



Volunteering in South Australia 2018

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1. PROJECT BACKGROUND

1.1 Background

The Office for Volunteers, acting on behalf of the Department of Human Services, works to provide the necessary networks, support, protection and promotion to grow volunteering rates in South Australia. In so doing, the Office is also responsible for influencing relevant Government policy and legislation which may impact on the sector and for advising the Minister for Volunteers on how to support continued advancement of volunteering in South Australia.

In order to track the change in volunteering rates over time, and the effectiveness of existing support programs, the Office for Volunteers commissioned the ABS to design a questionnaire and Harrison Research to carry out a survey with a random sample of South Australians aged 15 years and over. Harrison Research has been undertaking this survey every two years since 2006. The current report marks the seventh biennial monitor.

The survey is intended to provide updated data on:

- The incidence and frequency of both formal and informal volunteering
- The demographic profile of volunteers
- The types of organisations and/or people receiving this voluntary support
- Drivers and barriers to volunteering
- Volunteers' intentions to continue

This survey is designed to capture information on both formal and informal volunteering. The agreed definitions of these terms are as follows:

- **Formal volunteering** is unpaid, voluntary help willingly given in the form of time, services or skills for an organisation, club or association. It excludes voluntary work done overseas, and donations of money or goods.
- **Informal volunteering** is unpaid help provided directly to people other than relatives, on the volunteer's own initiative and not through a group or organisation.

1.2 Methodology

This survey was carried out using CATI (Computer Aided Telephone Interviewing) with a target sample of 1,500 people aged 15 or over, stratified by regional and metropolitan South Australia. Geographic quotas were implemented to ensure regional sub-samples would be large enough for accurate profiling and reporting by sub-segment. Please see *Appendix A1* for more detail on quotas and weighting.

All interviews were conducted by Harrison Research's experienced interviewers in accordance with the Market and Social Research Privacy Principles (M&SRPPs) and Harrison Research's ISO 20252 accredited processes. All interviewing took place between 26th April and 17 May 2018 with 1,501 interviews achieved.

The data was subsequently weighted by geographic area, gender and age to align with the population distribution. Weight calculations for age, gender and geographic area were based on the most recently available Census data (2016 Census). Four respondents were excluded from final analysis as they declined to give their age, therefore, their data could not be weighted in line with the rest of the sample, resulting in a final sample of 1,497.

In 2018, with a final sample size of 1,497, the total sample results contained within this document should be accurate within a $\pm 2.5\%$ margin of error at the 95% confidence level, meaning that if 50% of the population claimed to do some form of volunteering in the previous 12 months, you could be 95% certain that the 'real' response in the SA population would fall between 47.5% and 52.5%. Naturally, this margin for error, or confidence interval, would be larger when considering results between sub-groups of the total sample.

However, we recommend a degree of caution in considering the results regarding volunteering rates, extrapolations of volunteering hours and projections. Replacement sampling using telephone methodology has an inherent flaw in that people who are interested in a topic are more likely to agree to take part, thereby potentially becoming over-represented in the sample. This can occur despite a change in introduction to minimise this effect (see section 1.2.1). Having said this, it is generally advisable to be conservative, so we suggest using $\pm 5\%$ rather than $\pm 2.5\%$ in considering volunteering rates and to treat extrapolations and projections as indicative only. Results within the survey regarding volunteers' activities, profiles, drivers, barriers, intentions, etc. do not suffer from this potentially larger variance.

1.2.1 A Note on the Questionnaire

The questionnaire has been effectively consistent over time. However, in 2014, several new questions were included to cover the topics of volunteering as a means of providing experience for employment and also whether the respondents thought there should be some form of reward and recognition for voluntary work and, if so, what type of reward or recognition. A small change was made to one of these questions in 2016 (see Appendix A1 for the questionnaire utilised in 2018).

Note also that over time the survey introduction has been adjusted slightly by Harrison Research in conjunction with Office for Volunteers management and staff. In 2012, the following change was made to the way the survey was introduced to potential participants;

2006-2010 introduction: *We are conducting a survey across the State about volunteering in South Australia. This is on behalf of the Office for Volunteers, and the information collected will be used to support volunteer efforts in South Australia in the future.*

2012-2016 introduction: *We are conducting a survey across South Australia about community activities, on behalf of the State Government.*

This change was implemented to preclude mention of volunteering and the Office for Volunteers and thereby minimise potential response bias generated by proportionally more volunteers than non-volunteers agreeing to take part in a survey on a topic that could have inherent interest (which could have resulted in inflated volunteer numbers in the 2006-2010 surveys, prior to the change).

2. EXECUTIVE ASSESSMENT

2.1 Key Outcomes

2.1.1 Volunteering Rates

In 2018, 66% of the n=1497 South Australian surveyed volunteered in some capacity in the last 12 months, this figure is significantly lower when compared to 2006 and 2008 but not significantly lower compared to 2010 onwards. When taking into account the margin for error, volunteering rates in South Australia continue to remain statistically stable.

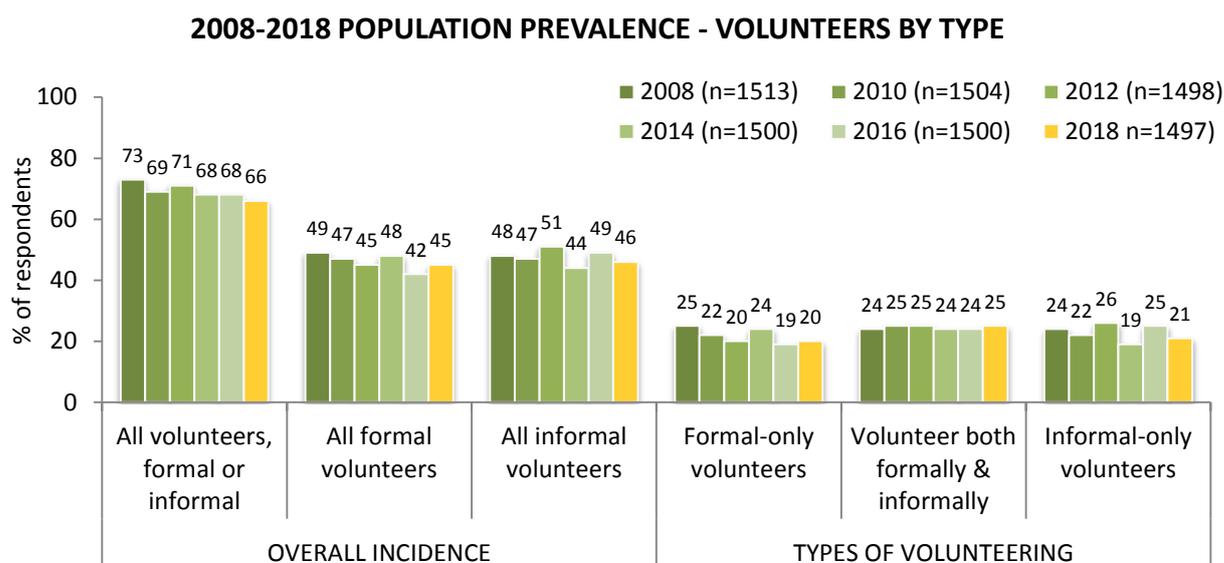


Fig. 1: The prevalence of different volunteer types (formal & informal) in the SA population, over time

In 2018, the key findings in terms of the rates of volunteering were:

- 45% of South Australians surveyed stated they engage in formal volunteering, consistent with 2010-2016 results but lower than seen in 2006 and 2008. However, as noted in section 1.2.1, sampling bias caused by the pre-2012 survey introduction may account for this difference. The rate of formal volunteering continues to be significantly higher among:
 - Regional respondents; 56% of regional respondents surveyed were engaged in formal volunteering compared to 42% metropolitan respondents (however the rate of volunteering among metropolitan respondents increased comparative to 37% in 2016).
 - Those aged between 35 and 54; 51% of respondents within this age group formally volunteer (compared to 42% of 15 to 34 year olds and 43% of those aged over 55).
- 46% of South Australians surveyed engage in informal volunteering, a result which is unchanged compared to the previous two waves of research (2016 and 2014). Rates of informal volunteering are generally even across gender, age and geographic location (no statistically significant variations between subgroups were observed in 2018).

2.1.2 Formal and Informal Volunteer Hours

Respondents provided information on the number of hours they volunteer formally. In 2018, the median contribution per formal volunteer was 2.30 hours per week, far higher than the consistent median observed over the last three surveys. Of note, the median figure for informal volunteering in 2018 was 0.50 hours per volunteer per week, lower than the high of 0.91 reported in 2016.

When extrapolated to the population, the 66% of South Australians who volunteer in some capacity in 2018 contribute between them an estimated 1.73 million hours to formal or informal volunteering activities per week¹.

| | EXTRAPOLATED VOLUNTEERING HOURS PER WEEK | | | |
|--|--|------------------|------------------|------------------|
| | 2012 | 2014 | 2016 | 2018 |
| SA Population aged 15-84 (based on ABS 2017 Estimated Residential Population data) | 1,324,008 | 1,334,453 | 1,356,841 | 1,373,425 |
| % volunteer formally (A) | 45% | 48% | 42% | 45% |
| # volunteer formally (B) | 600,000 | 641,000 | 570,000 | 618,000 |
| Median hours p/w formal volunteering (C) | 2.01 | 2.03 | 2.03 | 2.30 |
| ESTIMATED FORMAL VOLUNTEERING HOURS PER WEEK (B*C) | 1,206,000 | 1,301,000 | 1,157,000 | 1,421,000 |
| % volunteer informally (D) | 51% | 44% | 49% | 46% |
| # volunteer informally (E) | 675,000 | 587,000 | 665,000 | 632,776 |
| Median hours p/w informal volunteering (F) | 0.68 | 0.69 | 0.91 | 0.50 |
| ESTIMATED INFORMAL VOLUNTEERING HOURS PER WEEK (E*F) | 459,000 | 405,000 | 605,000 | 316,000 |
| ESTIMATED TOTAL VOLUNTEERING HOURS PER WEEK | 1,665,000 | 1,706,000 | 1,762,000 | 1,737,000 |

Fig.2: Formal and Informal volunteering hours extrapolated to total SA population, over time

2.1.3 Profile of Formal Volunteers, Informal Volunteers and Non-Volunteers

As observed in previous years, the demographic and geographic profiles of both formal and informal volunteers generally match the wider population, indicating that volunteers are being attracted from all sectors. In previous surveys formal volunteers were more likely to be female comparative to the proportion of females in the SA population, in 2018, the gender distribution did not vary comparative to the SA population. Other distinguishing characteristics within the profile of formal volunteers remained stable. Specifically, formal volunteers were more likely to be:

- Aged between 35 and 54 years old (36% versus 31% of the SA population), although all age cohorts were well represented in the formal volunteers' profile.
- Residing in regional South Australia (29% versus 24% of the SA population).
- Married or in a de facto relationship (60% versus 52% of non-volunteers) and live in a 'couple family' situation (i.e. two parents with at least one child in the home, 46% versus 42% of non-volunteers).

¹ Please note: figures rounded to nearest 10,000. Given the margin for error, these figures should be treated as indicative only.

- Earning a household income \$100,000 or more per annum (40% of formal volunteers versus 24% of non-volunteers, excluding those who declined to provide this information).

In a new finding observed in 2018, formal volunteers were more likely to be in paid work at the time of the survey (61%) compared to non-volunteers (52%).

2.1.4 How Organisations Benefit

In 2018, across all organisations at which formal volunteers volunteer (up to three tested per participant), sport and physical recreation groups remained the most common type of organisation where South Australians have formally volunteered in the last 12 months (38% up from 31% in 2014). Other types of organisations commonly volunteered at (in the last 12 months) included welfare and community groups (23%, decreasing from 31% in 2016), education or training groups (20%) and religious groups (13%).

Formal volunteers are relatively evenly distributed across numerous roles within the organisations they volunteer for (up to three). However, in 2018 the most common roles undertaken were:

- Management/committee work/co-ordination (23%, up from 19% in 2016),
- Teaching/instructing/providing information (15%, down from 19% in 2016),
- Preparing/serving food (15%)
- Administration/clerical/recruitment (15%)

Formal volunteers surveyed in 2018 had spent an average of 8.5 years volunteering at their 'main' beneficiary. This appears to be higher than an average of 7.9 in 2016; however large outliers present within the data prevent statistical confidence in confirming this shift.

In terms of the regularity or frequency of volunteering, as in previous years, the most common frequency of involvement at formal volunteers 'main' organisations was once a week for most or all of the year (40%). A further 12% volunteer once a month for most or all of the year, and 12% volunteered 2-3 times a month. Other volunteering is seasonal, with 11% of volunteers being active in their roles at least weekly during the season (more common among those in paid employment).

Approximately half (50%) of the formal volunteers surveyed in 2018 travel less than 6km (from home or work) to get to the 'main' location at which they volunteer. A further 36% travel 6-20kms, while only 11% travel more than 20 kilometres. These results are consistent with previous surveys.

2.1.5 Informal Volunteering Activities

Since tracking began, the most common informal volunteering activities have been yard or maintenance work and babysitting. 2018 was no exception, with 24% of informal volunteers engaging in yard or maintenance work (down from 29% in 2016 but consistent with prior results) and 18% reported engaging in babysitting activities. Other common informal volunteering activities included:

- Taking out the bins/getting the mail or keeping an eye on a place for others (15%, up from 11% in 2016),
- Visiting the sick or elderly (9%) and
- Driving others (7%).

2.1.6 Original Triggers

In 2018, the most common way the formal volunteers surveyed became involved in volunteering was via 'involvement with a club/association' (26%, up from 21% in 2016 and continuing an increasing trend in this response), followed by 'someone asked me' (17%), 'had an interest/passion' (13%, an all-time high, up from 9% in 2016), and a 'family history/culture of volunteering' (11%, down from 15% in 2018).

In 2018 respondents aged between 15 and 34 were more likely to state they became involved in formal volunteering via 'involvement with a club/association' (41%), a 'family history/culture of volunteering' (21%) and 'through my studies' (12%). As seen in previous years formal volunteers aged 35 to 54 were more likely to have become involved via their children (school, sport or some other way).

2.1.7 Reasons for Volunteering

In 2018, the two most common reasons for volunteering have remained consistent over time; these are 'to help others/community' (31%) and 'to give something back' (13%).

When informal volunteers were asked their main reason for volunteering in 2018 the most prominent response continued to be 'to help others/the community' (53%, a significant increase from a low of 44% in 2016). The second most common reason provided was 'to improve others situation' (17%, consistent with previous surveys).

2.1.8 Perceived Personal Benefits

Positively, only 1% of formal volunteers (down from ~3% previous surveys) were unable to name a personal benefit they have experienced from volunteering. The three most common personal benefits have largely remained the same since surveying began in 2006, they are:

- 'Personal satisfaction' (48%, a significant decrease compared to an unexplained high of 65% in 2016, but on par with prior results),
- 'Friendship' (33%, consistent with previous years) and
- 'Feel part of the community' (22%, also a significant decrease compared to an unexplained high of 42% in 2016, but on par with prior results).

As seen in previous years respondents aged between 15 and 34 were more likely to identify areas of skill improvement as personal benefits (including communication, learning, self-management and initiative/enterprise).

2.1.9 Use of Volunteering in Employment

When asked if they use formal volunteer work to gain employment, 14% of formal volunteers indicated they do (up from 9% in 2016 and 6% in 2014). However, when asked if they think volunteer experience should be listed on job applications, the overwhelming response was in the affirmative (86% said yes, consistent with 89% in 2016).

When it came to whether or not they felt volunteer work was helpful in gaining employment, six in ten (60%, higher than 52% in 2016) considered volunteering to be helpful in gaining employment to some extent (38% 'very helpful', 22% 'somewhat helpful'). Approximately 13% felt volunteering is not very or not at all helpful in gaining employment (a significantly large drop comparative to 25% providing this response in 2016).

2.1.10 Reasons for Not Volunteering/Uptake of Formal Volunteering

Respondents who do not formally volunteer (including non-volunteers and those who volunteer informally only) were asked to provide the reason(s) why they do not engage in formal volunteering. Consistent with previous surveys, around four in ten (43%) stated that their work commitments are too time consuming and approximately one quarter (23%) stated it is due to family commitments. Other common reasons for not volunteering formally included:

- 'Health problems/physically unable' (16%, up from 11% in 2016),
- 'Study commitments' (8%, up from 5% in 2016) and
- 'Too elderly' (6%, down from 10% in 2016)

In 2018, 16% non-volunteers surveyed said they were very or quite likely to take up formal volunteering in the next 12 months, this figure has increased compared to 11% in 2016. None of the geographic or demographic subgroups assessed within the survey were more likely to take up formal volunteering in the next 12 months, however a significantly higher proportion of non-volunteers aged 65 and over stated they would be very unlikely (75% versus 62% of the total sample).

Lastly, those who do not volunteer formally were asked what, if anything, would need to happen in order for them to become involved in volunteering. One quarter (24%) stated there is nothing that would result in them volunteering formally (marking a steady increase in this response from 13% in 2012), while the remainder (76%) cited at least one factor that might enable them to volunteer. The most common of these enabling factors mirrored the reasons for not volunteering, i.e. 'if I had decreased work commitments' (32%) and 'if I had decreased family commitments' (19%).

2.1.11 Formal Volunteers' Future Intentions

In 2018, over two thirds of formal volunteers anticipated no change in their volunteering hours within the next 12 months (70%), 16% anticipated an increase and 12% anticipated a decrease or temporary decrease. All figures were consistent with previous years.

Respondents who anticipated a change in their volunteering were asked by how much they would reduce or increase their hours. For those anticipating an increase in formal volunteering hours the average increase was calculated to be 3.9 hours per week, for those who anticipated a decrease the average decrease in formal volunteering time was 3.8 hours per week.

The key factor identified as contributing to an increase in formal volunteering hours was 'an increased need from the community' (38%), as in previous surveys this response was significantly more prevalent among regional respondents (51% in 2018).

2.1.12 Perceived Importance of Volunteering

All respondents, regardless of their engagement in volunteering activities, were asked to rate how important is it that people in the community volunteer (0-10 scale). Across the total sample the average importance score attained in 2018 was 8.7 (consistent with previous surveys).

The average importance score attained continued to be significantly higher among the formal volunteer sample (9.0) than among non-volunteers (8.2). However, while this difference is statistically significant, it is important to outline that overall, both volunteers and non-volunteers regard volunteering as important. As has been noted previously, this suggests that it is not attitudes to volunteering that are a barrier but rather practicalities such as lack of time and competing commitments are larger factors.

As seen in previous surveys, the perceived importance of volunteering appears to increase with age; respondents aged between 15 and 24 provided an average importance score of 7.9 compared to a score of 9.1 among those aged 65 and over.

2.1.13 Perceived Benefits to the Community

Positively, almost all (98%) South Australian residents surveyed were able to identify at least one benefit to the community from volunteering. In 2018, there were no stand out benefits identified and the most common benefits named were:

- 'Building community spirit/attitudes/cohesion' (29%)
- 'People get help they wouldn't otherwise get' (26%)
- 'People's/community well-being' (22%)
- 'Many organisations would cease to exist' (21%)

As in previous research, those who volunteer (formal volunteers in particular) were more likely to identify a number of benefits compared to non-volunteers suggesting that, while both segments consider volunteering important, those who currently volunteer have a clearer, broader and more comprehensive perception of why volunteering is important.

2.1.14 Perceived Benefits to Self and/or Family

In 2018, 34% of the total sample could see no direct benefits to themselves or their family as a result of other people's volunteer work (consistent with previous years). Of the 66% of South Australian's who had experienced personal or familial benefits from other people volunteering the two key benefits identified were: 'clubs/associations/groups I attend stay in existence' (25%, down from a high of 31% in 2016) and 'friendlier/safer community' (20%, down from a high of 28% in 2016).

Notably, residents of regional South Australia were significantly more likely to name one or more benefit to them or their family from other people volunteering compared to their metropolitan counterparts (76% versus 64%, respectively).

2.1.15 Reward or Recognition for Volunteers

All respondents were asked to nominate the extent they think it is reasonable to expect recognition or reward for volunteer contributions, using a 1 to 5 scale (midpoint of 3). A mean score of 2.6 suggests that the population tend to be neutral towards or believe that it is slightly unreasonable for volunteers to expect reward or recognition. As seen in previous surveys non-volunteers were significantly more likely to consider reward or recognition to be reasonable to some extent (mean score 3.2, or 42% of non-volunteers providing a 'reasonable' or 'very reasonable' rating versus 29% of the total sample).

Those who indicated that it is reasonable or very reasonable for volunteers to expect reward or recognition were asked what form this reward or recognition should take. The majority response was a simple 'informal thanks' (57% of the total sample and 69% of volunteers) followed by 'formal/public thanks/certificate' (9%) and 'a lunch/dinner/morning tea for volunteers' (5%).

3. PRINCIPAL FINDINGS

3.1 Volunteering Rates

Volunteering rates are calculated by ascertaining the proportions of respondents that fall into one of four mutually exclusive groups:

- A. People that only formally volunteer
- B. People that volunteer both formally and informally
- C. People that only informally volunteer
- D. People that do not volunteer at all

In 2018, 66% of the total sample (or 985 out of 1,497 people) volunteer in some way (A + B + C), 45% of the total sample volunteer formally in some way (either solely formally or in conjunction with informal volunteering, i.e. A+B) and 46% of the total sample volunteer informally in some way (either solely or in conjunction with formal volunteering, i.e. B + C).

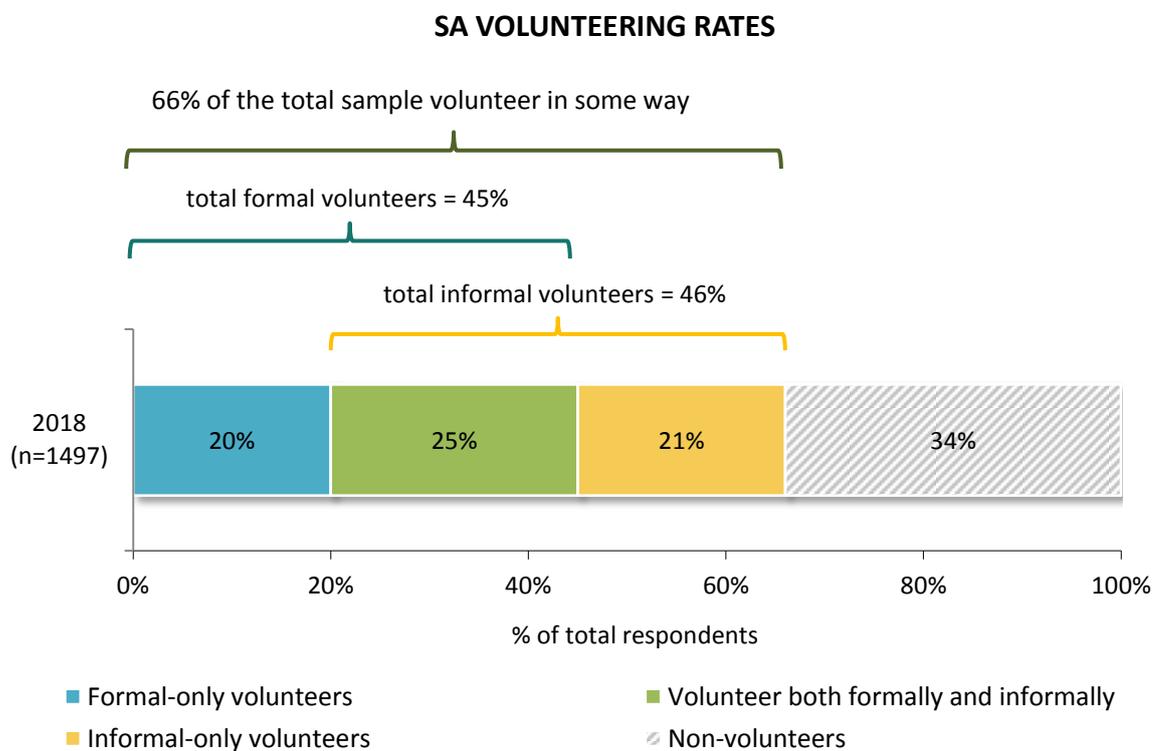


Fig.3: SA Volunteering rates 2018

When viewed over time, **formal** volunteering rates in South Australia increased significantly from a low of 28% in 1995 to a peak of 51% in 2006, but subsequently exhibited a downward trend, slowly but steadily to 45% in 2012. The downwards trend appeared to have halted in 2014 with 48% of respondents reporting that they volunteer formally. However, a decrease in formal volunteering rates was observed in again 2016 (42%). The result achieved in the 2018 monitor (45%) is not significantly higher than the 2016 result (falling within the margin for error).

In 2018, 46% of the total sample reported engagement in **informal** volunteering, a result which is consistent with the previous two surveys (not significantly variant), but significantly lower than the highs reported in 2006 and 2012 (52% and 51%, respectively).

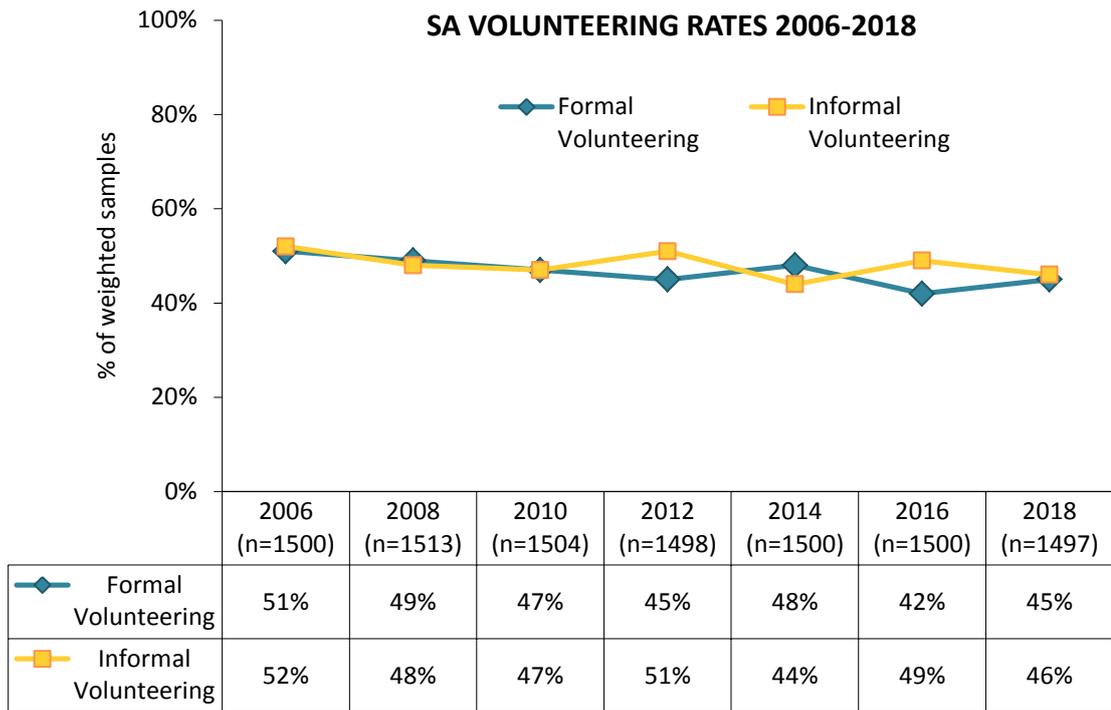


Fig.4: Volunteering rates in SA, tracked over time

The chart to follow shows the proportions of each type of volunteer tracked over the last 10 years (2008-2018). Modelling the 2018 results to the actual South Australian population aged between 15 and 84 (assuming that few people aged 84 or over are volunteers), using the latest Estimated Residential Population figures (ABS 2017²), indicates that approximately 584,000 to 652,000 South Australians are engaged in formal volunteering (45% \pm 2.5%); and approximately 597,000 to 666,000 South Australians are engaged in informal volunteering (46% \pm 2.5%).

Taking both formal and informal volunteering into account in 2018, 66% of the total sample volunteer in some form, which equates to more than 906,000 people in the SA population aged 15 to 84 (when extrapolated against ABS figures). This proportion is consistent with the 2014 and 2016 findings (both 68%) but significantly lower than 2008 (73%) and 2012 (71%).

Of note, the proportion of the total sample who volunteer informally but not in any other capacity has significantly decreased in the current monitor (from 25% in 2016 to 21% in 2018); however this figure is consistent with 2014 results.

² Calculated using ABS 2017 Estimated Residential Population data, which identified the SA population aged 15 to 84 to be 1,373,425. For comparison, total population at that time, for all ages, was 1,723,548 including those aged under 15 and over 84.

2008-2018 POPULATION PREVALENCE - VOLUNTEERS BY TYPE

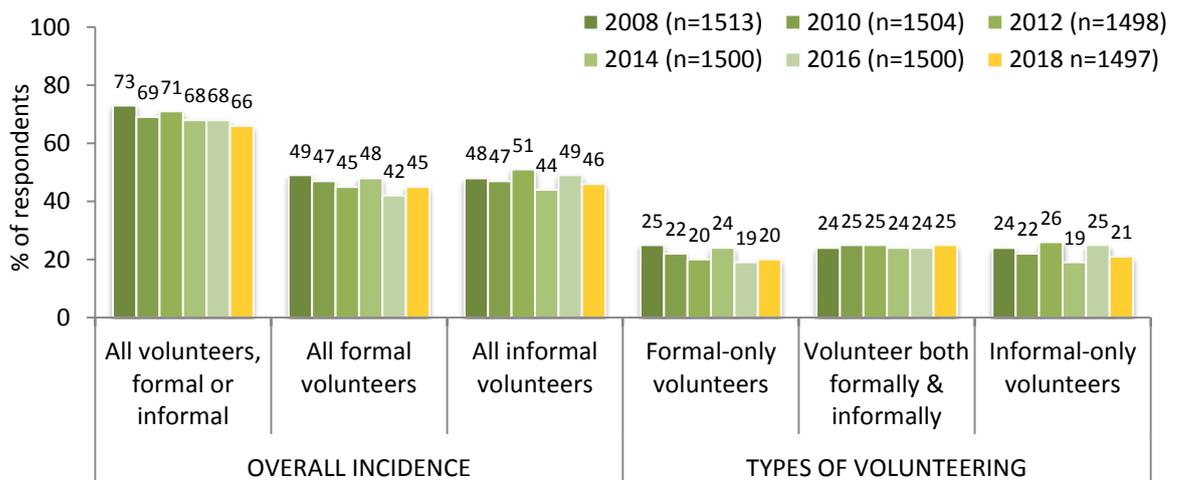


Fig.5: The prevalence of different volunteer types (formal & informal) in the SA population, over time

The charts overleaf report the volunteering rates by gender, age, region and country of origin (formal volunteering only) viewed over time.

In the 2012-2016 surveys, females displayed significantly higher engagement in formal volunteering compared to males (the gender gap in volunteering rates ranged from 7%-12%). In 2018, this gender gap appears to have decreased significantly to 2% (i.e. there is now no significant variation between genders in engaging in formal volunteering). In contrast, rates of informal volunteering have been consistently even by gender, with no statistical difference between the genders over time (both 46% in 2018).

As in previous years, formal volunteering in 2018 was found to be slightly more common among respondents aged 35 to 54 (51%) compared to those aged 15 to 34 year olds (42%) and those aged over 55 (43%). Informal volunteering rates continued to be consistent across all age groups.

As observed in all previous tracking waves, the proportion of regional respondents engaged in formal volunteering in 2018 (56%) was significantly higher compared to metropolitan respondents (42%, a significant increase compared to 37% in 2016 but consistent with all other surveys). Notably, the proportion of regional SA residents who formally volunteer has continued to decline comparative to the all-time high identified in 2014 (61%). In terms of informal volunteering behaviours, regional respondents and metropolitan respondents have displayed identical engagement rates for two consecutive surveys (both 49% in 2016 and both 46% in 2018).

The formal volunteering rates of those born in Australia compared to those born overseas continues to follow a fluctuating trend. Once again, in 2018, respondents born in Australia were significantly more likely to engage in formal volunteering compared to those born overseas (48% versus 36%). A similar gap between Australian and overseas-born groups was observed in 2010 and in 2014, however the gap was not observed in 2012 and 2016. As in previous years, informal volunteering rates were consistent between these two subgroups.

Consistent with previous years, formal volunteering rates in 2018 were significantly higher among respondents who are married/living de facto (50%) and significantly lower among widowers and those who described their marital status as separated/divorced (36% and 35% respectively). In a new observation in 2018, informal volunteering rates were significantly higher among those who identified as separated/divorced (57% versus 46% of the total sample).

