, the ABS has since transitioned the GSS to a blended data collection methodology, with 43% of respondents in 2019 completing the survey online (and, by implication, without prompting or clarification). No adverse impact of online delivery on the quality of GSS data has been reported.

This is consistent with our own findings in the 2019 State of Volunteering in Tasmania Report, in which a representative online panel was used to survey 403 respondents over a two-week period in April 2019; this was followed by a second set of 315 telephone interviews undertaken in May 2019. In that study, there were no statistically significant differences in the responses between the two surveys when comparing participation rates in volunteering or the number of hours volunteered per month.



The other material differences between the GSS and our SOVR survey are:

- The length of the instruments (the GSS can take up to 90 minutes to complete versus 15 minutes for the SOVR).
- The relative positioning of volunteering participation questions in the instruments (midway through the GSS and up-front in the SOVR).
- The framing of the instruments (a General Social Survey (GSS) versus a volunteering-specific survey (SOVR)).

We hypothesise that these factors are just as significant as the differences in the questions themselves in explaining why the SOVR reveals a higher rate of volunteering participation across both the SOVR Group 1 and Group 2 datasets.

We are fortunate, then, that in the SOVR we have been able to ask a much more specific set of questions about volunteering, without the constraints of the ABS instruments and approach. The relative rigour that this study is able to apply therefore gives us a very high degree of confidence in the veracity of our results as a complement to the existing work of the ABS.

⁹ ABS, 2012, A Comparison of Volunteering Rates from the 2006 Census of Population and Housing and the 2006 General Social Survey.

2020 SOVR Group 1 – ABS questions

These questions are drawn directly from the ABS General Social Survey, section 7.9. Conditional (branching) logic was applied so that only questions consistent with or relevant to previous responses were displayed to respondents.

ABS1 – single-answer multiple choice

The next few questions are about unpaid voluntary work. That is, help willingly given in the form of time, service or skills to a club, organisation or association.

In the last 12 months, did you do any unpaid voluntary work for any of these types of organisations?

- Organised sporting group/team
- Youth group (such as Guides, Scouts, a choir)
- A charity organisation or cause
- Student
- Government
- Religious organisation
- School or preschool
- Some other kind of volunteer work

Yes (1) No (2)

ABS2 – single-answer multiple choice

Was this voluntary work done in Australia or overseas?

- Australia only (1)
- Overseas only (2)
- Both Australia and overseas (3)

ABS3 – single-answer multiple choice

Was any of this voluntary work undertaken to receive a government allowance or as part of a court order?

- No (1)
- Yes, all voluntary work (2)
- Yes, some voluntary work (3)

ABS4 – single-answer multiple choice

Was any of this voluntary work undertaken for work experience or study purposes?

- No (1)
- Yes, all voluntary work (2)
- Yes, some voluntary work (3)

ABS5 – free text

Excluding voluntary work done overseas, work done to receive a government allowance, as part of a court order, voluntary work for work experience or study purposes, how many organisations have you done unpaid voluntary work for in the last 12 months?

ABS6 – multiple-answer multiple choice

Which of these best describes the type of organisation/s you have volunteered for?

Please select all that apply:

- Arts/Heritage (1)
- Business/Professional/Union (2)
- Community/Ethnic groups (3)
- Education and Training (4)
- Parenting, children and youth (5)
- Emergency services (6)
- Environment/Animal welfare (7)
- International Aid/Development (8)
- Health/Welfare (9)
- Law/Justice/Political (10)
- Religious (11)
- Sport and physical recreation (12)
- Other (13)

ABS7 – free numeric

In how many of the last 52 weeks did you do voluntary work?

Note: If you volunteered less than one week, enter 1

ABS8 – free numeric

In the last four weeks, how many hours did you spend volunteering?

ABS9 – multiple-answer multiple choice

The next few questions are about unpaid help given to anyone living outside of your household, excluding any volunteering you have already reported.

In the last four weeks, did you help anyone not living with you with the following activities?

Please select all that apply:

- Domestic work, home maintenance or gardening (1)
- Providing transport or running errands (2)
- Any unpaid child care (3)
- Any teaching, coaching or practical advice (4)
- Providing any emotional support (5)
- Personal care/assistance (6)
- Lobbying/advocacy (7)
- Community assistance (8)
- Environmental protection (9)
- Any other help (10)
- None of the above (11)

ABS10 – multiple-answer multiple choice

For the purposes of this survey, this unpaid help is called informal volunteering.