SA FORMAL VOLUNTEERING RATES, OVER TIME

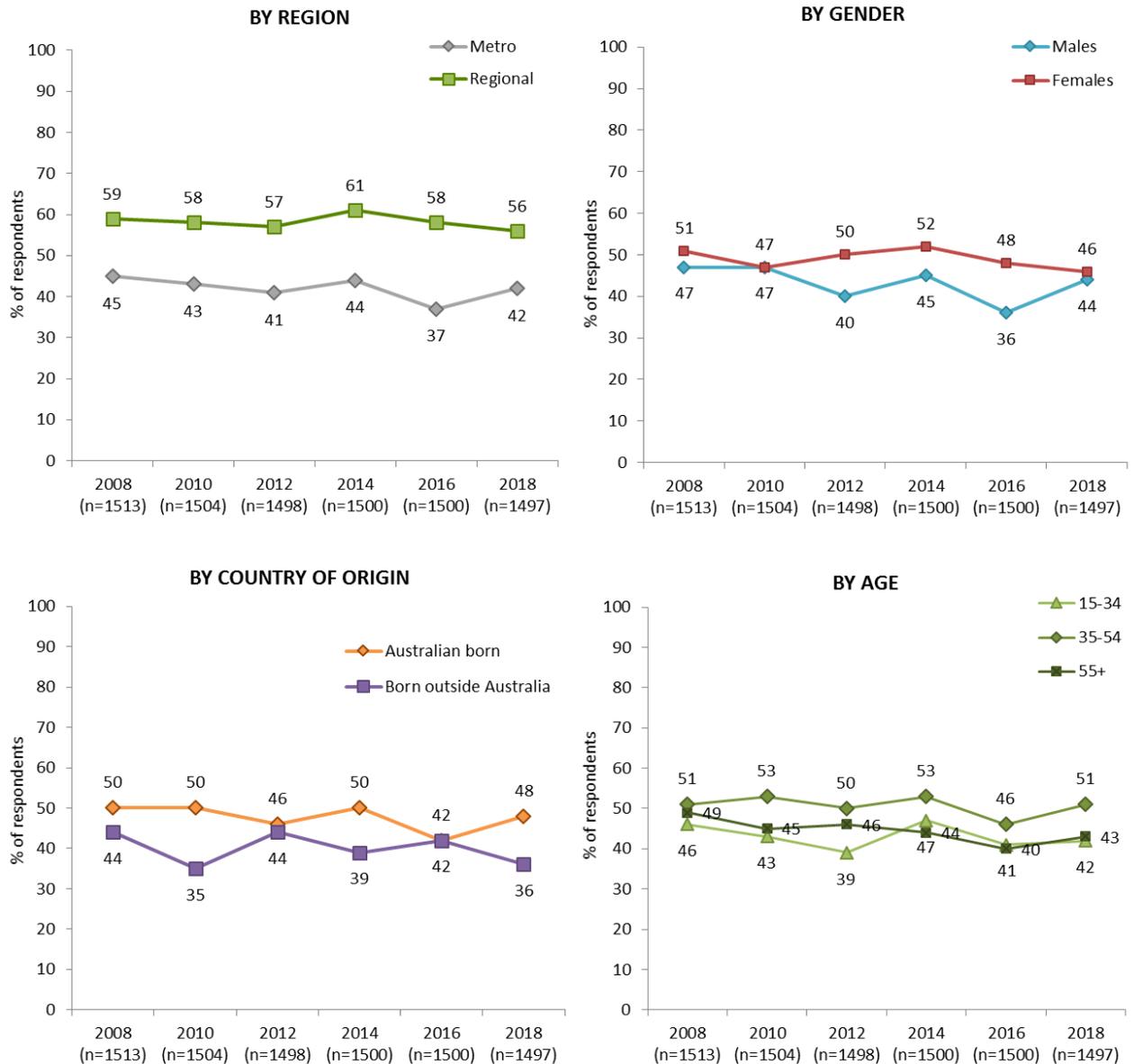


Fig.6: Volunteering rates in SA, tracked over time by region, gender, age and country of birth

Individuals with a bachelor degree or higher continued to be significantly more likely to be involved in formal volunteering (53%) as did those currently engaged in study (54%). Respondents who had not completed high school continued to display significantly lower rates of formal and informal volunteering (36% volunteer formally, 40% informally).

Formal volunteering in 2018 continued to be significantly more common among respondents within 'couple/family households' (i.e. family households consisting of two parents with children living in the home, 51%) and less common among lone person households (35%). Prior to 2016, those residing in a group households of related or unrelated adults displayed lower rates of informal volunteering, this difference was not identified in 2016 or 2018 (consistent with the total sample).

As shown in the chart to follow, 60% of the formal volunteers surveyed in 2018 volunteered for just one organisation in the past 12 months, 28% had volunteered for two organisations, and a total of 12% had volunteered for three or more organisations. These figures have remained stable since tracking began in 2006.

NUMBER OF ORGANISATIONS AT WHICH FORMAL VOLUNTEERS VOLUNTEER

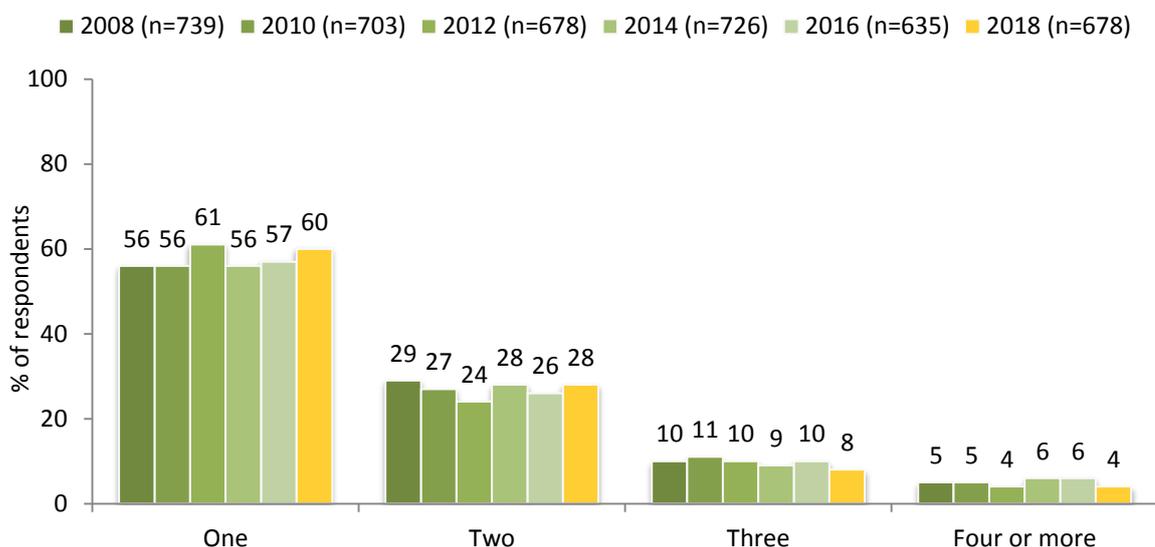


Fig.7: Number of organisations at which people volunteer formally, over time

Consistent with previous years, regional respondents were significantly more likely to volunteer for more organisations than metropolitan respondents; in 2018, 53% of regional formal volunteers indicated they volunteer for at least two organisations compared to 34% of metropolitan formal volunteers. Formal volunteers residing in outer west/north west and inner west/north west regional areas were especially more likely to volunteer for more than one organisation (71% and 68% respectively versus 40% of the total sample)

The following demographic subgroups were also found to be more likely to formally volunteer for more than one organisation in 2018:

- Respondents aged between 45 and 54 (51%)
- Those with a gross household income of more than \$75,000 per annum (52%)
- Older couples with no children in the home (47%)
- Respondents with a bachelor degree or higher (45%)

3.2 Socio-Demographic and Geographic Profiles

While the previous section discussed the rates of formal volunteering among various socio-demographic and geographic subgroups, the following section outlines the socio-demographic and geographic profile (or breakdown) over time of those who formally volunteer, informally volunteer and do not volunteer. Please note differences between *rates* of volunteering and the resultant *profile* of volunteers is due to the size of each socio-demographic group within the total population³. Any significant and/or notable variations from previous benchmarks are discussed.

3.2.1 Formal Volunteers

Over the 2010-2016 surveys an increasing trend in the proportion of females in formal volunteering roles compared to males was observed. In 2018, this trend did not continue and the gender profile of formal volunteers was found to be in line with the SA population (Census 2016 data).

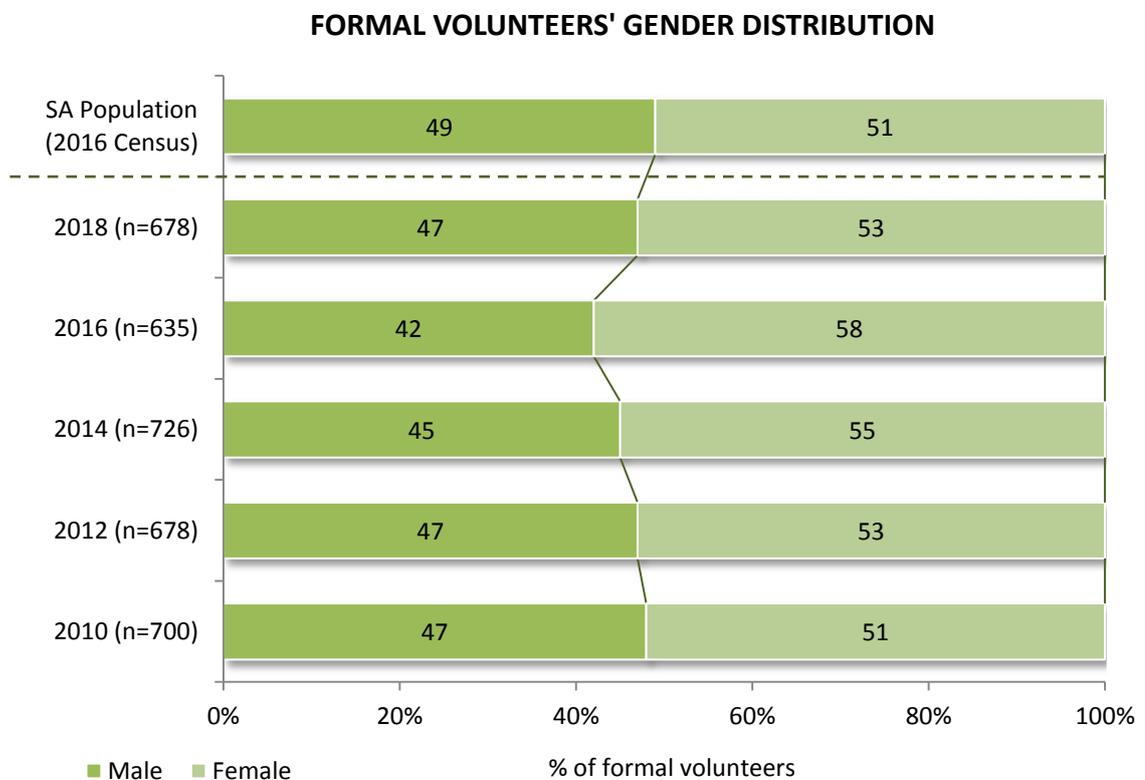


Fig.8: Formal volunteers, weighted sample distribution, gender

In 2016, an increase in formal volunteers aged between 15 and 24 was observed along with a decrease in formal volunteers between the ages of 25 and 34. In 2018, the age profile of formal volunteers normalised back towards the profile seen in 2010-2014. Compared to the wider SA population formal volunteers are significantly more likely to be between the ages of 34 and 54 (36% versus 31% of the population).

³ In order to illustrate the difference between *rates* of volunteering and the resultant *profile* of volunteers, please refer to the following example: 37% of all metropolitan residents formally volunteer compared to 58% of regional residents (rates) but due to the population distribution across South Australia and higher density of people located within metropolitan areas 67% of all those that formally volunteer reside in metropolitan Adelaide (profile).

FORMAL VOLUNTEERS' AGE DISTRIBUTION

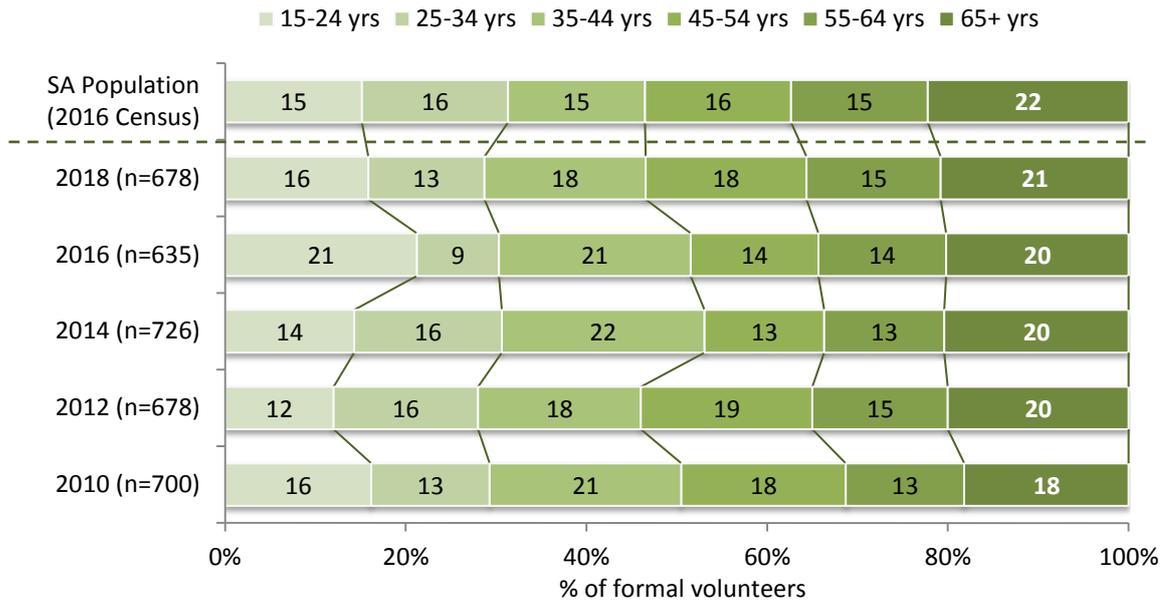


Fig.9: Formal volunteers, weighted sample distribution, age

The current monitor marks the first apparent shift in the geographic profile of formal volunteers which, prior to this monitor, had remained stable. Of the formal volunteers surveyed within the 2018 sample, seven in ten (71%) live in metropolitan Adelaide, while the remainder were from regional areas of SA (29%). However, this apparent shift was not found to be statistically significant.

It should be noted that although a higher proportion of all those who formally volunteer reside in the metropolitan areas, the *rate of engaging* in formal volunteering remains significantly higher among regional respondents (56% of regional respondents formally volunteer compared to 42% of metropolitan respondents in 2018).

FORMAL VOLUNTEERS' GEOGRAPHIC DISTRIBUTION

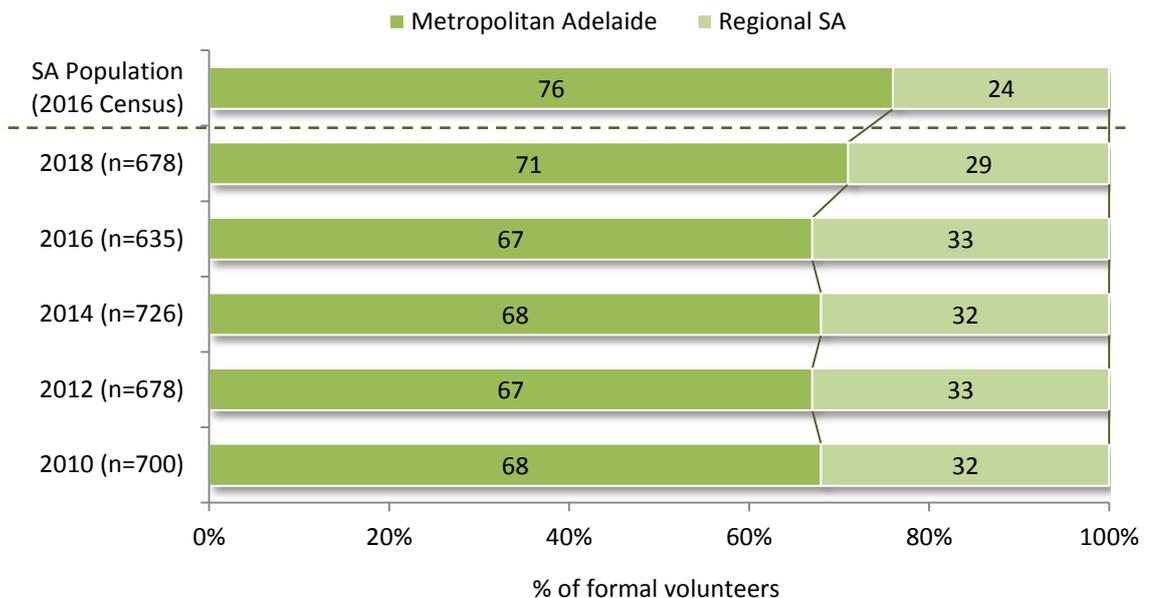


Fig.10: Formal volunteers, weighted sample distribution, geographic location

From 2010-2014 the proportion of formal volunteers who are also in paid employment had been steadily decreasing and the proportion of those not in the labour force steadily increasing. In 2014-2016, this trend stabilised. In the 2018 monitor 61% of formal volunteers were in paid employment (consistent with 2012), perhaps suggesting a reversal of the trend.

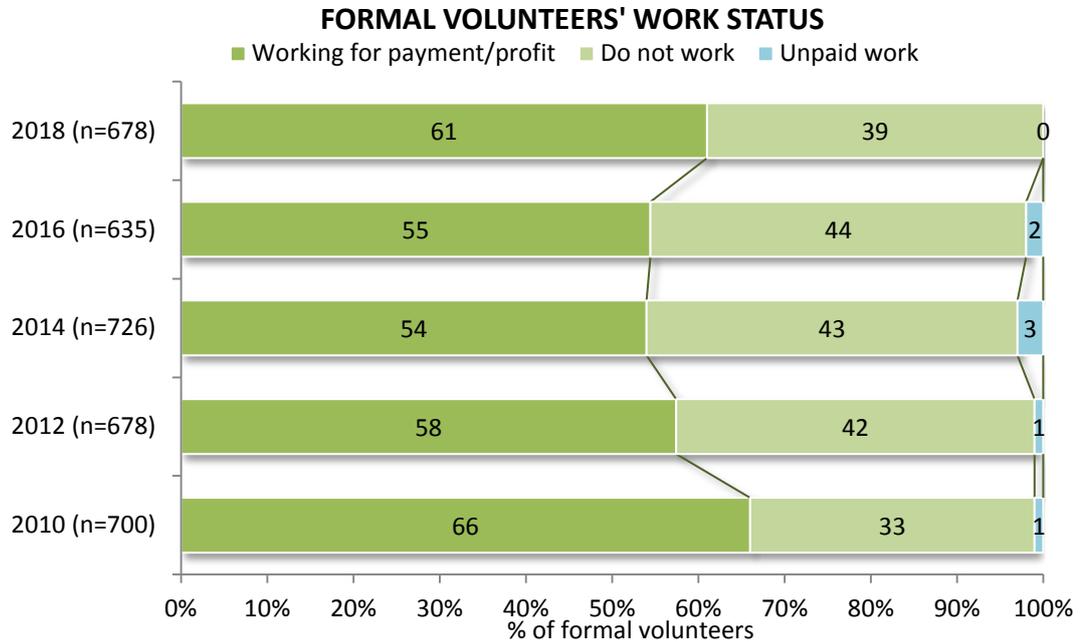


Fig.11: Formal volunteers, weighted sample distribution, work status

In 2018, the proportion of formal volunteers with trade qualifications or certificates increased significantly (30%, up from 23% in 2016), reverting back to 2014 levels. The proportions of high school educated and university educated respondents within the sample of formal volunteers did not vary significantly from 2016.

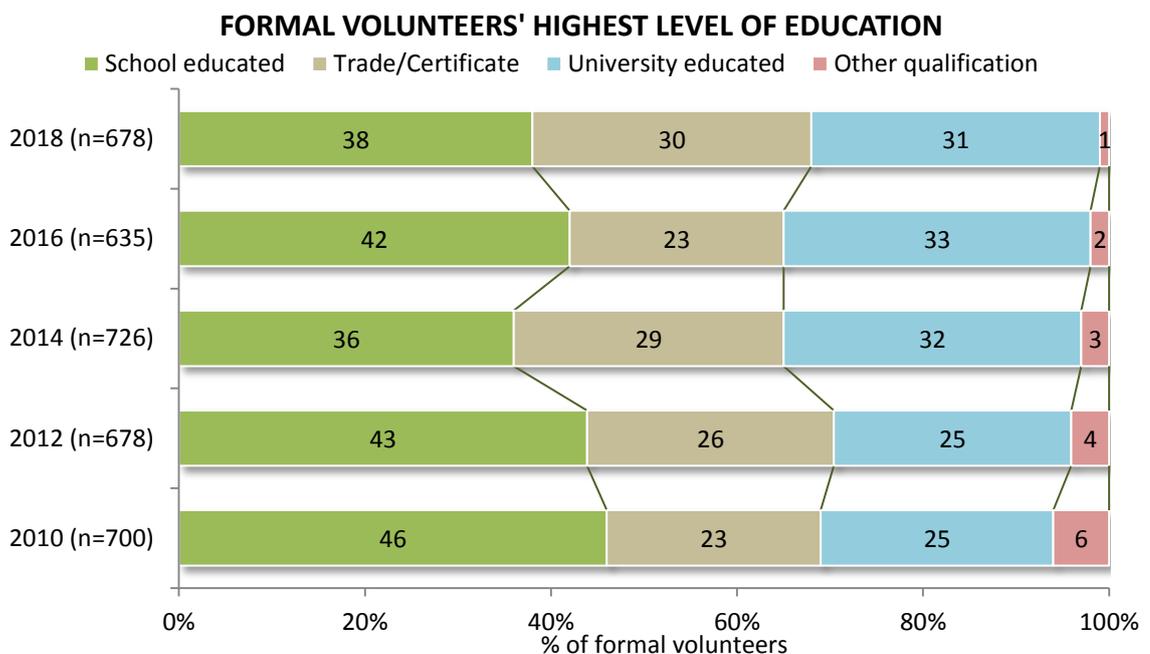


Fig.12: Formal volunteers, weighted sample distribution, highest level of education

As seen in previous years, the majority of formal volunteers appear to be born in Australia (85% in 2018 versus 15% of those not born in Australia). However, further investigation undertaken in 2016 indicated that the results attained in each monitor tend to mirror the country of birth distribution achieved in the total sample. Therefore, it is likely that other factors such as language barriers may result in the underrepresentation of those born overseas within the sample and the true distribution of formal volunteers country of birth likely mirrors the total SA population.

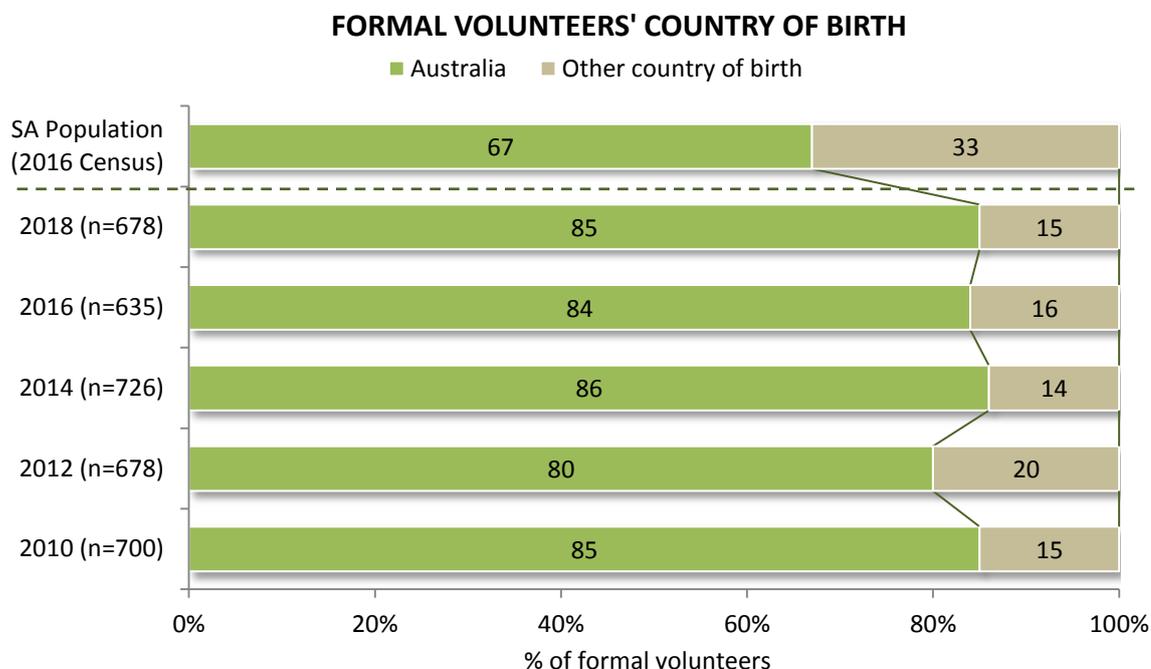


Fig.13: Formal volunteers, weighted sample distribution, country of birth

Of all formal volunteers surveyed in 2018, 46% were residing in 'couple family' situations, i.e. families with two parents and children of any age living at home (consistent with 48% in 2016). Older couples with no children at home continued to be the second most common household composition of formal volunteers (24%, also consistent with 2016) followed by lone person households (13%). Respondents from sole parent families, group households of adults and young couples with no children continue to be least represented among those who formally volunteer.

FORMAL VOLUNTEERS' HOUSEHOLD COMPOSITION

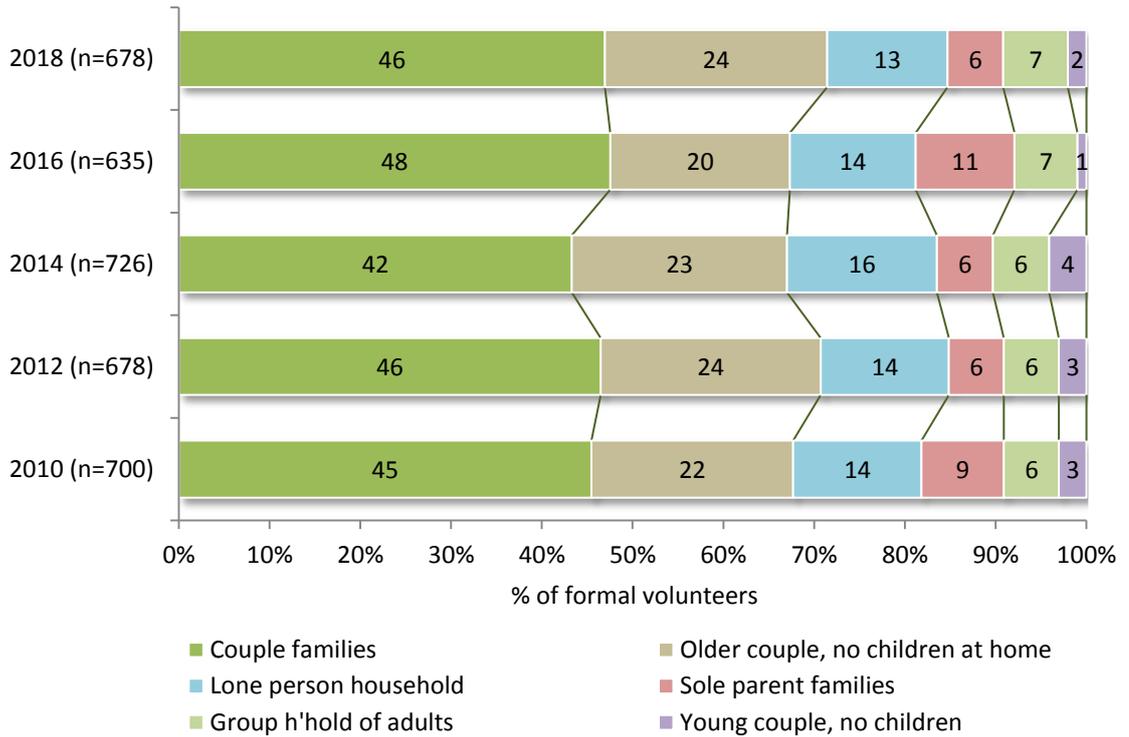


Fig.14: Formal volunteers, weighted sample distribution, household composition

In 2018, the proportion of formal volunteers who were either married or living de facto has remained steady after a high of 69% in 2012, while the proportion of formal volunteers who have never been married has steadily increased over this time to a new high of 29% in 2018. However, these results likely reflect an increase in the average age at which Australians first marry.

FORMAL VOLUNTEERS' MARITAL STATUS

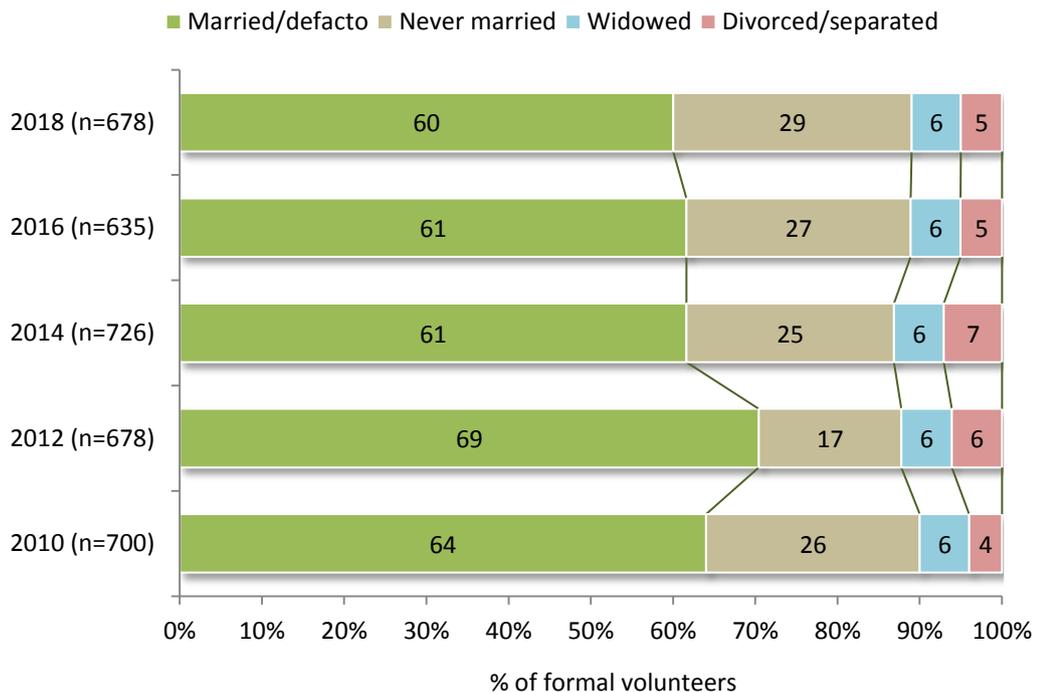


Fig.15: Formal volunteers, weighted sample distribution, marital status

As seen in the chart below, the proportion of formal volunteers with a gross household income of \$100,000 or more per annum has been steadily increasing since 2010 to an all-time high of 31% in 2018. This result would seem to suggest that a higher proportion of formal volunteers are in higher income brackets, however, this result may also be reflecting wage growth or the reluctance of lower income bracket respondents to provide such information (24% not stated). Further analysis was conducted.

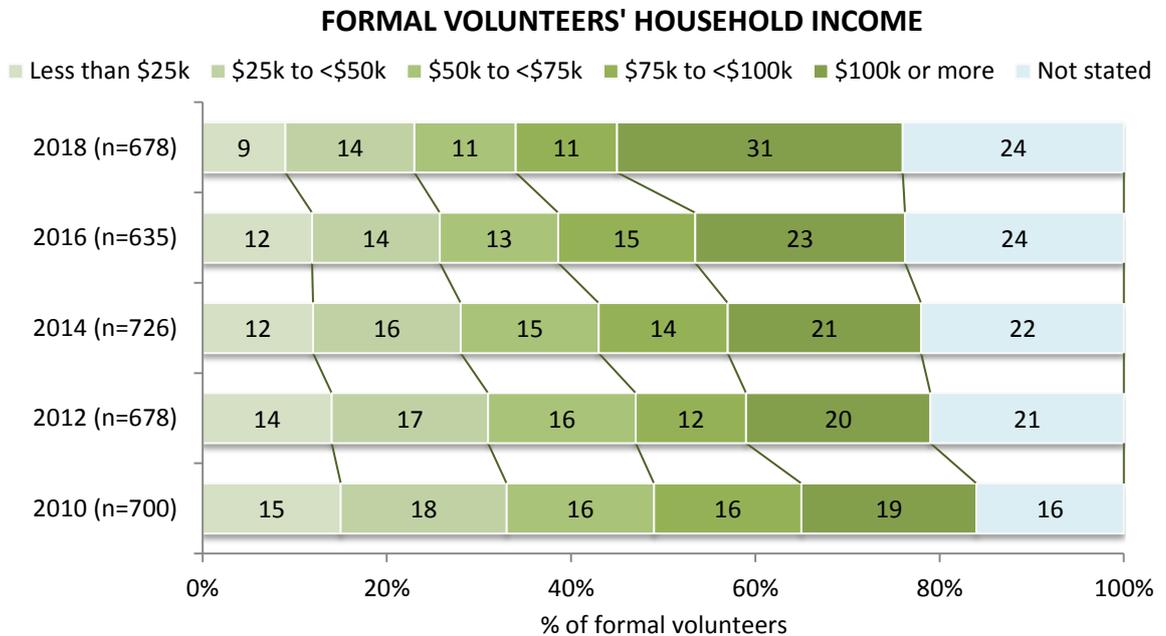


Fig.16: Formal volunteers, weighted sample distribution, household income

Further analysis was conducted in order to provide a clearer picture of these results. The chart below displays the household income by total sample and volunteer type when those who did not provide their household income are excluded. The results appear to suggest that formal volunteers are significantly more likely to fall within higher income brackets compared to the total sample, informal volunteers and non-volunteers. However, it should be noted that a large number of non-volunteers were excluded as they declined to provide income data (38% of non-volunteers) which may skew the result for non-volunteers.

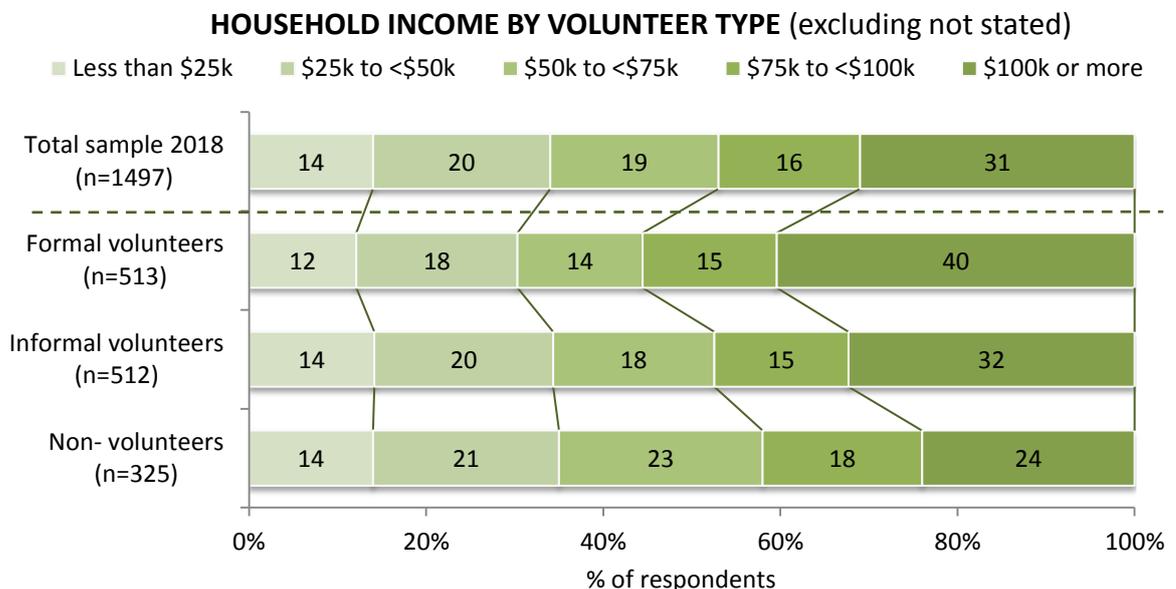


Fig.17: Volunteer type, weighted sample distribution, household income (excluding not stated)

3.2.2 Informal Volunteers

As with formal volunteers, the gender profile of informal volunteers was not significantly variant from the SA population.

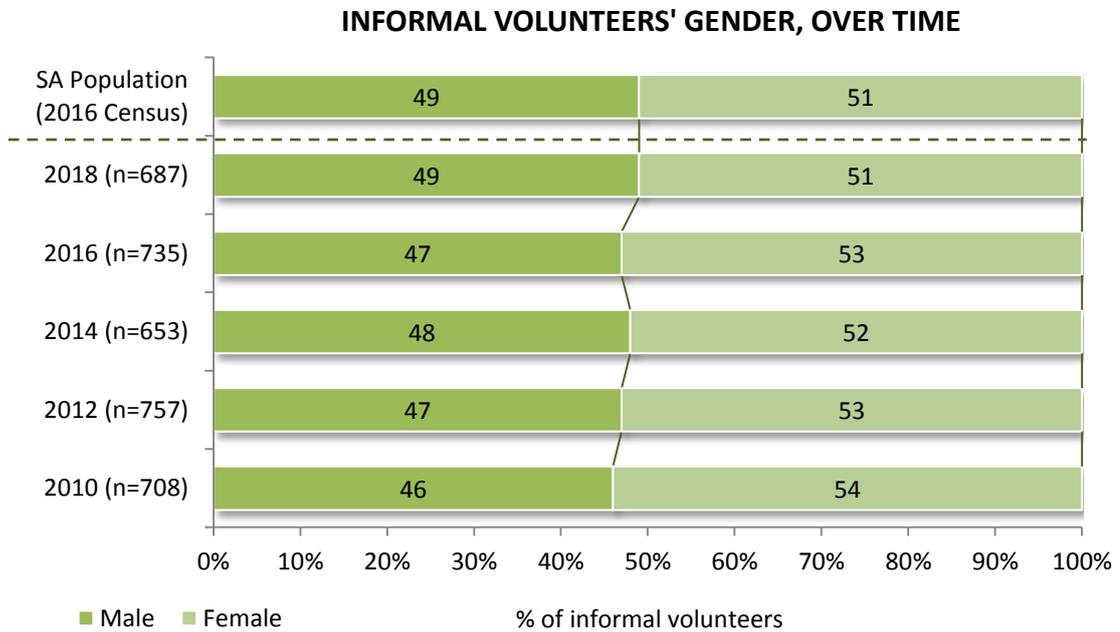


Fig.18: Informal volunteers, weighted sample distribution, gender

Overall, there is a relatively even age distribution among informal volunteers which has fluctuated only slightly over time. Notably, there is a lower representation of 15 to 24 year olds and higher representation of 35 to 44 year olds and 55 to 64 year olds within the 2018 sample of informal volunteers versus the SA population.

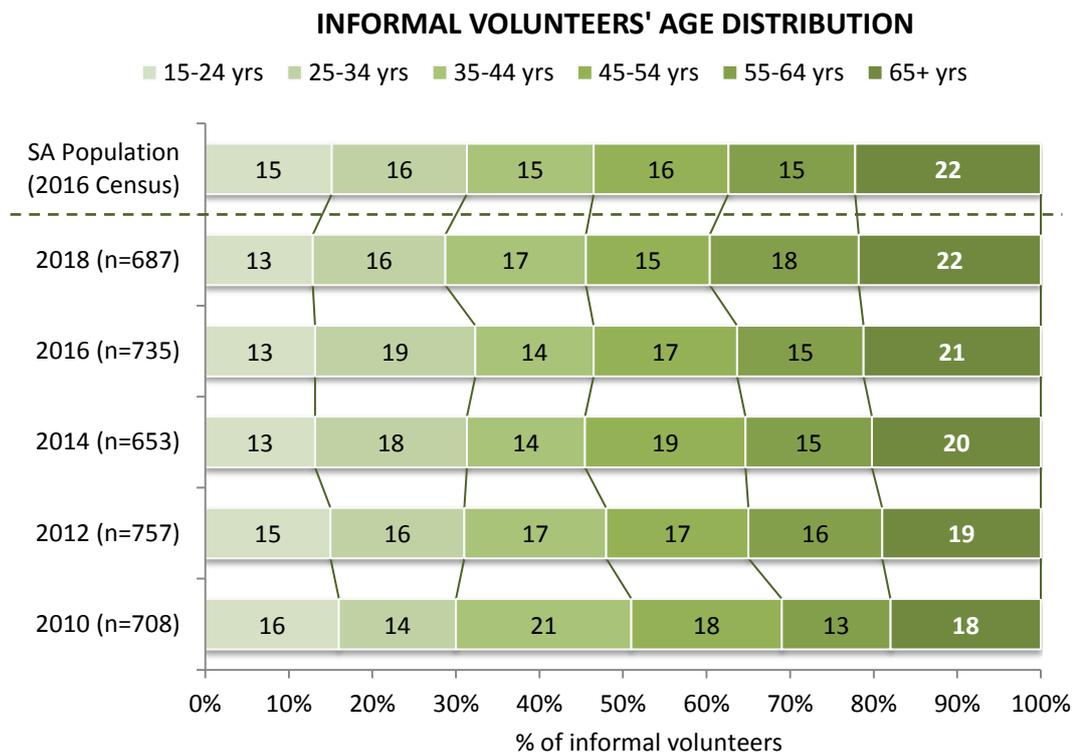


Fig.19: Informal volunteers, weighted sample distribution, age

In 2016, 76% of informal volunteers resided in the metropolitan area, while 24% were from regional areas, which continues to be statistically comparable with the overall SA population.

INFORMAL VOLUNTEERS' GEOGRAPHIC DISTRIBUTION

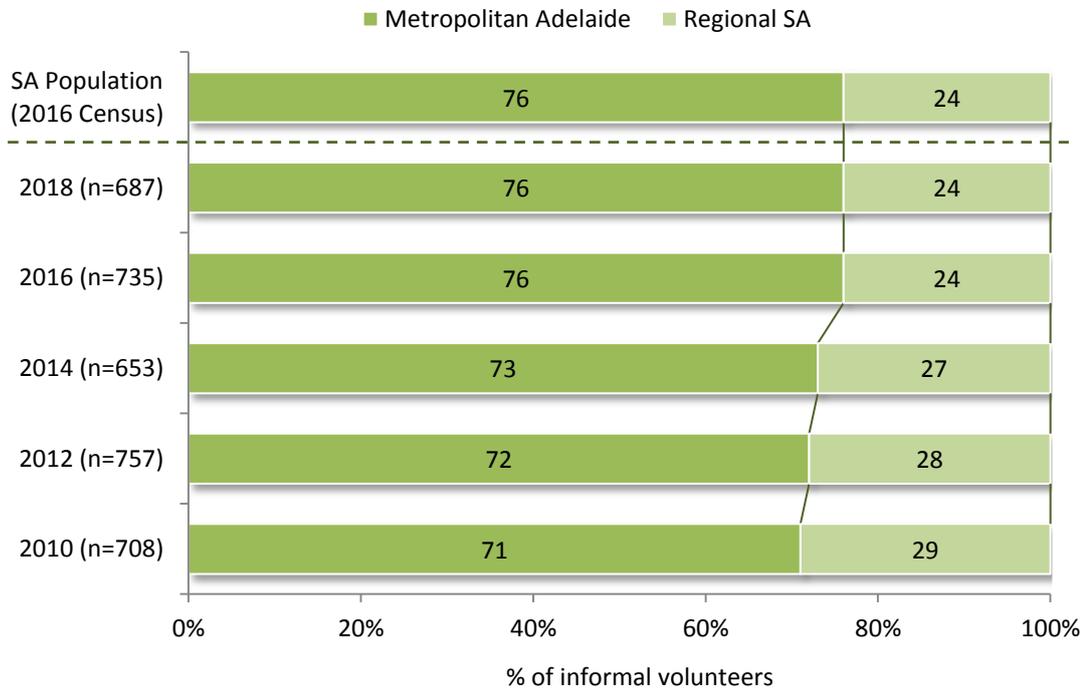


Fig.20: Informal volunteers, weighted sample distribution, geographic location.

Similar to formal volunteers, the proportion of informal volunteers in paid employment was trending downward from 2010 to 2014. The trend halted in 2016 and appears to be reverting towards previous levels of those in paid employment in 2018 (60% of informal volunteers surveyed were in paid employment while 40% did not work).

INFORMAL VOLUNTEERS' WORK STATUS

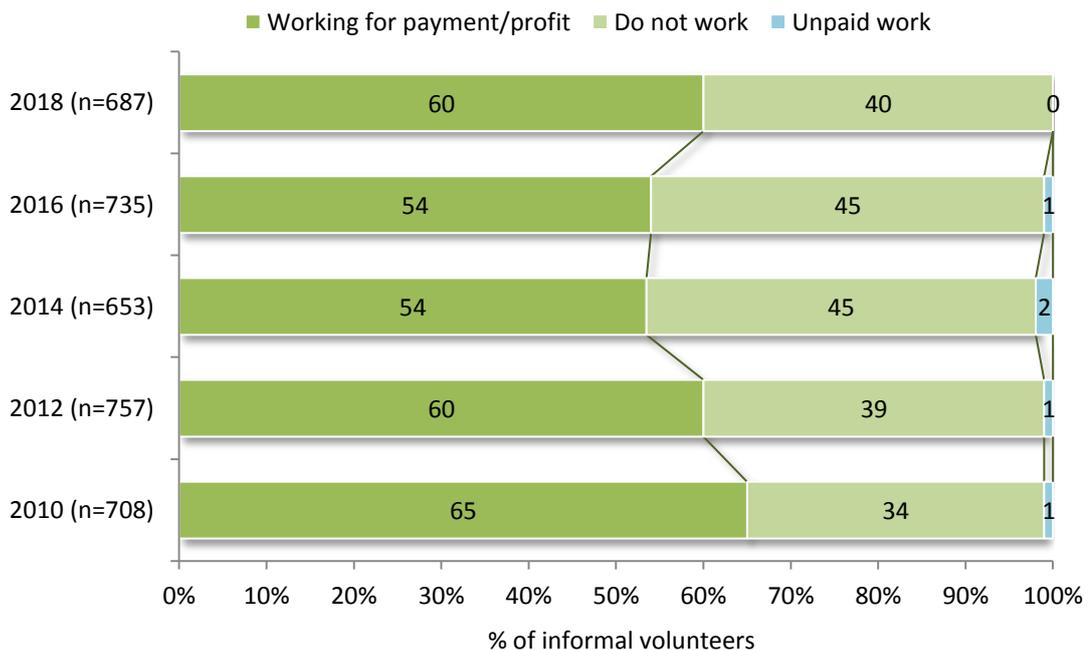


Fig.21: Informal volunteers, weighted sample distribution, work status

When viewed by level of education, the proportion of informal volunteers with a university education was significantly lower than seen in the last two surveys (26% in 2018 compared to 31% in 2016 and 30% in 2014). On the other hand, the proportion of those with a trade/certificate reached an all-time high (37%, up from 28% in 2016).

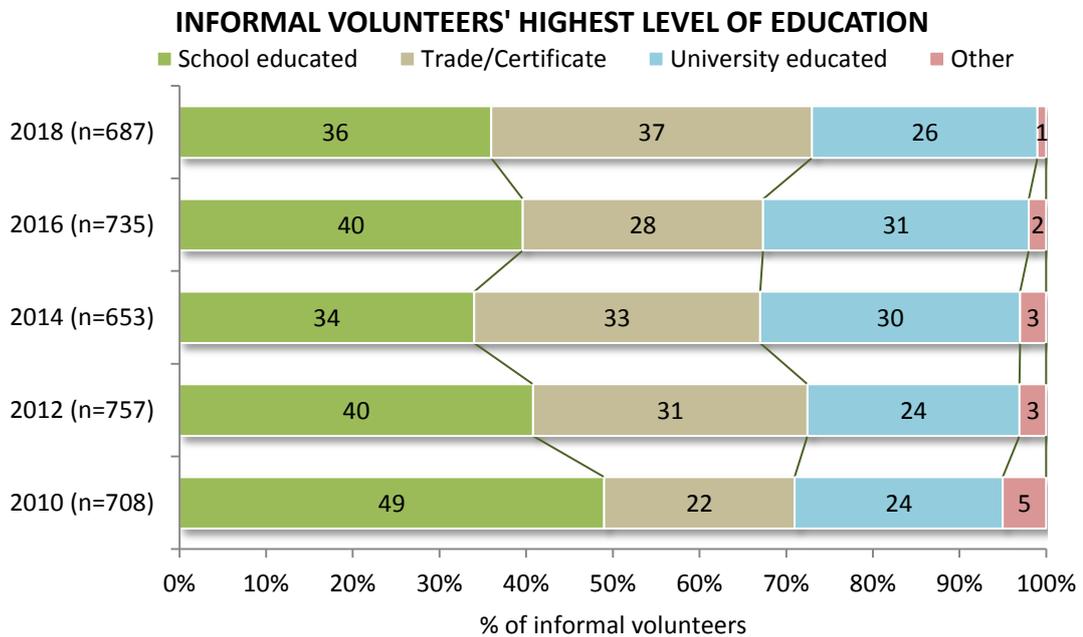


Fig.22: Informal volunteers, weighted sample distribution, highest level of education

The proportion of informal volunteers born in Australia versus overseas was similar to formal volunteers. However, as raised earlier, factors such as language barriers may be resulting in an underrepresentation of those born overseas within the phone survey sample and the true distribution of informal volunteers' country of birth cannot be ascertained from this data.

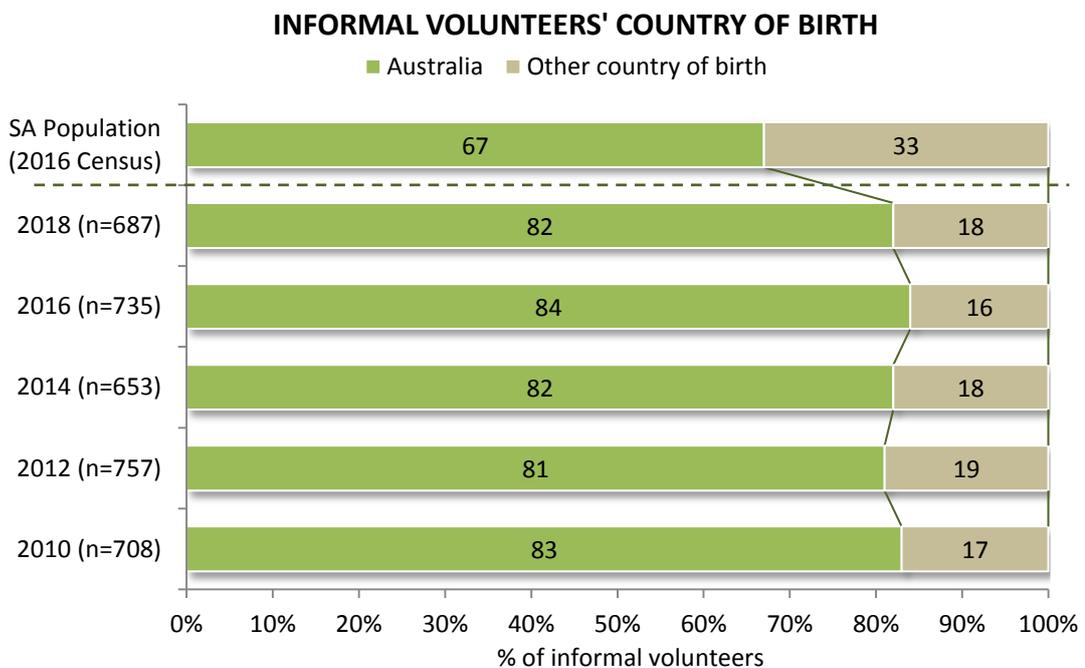


Fig.23: Informal volunteers, weighted sample distribution, country of birth

Informal volunteers' household compositions were also similar to that of formal volunteers, however lone person households make up a higher proportion and couple families make up a lower proportion of informal volunteers compared to formal volunteers. Informal volunteers' household composition has remained largely comparable over time with only mild and fluctuating variations).

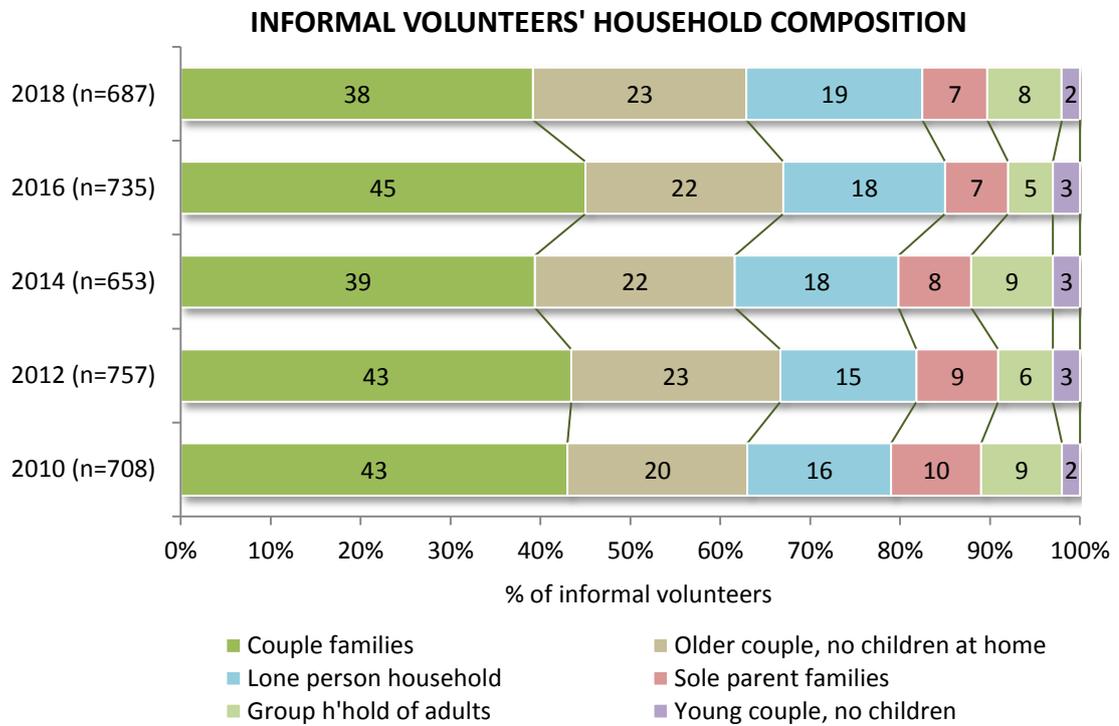


Fig.24: Informal volunteers, weighted sample distribution, household composition

The majority of informal volunteers continue to be married or living de facto (53%, lower than 60% in 2016 but consistent with 2014). In 2018, almost one third of informal volunteers surveyed had never been married (31%, significantly higher than 25% in 2016).

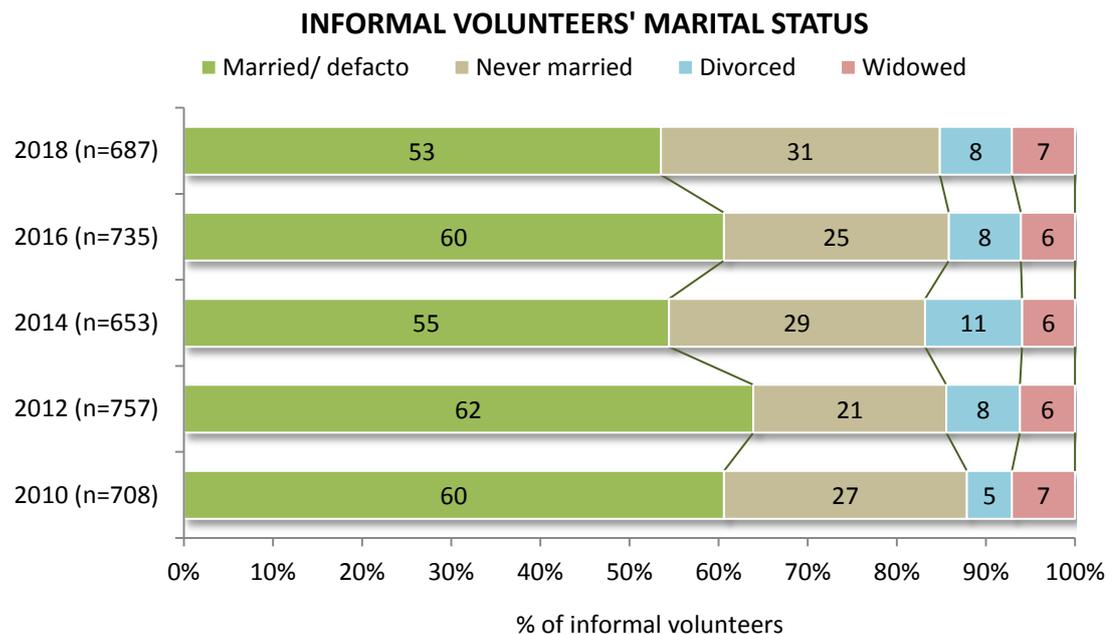


Fig.25: Informal volunteers, weighted sample distribution, marital status

After minor variations were observed in 2016, the gross household income profile of informal volunteers in 2018 mimics that seen in 2014. As seen in the profile of formal volunteers, the proportion of informal volunteers who have a household income of \$100,000 or more per annum has steadily increased since 2010 as has the number of informal volunteers choosing not to disclose their household income. For a comparative breakdown of household income excluding those who declined to provide this data please refer to Fig 17. in section 3.2.1.

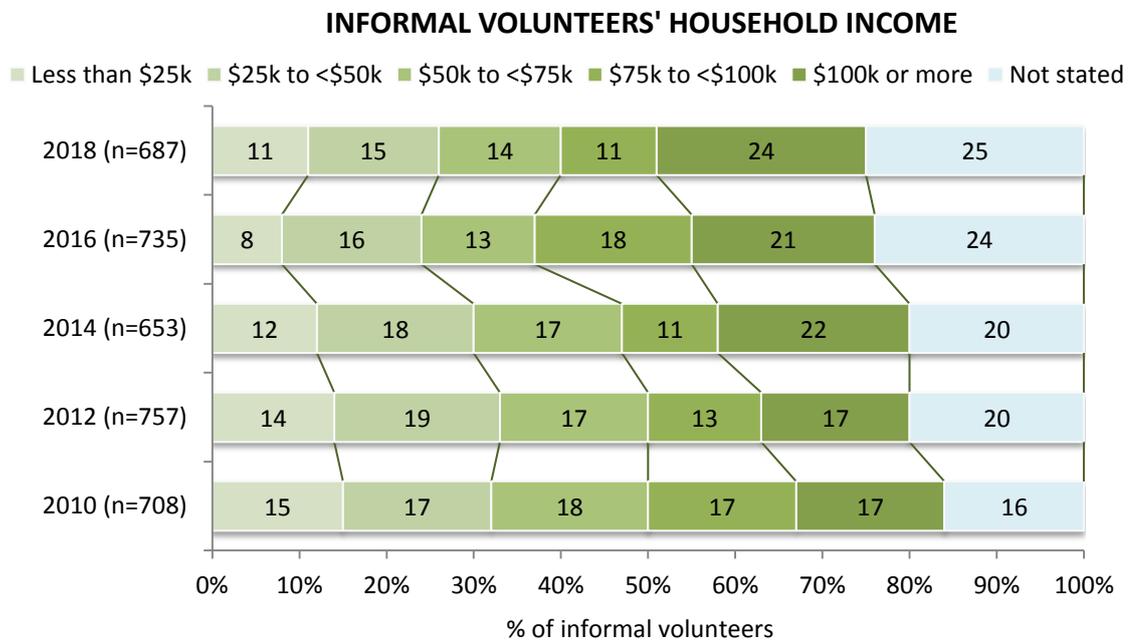


Fig.26: Informal volunteers, weighted sample distribution, household income

3.2.3 Non-Volunteers

Non-volunteers are people who had not engaged in any formal or informal volunteering activities in the 12 months prior to the interview. In previous surveys, the gender split for non-volunteers was male skewed; in 2018, the gender distribution of non-volunteers was not significantly different to the SA population.

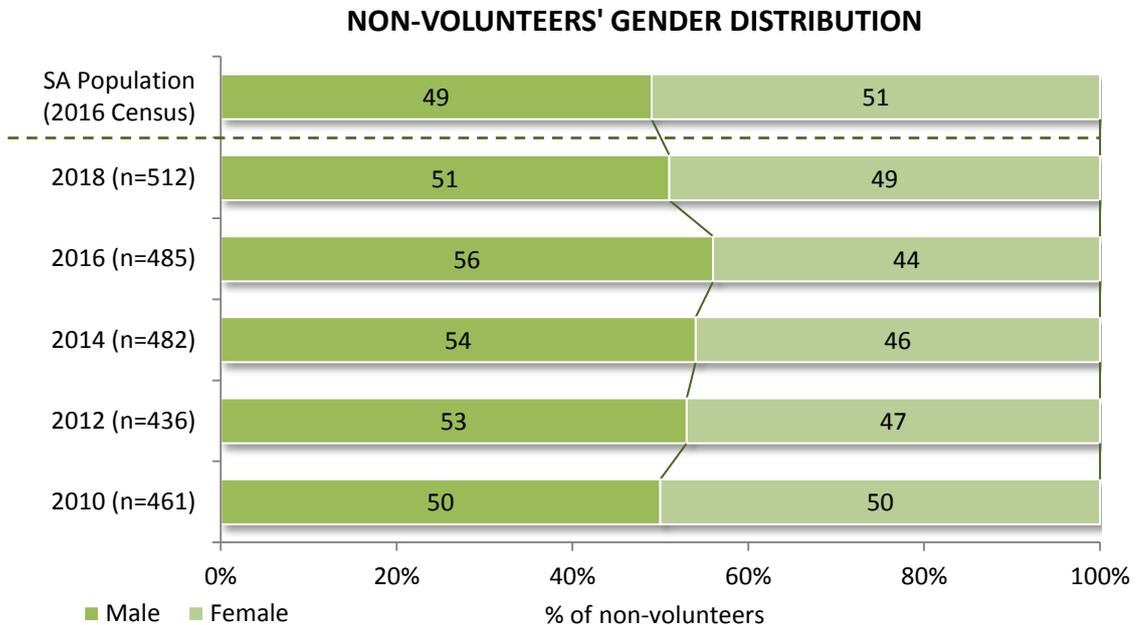


Fig.27: Non-volunteers, weighted sample distribution, gender

Comparative to the SA population, persons aged 25 to 34 are more likely to be non-volunteers (21% of non-volunteers versus 16% of the population). Although there have been some notable variations in the age distribution of non-volunteers over time, there does not seem to be any significant change or trend emerging.

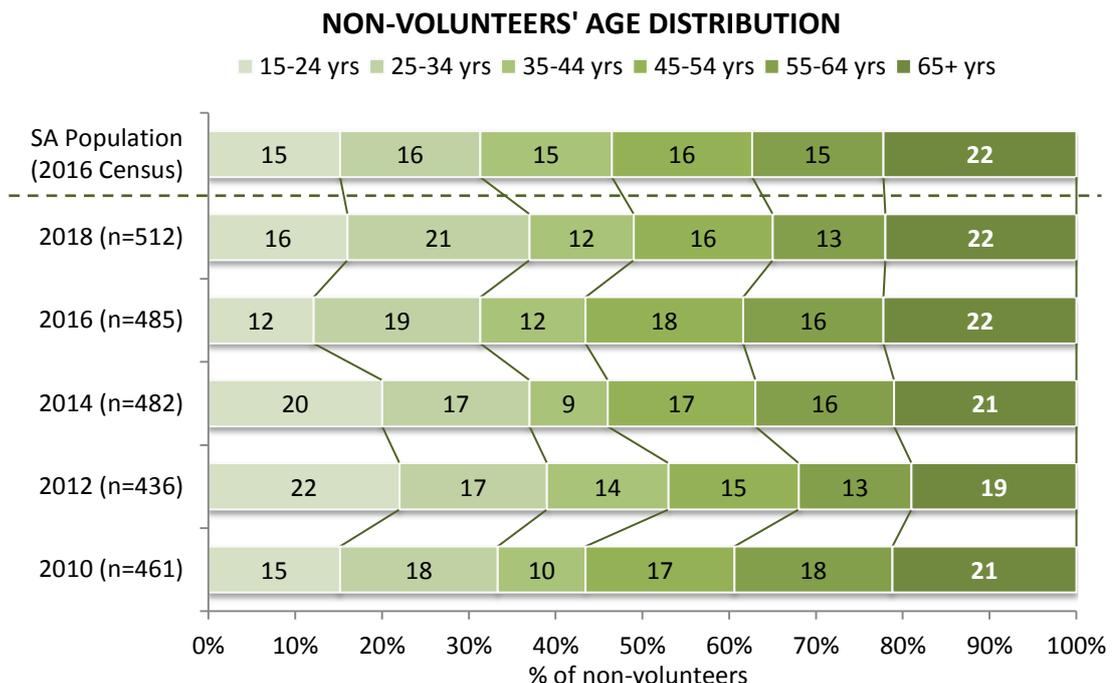


Fig.28: Non-volunteers, weighted sample distribution, age

Consistent with previous years, approximately four in five non-volunteers reside in metropolitan areas (80%), while 20% come from regional areas of SA. This represents a metropolitan bias towards non-volunteering relative to the total population distribution (76% metropolitan).

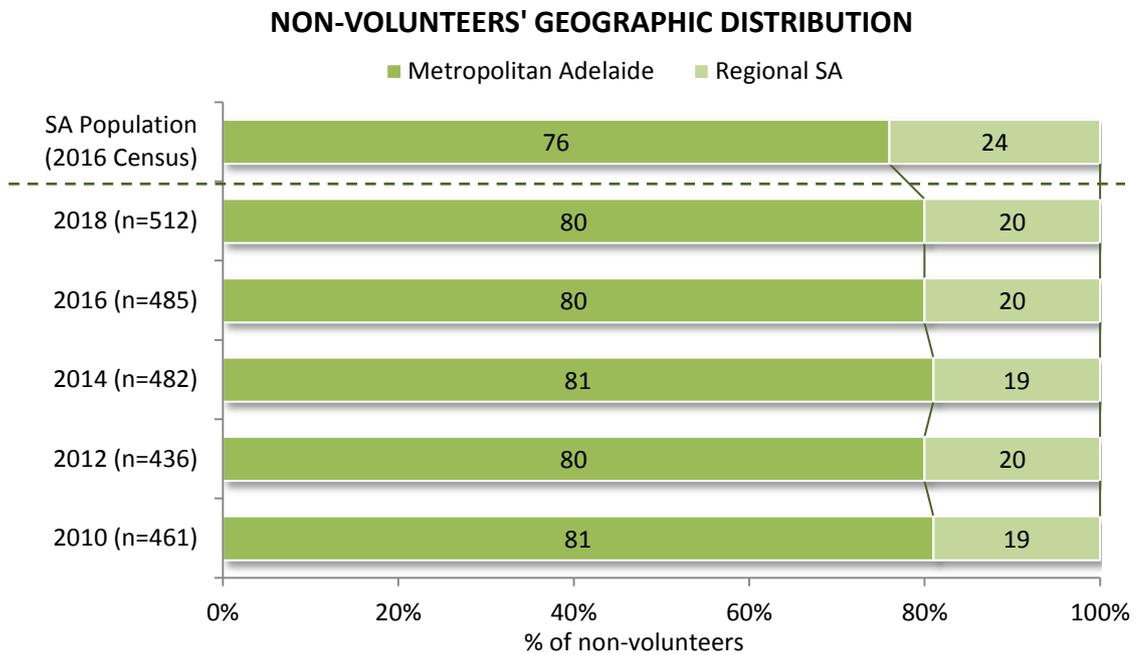


Fig.29: Non-volunteers, weighted sample distribution, geographic location

In 2018, 52% of non-volunteers were in paid employment while 48% do not work. Notably, for a number of years those who do not volunteer formally most commonly state they do not do so due to 'work commitments' (43% in 2018), however, a higher proportion of informal and formal volunteers are in paid work (61% and 60% respectively) compared to non-volunteers (52%) in 2018. This observation does not take into account hours in paid work (if part or full time) but it does suggest that work commitments may be a perceived barrier as opposed to a real barrier.

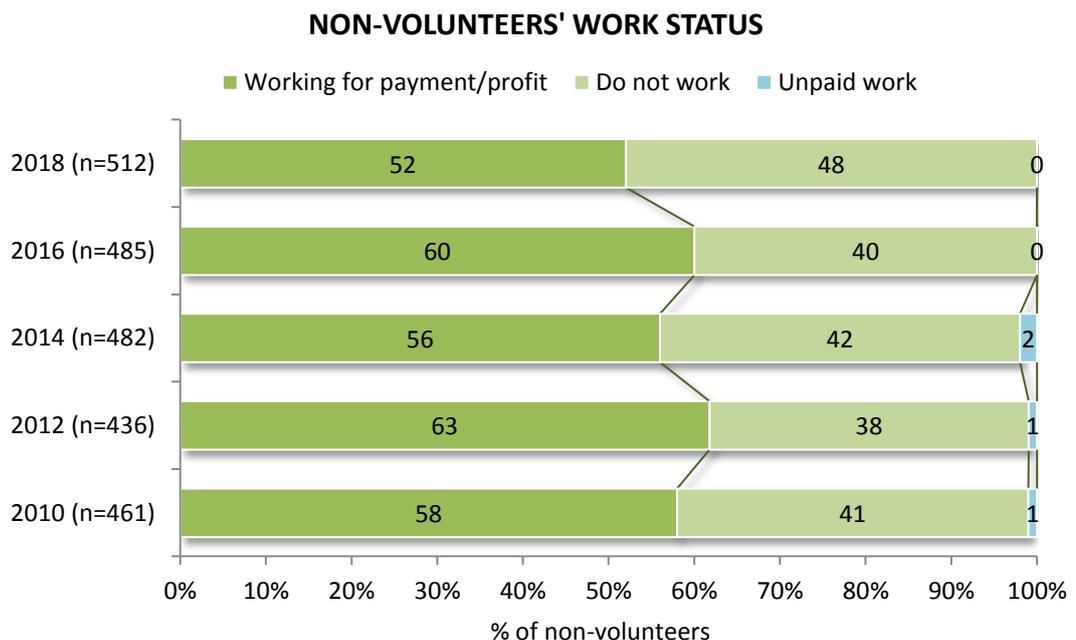


Fig.30: Non-volunteers, weighted sample distribution, work status

The highest level of education of non-volunteers has been fairly variable over time. The pertinent finding from this profile over time is that a higher proportion of non-volunteers did not seek further education following high school (48% in 2018) compared to formal and informal volunteers (38% and 36% respectively).