Who did you give this help to?

- Relative in another household (1)
- Friend (2)
- Neighbour (3)
- Work colleague (4)
- Other person (5)
- Community/neighbourhood (6)

ABS11 – free numeric

In the last four weeks, how many hours did you spend providing this unpaid help?



This State of Volunteering in Queensland Report (SOVR) reveals significantly higher rates of volunteering participation than both the Census and GSS



2020 SOVR Group 2 – SOVR questions

Conditional (branching) logic was applied so that only questions consistent with or relevant to previous responses were displayed to responders.

SOVR1 – multiple-answer multiple choice

Have you performed any of these acts of volunteering in 2019 or 2020?

At this stage, we are only interested in unpaid donations of time, not money.

By unpaid, we mean that you did not receive a salary or wage for your effort, unless you were paid through a formal, employer-sponsored volunteering program.

You may, however, have received an honorarium or have had your expenses reimbursed.

We also do not want to include donations of time that only benefit your household or family.

For example, in this study, helping your flat-mate, cousin or foster-child with their homework is not volunteering; however, coaching their football team does count, because others outside your household and/or family directly benefit.

Similarly, do not include work done to receive a government allowance or as part of a court order.

Please tick any/all that apply.

Directly helping:

- An individual (e.g. a neighbour or client of a charity) (1)
- An issue (e.g. a political, environmental or social cause) (2)
- A group (e.g. a sports team or hobby club) (3)
- The environment (e.g. animal or land care, citizen science data collection) (4)
- A one-off event (e.g. festival or emergency response) (5)

SOVR2 – multiple-answer multiple choice

Providing assistance to an organisation via:

- Support work (e.g. administration, operations) (1)
- Resource support (e.g. fundraising) (2)
- Advocacy (e.g. creating or distributing media, influence) (3)

SOVR3 – multiple-answer multiple choice

Providing leadership to a program or organisation via:

- advice (e.g. as an unpaid subject matter expert) (1)
- training (e.g. coaching or mentorship) (18)
- governance (e.g. as an unpaid official, Board or committee member) (2)

SOVR4 – free text

Other act/s of volunteering

Please type below...

SOVR5 – single-answer (conditionally shown)

None of the above

- I did not volunteer in 2019 or 2020 (1)

SOVR6 – multiple-answer multiple choice

Who did you give your time to in 2019-2020?

- Not-for-profit organisation/s such as sporting clubs; political parties; environment, conservation and animal welfare groups; special interest associations; youth groups; churches or charities (1)
- Government service/s such as public schools, hospitals, emergency or local government services (2)
- Private/commercial organisation/s such as private schools, aged-care facilities, festivals or events (3)
- None of the above (4)

SOVR7 – free numeric

How many different organisations did you volunteer for?

	2019	2020
Not-for-profit organisations (1)		
Government services (2)		
Private/commercial organisations (3)		

SOVR8 – free numeric

On average, how many hours did you volunteer each month?

As well as regular hours, average in any seasonal, occasional, spontaneous or one-off volunteering you did.

	2019	2020
Not-for-profit organisations (1)		
Government services (2)		
Private/commercial organisations (3)		



SOVR9 – single-answer multiple choice

Was any of this time donated through a workplace volunteering program?

In other words, did your employer allow or encourage you to volunteer outside work during paid work time?

- Yes (1)
- No (2)

SOVR10 – free numeric

How many hours did you give through your workplace volunteering program?

SOVR11 – single-answer multiple choice

Comparing this year to last, did you volunteer more or less time for these organisations?

- I volunteered more in 2020 (1)
- I volunteered about the same in both years (2)
- I volunteered less in 2020 (3)
- I did not volunteer in 2019 (4)

SOVR12 – multiple-answer multiple choice

Excluding volunteering already reported, what unpaid help did you give to others in 2019-2020?

Do not include unpaid help given to family members or people in your household.

- Domestic work, home maintenance or gardening (1)
- Transport or running errands (2)
- Unpaid childcare (3)
- Teaching, coaching or practical advice (4)
- Emotional support (5)
- Personal care/assistance (6)
- Lobbying/advocacy (7)
- Community assistance (8)
- Environmental or animal protection (9)
- Any other help (please specify) (10)

- None of the above (11)

SOVR13 – free numeric

For the purposes of this survey, this unpaid help is called informal volunteering.

On average, how many hours per month did you informally volunteer in 2020?

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