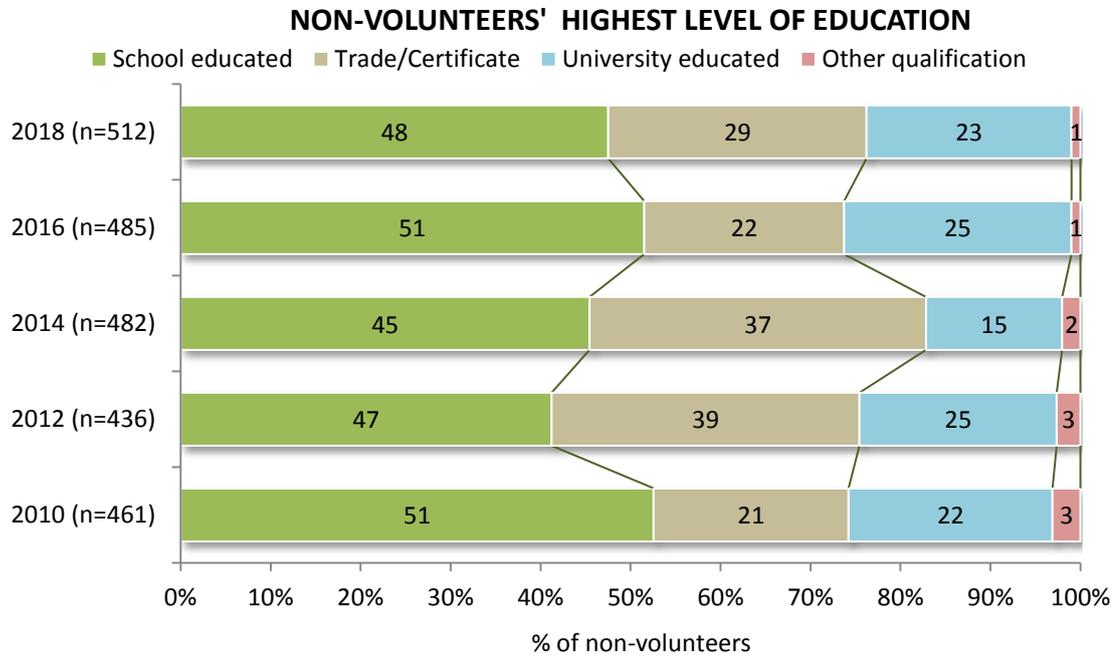


Fig.31: Non-volunteers, weighted sample distribution, highest educational qualification

As seen in the chart below from 2010 to 2016 the proportion of non-volunteers born in Australia appeared to increase gradually. However, as mentioned previously, the figures reflect the total sample proportions of Australian born versus foreign born individuals and therefore, factors such as language barriers may be resulting in an underrepresentation of those born overseas within the total sample.

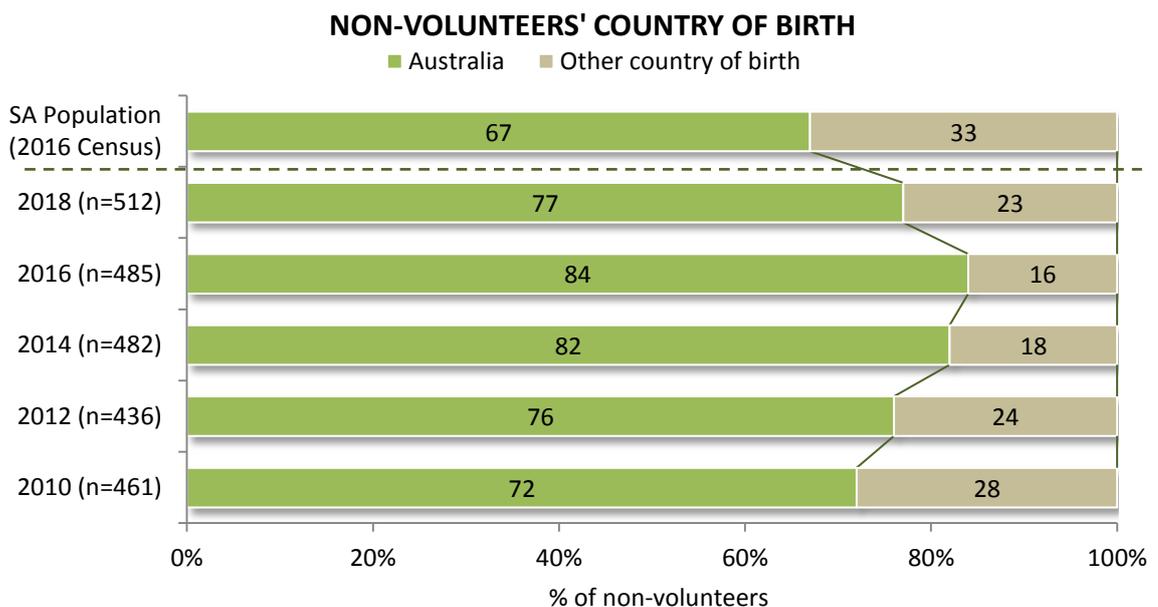


Fig.32: Non-volunteers, weighted sample distribution, country of birth

Overall, the household composition of non-volunteers in 2018 was largely unchanged to that seen in 2014. However, comparative to 2016, the proportion of non-volunteers in couple families significantly increased in 2018 compared to 2016 (34% to 42%) and the proportion of non-volunteers who indicated they were young couples with no children significantly decreased (from 11% to 4%).

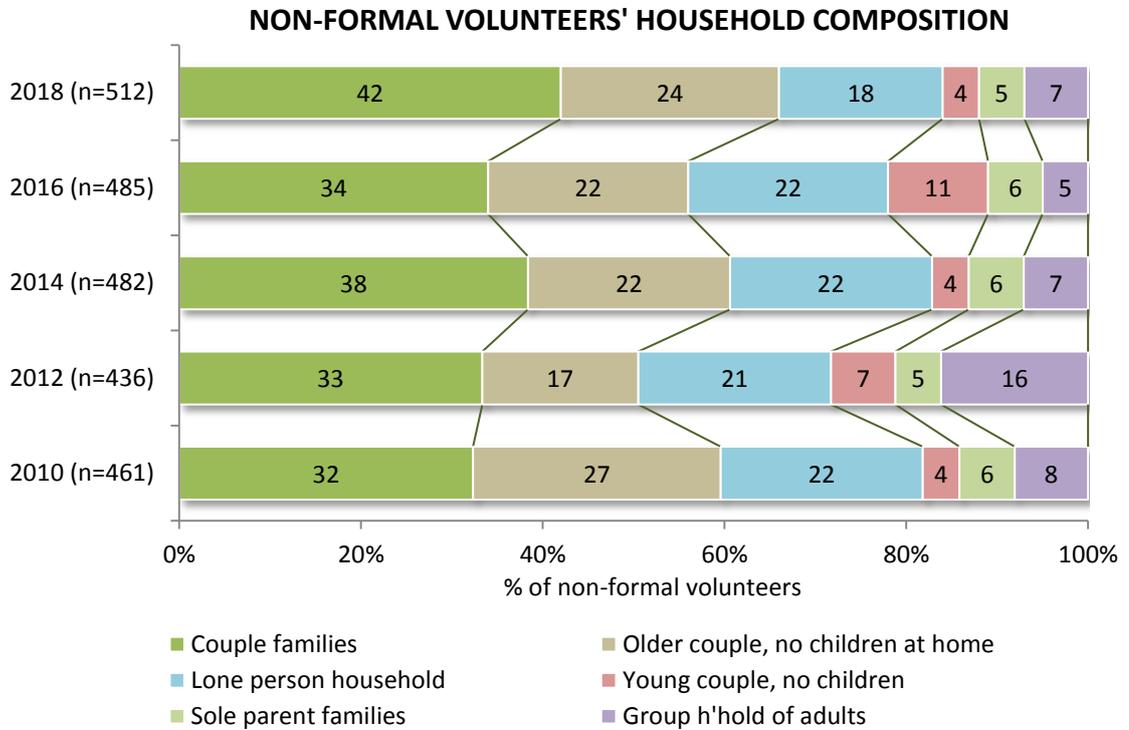


Fig.33: Non-volunteers, weighted sample distribution, household composition

In 2018 the proportion of non-volunteers who stated they were married/defacto non-significantly decreased while the proportion who have never been married significantly increased (34%, up from 25% in 2016).

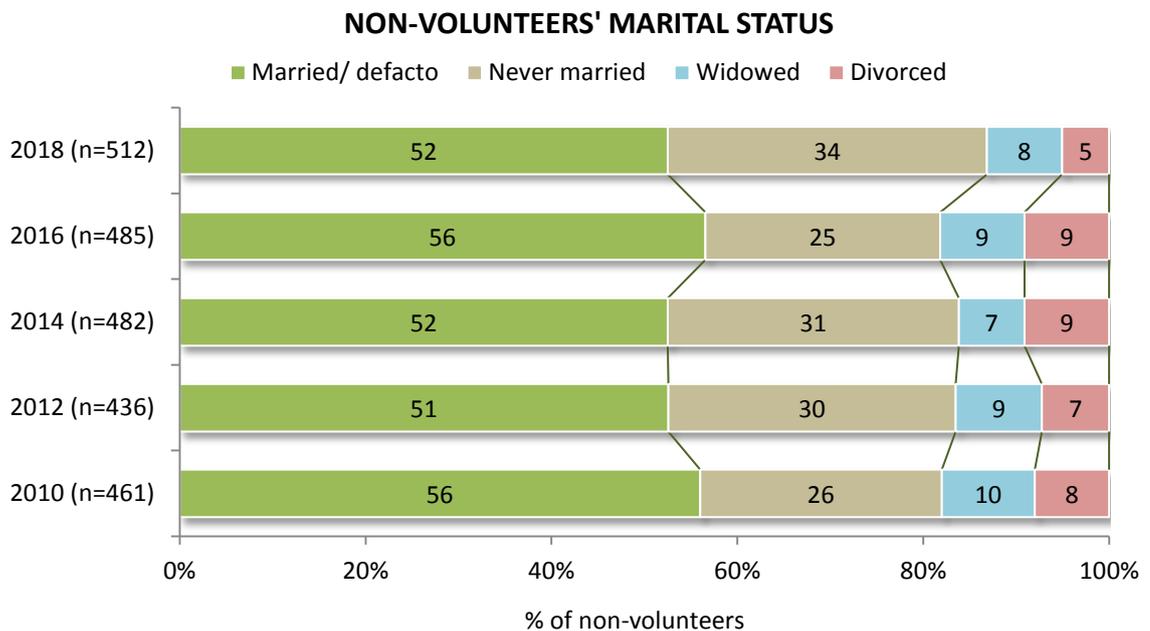


Fig.34: Non-volunteers, weighted sample distribution, marital status

An increasing proportion of non-volunteers are choosing not to divulge their gross household income per annum (38% in 2018). This makes comparisons of income brackets difficult over time. However, there appears to be a minor decrease in lower income groups among non-volunteers (those with a household income of less than \$50,000 per annum, 22% in 2018 versus 32% in 2016). For a comparative breakdown of household income excluding those who declined to provide this data please refer to Fig 17. in section 3.2.1.

NON-VOLUNTEERS' HOUSEHOLD INCOME

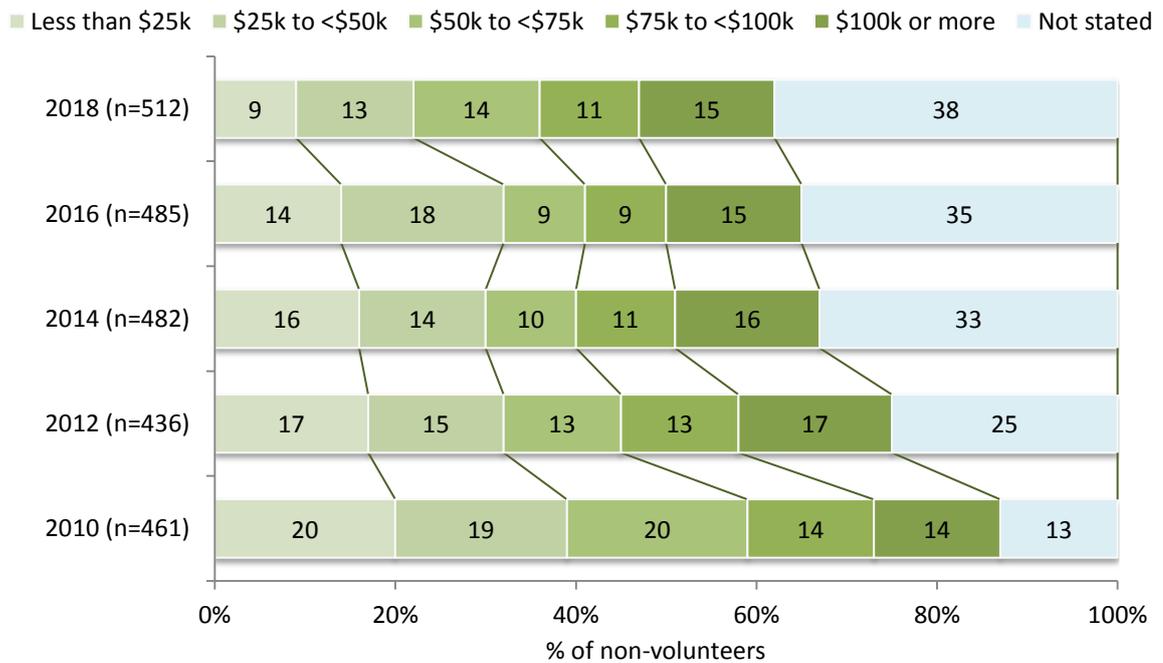


Fig.35: Non-volunteers, weighted sample distribution, household income

3.3 How Organisations Benefit

All formal volunteers were asked a series of questions about their main (or only) organisation; those who indicated they volunteer for more organisations were also asked the same questions for the second and third organisation(s) they had volunteered the most time at during the previous 12 months. These questions included type of organisation, how long they had volunteered at the organisation, the activities they carry out, frequency of volunteering there and travel-to-volunteering distances. In 2018, the number of formal volunteers responding to questions regarding each type of organisation was as follows:

- First or 'main' organisation n=678 respondents
- Second organisation (i.e. volunteer for 2+ orgs.) n=269 respondents
- Third organisation (i.e. volunteer for 3+ orgs.) n=80 respondents

This section of the report considers volunteering behaviours in two ways – respondents' behaviour patterns for the main beneficiary – or 'main' organisation versus their overall volunteering behaviour across all discussed organisations (limited to up to three per respondent).

3.3.1 Where People Volunteer Formally

In 2018, sport and physical recreation groups remained the most common type of organisation formal volunteers invested the most hours in over the last 12 months (i.e. the most common 'main' organisation, 30%, up from a low of 24% in 2014). Other common types of organisations for volunteers' 'main' organisation included:

- Welfare or community (16%, continuing to trend downwards from a high of 27% in 2014),
- Education or training (17%, up from 12% in 2016) and
- Religious groups (10%, down from 13% in 2016, but consistent with previous surveys).

When taking into account all organisations discussed (up to three per respondent) results have remained largely consistent over time and followed the same pattern as seen for respondents' 'main' organisation. The most common types of organisations volunteered for overall were sport and physical recreation groups (38%), welfare or community organisations (23%, a significant decrease from 31% in 2016 and 35% in 2014) and education or training organisations (20%) and religious groups (13%).

An analysis of all organisation types by socio-demographic and geographic subgroups was undertaken and the following statistically significant variations were observed:

Geographic location

As in previous years, regional residents were more likely to indicate they volunteer at sport and physical recreation groups than metropolitan residents (49% versus 33%). In 2016 regional residents were also much more likely to volunteer for emergency services than metropolitan residents (16% versus 1%, in 2016), in 2018 this was no longer the case (4% versus 6%, respectively).

Gender

Males were more likely than females to volunteer for sports and physical recreation groups (45% compared to 31% of females), a finding seen in most previous surveys with the exception of 2014. Females were more likely than males to volunteer for welfare or community groups (27% females versus 18% males, respectively) and education or training groups (26% versus 14%, respectively). In 2016, males were moderately more likely to volunteer for emergency services and females were moderately more likely to volunteer for health organisations/services, this finding was not replicated in 2018.

Age

Compared to formal volunteers of all ages, formal volunteers aged 55 and over continued to be significantly more likely to volunteer for welfare or community groups (38% versus 23% of the total formal volunteer sample). In 2016, formal volunteers within this age group were also moderately more likely to volunteer for health organisations/services (15% versus 9%) and other service groups (8% versus 4%), these variances were not observed in 2018.

In 2018, formal volunteers aged between 35 and 54 continued to be more likely to volunteer in education or training (29% versus 20% of all formal volunteers) and those in the younger age group (aged between 15 and 34) were more likely to volunteer in sport and physical recreation (49% versus 43% of 35 to 54 year olds).

Employment

Compared to those not in paid employment, formal volunteers in paid employment at the time of the survey continued to display a higher incidence of volunteering for sport/physical recreation groups (48% versus 22%) and education/training groups (24% versus 14%). As seen in previous surveys, formal volunteers who were not in paid employment at the time of the survey were more likely to volunteer for welfare or community groups (38% versus 13%) and other services groups (13% versus 5%).

TYPES OF ORGANISATIONS BENEFITTING FROM FORMAL VOLUNTEERING - MAIN RESPONSES (includes multiple responses)

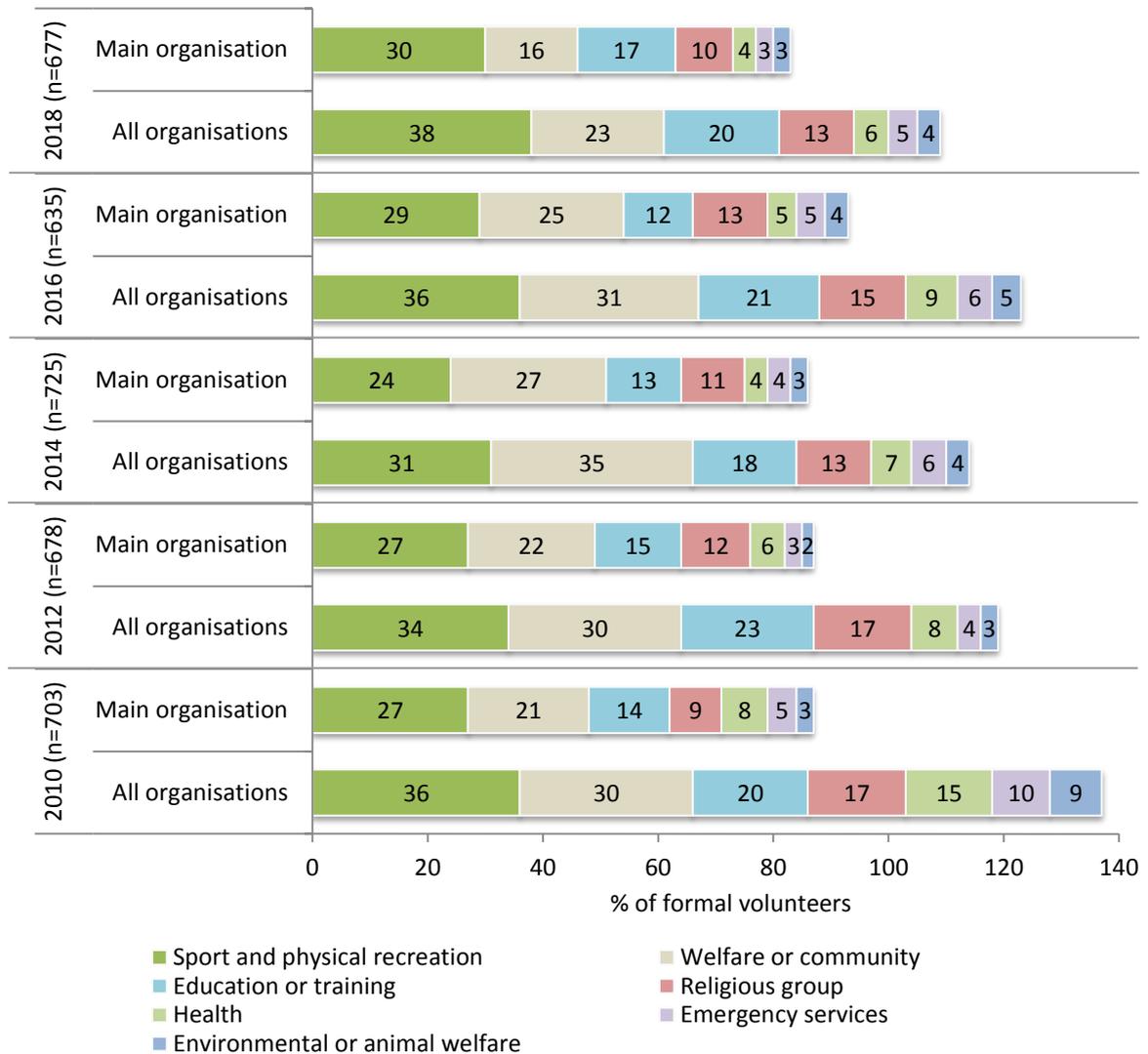


Fig.36: Type of organisations benefiting from volunteering, over time

3.3.2 Activities Performed

As seen in the chart to follow, formal volunteers are relatively evenly distributed across numerous roles within the organisations they volunteer for. In 2018, the most common activities engaged among formal volunteers for the ‘main’ organisation at which they volunteer were:

- Management/committee work/co-ordination (19%, marking a significant increase from 14% in 2016 and an all-time high in the proportion of formal volunteers performing this role),
- Teaching/instructing/providing information (13%),
- Preparing/serving food (11%),
- Administration/clerical/recruitment (10%, down from 15% in 2014), and
- Coaching refereeing/judging (8%, down from 14% in 2014).

When all organisations volunteered at (up to three) are taken into account, management/committee work/co-ordination remained the most common overall activities on which volunteers spent the most time (23%, up from 19% in 2016), followed by teaching/instructing, preparing/service food and administration/clerical (all 15%). Of note, the proportions of formal volunteers working within each role has tended to fluctuate over time, however, the proportion of formal volunteers who participate in fundraising/sales has slowly, yet significantly, decreased over time (from 19% in 2010 to 10% in the current monitor).

**ACTIVITY SPENT MOST TIME ON IN LAST 12 MONTHS
- MAIN RESPONSES (includes multiple responses)**

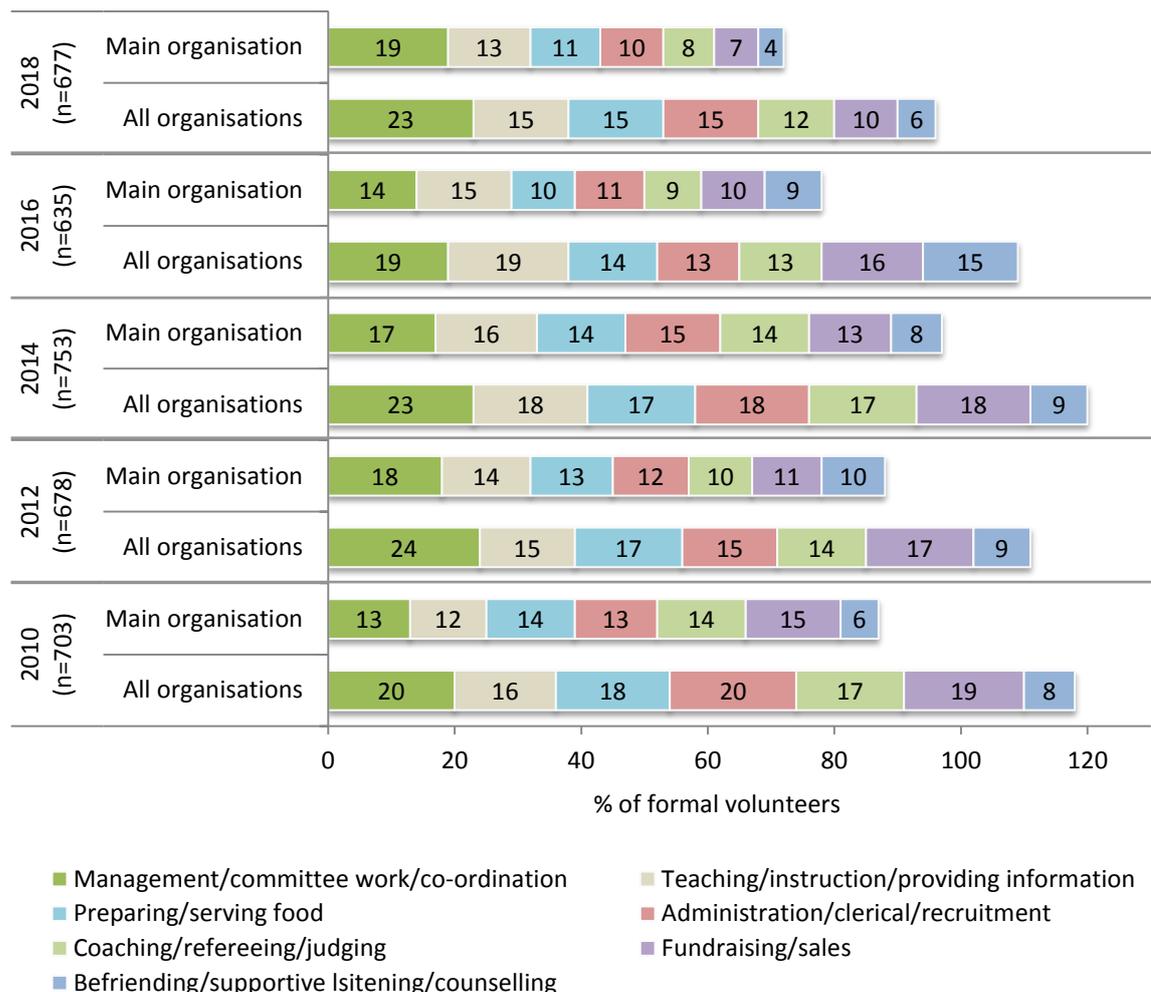


Fig.37: Activity spent most time in last 12 months, main responses, over time

In previous years (except for 2016), females were more likely than males to volunteer in food preparation/service roles and teaching/instructing roles (across all organisations). In 2018, females were again found to be more likely to be in food preparation/service roles (19% versus 10%), however males were more likely to volunteer in teaching/instruction roles (19% versus 11% of females).

Formal volunteers aged 35 to 54 years old were significantly more likely to volunteer in management/committee/coordination roles than other age groups (31% versus 12% of 15 to 34 year olds and 24% of those aged 55 and over). No other notable variances in volunteering roles were identified by age.

In 2018, regional respondents were twice as likely to undertake roles involving preparing/serving food (23%) and coaching/judging (18%) than metropolitan respondents (11% and 9% respectively). On the other hand, metropolitan residents continued to show a higher incidence of volunteering in teaching/instruction roles (18%) compared to their regional counterparts (7%).

3.3.3 Volunteer Turnover

All formal volunteers were asked how long they had volunteered at each of their identified organisations (up to three, if applicable).

The formal volunteers surveyed in 2018 had spent an average of 8.5 years with their main beneficiary (i.e. the organisation to which they had dedicated *the most hours* to in the past 12 months). Those who volunteer for at least two organisations had spent on average 7.7 years volunteering for their secondary organisation and those who volunteer for at least three organisations had spent an average of 8.2 years volunteering at their third organisation.

The graph overleaf highlights these mean (average) results for 2010-2018, but also provides the median figures. Across all years, the median is lower than the mean signifying that there are some particularly large numbers within the dataset influencing the average (a positively skewed distribution, see Fig. 38). For example, in 2018 there were n=17 formal volunteers who had been volunteering for their main organisation for 40 years or more. Due to the varying presence of these outliers year to year, large differences between the survey periods are required to confirm a significant difference via statistical testing. An apparent difference between years in the chart overleaf may indicate the presence of a true shift in the nature of the responses but this cannot be confirmed using statistical tests of variance.

Example of positively skewed distribution

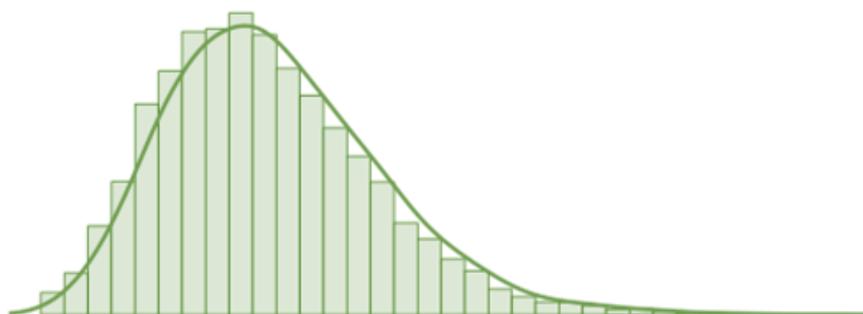


Fig.38: Example of positive skew

MEAN AND MEDIAN NUMBER OF YEARS AS A VOLUNTEER

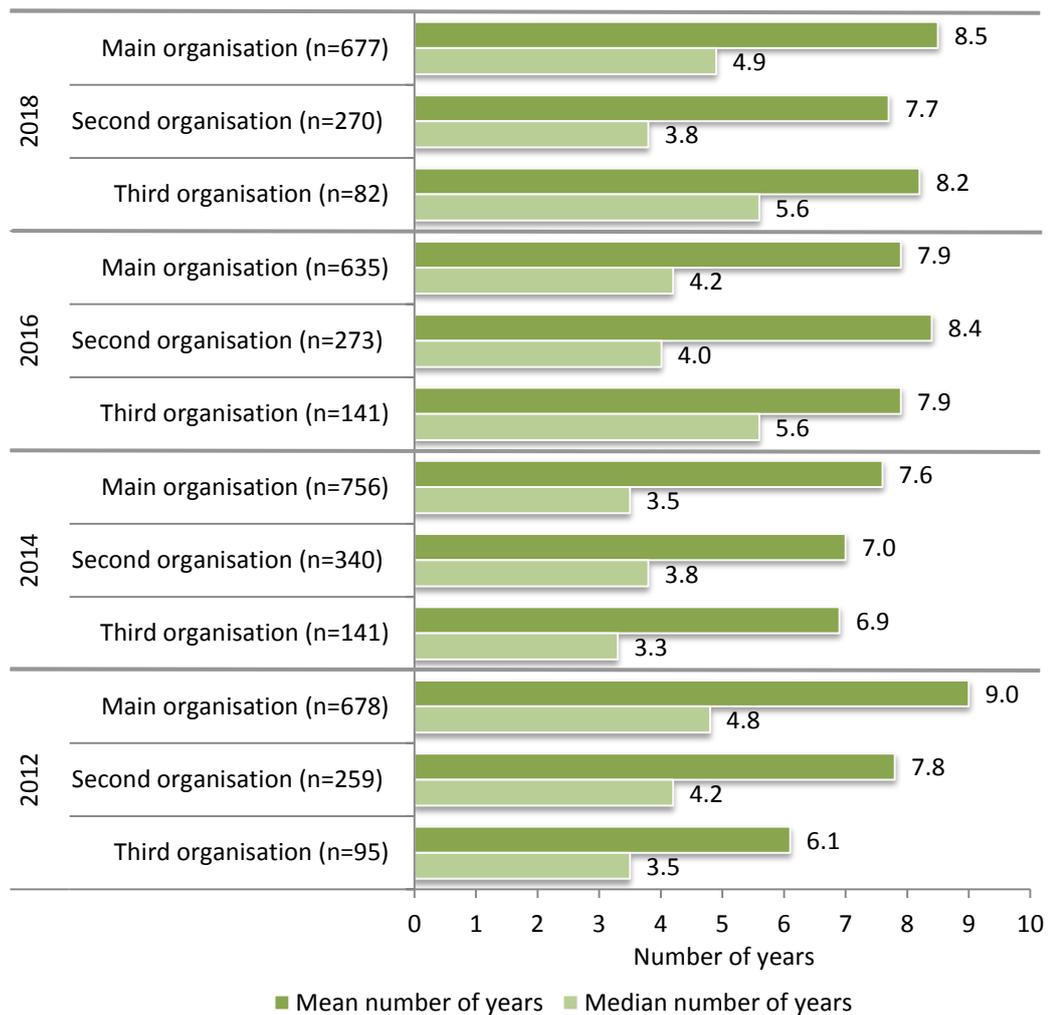


Fig.39: Mean and median period as a volunteer for main, second and third organisations, over time

When average service periods for respondents main organisations were analysed by demographic subgroups significantly longer average service periods were found for:

- Older respondents (12.9 years among those aged 55 and over versus 4.7 years for those between 15 and 34 years old)
- Regional respondents (9.5 years versus 8.0 years among metropolitan residents)
- Widowers (16.1 years versus 5.2 years for those who have never been married and 9.3 years for those married or in de facto relationships)
- Those in lone person households (12.4 years) and older couples with no children in the home (13.3 years) versus couple families (5.9 years) and group households of related or unrelated adults (3.9 years)

Note that in tracking waves prior to 2014, males were found to have dedicated on average a significantly longer period of service to their 'main' organisation than females. In 2014 and 2016, this was no longer the case; the average service period was not significantly variant between the genders. In 2018, this variance was again observed, the male formal volunteers surveyed reported an average of 9.2 years with their 'main' organisation, while female formal volunteers had an average of 7.8 years.

3.3.4 Frequency of Formal Service

Formal volunteers were asked how often they volunteered for each of the organisations they volunteered time at in the last 12 months (i.e. their frequency of volunteering for up to three organisations if applicable).

As in previous years, the most common frequency of involvement at formal volunteers 'main' organisations was 'at least once a week for most or all of the year' (40% in 2018). A further 12% stated they volunteer once a month for most or all of the year, and 12% volunteered 2-3 times a month. Other volunteering is sporadic; 13% volunteer several times throughout all/most of the year and seasonal; 11% of volunteers being active in their roles at least weekly during the season. 3% volunteered 2-3 times a month through season.

When viewed by all organisations, results follow the same pattern as for volunteers 'main' organisation. The overall pattern has shown little change over the years (minor, non-significant fluctuations).

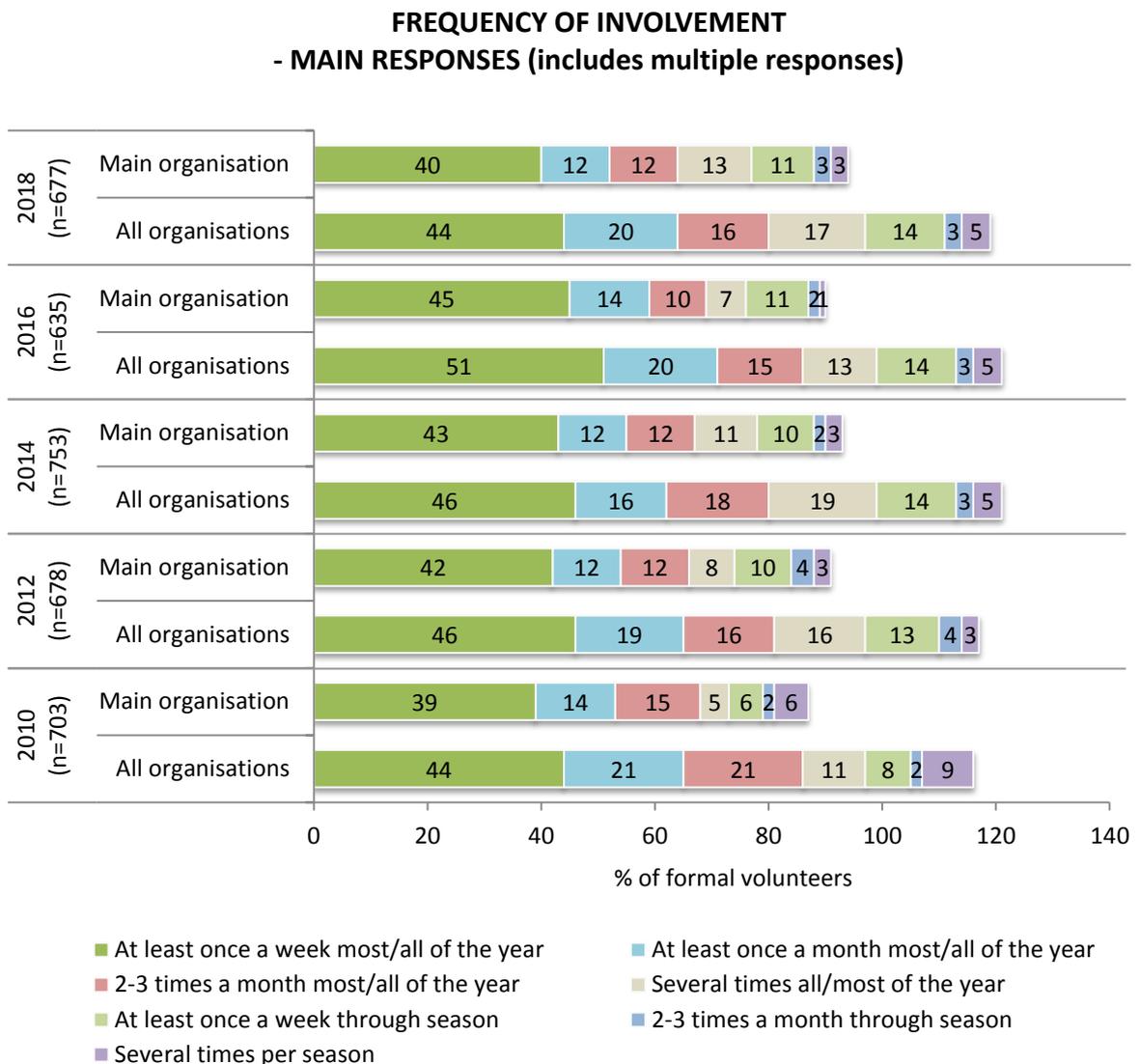


Fig.40: Length of time volunteered in past 12 months, over time

Formal volunteers aged 55 and over continue to be more likely to volunteer at least once per week through all or most of the year compared to other age groups (47% comparative to 33% of 35-54 year olds). Perhaps reflecting the presence of retirees in the subgroup, formal volunteers who were not in paid employment at the time of the survey were also more likely to volunteer at least once per week through all or most of the year (51% versus 33% of formal volunteers in paid work). On the other hand, those in paid employment were more likely to volunteer at least once a week seasonally (15% versus 5% of those not in paid work).

3.3.5 Distances Travelled to Formal Volunteering

In 2018, approximately 50% of formal volunteers travel less than 6 kilometres to get to the 'main' location at which they volunteer. A further 36% travel 6-20kms, while only 11% travel more than 20 kilometres. There were no significant variances in distances travelled comparative to previous surveys.

When viewed by all organisations, results followed the same pattern and were largely consistent to previous surveys with one exception; the proportion of those who travel 6-10 kilometres across all organisations significantly increased compared to 2016 (26% up from 21%).

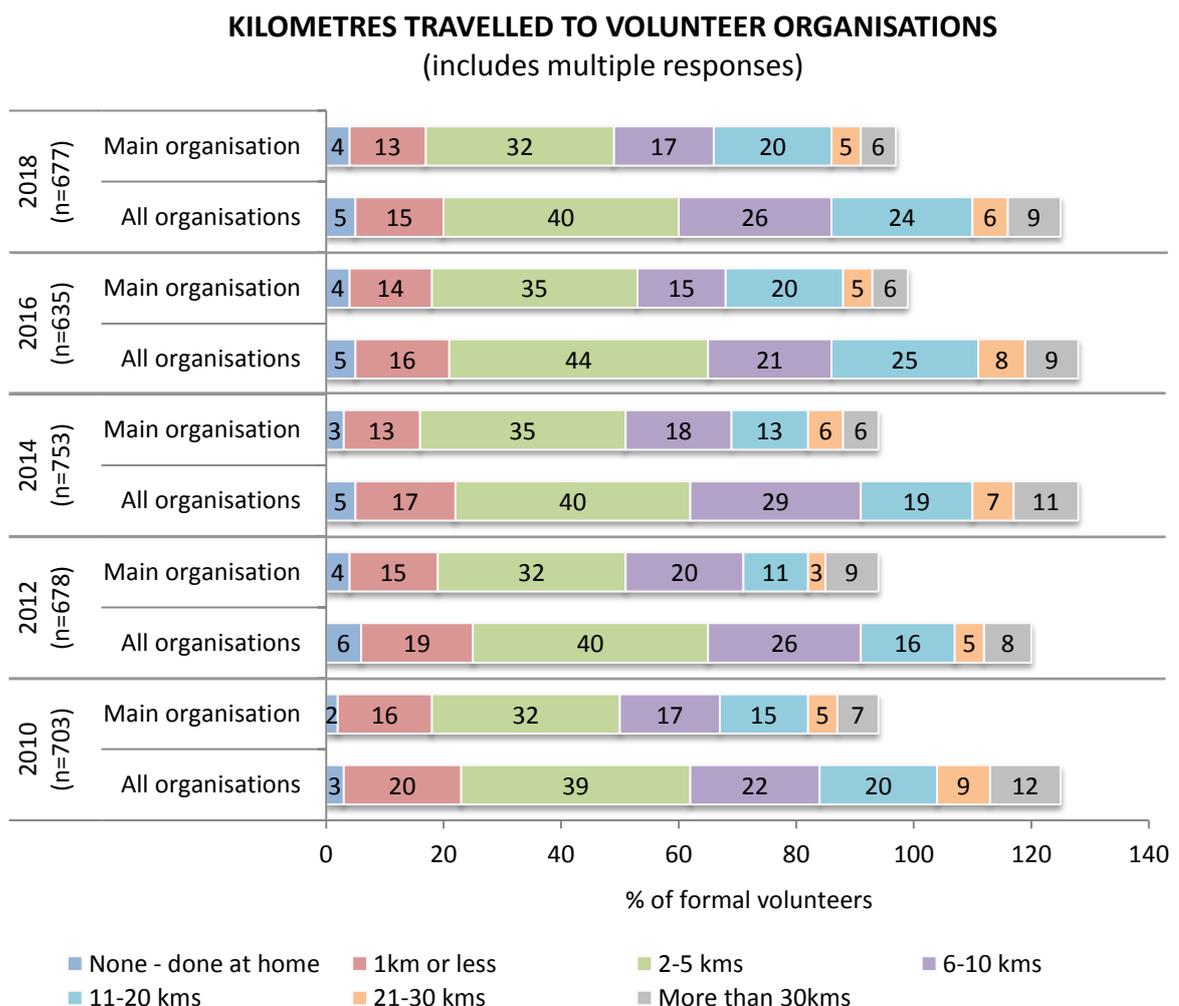


Fig.41: Distances travelled to location where volunteer, over time

Please note: distances recorded are from home/work to the location where they volunteer; travel during their volunteering hours is not included.

For the purposes of a clearer analysis by demographic and geographic subgroups, travel distances for volunteers 'main' organisation were collapsed into three key categories: short distance (i.e. 0-5km), medium distance (i.e. 6-20km) and long distance (i.e. 21+km). When viewed by these distance groupings there were some notable differences:

- Travelling short distances (50% of formal volunteers) was more prevalent among those aged between 35 and 54 year olds (56%), females (58%) and those in a lone person household (58%)
- Travelling medium distances (36% of formal volunteers) was more prevalent among males (47%) and metropolitan residents (40%)
- Travelling longer distances (11% of formal volunteers) continued to be far more prevalent among regional formal volunteers (21%, especially those in the inner east/north east regional areas 24%)

3.3.6 Volunteer Hours

In line with previous years, volunteer hours per week have been calculated based on median figures rather than the average (which tends to be strongly affected by outliers within positively skewed data, see section 3.3.3).

The median hours per week formal volunteers surveyed in 2018 spend volunteering was 2.30 per week, higher than the consistent median achieved in the 2012-2016 results but consistent with the 2006-2008 tracking waves.

The table below shows the median weekly volunteering hours equated to hours per month and per year for formal volunteering. As in previous years, the weekly hours have also been extrapolated using the proportion of the sample who volunteer formally and the total SA population to calculate the total hours formally volunteered in South Australia each week.

[Note: the population numbers and total hours have been rounded to the nearest 10,000, to allow for the potential margin for error in sampling. Given the margin for error in these results, they should be treated as loosely indicative only.]

| | | 2006 | 2008 | 2010 | 2012 | 2014 | 2016 | 2018 |
|---|------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Calculated formal volunteering population | | 610,000 | 590,000 | 570,000 | 600,000 | 630,000 | 570,000 | 618,000 |
| Per formal volunteer | Median formal hours per week | 2.31 | 2.31 | 2.50 | 2.01 | 2.03 | 2.03 | 2.30 |
| | Equivalent hours per month | 10.00 | 10.00 | 10.83 | 8.70 | 8.79 | 8.79 | 9.96 |
| | Equivalent hours per year | 120.12 | 120.12 | 130.00 | 104.52 | 105.56 | 105.56 | 119.60 |
| EST. TOTAL FORMAL VOLUNTEERING HOURS PER WEEK IN SA (rounded up) | | 1,410,000 | 1,360,000 | 1,420,000 | 1,210,000 | 1,280,000 | 1,160,000 | 1,421,000 |

Fig.42: Median formal volunteering hours per week, month and year extrapolated to total SA population

3.4 Informal Volunteering Activities

Informal volunteering as defined in the survey is ‘providing unpaid help directly to people other than relatives, on one’s own initiative and not through a group or organisation’. Respondents who indicated they do volunteer informally in some way (46% of the total sample or n=687 respondents in 2018) were asked what informal volunteering activity they spent the most time on in the last 12 months.

Since tracking began the most common informal volunteering activities have been yard or maintenance work and babysitting, 2018 was no exception with 24% of informal volunteers indicating they engaged in yard or maintenance (down from 29% in 2016 but consistent with previous surveys) and 18% engaging in babysitting activities (up from 14% in 2016 but also consistent with previous surveys). Other common informal volunteering activities in 2018 included:

- Taking out the bins/getting the mail or keeping an eye on a place for others (15% up from 11% in 2016),
- Visiting the sick or elderly (9%) and
- Driving others (7%).

ACTIVITIES ENGAGED IN AS INFORMAL VOLUNTEER
- MAIN RESPONSES (informal volunteers)

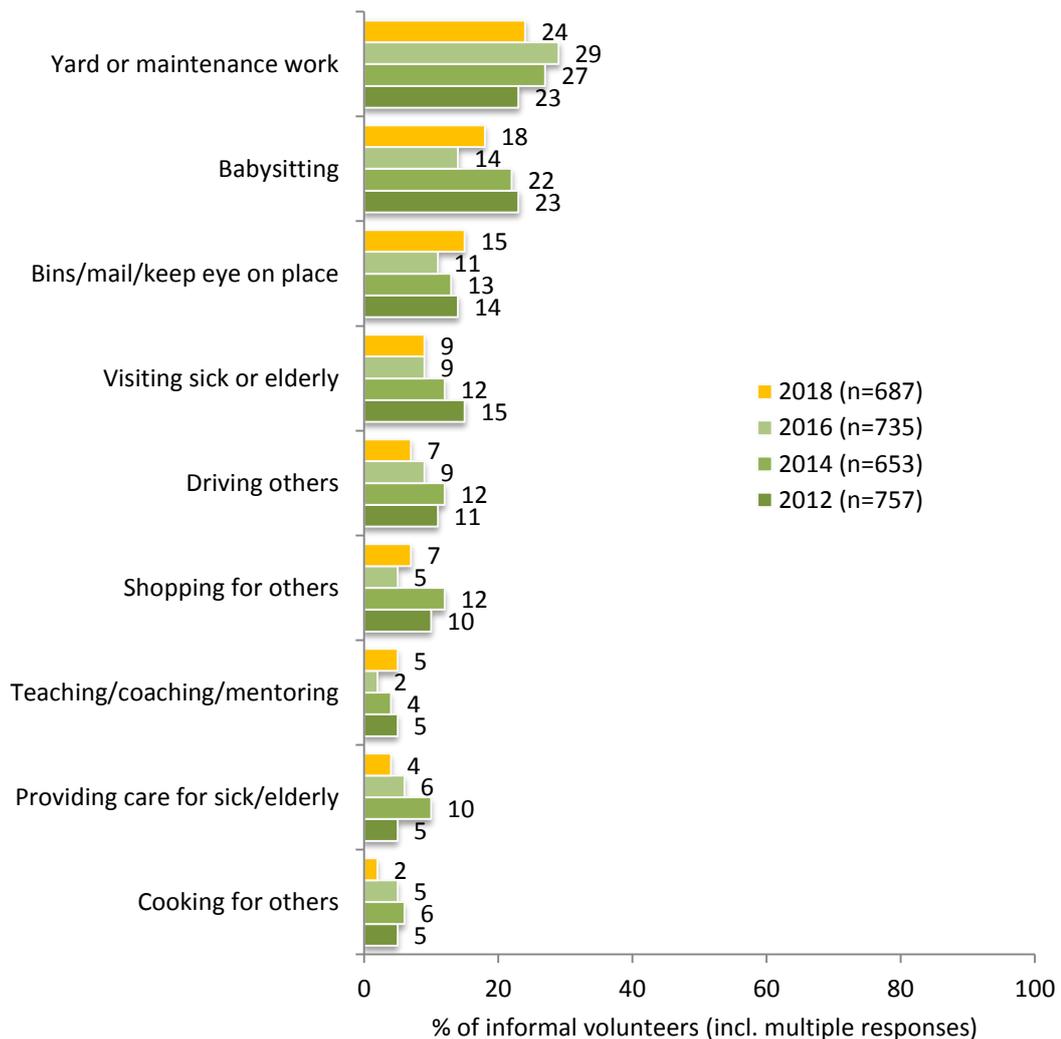


Fig.43: Activities engaged in as informal volunteer, over time

As seen in previous surveys, significantly more males engaged in yard or maintenance work (42%) compared to females (8%), while females were significantly more likely to be engaged in:

- Babysitting (27% versus 9% males – although this marks an increase from 2% of males in 2016),
- Visiting the sick or elderly (12% versus 5%),
- Shopping for others (9% versus 4%), and
- Providing care for the sick or elderly (6% versus 2%).

When analysed by other geographic and demographic subgroups very few differences were observed, however:

- Babysitting tended to be carried out more commonly by those aged 15 to 34 (34%), those living in a couple family household (27%) and those with a gross household income of \$100,000 or more per annum (30%).
- Respondents aged 65 and over (as well as the associated subgroups widows and those in lone person households) were more likely to informally volunteer by visiting the sick or elderly (17%, 26% and 17% respectively).

3.5 Drivers of Volunteering

3.5.1 Original Triggers of Volunteering Activities

The triggers or influencing factors which encourage people to become involved in volunteering have tended to vary over time. In 2018, the most common way the formal volunteers surveyed became involved in volunteering was via 'involvement with a club/association' (26%, up from 21% in 2016) continuing an upward trend in this response. The other key triggers to formal volunteering were 'someone asked me' (17%), 'had an interest/passion' (13%, up from 9% in 2016) and 'family history/culture of volunteering' (11%, down from 15% in 2016).

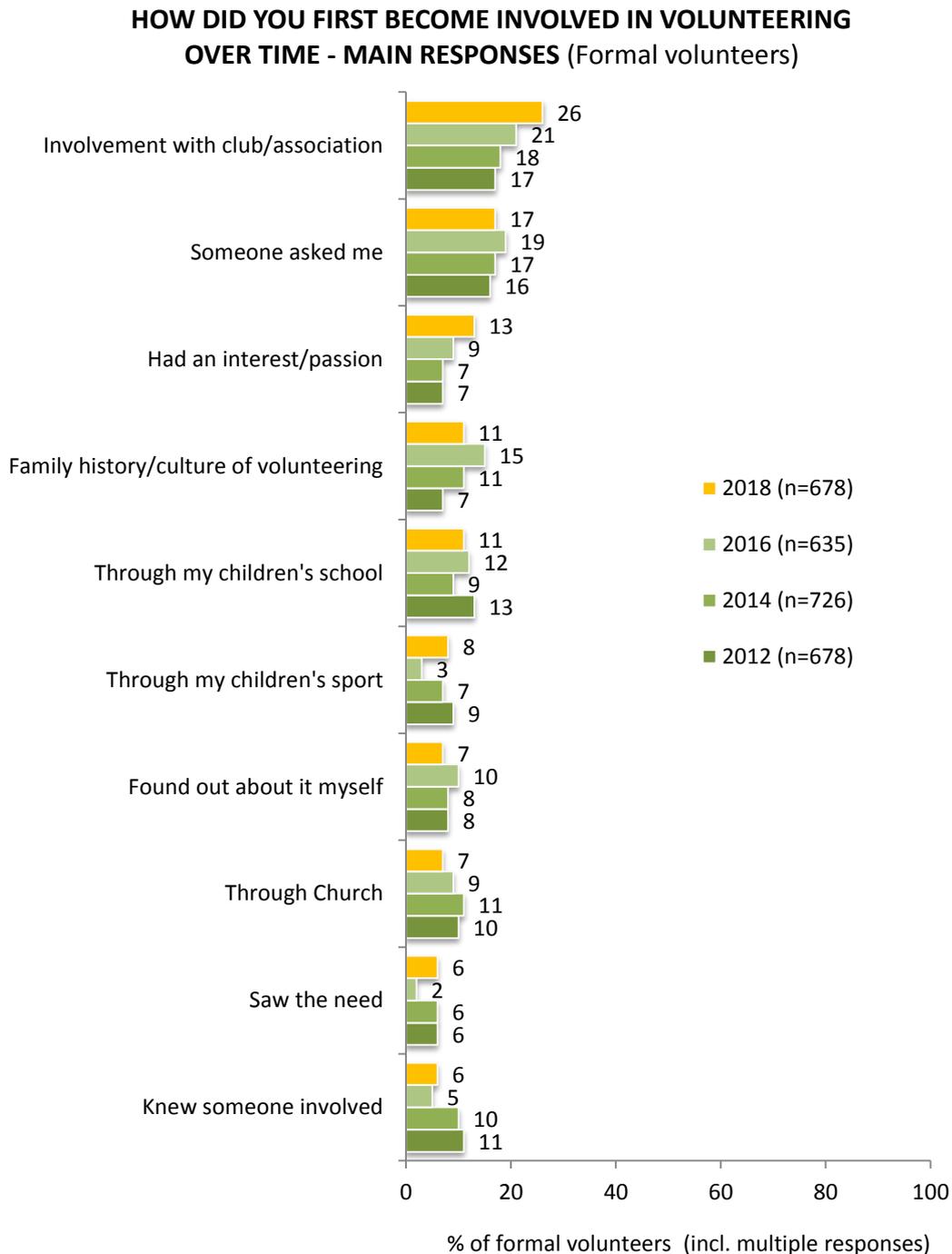


Fig.44: First steps to becoming involved in volunteering, over time

In 2018, respondents aged between 15 and 34 were more likely to state they became involved via 'involvement with a club/association' (41%), via a 'family history/culture of volunteering' (21%), and 'through my studies' (12%).

Those aged between 35 and 54 were more likely to say they became involved in formal volunteering via their children, specifically, 'through my children's school' (20%), 'through my children's sport' (16%) and 'through my children – some other way' (11% versus 5% of the total sample). These responses were especially common among the 35 to 44 age group in particular (31%, 21% and 18% respectively).

Respondents aged 55 and over were more likely to provide the responses 'through church' (11%) and 'saw the need' (10%).

Males displayed a higher incidence of becoming involved via 'involvement with a club/association' (30%) and 'had an interest/passion' (17%) compared to females (22% and 9%, respectively). As with previous years, females were more likely to say involvement was triggered through their 'children's school' (18% versus 4% male).

In 2016, variations in triggers to volunteering differed between those born in Australia and those born overseas as well as between metropolitan and regional residents. In 2018, there were no significant variances to note.

3.5.2 Main Reasons for Formal Volunteering

As with all previous tracking waves, the most common reason formal volunteers choose to engage in volunteering in 2018 was 'to help others/community' (31%, consistent with 2016 but significantly lower than previous surveys). Other common reasons for getting involved have varied over time, in 2018 the other main responses were:

- 'To give something back' (13%, returning to previous levels after an increase to 19% in 2014),
- 'Personal satisfaction' (12%, up from a low of 7% in 2016) and
- 'To use my skills/experience' (7%).

When analysed by demographic subgroups:

- Females were more likely than males to state they volunteer to 'help others/the community' (38% versus 23% of males). Reversing a finding observed in 2016, males were more likely than females to state they volunteer for 'personal satisfaction' in 2018 (16% versus 9% females).
- Regional respondents were also more likely to state they volunteer to 'help others/the community' (39% versus 28% of metropolitan respondents), this response was even more prevalent among those residing in inner west/north west and south eastern regional areas (55% and 50% respectively). On the other hand metropolitan respondents were more likely to indicate they volunteer 'to use my skills/experience' compared to their regional counterparts (10% versus 2%, respectively).
- Respondents aged between 15 and 34 years olds were four times more likely to say they volunteer 'to gain work experience' or 'in the hope it would lead to a job' compared to the total sample (8% versus 2% of the total sample). This age group were also more likely to state they volunteer for 'personal satisfaction' (22% versus 8% of 35 to 54 year olds and 9% of those aged 55 and over).

- As seen in previous surveys respondents who were born overseas were more likely to say they volunteer ‘to give something back’ compared to Australian born volunteers (22% versus 12%, respectively).

MAIN REASON FOR FORMAL VOLUNTEERING OVER TIME
- MAIN RESPONSES (Formal volunteers)

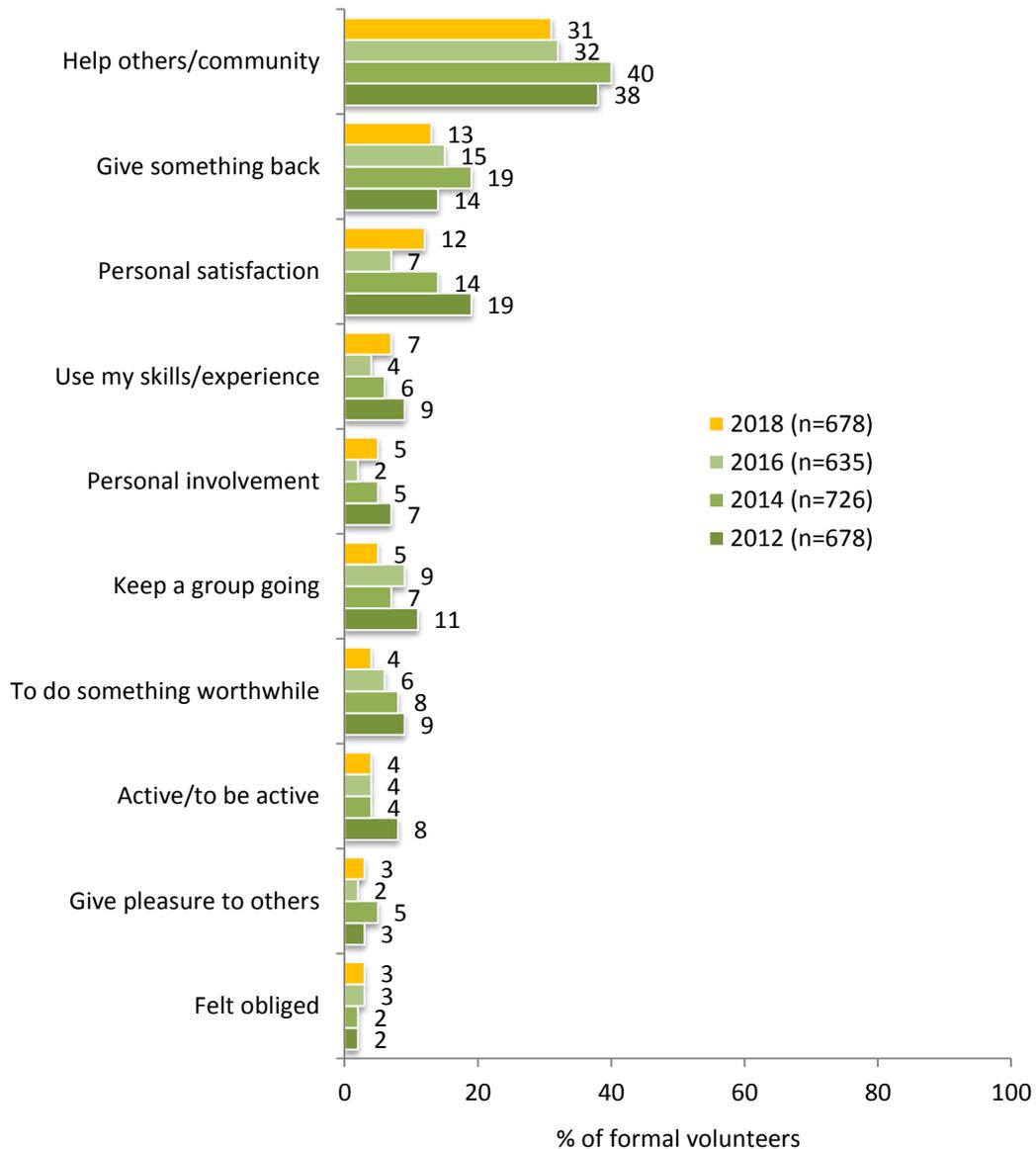


Fig.45: Main reason for volunteering, over time

3.5.3 Other Reasons for Formal Volunteering

Next, formal volunteers were asked if there are any other reasons they volunteer, other than the main reason they stated in the previous question.

As seen in the chart to follow the most common other reasons for volunteering among formal volunteers surveyed in 2018 were:

- ‘To help others/the community’ (23%, a significant decrease from 29% in 2016),

- 'Personal satisfaction' (16%),
- 'To do something worthwhile' (15%, down from 20% in 2016) and
- 'To give something back' (11%, down from 17% in 2016).

OTHER REASONS FOR FORMAL VOLUNTEERING OVER TIME
- MAIN RESPONSES (Formal volunteers, excluding those with no 'main' reason)

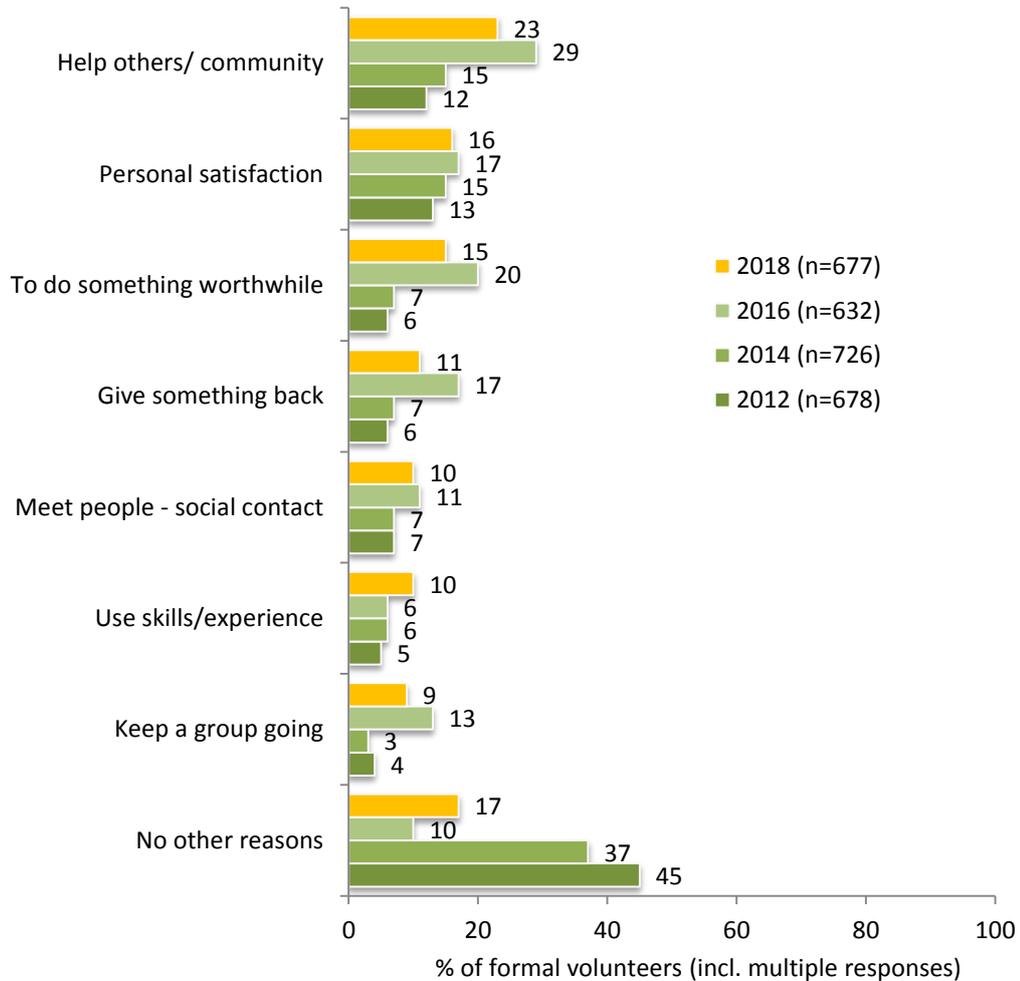


Fig.46: Other reasons for volunteering, over time

Responses to this question were relatively consistent across all demographic and geographic subgroups in 2018 with the following exceptions:

- Respondents aged 15 to 34 and students were more likely to provide the response 'to use my skills/experience' (both 18% versus 10% of the total sample).
- Regional respondents, those in older couple households with no children at home and those in lone person households were more likely to state they volunteer to meet people/for social contact (15%, 15% and 21%, respectively versus 10% of the total sample).

3.5.4 Reasons for Informal Volunteering

When **informal** volunteers were asked for the main reason for volunteering in 2018, the most prominent response continued to be 'to help others or the community' (53%, a significant increase from a low of 44% in 2016). Other common responses in 2018 were:

- 'To improve others situations' (17%),
- 'To give pleasure to others' (9%) and
- 'Personal satisfaction' (5%).

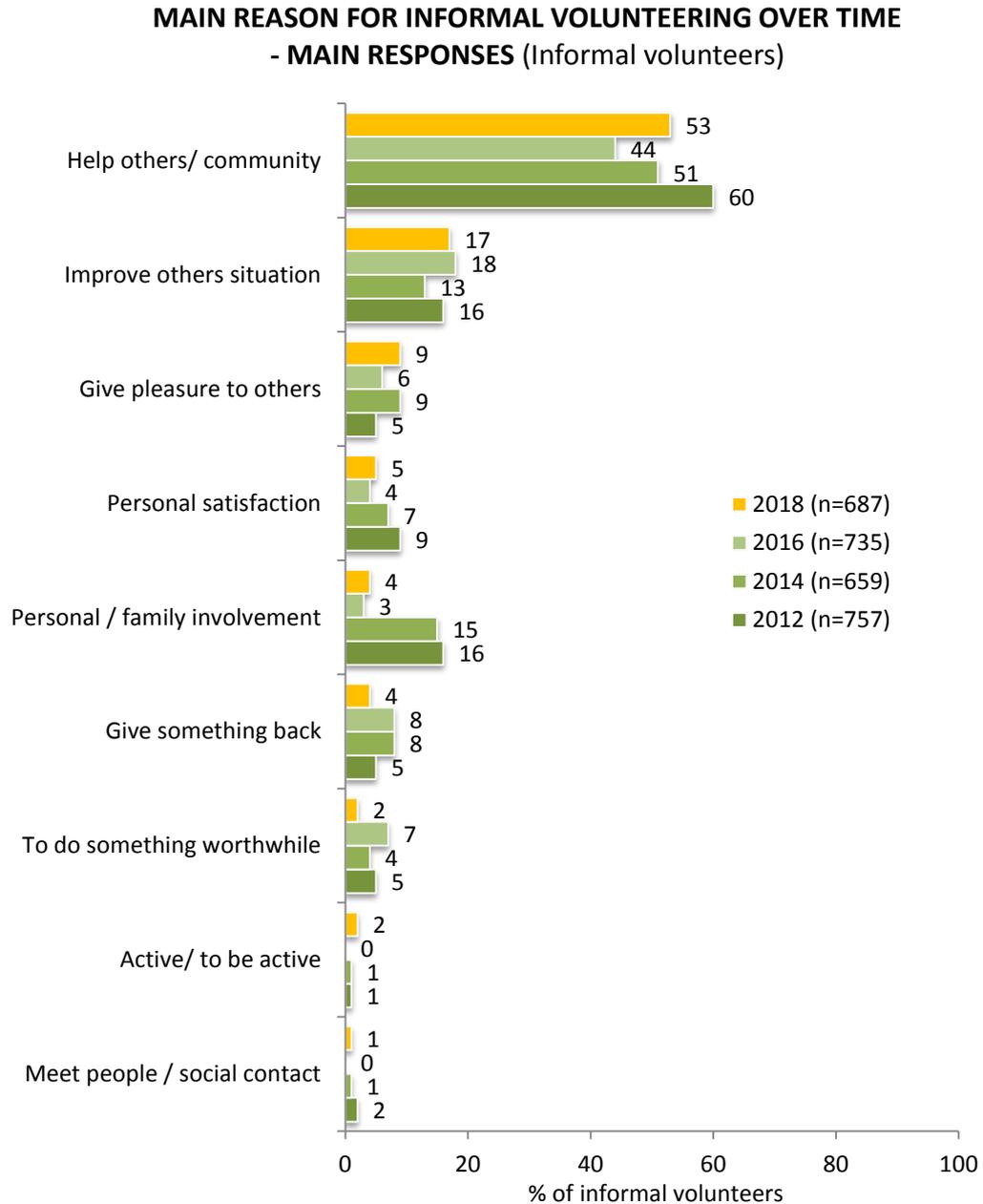


Fig.47: Main reason for informal volunteering, over time

The results of subgroup analysis have varied from year to year, indicating that there are no consistent drivers of informal volunteering associated with particular subgroups. In 2018 there were no noteworthy subgroup variances.

3.5.5 Perceived Personal Benefits

In 2018, only 1% of formal volunteers surveyed were unable to name a benefit they have experienced from volunteering (consistent with 2016 but down from 3% in 2014).

In 2016, two personal benefits were significantly more likely to be mentioned compared to previous surveys; these were 'personal satisfaction' (65% in 2016) and 'feel part of the community' (42% in 2016). In the current monitor, the prevalence of these responses has reverted back to levels seen prior to 2016. It cannot be ascertained what produced these large increases in 2016, however it was observed that respondents gave on average 2.5 perceived personal benefits in 2016 compared to an average of 2.1 responses in 2018.

Regardless of this occurrence, the three the most common personal benefits have largely remained the same since surveying began in 2006, they are:

- 'Personal satisfaction' (48% in 2018)
- 'Friendship' (33% in 2018)
- 'Feel part of the community' (22% in 2018)

Of note, mention of 'meeting people/social contact' significantly increased after a steadily decline in the prevalence of this response over the last three surveys (20% up from 14% in 2016) and mention of 'increased self-esteem/self-worth' was significantly lower after a steady increase in this response over the last three surveys (9%, down from 15% in 2016).

The following subgroup variances in perceived personal benefit were identified in 2018:

- As seen in previous years, 15 to 34 year olds were more likely to raise several areas of skill improvement, namely 'communication' (30% versus 14% total sample), 'teamwork' (31% versus 12%), 'learning' (21% versus 12%), 'self-management' (13% versus 5%) and 'initiative/enterprise' (11% versus 4%).
- On the other hand, formal volunteers aged 55 and over were more likely to name making friends as a benefit (44% versus 33% of the total sample and only 15% of 15 to 34 year old age group), as did many of the subgroups associated with this age group: those not in the workforce (39%), those in lone person households (50%), older couples with no children in the home (42%) and widowers (62%).
- Respondents aged 35 to 54 years old were marginally more likely to state they experience personal satisfaction as a result of their volunteering (56% versus 48% of the total sample).
- When viewed by gender, the variances observed were quite different to previous waves of research; males were twice as likely as females to state they experienced the benefit of 'improved skills – learning' (17% versus 8% females) and females were twice as likely to state they had experienced 'increased self-worth' (12% versus 6% of males).

MAIN BENEFITS EXPERIENCED AS A FORMAL VOLUNTEER OVER TIME - MAIN RESPONSES

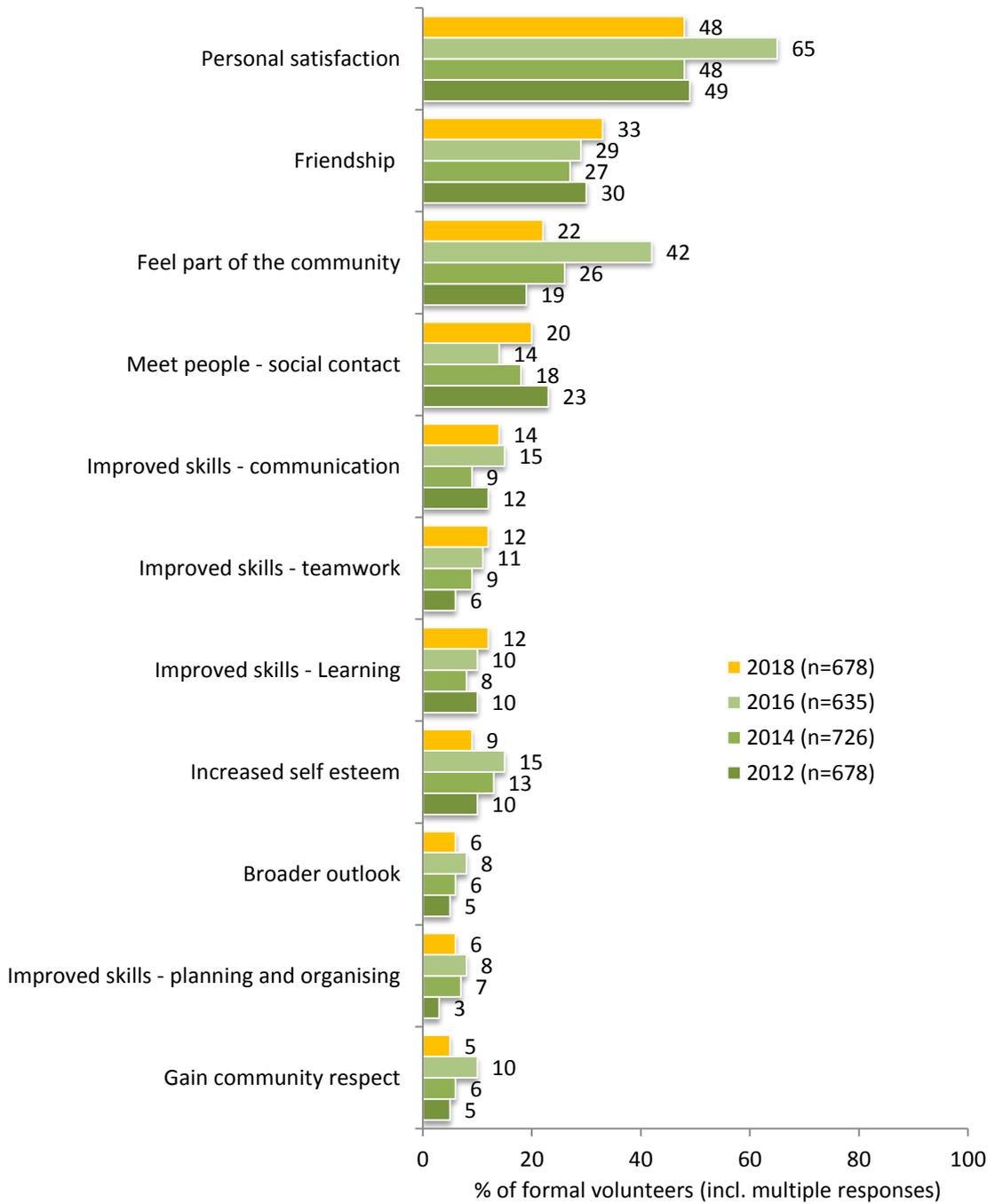


Fig.48: Benefits experienced as a volunteer, over time

3.6 Volunteering and Employment

3.6.1 Use Volunteering to Gain Employment

Three questions regarding volunteering and employment were introduced in 2014. In the first, formal volunteers who did not mention gaining employment or work experience as a personal benefit of formal volunteering (section 3.5.5) were asked if they use formal volunteering to gain employment. Note that in future years, we recommend including these individuals in the analysis.

In 2018, 14% indicated that they use formal volunteering to gain employment (a significant increase from 6% in 2014 and 9% in 2016). Six in ten or 59% stated they do not use their formal volunteering to gain employment and a further 27% indicated that the question was not applicable to them (as they were not looking for employment at that time).

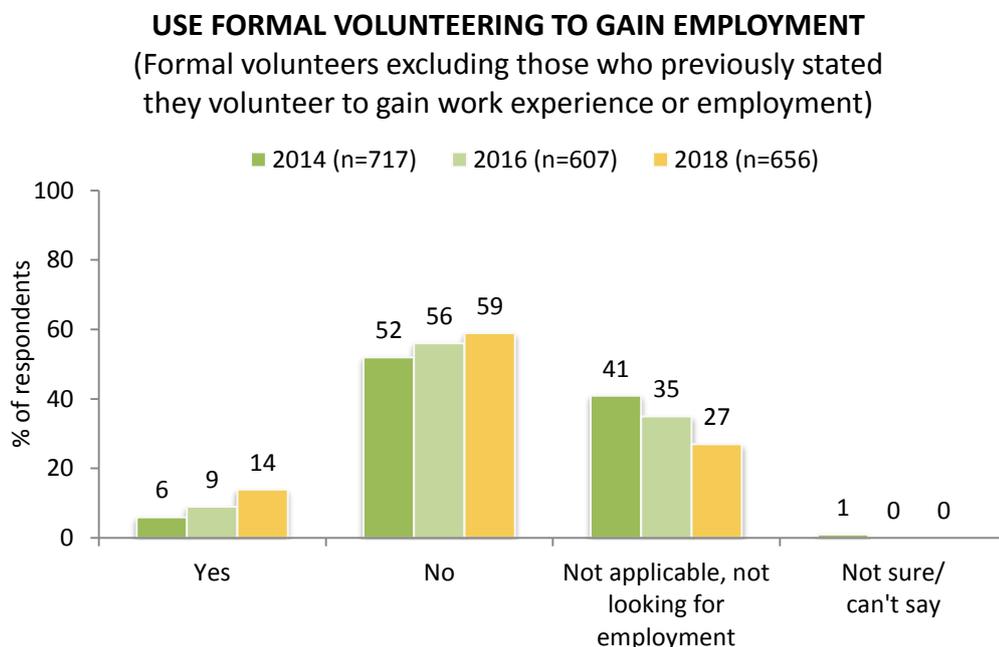


Fig.49: Use formal volunteering for work experience, over time

The following subgroups were significantly more likely to use their volunteering to gain employment:

- Respondents aged between 15 and 34 years old (35%),
- Those currently studying (40%), and
- Those who stated their highest level of education is a high school diploma (19%).

3.6.2 Volunteering on Job Applications

While few formal volunteers stated they use their volunteering to gain employment, when asked if they think volunteer experience should be listed on job applications, the overwhelming majority indicated that it should (86%, consistent with 89% in 2016 but significantly lower than 91% in 2014). Only 5% indicated they do not think volunteering experience should be on job applications and 10% were unsure (up from 3% in 2016).

VOLUNTEERING EXPERIENCE SHOULD BE LISTED ON JOB APPLICATIONS

(Formal volunteers excluding those not looking for employment)

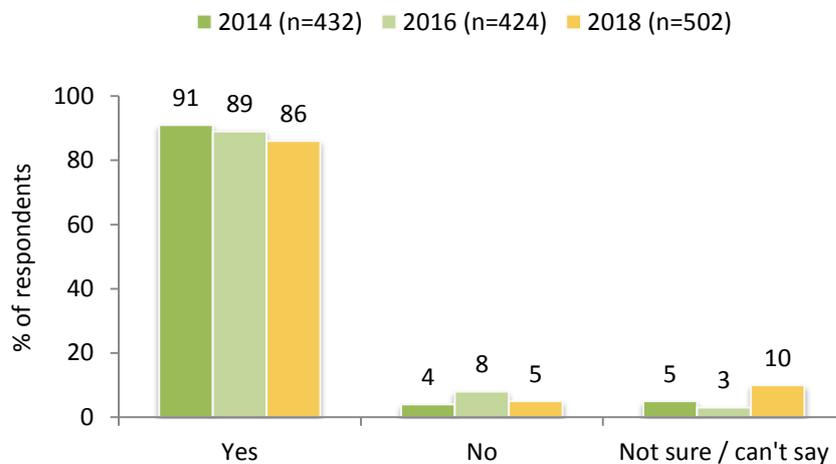


Fig.50: Experience listed on job applications, over time

In 2014, those aged 15 to 34 were overwhelmingly in favour of listing their formal volunteer experience on job applications (97%); in 2016 and 2018 no such age difference was observed. However, as in 2014 and 2016, females displayed a significantly higher level of agreement than males (91% versus 81% respectively).

3.6.3 Extent Volunteering Helpful in Gaining Employment

Next, the same respondents were asked to rate the extent they thought that volunteering was helpful in gaining employment using a 1 to 5 scale, where 1 was not at all helpful and 5 was very helpful.

In total, six in ten respondents (60%) considered volunteering to be helpful in gaining employment to some degree (38% 'very helpful', a large significant increase from 27% in 2016), while only 13% felt formal volunteering experience is 'not very' or 'not at all helpful' in gaining employment (significantly lower than 25% in 2016).

The following subgroups were more likely to believe that volunteering is 'very helpful' or 'somewhat helpful' in this regard:

- Females (69% versus 50% of males)
- Regional respondents (67% compared to 57% of metropolitan respondents)
- Respondents with a household income of less than \$25,000 per annum (81%)

**EXTENT FORMAL VOLUNTEERING EXPERIENCE HELPFUL IN
GAINING EMPLOYMENT**
(Formal volunteers excluding those not looking for employment)

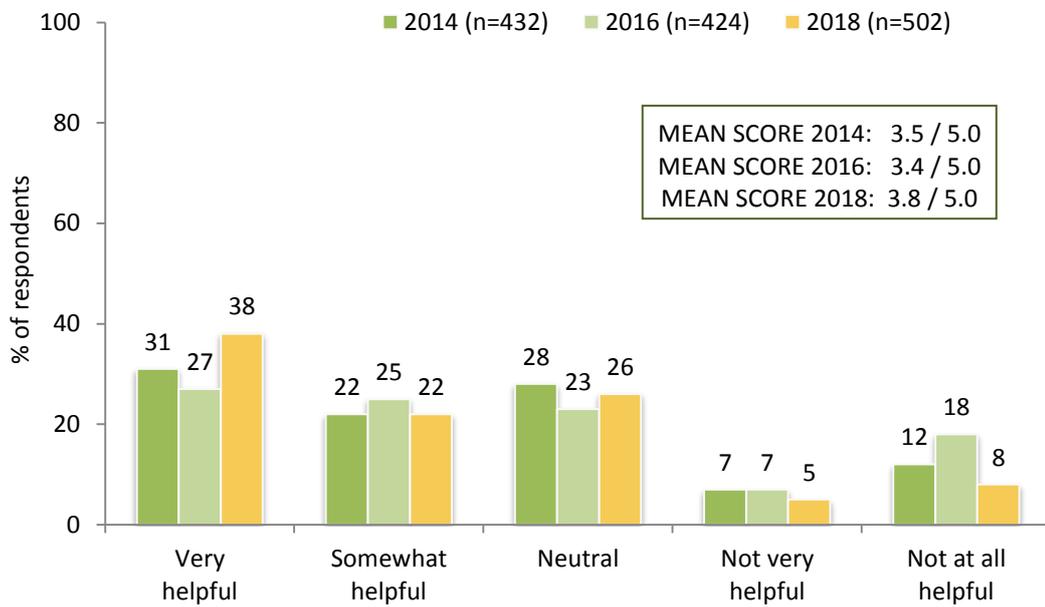


Fig.51: Extent volunteering helpful to gain employment, over time

3.7 Encouraging Formal Volunteering

3.7.1 Barriers to Volunteering Formally

Respondents who do not formally volunteer (including non-volunteers and those who only volunteer in an informal capacity) were asked to provide the reason(s) why they do not engage in formal volunteering.

Consistent with previous years, around four in ten of those who do not engage in formal volunteering stated they do not do so due to work commitments (43% in 2018) and approximately one quarter stated they do not formally volunteer due to family commitments (23% in 2018). All other stated reasons for not engaging in formal volunteering have varied over time as follows:

- 'Health problems/physically unable' (16%, up from 11% in 2016),
- 'Study commitments' (8%, up from 5% in 2016),
- 'Too elderly' (6%, down from 10% in 2016) and
- 'No spare time (no reason given)' (5%, a large significant decline in this response comparative to a high of 25% in 2016).

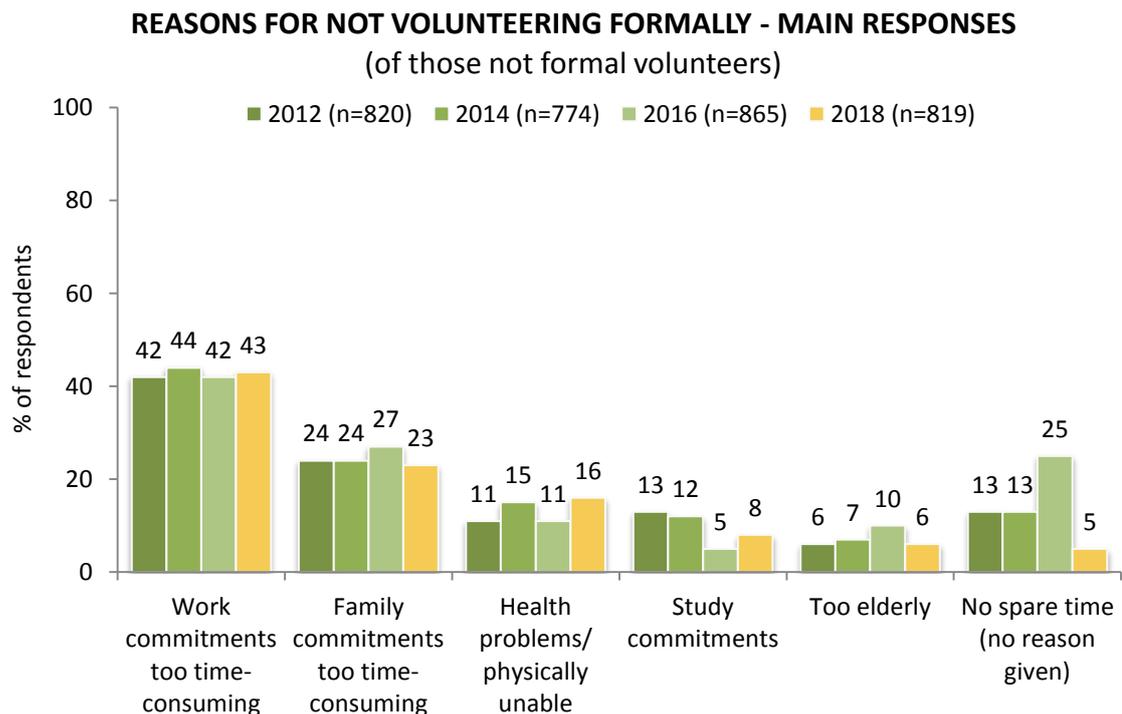


Fig.52: Reasons for not volunteering formally, main responses, over time

As in previous surveys, there was a clear age split across these responses;

- Respondents aged 15 to 34 were more likely to cite study commitments (19%)
- Those aged between 35 and 54 were significantly more likely to cite work (65%) and family commitments as barriers (33%)
- Lastly, those aged 65 and over were more likely to cite health problems or a physical inability to volunteer (39%) and too elderly (27%)

3.7.2 Likelihood of Formal Volunteering

Next, those who do not formally volunteer were asked how likely or unlikely they would be to become a volunteer through an organisation or group in the next 12 months.

In 2018, 16% of non-volunteers surveyed said they were very or quite likely to take up formal volunteering in the next 12 months, a significant increase from 11% in 2016. Furthermore, the proportion of respondents indicating they are very unlikely to volunteer formally within the next 12 months had undergone a steady increase since 2012, but appears to have plateaued with 62% in 2018 (consistent with 2016 findings).

LIKELIHOOD OF VOLUNTEERING IN NEXT 12 MONTHS AMONG THOSE NOT FORMALLY VOLUNTEERING

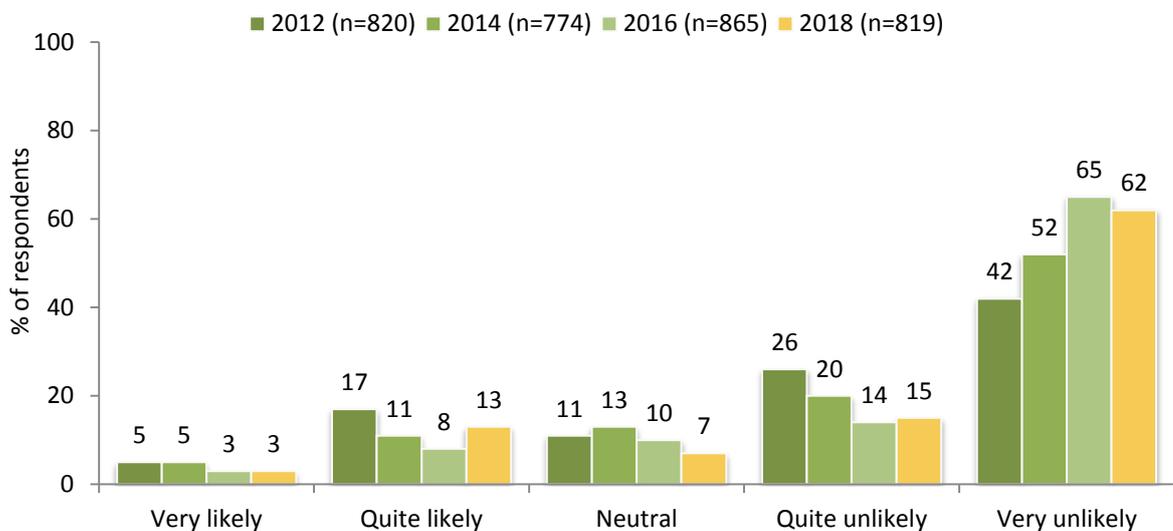


Fig.53: Likelihood of volunteering in next 12 months, over time

Previous surveys found that younger respondents (those aged 15 to 24) and those who volunteer informally (but not formally) were more likely to anticipate taking on formal volunteering in the next 12 months. These findings were not replicated in 2018; none of the demographic or geographic subgroups identified within the survey were more likely to take up formal volunteering in the next 12 months. However, a significantly higher proportion of those aged 65 and older stated they would be very unlikely to take up formal volunteering within this time period (75% versus 62% of the total sample).

3.7.3 Enabling Formal Volunteering

Lastly, those who do not volunteer formally were asked what, if anything, would need to happen in order for them to begin formally volunteering. One quarter of respondents (24%) stated nothing would result in them volunteering formally; the proportion of non-volunteers giving this response has steadily increased from 13% in 2010 and 2012. The remainder (76%) cited at least one factor that might enable them to volunteer.

Mirroring the most common barriers to formal volunteering, the most common enabling factors were 'decreased work commitments' (32%) and 'decreased family commitments' (19%). Mentions of both these factors have increased comparative to 2012 results (24% and 17% respectively).

**WHAT WOULD ENABLE NON-VOLUNTEERS TO PARTICIPATE
IN FORMAL VOLUNTEERING OVER TIME - MAIN RESPONSES**
(includes non-volunteers and informal only volunteers)

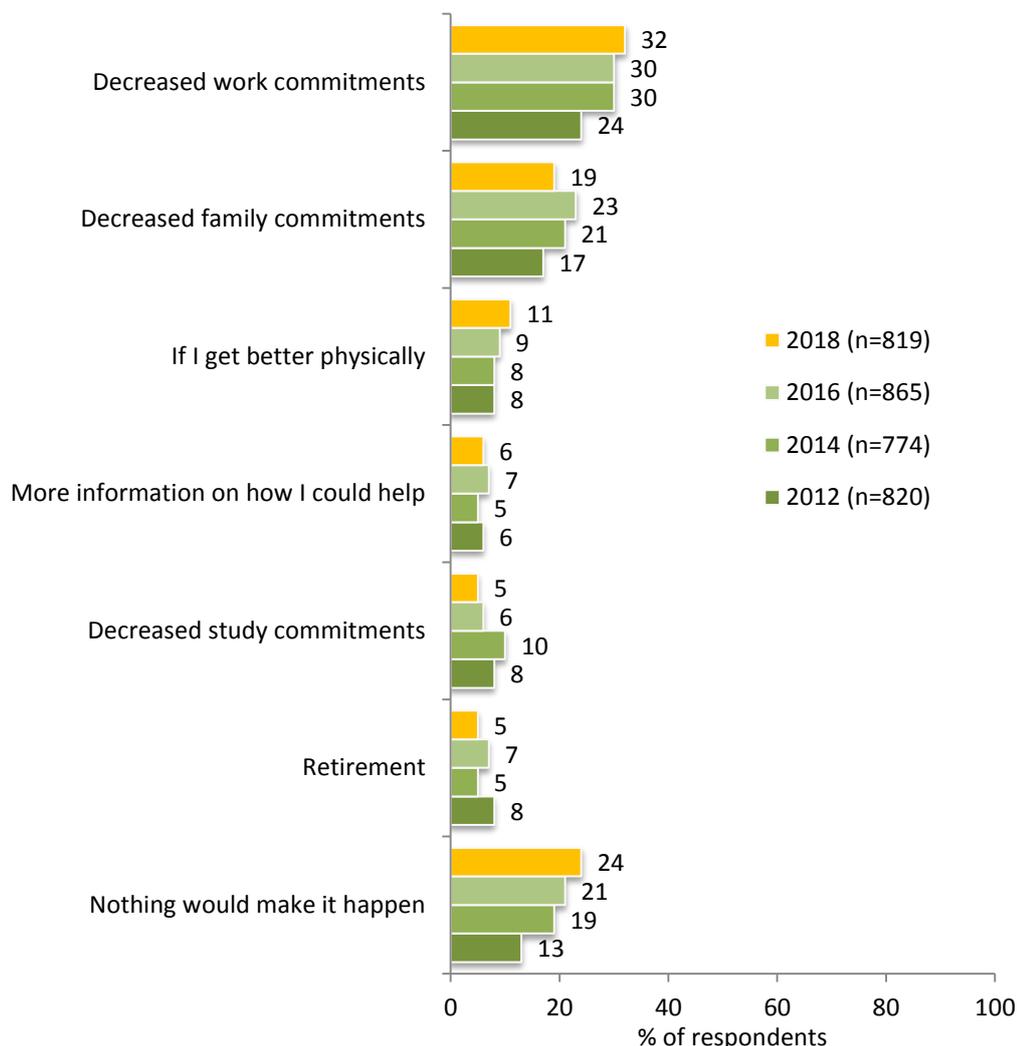


Fig.54: What would encourage non-volunteers to participate in volunteering, over time

As shown in the chart to follow, enabling factors varied greatly depending on the age of the respondents. The proportion of respondents claiming outright that nothing could happen that would lead them to participate in formal volunteering continued to be significantly higher among those aged 55 and over compared to the younger age groups (33% among 55+ year olds, increasing to 44% among 65+ year olds). The following subgroups associated with older age groups were also significantly more likely to say that nothing would encourage them:

- People in lone person households (37%)
- Widowers (52%)
- Respondents with a household income of less than \$25,000 per annum (43%)
- Those not in the workforce (38%)

By contrast, 35 to 54 year olds were more likely to state they have too many work and family commitments to be able to volunteer formally (45% and 25%, respectively).

Work and family commitments were also key barriers for those aged 15 to 34 (42% and 19% of this age group, respectively), however 14% of non-volunteers within this age group indicated that having more information on how they could help would encourage them to volunteer.

WHAT WOULD ENABLE NON-VOLUNTEERS TO PARTICIPATE IN FORMAL VOLUNTEERING BY AGE - MAIN RESPONSES 2018

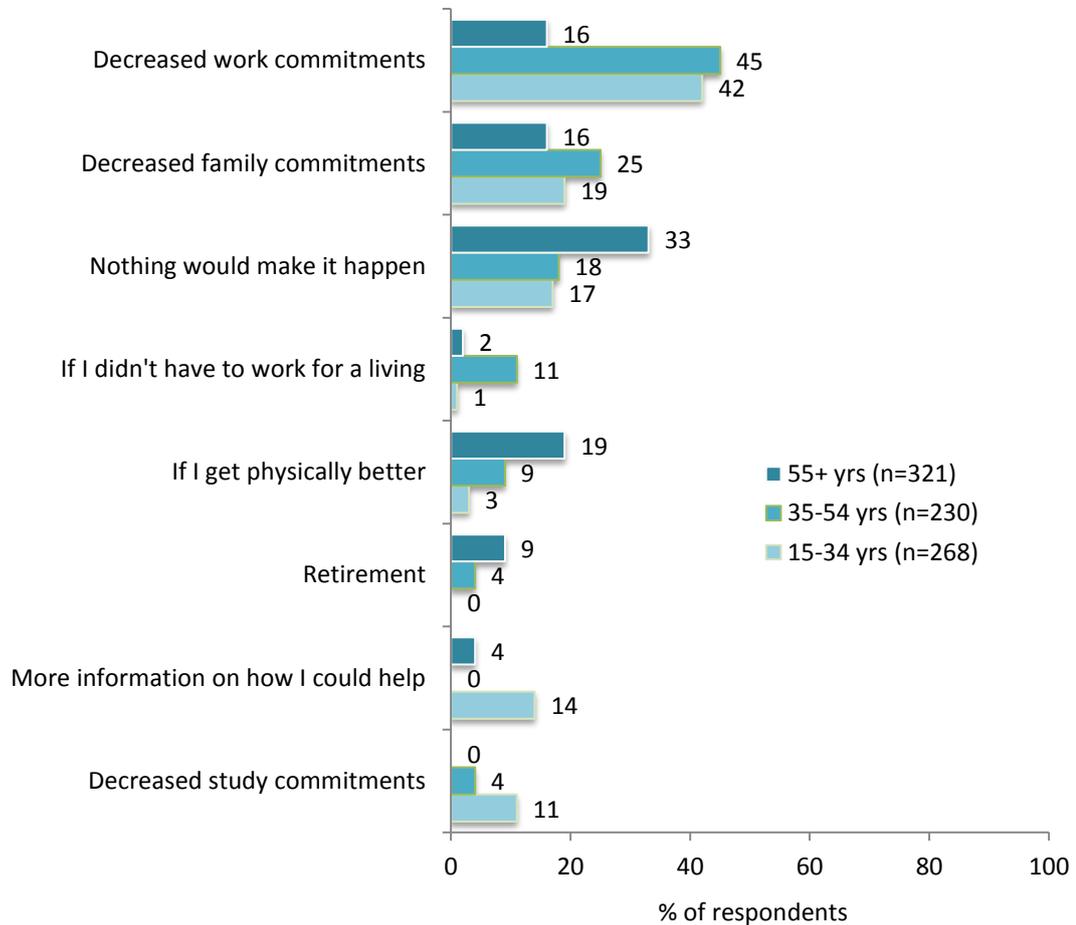


Fig.55: What would encourage non-volunteers to participate, by age group

3.8 Future Intentions and Why

3.8.1 Formal Volunteers' Intentions

Formal volunteers were asked if they anticipated a change in their volunteering hours within the next 12 months, and if so were they anticipating an increase or decrease.

Results were similar to that of previous years; approximately seven in ten formal volunteers anticipated no change (70%), 16% anticipated an increase and 12% anticipated a decrease or temporary decrease (largely consistent with previous surveys).

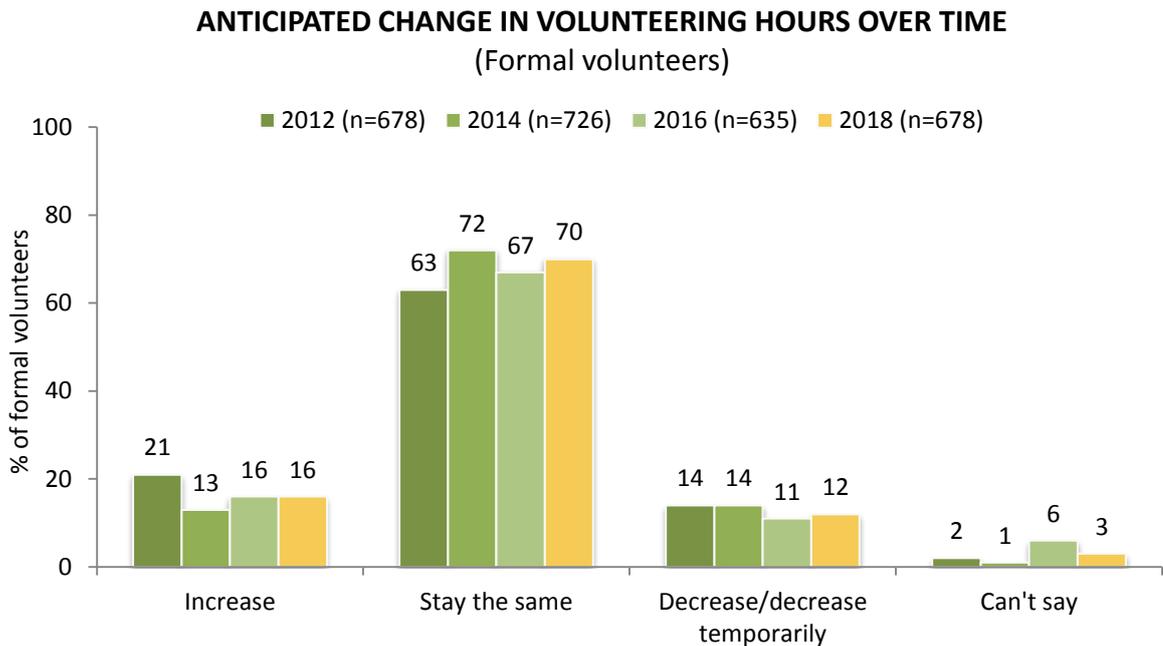


Fig.56: Anticipated increase in volunteering hours, over time

Results were consistent across geographic and demographic subgroups with one exception; regional formal volunteers were slightly (yet significantly) more likely to anticipate a decrease in their volunteering hours in the next 12 months (15%).

Respondents who anticipated a change in their volunteering were asked by how much they would reduce or increase their hours. For those anticipating an increase in formal volunteering hours, the average increase was calculated to be 3.9 hours per week, for those who anticipated a decrease, the average decrease in formal volunteering time was 3.8 hours per week.

Due to the slightly higher proportion of those anticipating an increase compared to those anticipating a decrease (16% versus 12%) the resultant net change was positive, with an estimated net increase of ~.17 hours per week across all formal volunteers anticipated in the next 12 months (taking into account those with no change).

3.8.2 Reasons for Increased Hours

Of the formal volunteers in 2018 who anticipate an increase in their volunteering hours in the next 12 months (n=106 in 2018) the main factor contributing to this increase was 'increased need from the community' (38%, consistent with 37% in 2016). As in 2016, this response was significantly more prevalent among regional respondents (51%) compared to metropolitan respondents (30%).

A further three in ten (29%) of those anticipating an increase stated it was due to 'a greater sense of social responsibility' (unchanged after a large significant increase to 36% in 2016). Other common reasons for increasing hours included 'have been asked to take on more' (12%) and 'retired from work' (10%).

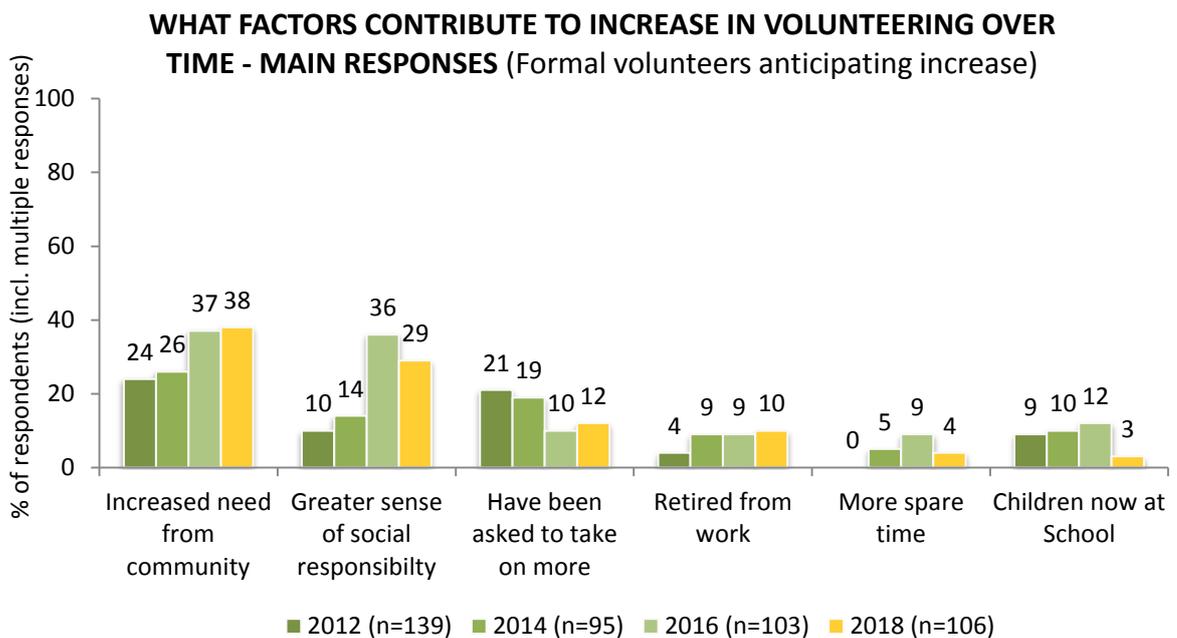


Fig.57: What factors contribute to increase in volunteering, over time

With the exception of regional respondents providing the reason 'increased need from the community' mentioned above, there were no notable subgroup differences in responses to this question.

3.8.3 Potential to Prevent Reduced Hours

Respondents who were anticipating a decrease in their hours were asked what could be done to prevent them reducing their hours. In 2018, four in ten respondents (41%) stated that nothing could be done to prevent the reduction in hours, a significant decrease compared to 67% in 2016 and consistent with 2014 and 2012 results.

A total of 16% indicated that 'less work/study commitments' would prevent reduction of formal volunteer hours (a significant upward trend since 2010) and similar proportions stated nothing would prevent their decreased hours as 'a family member needs me instead' (13%) and as they are going travelling/overseas (12%).

WHAT COULD BE DONE TO MAINTAIN CURRENT LEVEL OF VOLUNTEERING OVER TIME - MAIN RESPONSES

(Formal volunteers anticipating reduction in hours)

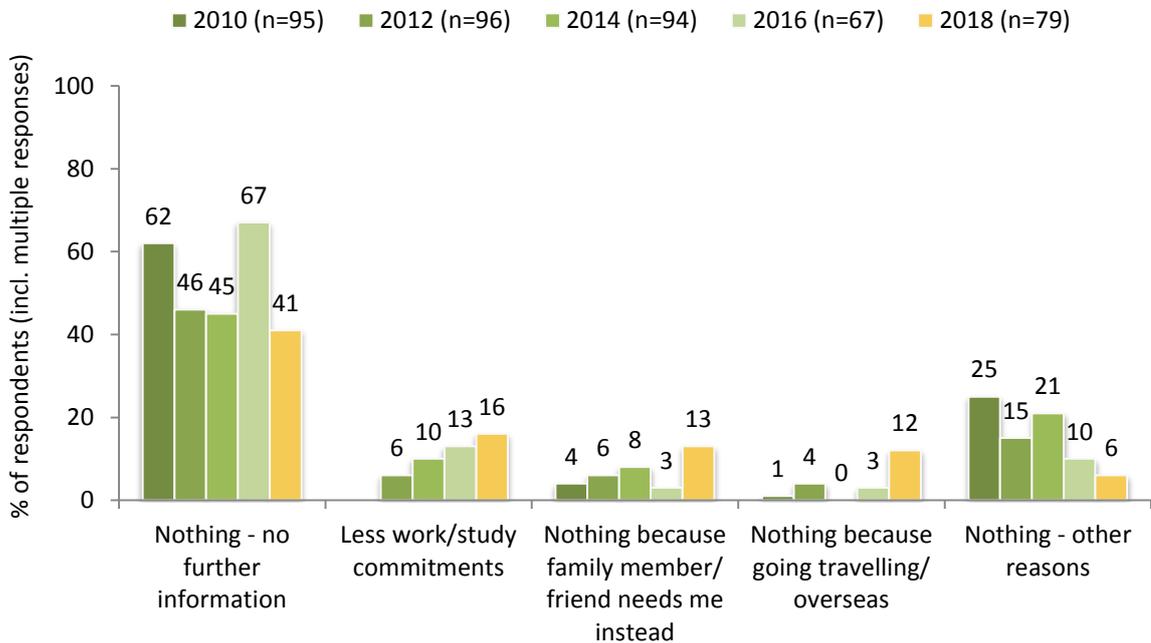


Fig.58: What could be done to maintain current level of volunteering, over time

No significant differences were identified between the demographic subgroups. Although it should be noted that due to the relatively small sample size of volunteers who anticipated a reduction in their formal volunteering hours, a very large difference is required to confirm a statistically significant variance.

3.8.4 Opportunities to Increase Hours

Next all formal volunteers surveyed in 2018 who stated their volunteering hours would stay the same over the next 12 months were asked what, if anything, could be done to help them increase their current level of volunteering.

Consistent with previous surveys, just over half (53%) stated nothing could be done to increase their hours. One quarter of respondents (24%) stated they would increase their hours 'if I had more hours in the day', indicating that while the desire to increase may be there they are unable to contribute more due to time constraints. There were no notable subgroup variations within these responses.

WHAT COULD BE DONE TO INCREASE CURRENT LEVEL OF VOLUNTEERING OVER TIME - MAIN RESPONSES
 (Formal volunteers anticipating no change in hours)

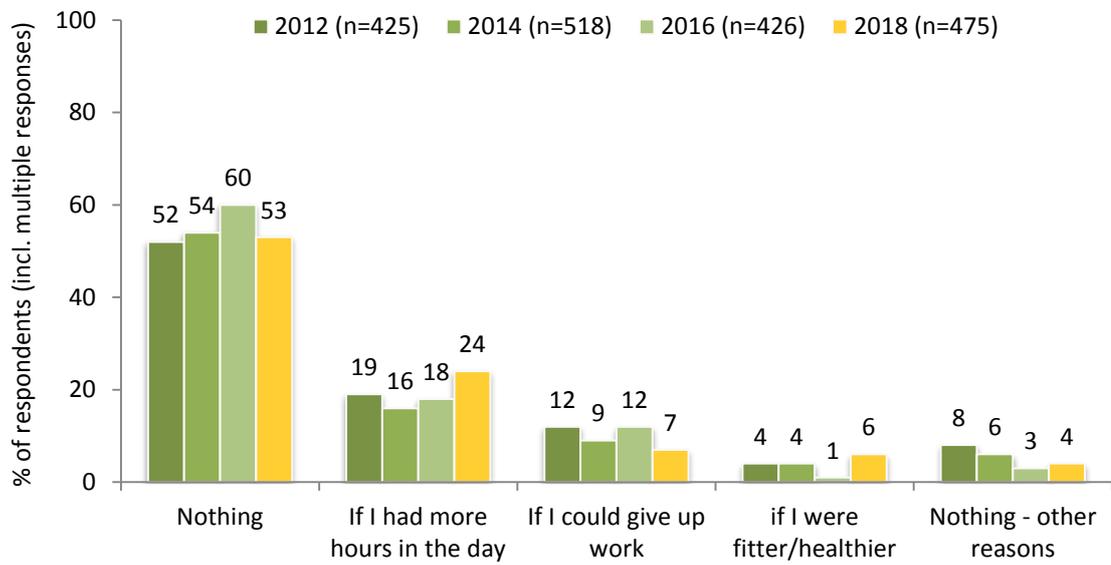


Fig.59: What could be done to increase current level of volunteering, over time

3.9 Importance and Impact of Volunteering

3.9.1 Perceived Importance

All respondents, regardless of their engagement in volunteering activities, were asked to rate how important they think it is for people in the community to volunteer, using a scale where 0 was not at all important and 10 was extremely important.

As illustrated in the graph below, volunteering continues to be seen as very important at the total sample level with an average importance rating of 8.7 out of 10 (unchanged from previous surveys).

Importance ratings continue to be higher among those that volunteer within the sample (9.0 out of 10), and highest among those who participate in formal volunteer work (9.1). However, the average importance rating of 8.2 out of a possible 10 achieved among non-volunteers is still considered to be very high, suggesting that perceptions regarding the importance of volunteering are not a barrier to engaging in volunteering.

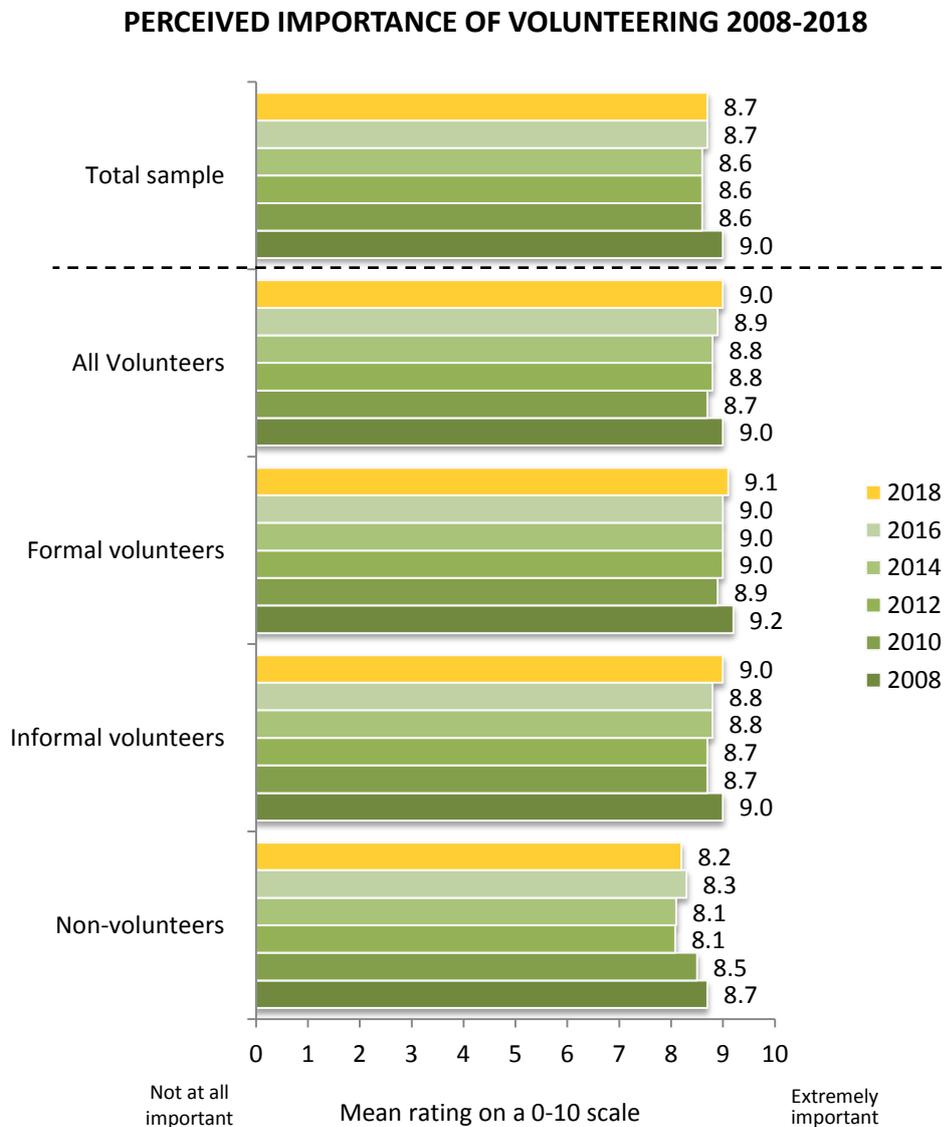


Fig.60: Importance of volunteering, by volunteer type, over time

Analysis of the results by age shows that the perceived importance of volunteering tends to increase with age. As seen in the chart below, respondents aged between 15 and 24 rated the importance of volunteering significantly lower than those aged 65 and over (7.9 versus 9.1, respectively).

Further, as noted previously, the likelihood of taking on volunteering is much higher among younger age groups despite the lower importance rating. Again, this reinforces the view that it is not necessarily attitudes to volunteering that are the barrier.

PERCEIVED IMPORTANCE OF VOLUNTEERING BY AGE 2008-2018

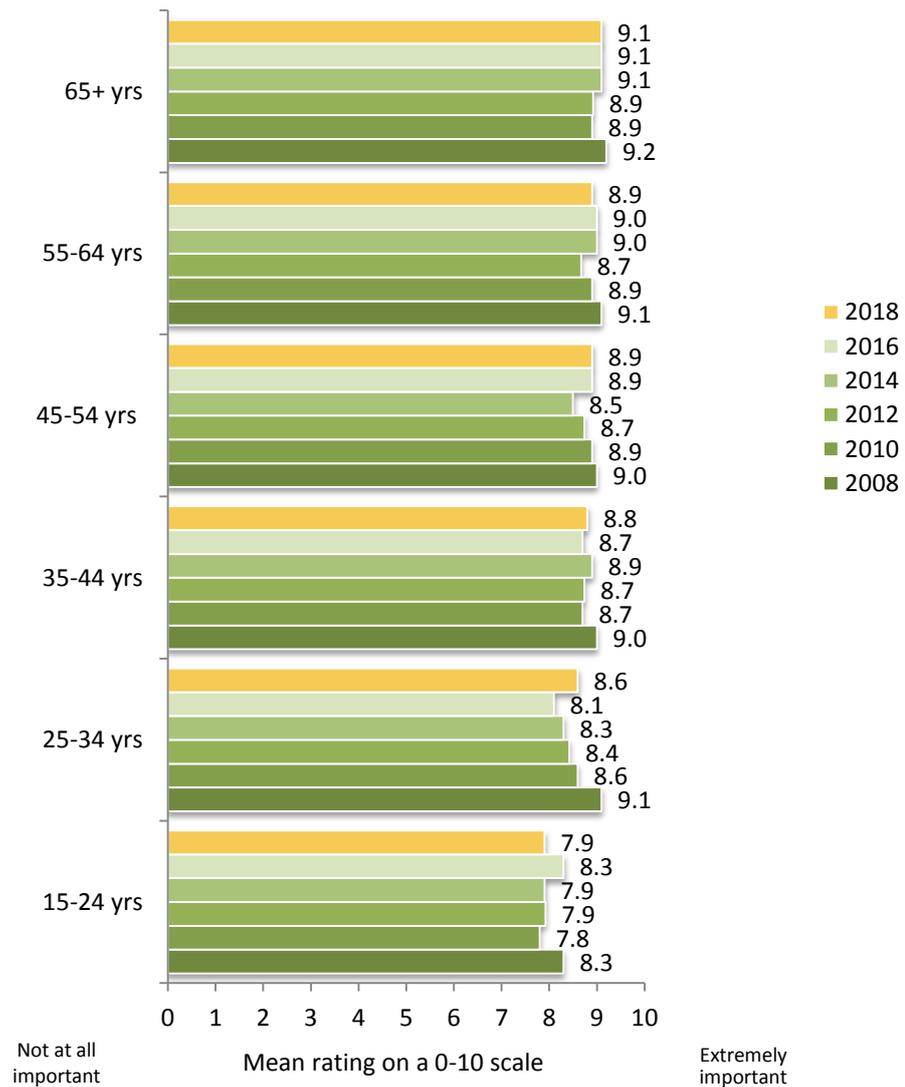


Fig.61: Importance of volunteering, by age group, over time

In 2018, regional respondents and females continued to give significantly higher mean importance ratings (8.9 and 9.0 respectively) than their counterparts (mean scores of 8.7 for metropolitan and 8.4 for males). Among most other groups, only minor non-significant variations were observed.

3.9.2 Perceived Benefits to the Community

When all survey respondents (regardless of their engagement in volunteering activities) were asked how they think the community benefits from people volunteering, almost all survey respondents were able to name at least one benefit (98%, consistent with previous surveys).

As in previous years, a wide range of benefits were named by similar proportions of respondents. In 2016, almost half of respondents (47%) stated that volunteering benefits the community by 'building community spirit, community minded attitudes or cohesion'. In 2018, this remained the most common benefit identified, however the proportion of respondents providing the response returned to previously seen levels (29%, significantly elevated compared to 25% in 2014 but consistent with 2012).

The other benefits named were largely consistent with previous years with only minor variations, the most common of which included:

- 'People get help they wouldn't otherwise get' (26%)
- 'The activity improves people's or the community's wellbeing' (22%, up from 17% in 2016)
- 'Many organisations would cease to exist' (21%)
- 'Many activities would cease to exist without the effort of volunteers' (19%, up from 16%)
- 'Many community projects/programs would cease to exist' (18%, down from 21%)

As noted in previous research, those who volunteer (formal volunteers in particular) named more benefits on average than non-volunteers (2.4 benefits named per formal volunteer versus 2.0 per non-volunteer). Of particular note, compared to non-volunteers formal volunteers were much more likely to name the following benefits:

- 'Building community spirit, community minded attitudes or cohesion' (36% of volunteers versus 25% of non-volunteers)
- 'People's/the community wellbeing' (26% versus 20%, respectively)
- 'Many organisations would cease to exist' (23% versus 16%, respectively)
- 'Many community projects/programs would cease to exist' (20% versus 12%, respectively)
- 'Gives pleasure/enjoyment to people and/or the community' (18% versus 10%)
- 'Broadens people's perspectives/views' (11% versus 5%)

These findings suggest that, while both volunteers and non-volunteers consider volunteering important, those who currently volunteer tend to have a clearer, broader and more comprehensive perception of why volunteering is important.

When analysed by age and gender, few differences were of note. However, when analysed by geographic location, metropolitan respondents were found to be significantly more likely to say 'people get help they wouldn't otherwise get' (29% metro versus 17% regional) and that 'volunteering is beneficial in boosting volunteers wellbeing and personal satisfaction' (16% metro versus 10% regional). On the other hand, regional respondents were more likely to state that volunteering 'gives pleasure/enjoyment to people and/or the community' (19% versus 12% of metro respondents).

As seen in 2016, compared to the total sample those in paid employment at the time of the survey and those in couple families (with children in the home) were more likely to raise 'community spirit/attitudes/cohesion' as a benefit (34% and 35%, respectively versus 29% of the total sample). One possible interpretation of this finding is that those who are perhaps more time poor are more likely to appreciate the community spirit and connections that volunteering can bring.

**BENEFITS TO COMMUNITY FROM VOLUNTEERING OVER TIME -
MAIN RESPONSES (Total sample)**

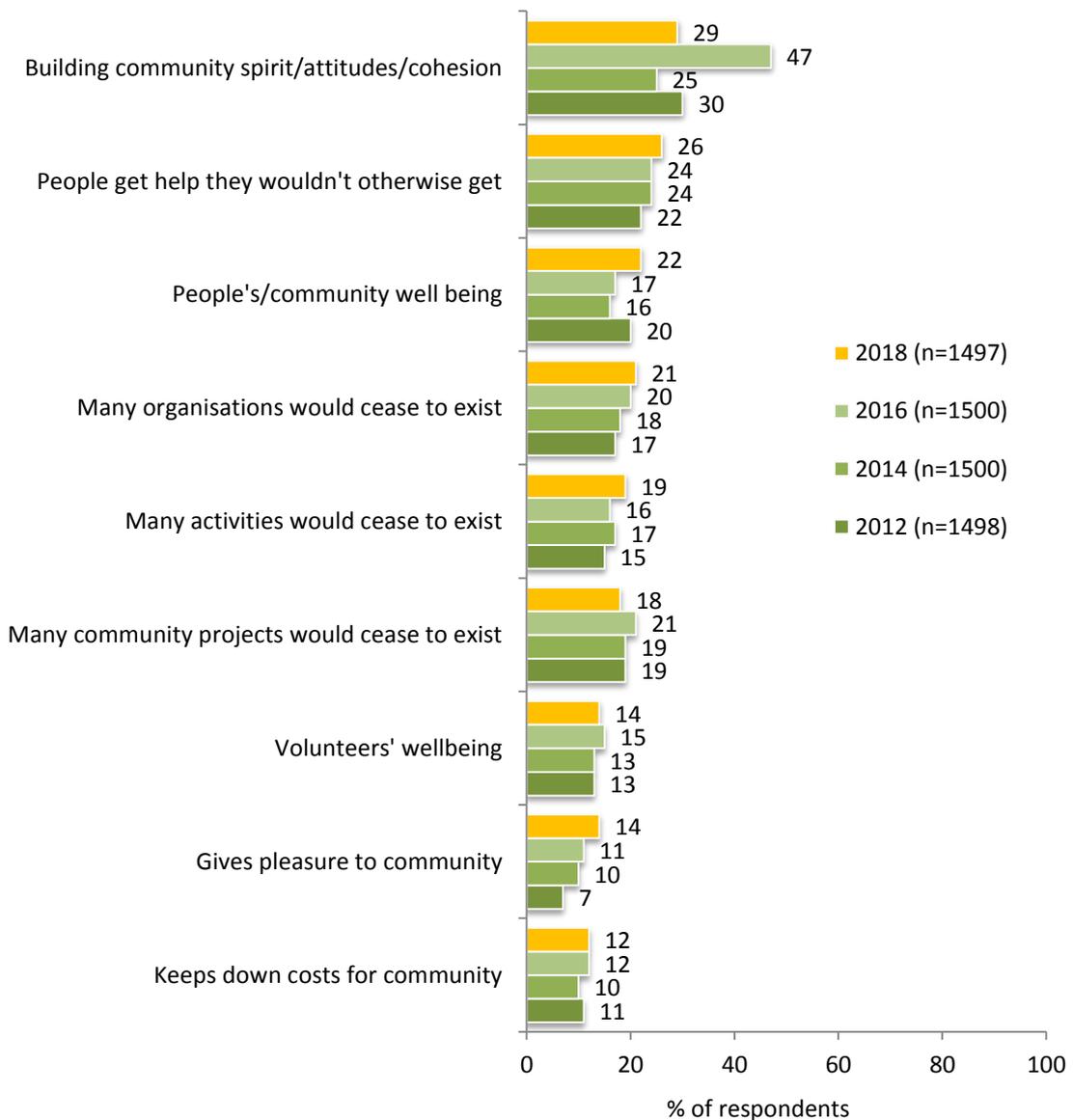


Fig.62: Perceived benefits to community from volunteering, over time

3.9.3 Perceived Benefits to Self and/or Family

Next, all respondents, regardless if they were engaged in volunteering activities or not, were asked what benefits they or their family members receive as a result of other people volunteering.

In 2018, 34% of the total sample could see no direct benefits to themselves or their family as a result of other people's volunteer work (consistent with 35% in 2016, but significantly higher than 27% in 2012). As seen in the chart to follow, there were two key common familial or personal benefits experienced from other people volunteering:

- 'Clubs/associations/groups stay in existence' (25%, down from a high of 31% in 2016)
- 'Friendlier/safer community' (20%, down from a high of 28% in 2016)

**BENEFITS TO YOU AND YOUR FAMILY FROM VOLUNTEERING
OVER TIME - MAIN RESPONSES (Total sample)**

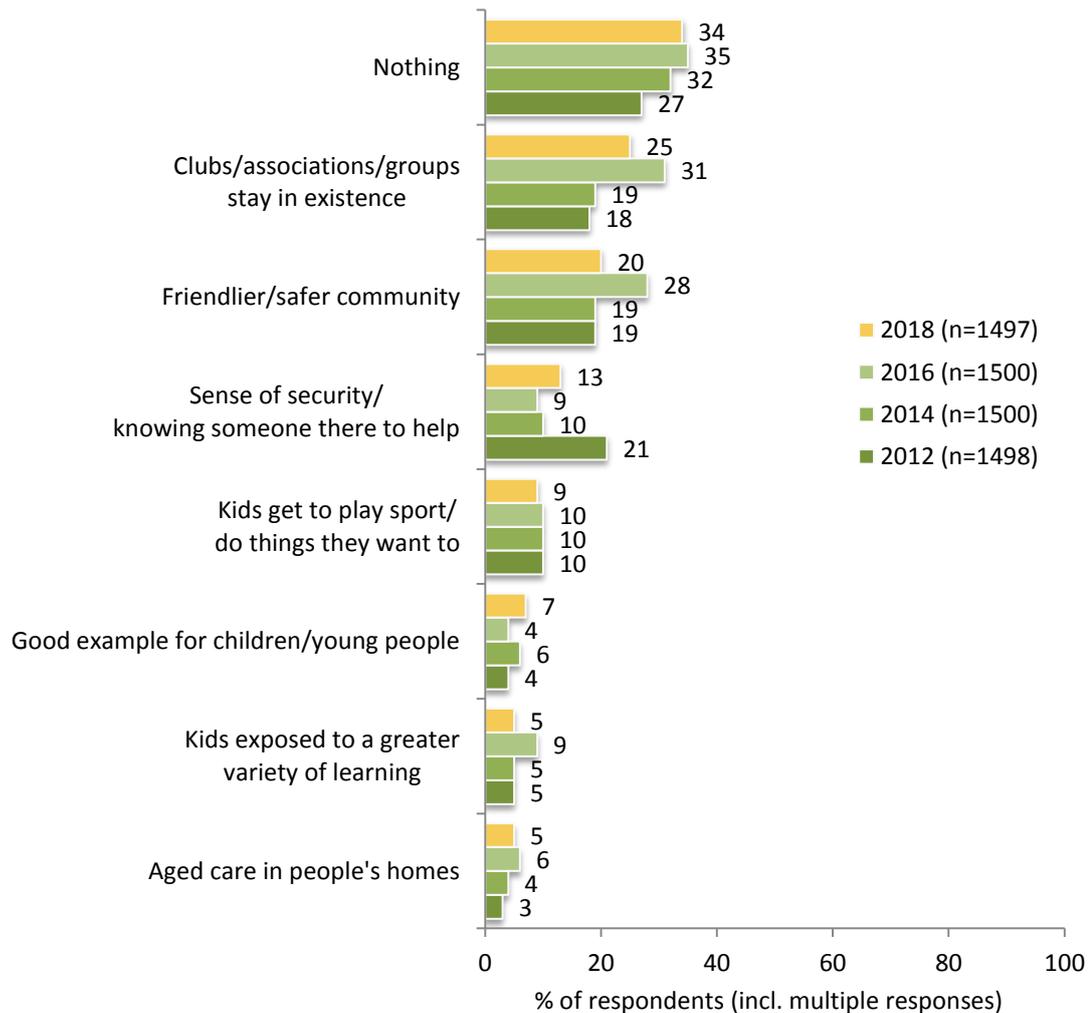


Fig.63: Perceived personal benefits to individuals and families from volunteering, over time

As would be expected, non-volunteers were more likely to state that there are no personal benefits to them or their family from volunteering (50%, consistent with previous surveys). As in the previous question, formal volunteers named more benefits on average (1.3 per formal volunteer) than informal volunteers (1.1) and non-volunteers (0.7).

Notable variations when analysed by socio-demographic and geographic profile included:

- Metropolitan residents were significantly more likely than their regional counterparts to indicate there were no benefits to them and their family (36% versus 25% respectively). Regional residents, on the other hand, displayed a higher incidence of citing 'kids get to play sport/do things they want' (10% versus 4%) as a benefit of other people volunteering.

- Of interest was the finding that 35 to 54 year olds were the most likely to perceive benefits to them and their family (75% named at least one benefit versus 59% of 15 to 34 year olds and 65% of 55 plus year olds). Benefits more commonly identified among this age group were related to children: 'kids get to play sport/do the things they want' (19%), 'good example for children/young people (11%), 'kids exposed to a greater variety of learning' (11%).
- Respondents born overseas were significantly more likely than those born in Australia to state there are no benefits to themselves or their families from other people volunteering (44% versus 31% respectively).

3.10 Expectations of Recognition or Reward

3.10.1 Expectations of Recognition or Reward

In a line of questioning first introduced in 2014, all respondents were asked to indicate the extent they think it is reasonable to expect recognition for volunteer contributions, using a 1 to 5 scale where 1 is not at all reasonable and 5 is very reasonable.

At the total sample level, a mean score of 2.6 was achieved, indicating that on average South Australians tend to be neutral towards or believe that it is slightly unreasonable for volunteers to expect recognition (on a 1 to 5 scale where 3 is the midpoint). This figure is consistent with 2016 and 2014 results.

When analysed proportionally in 2018, three in ten of all respondents (29%) indicated they thought expecting recognition for volunteer contributions was reasonable to some extent (consistent with 30% in 2016) and 52% indicated it was unreasonable to some extent (down from than 55% in 2016). Approximately, one in five respondents (19%) were neutral on whether recognition or reward is reasonable or unreasonable, higher than 15% in 2016.

As seen in 2014 and 2016, non-volunteers were significantly more likely to indicate that recognition for volunteer contributions is reasonable to some extent compared to those who volunteer in some form (42% of non-volunteers versus 22% of volunteers). Furthermore formal volunteers were significantly more likely than informal volunteers to consider recognition to be reasonable to some extent (23% of formal volunteers versus 19% of informal volunteers).

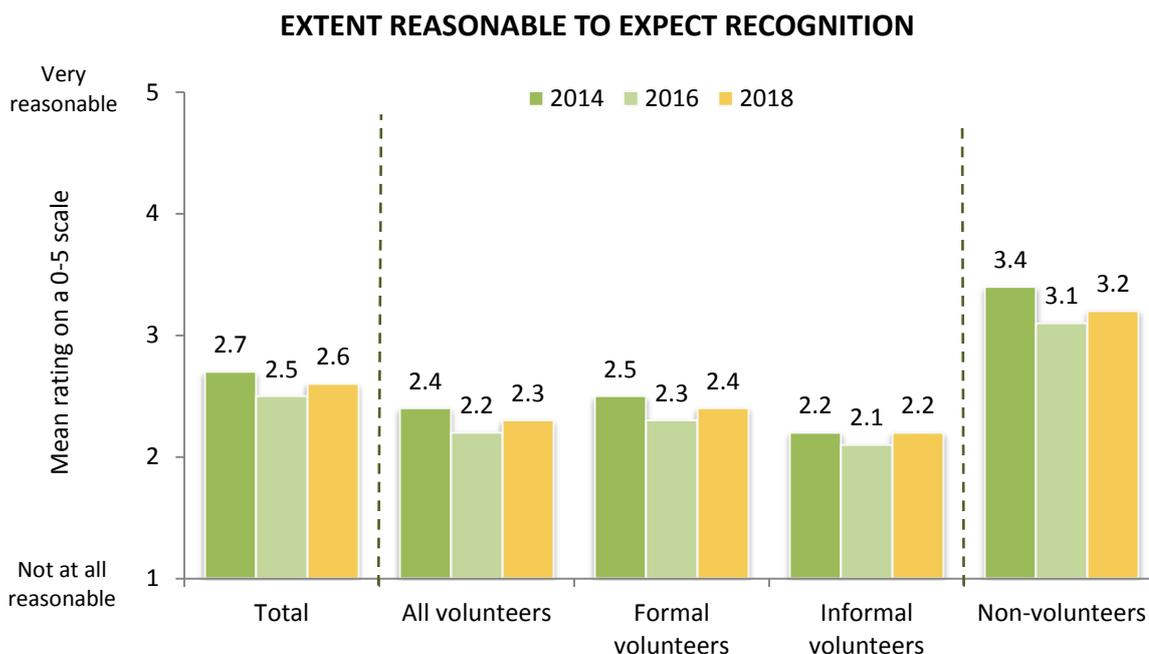


Fig.64: Extent reasonable to expect recognition, over time

There were only minor variations across socio-demographic and geographic variations in 2018:

- Females were more likely to consider recognition among volunteers reasonable compared to males (33% of females provided a 'reasonable' or 'very reasonable' rating compared to 24% of males). Males, on the other hand, were more likely to provide a neutral rating (23% of males versus 15% of females).
- Older respondents showed a significantly higher incidence of stating that it is unreasonable to expect recognition; 56% of those aged 55 and over gave an 'unreasonable' rating of 1 or 2 out of 5 versus 45% of 15 to 34 year olds giving the same rating.
- Respondents living in group households of related or unrelated adults were the most likely of any group to indicate that it is reasonable to expect recognition (49% compared to 29% of the total sample).

3.10.2 Form of Reward or Recognition

Respondents who indicated that it is reasonable to some extent to expect reward or recognition for volunteering contributions (i.e. provided a rating of 4 or 5 to the previous question) were asked what form this reward or recognition should take.

As seen in the chart overleaf⁴, the majority response was a simple 'informal thanks' (57%), followed 'formal/public thanks/certificate', mentioned by 9% of these respondents.

⁴ Please note: due to an error during data collection in 2016 (in which some respondents were not asked this question) the results are only shown for 2018 only.

Interestingly, there were clear significant differences in these key responses between volunteers and non-volunteers; volunteers (both formal and informal) were significantly more likely than non-volunteers to state that an 'informal thanks' would be a good form of recognition (70% and 68%, respectively versus 46% of non-volunteers). On the other hand non-volunteers were more likely than volunteers to state that they don't know what form of reward or recognition volunteers should receive (21% don't know) and suggest the following forms of reward or recognition:

- A formal or public thanks/certificate/award (12% of non-volunteers versus 5% of each formal and informal volunteers)
- A tangible reward such as vouchers or money (6% versus 0% of volunteers)

There were no other notable geographic or demographic variations in the responses to this question.

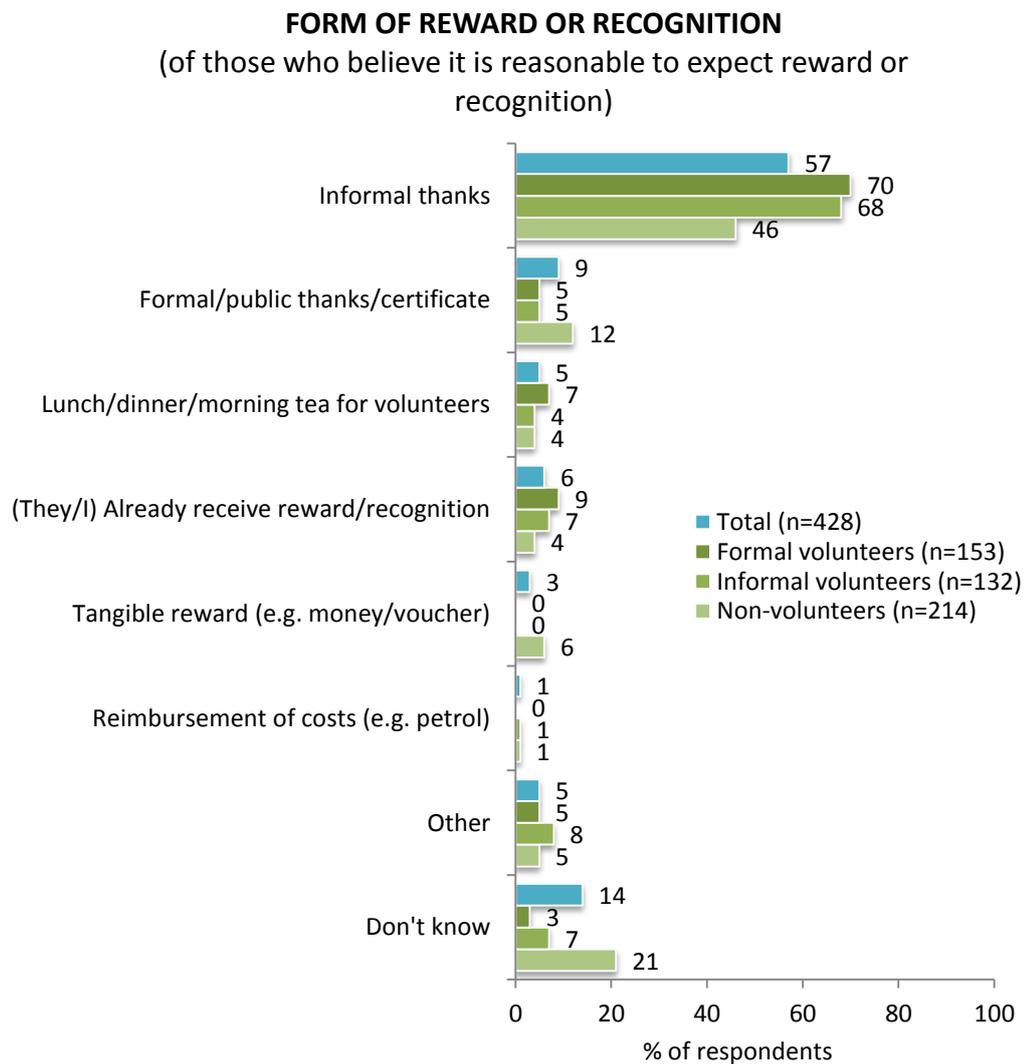


Fig.65: Form of reward or recognition expected, by volunteer type

APPENDIX A1: METHODOLOGY

A1.1 Data Capture

All interviewing was carried out by Harrison Research's accredited interviewing personnel and in accordance with ISO 20252 standards. All research was conducted in accordance with the Market and Social Research Privacy Principles (M&SRPPs).

The survey was conducted via telephone, using a sample of households selected randomly from an electronic white pages directory. A total of 1501 interviews took place between the 26th April and the 17th May 2018.

Quotas were set for the number of interviews to be conducted in each of five South Australian regions, which were defined in line with the Australian Bureau of Statistics zone classifications:

| | | |
|---|-----|------------|
| Metropolitan Adelaide (the Adelaide Statistical Division) | 900 | interviews |
| Inner east/north-east | 150 | " |
| Inner west/north-west | 150 | " |
| Outer west/north-west | 150 | " |
| South-east | 150 | " |

These quotas artificially boosted the number of interviews that would be achieved in regional areas, at the expense of the metropolitan sample; random sampling alone would have resulted in regional areas having too few respondents to allow analysis of their results to compare with other regions. To correct for the imposed geographic quotas the data was subsequently weighted to align with South Australia's actual geographic distribution (described further below).

A1.2 Sampling and Weighting

Telephone survey samples tend to be slightly biased towards females and older respondents as these groups are more likely to spend more hours of the day in the home and/or are generally more willing to participate in a survey. The survey employed three techniques to account for standard sampling bias;

1. Firstly, the survey targeted those within the household aged 15 to 24 to achieve an improved representation of younger respondents in the sample than can be achieved randomly.
2. Secondly, a 'last birthday' randomising technique was utilised, where, if there was no one aged 15 to 24 in the household, or if there was more than one person within that age range, interviewers asked to speak with the person in the household who was the last to have a birthday. This further randomises selection within each household and decreases such bias.
3. Lastly, the raw sample collected using the techniques above was weighted by geographic area, gender and age to align with the population distribution within South Australia.

Weight calculations for geographic area were based on the most recently available 2016 Census data.

The two tables below display the both raw and weighted sample distributions.

| Sample distribution by gender and age | # OF RESPONDENTS | | % OF RESPONDENTS | |
|---------------------------------------|------------------|-------------|------------------|-------------|
| | RAW | WEIGHTED | RAW | WEIGHTED |
| Males | 564 | 731 | 38% | 49% |
| Females | 937 | 766 | 62% | 51% |
| 15-24 year olds | 69 | 226 | 5% | 15% |
| 25-34 year olds | 38 | 236 | 3% | 16% |
| 35-44 year olds | 77 | 227 | 5% | 15% |
| 45-54 year olds | 155 | 245 | 10% | 16% |
| 55-64 year olds | 302 | 232 | 20% | 15% |
| 65 years or over | 856 | 332 | 57% | 22% |
| Refused age (excluded from weighting) | 4 | | | |
| TOTAL SAMPLE | 1501 | 1497 | 100% | 100% |

Fig.66: Raw and weighted sample distribution by gender and age

| Sample distribution by region | # OF RESPONDENTS | | % OF RESPONDENTS | |
|---------------------------------------|------------------|-------------|------------------|------------|
| | RAW | WEIGHTED | RAW | WEIGHTED |
| Metropolitan Adelaide | 900 | 1138 | 60% | 76% |
| Regional South Australia | 601 | 359 | 40% | 24% |
| Inner east/north east ⁵ | 151 | 162 | 10% | 11% |
| Inner west/north west ⁶ | 150 | 47 | 10% | 3% |
| Outer west/north west ⁷ | 150 | 93 | 10% | 6% |
| South-east ⁸ | 150 | 57 | 10% | 4% |
| Refused age (excluded from weighting) | 4 | | | |
| TOTAL SAMPLE | 1501 | 1497 | 100 | 100 |

Fig.67: Raw and weighted sample distribution by region

⁵ Equivalent to Murraylands Statistical Division

⁶ Equivalent to Yorke and Outer Adelaide Statistical Divisions

⁷ Equivalent to Eyre and Far North Statistical Divisions

⁸ Equivalent to South East Statistical Division

APPENDIX A2: QUESTIONNAIRE

PROJECT 9060 - SA VOLUNTEERS SURVEY MAY 2018

*9060 - SA VOLUNTEERS SURVEY APR 2018

DISK
Q99STRT

"PHONE: _[Q0PH]_"

Previously contacted [Q0DAT2] [Q0TIM2]

[Q0HIS] [Q0DAT] [Q0TIM]

[Q0COM]"
blank

Q99P PREAMBLE

"Good morning/afternoon/evening, my name is _[Q0IV]_ from Harrison Research. We are conducting a survey across South Australia about community activities on behalf of the State Government.

_ IF NECESSARY, SAY:_ This is genuine research and I guarantee we are not trying to sell you anything or ask you to volunteer for anything. _IF MORE IS REQUIRED, YOU MAY TELL THEM THAT THE OFFICE FOR VOLUNTEERS IS PART OF THE DEPT. OF COMMUNITIES AND SOCIAL INCLUSION, REFER THEM TO THE GENERAL NUMBER FOR THE OFFICE FOR VOLUNTEERS 1300 014 712 TO CONFIRM THE STUDY'S AUTHENTICITY. _"

PAUSE

"Is there anyone living in this household aged 15-24? _IF YES, ASK TO SPEAK WITH THEM OR ARRANGE CALLBACK - IF MORE THAN ONE, ASK FOR ONE WITH LAST BIRTHDAY - RE-INTRODUCE AS REQUIRED_"

IF NO, SAY: Could I please speak to the person in the household, aged 15 and over, who was the last to have a birthday? _REINTRODUCE OR CALLBACK AS NECESSARY, IF LAST BIRTHDAY PERSON IS UNAVAILABLE, ASK TO PROCEED WITH INTERVIEW_"

"The survey will take between 10 and 15 minutes to go through, depending on your answers. _IF THEY'RE HESITATING BECAUSE OF TIME_: We do need to get opinions from as wide a cross-section as possible; I could call back later if it would be more convenient. _ARRANGE CALLBACK IF REQUIRED OR CONTINUE_"

IF CONCERNED ABOUT PRIVACY I can assure you that any information you give will remain confidential. Any identifying information, such as this phone number, is removed before we analyse the results. No one's individual answers can be passed on to our clients or anyone else."

PAUSE

"And before we start, I just need to let you know that this call may be monitored by my supervisor for training and coaching purposes.

May we begin the interview? Thank you. "

START

Q1 DONE ANY UNPAID VOLUNTEERING

"Q1 The first section of the survey is about FORMAL volunteering and I just need to explain how we're defining that. Formal volunteering means unpaid, voluntary help willingly given in the form of time, services or skills for an organisation, club or association. It excludes voluntary work done overseas and donations of money or goods don't count as volunteering. Some examples include: sports and physical recreation; welfare or community groups; health; emergency services; schools, education and training; service groups; religious groups; environmental; animal welfare; business or professional; unions; law, justice or political groups; arts or heritage; parenting, child or youth groups; international aid or development.

In the last 12 months, have you done any volunteering for any of these or similar types of organisations?"

1. Yes
2. No

IF 2 IN Q1 GO Q35

Q2 HOW MANY DIFFERENT ORGANISATIONS HAVE YOU DONE VOLUNTEERING FOR

"Q2 How many different organisations have you done volunteering for in the last 12 months? _RECORD NUMBER, D IF DON'T KNOW_"

WIDTH=2

NUM 1-29, D

Q3 NAME OF ORGANISATION VOLUNTEERED MOST FOR IN LAST 12 MONTHS

"Q3 What is the name of the organisation that you volunteered the most hours for in the last 12 months?"

1. Local sporting team (specify Q302)
2. Local School/kindergarten (specify Q303)
3. Local Church (specify Q304)
4. Community groups eg: Scouts, environmental groups, clubs etc. (specify Q305)
5. Hospitals
6. Local service club eg: eg: services to help others, Youthwork, Anglicare, RSB (specify Q306)
7. CFS
8. Meals on wheels
9. Counselling Services (specify Q307)
10. Red cross
11. Lions club
12. Rotary
13. Cancer Council
14. SA ambulance service
15. Salvation army
16. Aged care homes (specify Q308)
17. Other (Specify Q301)
18. Can't recall

IF 1-17 IN Q3 GO Q4

IF 18 IN Q3 GO Q21

Q301 NAME OF ORGANISATION

Q302 SPORTING TEAM

Q303 SCHOOL

Q304 CHURCH

Q305 COMMUNITY GROUP

Q306 SERVICE CLUB
Q307 COUNSELLING SERVICE
Q308 AGED CARE HOME

Q4 DESCRIBE THE ORGANISATION

"Q4 The next few questions are about [Q3]/[Q301]/[Q302]/[Q303]/[Q304]/[Q305]/[Q306]/[Q307]/[Q308]."

Which of the following best describes [Q3]/[Q301]/[Q302]/[Q303]/[Q304]/[Q305]/[Q306]/[Q307]/[Q308]?
READ OUT 1-15 - SINGLE RESPONSE"

1. Sport and physical recreation
2. Welfare or community
3. Health
4. Emergency services
5. Education or training
6. Service group
7. Religious group
8. Environmental or animal welfare
9. Business, professional or union
10. Law, justice or political
11. Arts or heritage
12. Parenting, child or youth
13. International aid or development
14. Other recreation or interest group
15. Something else (specify Q401)

GO Q5

Q401 OTHER DESCRIPTION

Q5 HOW LONG BEEN A VOLUNTEER

"Q5 How long have you been a volunteer for [Q3]/[Q301]/[Q302]/[Q303]/[Q304]/[Q305]/[Q306]/[Q307]/[Q308]? _RECORD AS WEEKS, MONTHS OR YEARS - IF UNCERTAIN, ASK FOR BEST ESTIMATE_"

MR

1. Weeks (specify Q501)
2. Months (specify Q502)
3. Years (specify Q503)

4. Don't know/not sure

GO Q6

Q501 WEEKS

Q502 MONTHS

Q503 YEARS

Q6 WHICH ACTIVITY HAVE YOU SPENT MOST TIME ON IN LAST 12 MONTHS

"Q6 Which activity have you spent the most time on in the last 12 months for [Q3]/[Q301]/[Q302]/[Q303]/[Q304]/[Q305]/[Q306]/[Q307]/[Q308]? _PROMPT OR PROBE IF NECESSARY_"

1. Administration/clerical/recruitment

2. Management/committee work/coordination
3. Befriending/supportive listening/counselling
4. Coaching/refereeing/judging
5. Frontline emergency services
6. Repairing/maintenance/gardening
7. Fieldwork- other
8. Fundraising/sales
9. Delivering leaflets/other promotion
10. Performing/media production
11. Personal care/assistance
12. Preparing/serving food
13. Transporting people/food/other goods
14. Teaching/instruction/providing information
15. Other (specify Q601)

16. Don't know/not sure

GO Q7

Q601 OTHER ACTIVITY

Q7 HOW LONG HAVE YOU VOLUNTEERED FOR IN LAST 12 MONTHS

"Q7 Over the last 12 months, how often have you usually volunteered for
[Q3]/[Q301]/[Q302]/[Q303]/[Q304]/[Q305]/[Q306]/[Q307]/[Q308] ?"

1. At least once a week through all/most of the year
2. 2-3 times a month through all/most of the year
3. At least once a month through all/most of the year
4. Several times through all/most of the year
5. Regularly once a year
6. At least once a week through season/part of the year
7. 2-3 times a month through season/part of the year
8. At least once a month through season/part of the year
9. Several time through season/part of the year
10. Less regularly
11. It varies

Q8 HOW MANY KMS TRAVELLED TO VOLUNTEER

"Q8 How many kilometres do you usually travel from home or work to the place you volunteer at for
[Q3]/[Q301]/[Q302]/[Q303]/[Q304]/[Q305]/[Q306]/[Q307]/[Q308]? _NOTE: THIS MEANS ONE WAY
ONLY_"

1. None - volunteering done at home/work
2. Less than 1 km
3. 2-5 kms
4. 6-10 kms
5. 11-20 kms
6. 21-30 kms
7. 31-40 kms
8. 41-50 kms
9. Over 50 kms
10. It varies

IF 1 IN Q2 GO Q21

Q9 NAME OF ORGANISATION VOLUNTEERED THE SECOND MOST IN LAST 12 MONTHS

"Q9 What is the name of the organisation that you volunteered the second most hours for in the last 12 months?"

1. Local sporting team (specify Q902)
2. Local School/kindergarten (specify Q903)
3. Local Church (specify Q904)
4. Community groups eg: Scouts, environmental groups, clubs etc. (specify Q905)
5. Hospitals
6. Local service club eg: eg: services to help others, Youthwork, Anglicare, RSB (specify Q906)
7. CFS
8. Meals on wheels
9. Counselling Services (specify Q907)
10. Red cross
11. Lions club
12. Rotary
13. Cancer Council
14. SA ambulance service
15. Salvation army
16. Aged care homes (specify Q908)
17. Other (Specify Q901)
18. Can't recall

IF 1-17 IN Q9 GO Q10

IF 18 IN Q9 GO Q21

Q901 NAME OF ORGANISATION VOLUNTEERED SECOND MOST

Q902 SPORTING TEAM

Q903 SCHOOL

Q904 CHURCH

Q905 COMMUNITY GROUP

Q906 SERVICE CLUB

Q907 COUNSELLING SERVICE

Q908 AGED CARE HOME

Q10 ACTIVITY OF SECOND ORGANISATION

"Q10 The next few questions are about _[Q9]/[Q901]/[Q902]/[Q903]/[Q904]/[Q905]/[Q906]/[Q907]/[Q908]_.

Which of the following best describes _[Q9]/[Q901]/[Q902]/[Q903]/[Q904]/[Q905]/[Q906]/[Q907]/[Q908]_?
READ OUT 1-15 - SINGLE RESPONSE"

1. Sport and physical recreation
2. Welfare or community
3. Health
4. Emergency services
5. Education or training
6. Service group
7. Religious
8. Environmental or animal welfare
9. Business, professional or union
10. Law, justice or political
11. Arts or heritage

12. Parenting, child or youth
13. International aid or development
14. Other recreation or interest group
15. Something else (specify Q1001)

GO Q11

Q1001 OTHER ACTIVITY FOR 2ND ORGANISATION

Q11 HOW LONG VOLUNTEERED FOR 2ND ORGANISATION

"Q11 How long have you been a volunteer for

[Q9]/[Q901]/[Q902]/[Q903]/[Q904]/[Q905]/[Q906]/[Q907]/[Q908]? _RECORD AS WEEKS, MONTHS OR YEARS - IF UNCERTAIN, ASK FOR BEST ESTIMATE_"

MR

1. Weeks (specify Q1101)
2. Months (specify Q1102)
3. Years (specify Q1103)

GO Q12

Q1101 WEEKS 2ND

Q1102 MONTHS 2ND

Q1103 YEARS 2ND

Q12 ACTIVITY DONE MOST FOR 2ND ORGANISATION IN LAST 12 MONTHS

"Q12 Which activity have you spent the most time on in the last 12 months for

[Q9]/[Q901]/[Q902]/[Q903]/[Q904]/[Q905]/[Q906]/[Q907]/[Q908]? _PROMPT OR PROBE IF NECESSARY_"

1. Administration/clerical/recruitment
2. Management/committee work/coordination
3. Befriending/supportive listening/counselling
4. Coaching/refereeing/judging
5. Frontline emergency services
6. Repairing/maintenance/gardening
7. Fieldwork - other
8. Fundraising/sales
9. Delivering leaflets/other promotion
10. Performing/media production
11. Personal care/assistance
12. Preparing/serving food
13. Transporting people/food/other goods
14. Teaching/instruction/providing information
15. Other (specify Q1201)

GO Q13

Q1201 OTHER ACTIVITY FOR 2ND ORGANISATION

Q13 HOW OFTEN VOLUNTEERED FOR 2ND ORGANISATION

"Q13 Over the last 12 months, how often have you usually volunteered for

[Q9]/[Q901]/[Q902]/[Q903]/[Q904]/[Q905]/[Q906]/[Q907]/[Q908]?"

1. At least once a week through all/most of the year

2. 2-3 times a month through all/most of the year
3. At least once a month through all/most of the year
4. Several times through all/most of the year
5. Regularly once a year
6. At least once a week through season/part of the year
7. 2-3 times a month through season/part of the year
8. At least once a month through season/part of the year
9. Several time through season/part of the year
10. Less regularly
11. It varies

Q14 HOW MANY KILOMETRES TRAVELLED 2ND ORGANISATION

"Q14 How many kilometres do you usually travel from home or work to the place you volunteer at for _[Q9]/[Q901]/[Q902]/[Q903]/[Q904]/[Q905]/[Q906]/[Q907]/[Q908]_?"

1. None - volunteering done at home/work
2. Less than 1 km
3. 2-5 kms
4. 6-10 kms
5. 11-20 kms
6. 21-30 kms
7. 31-40 kms
8. 41-50 kms
9. Over 50 kms
10. It varies

IF 2 IN Q2 GO Q21

Q15 NAME OF 3RD ORGANISATION

"Q15 What is the name of the organisation that you volunteered the third most hours for in the last 12 months?"

1. Local sporting team (specify Q1502)
2. Local School/kindergarten (specify Q1503)
3. Local Church (specify Q1504)
4. Community groups eg: Scouts, environmental groups, clubs etc. (specify Q1505)
5. Hospitals
6. Local service club eg: services to help others, Youthwork, Anglicare, RSB (specify Q1506)
7. CFS
8. Meals on wheels
9. Counselling Services (specify Q1507)
10. Red cross
11. Lions club
12. Rotary
13. Cancer Council
14. SA ambulance service
15. Salvation army
16. Aged care homes (specify Q1508)
17. Other (Specify Q1501)
18. Can't recall

IF 1-17 IN Q15 GO Q16

IF 18 IN Q15 GO Q21

Q1501 NAME OF 3RD ORGANISATION

Q1502 SPORTING TEAM

Q1503 SCHOOL

Q1504 CHURCH

Q1505 COMMUNITY GROUP

Q1506 SERVICE CLUB

Q1507 COUNSELLING SERVICE

Q1508 AGED CARE HOME

Q16 DESCRIBE 3RD ORGANISATION

"Q16 The next few questions are about

[Q15]/[Q1501]/[Q1502]/[Q1503]/[Q1504]/[Q1505]/[Q1506]/[Q1507]/[Q1508].

Which of the following best describes

[Q15]/[Q1501]/[Q1502]/[Q1503]/[Q1504]/[Q1505]/[Q1506]/[Q1507]/[Q1508]? _READ OUT 1-15 - SINGLE RESPONSE_"

1. Sport and physical recreation
2. Welfare or community
3. Health
4. Emergency services
5. Education or training
6. Service group
7. Religious
8. Environmental or animal welfare
9. Business, professional or union
10. Law, justice or political
11. Arts or heritage
12. Parenting, child or youth
13. International aid or development
14. Other recreation or interest group
15. Something else (specify Q1601)

GO Q17

Q1601 OTHER DESCRIPTION OF 3RD ORGANISATION

Q17 HOW LONG BEEN A VOLUNTEER FOR 3RD ORGANISATION

"Q17 How long have you been a volunteer for

[Q15]/[Q1501]/[Q1502]/[Q1503]/[Q1504]/[Q1505]/[Q1506]/[Q1507]/[Q1508]? _RECORD AS WEEKS, MONTHS OR YEARS - IF UNCERTAIN, ASK FOR BEST ESTIMATE_"

MR

1. Weeks (specify Q1701)
2. Months (specify Q1702)
3. Years (specify Q1703)

GO Q18

Q1701 WEEKS 3RD ORGANISATION

Q1702 MONTHS 3RD ORGANISATION

Q1703 YEARS 3RD ORGANISATION

Q18 ACTIVITY SPENT MOST TIME ON FOR 3RD ORGANISATION

"Q18. Which activity have you spent the most time on in the last 12 months for
[Q15]/[Q1501]/[Q1502]/[Q1503]/[Q1504]/[Q1505]/[Q1506]/[Q1507]/[Q1508]? _PROMPT OR PROBE IF
NECESSARY_"

1. Administration/clerical/recruitment
2. Management/committee work/coordination
3. Befriending/supportive listening/counselling
4. Coaching/refereeing/judging
5. Frontline emergency services
6. Repairing/maintenance/gardening
7. Fieldwork- other
8. Fundraising/sales
9. Delivering leaflets/other promotion
10. Performing/media production
11. Personal care/assistance
12. Preparing/serving food
13. Transporting people/food/other goods
14. Teaching/instruction/providing information
15. Other (specify Q1801)

GO Q19

Q1801 OTHER ACTIVITY FOR 3RD ORGANISATION

Q19 HOW OFTEN VOLUNTEERED FOR 3RD ORGANISATION

"Q19 Over the last 12 months, how often have you usually volunteered for
[Q15]/[Q1501]/[Q1502]/[Q1503]/[Q1504]/[Q1505]/[Q1506]/[Q1507]/[Q1508]?"

1. At least once a week through all/most of the year
2. 2-3 times a month through all/most of the year
3. At least once a month through all/most of the year
4. Several times through all/most of the year
5. Regularly once a year
6. At least once a week through season/part of the year
7. 2-3 times a month through season/part of the year
8. At least once a month through season/part of the year
9. Several time through season/part of the year
10. Less regularly
11. It varies

Q20 HOW MANY KMS TRAVELLED FOR 3RD ORGANISATION

"Q20 How many kilometres do you usually travel from home or work to the place you volunteer at for
[Q15]/[Q1501]/[Q1502]/[Q1503]/[Q1504]/[Q1505]/[Q1506]/[Q1507]/[Q1508]?"

1. None - volunteering done at home/work
2. Less than 1 km
3. 2-5 kms
4. 6-10 kms
5. 11-20 kms
6. 21-30 kms
7. 31-40 kms
8. 41-50 kms
9. Over 50 kms
10. It varies

Q21 HOW MANY HOURS VOLUNTEERED FOR IN TOTAL OVER PAST 12 MONTHS

"Q21 The next question is about ALL your volunteering for ALL organisations over the past 12 months. Approximately how many hours in total have you spent volunteering? Don't forget to include volunteer hours done in your own home and extra hours done irregularly. You can give me your answer in hours per week, or days per month, etc. , however, suits you best. _NOTE: IF DAYS, CHECK HOW MANY HOURS PER DAY, IF LESS THAN 7 HRS/DAY, RECALCULATE AS HOURS_"

1. Hours per week (specify Q2101)
2. Hours per month (specify Q2102)
3. Hours per year (specify Q2103)
4. Days per month (specify Q2104)
5. Weeks per month (specify Q2105)
6. Weeks per year (specify Q2106)
7. It varies too much to say

GO Q22

Q2101 HOURS PER WEEK

Q2102 HOURS PER MONTH

Q2103 HOURS PER YEAR

Q2104 DAYS PER MONTH

Q2105 WEEKS PER MONTH

Q2106 WEEKS PER YEAR

Q22 HOW DID YOU FIRST BECOME INVOLVED IN VOLUNTEERING

"Q22 How did you first become involved in volunteering? _UNPROMPTED_"

MR

1. Knew someone involved
2. Someone asked me
3. Family history/culture of volunteering
4. Found out about it myself
5. I had been affected/impacted by something/received volunteer help
6. Family/friend affected/impacted by something/received volunteer help
7. Saw advertisement/report in media
8. Through my employer
9. Through my children's school
10. Through my children's sport
11. Through my children - some other way
12. Through my studies
13. Through Church
14. Involvement with club/association
15. Small community/way of life
16. Saw the need
17. Had an interest/passion
18. Bored/something to do/retired
19. Other (specify Q2201)

20. Can't recall

GO Q23

Q2201 OTHER WAY INVOLVED

Q23 MAIN REASON FOR VOLUNTEERING

"Q23 What is your main reason for volunteering? _UNPROMPTED_"

1. Active/to be active
2. Felt obliged
3. Give pleasure to others
4. Give something back
5. Help others/community
6. Improve others' situations/health/etc
7. Just happened
8. Keep a group/club/association going
9. Learn new skills
10. Meet people - social contact
11. Meet people - variety/are different from me
12. Personal satisfaction
13. Personal/family involvement
14. Religious beliefs
15. To do something worthwhile
16. Use my skills/experience
17. Work - gain work experience
18. Work - hope it leads to a job
19. Other (specify Q2301)

--

20. Can't say

GO Q24JP

Q2301 OTHER REASON

Q24JP

=0

IF 20 IN Q23 GO Q25

Q24 OTHER REASONS FOR VOLUNTEERING

"Q24 Are there any other reasons you volunteer? _UNPROMPTED_"

MR

1. Active/to be active
2. Felt obliged
3. Give pleasure to others
4. Give something back
5. Help others/community
6. Improve others' situations/health/etc
7. Just happened
8. Keep a group/club/association going
9. Learn new skills
10. Meet people - social contact
11. Meet people - variety/are different from me
12. Personal satisfaction
13. Personal/family involvement
14. Religious beliefs
15. To do something worthwhile

16. Use my skills/experience
17. Work - gain work experience
18. Work - hope it leads to a job
19. Other (specify Q2401)

--

20. No other reasons
NOT Q23

GO Q25JP

Q2401 OTHER 2ND REASON FOR VOLUNTEERING

Q25JP
=0

IF 17-18 Q23 GO Q26
IF 17-18 Q24 GO Q26

Q25 USE FOR WORK EXPERIENCE

"Q25 Do you use formal volunteering to gain employment?"

1. Yes
2. No
3. Not sure / can't say
4. Not applicable, not looking for employment

IF 4 IN Q25 GO Q29

Q26 EXPERIENCE LISTED ON JOB APPS

"Q26 Do you think volunteering experience should be listed on job applications?"

1. Yes
2. No
3. Not sure / can't say

Q27 EXTENT VOLUNTEERING HELPFUL TO GAIN EMPLOYMENT

"Q27 To what extent do you believe your volunteer experience is helpful in gaining employment? Use a 1 to 5 scale, where 1 is no help at all and 5 is very helpful."

NUM 1-5, D

IF 3-5 Q27 GO Q29

Q28 WHY NOT HELPFUL

"Q28 Why do you say experience as a volunteer is not helpful in gaining employment? _UNPROMPTED - OPEN-ENDED_"

Q29 BENEFITS EXPERIENCED AS A VOLUNTEER

"Q29 What benefits have you experienced as a direct result of being a volunteer? _UNPROMPTED - RECORD 1ST MENTION FIRST IN LIST_"

MR

1. Improved skills - communication
2. Improved skills - teamwork

3. Improved skills - problem solving
4. Improved skills - initiative and enterprise
5. Improved skills - planning and organising
6. Improved skills - self-management
7. Improved skills - learning
8. Improved skills - technology
9. Broader outlook
10. Friendships/made friends
11. Feel/be part of a community
12. Gain community respect
13. Personal satisfaction/enjoy making other people or things better
14. Increased self-esteem/self-worth
15. Meet people - social contact
16. Meet people - variety/are different from me
17. Other (specify Q2901)
-
18. No benefits experienced

GO Q30

Q2901 OTHER BENEFITS EXPERIENCED

Q30 CHANGE IN NO. OF HOURS VOLUNTEER IN NEXT 12 MONTHS

"Q30 In the next 12 months, do you expect the number of hours you volunteer for organisations to increase, decrease or stay the same?"

1. Increase
2. Stay the same
3. Decrease
4. Decrease temporarily
5. Can't say

IF 2 IN Q30 GO Q34

IF 5 IN Q30 GO Q35

Q31 BY HOW MUCH

"Q31 By how much do you expect your volunteering to [Q30]? _RECORD AS HRS, DAYS OR WKS
NOTE: IF DAYS, CHECK HOW MANY HOURS PER DAY, IF LESS THAN 7 HRS/DAY, RECALCULATE AS HOURS_"

1. Hours per week (specify Q3101)
2. Hours per month (specify Q3102)
8. Hours per year (specify Q3106)
3. Days per month (specify Q3103)
4. Weeks per month (specify Q3104)
5. Weeks per year (specify Q3105)
6. All the time I currently give
7. Can't say

IF 1 IN Q30 GO Q32

IF 3-4 IN Q30 GO Q33

Q3101 HOURS PER WEEK

Q3102 HOURS PER MONTH

Q3106 HOUR PER YEAR
Q3103 DAYS PER MONTH
Q3104 WEEKS PER MONTH
Q3105 WEEKS PER YEAR

Q32 WHAT FACTORS CONTRIBUTE TO INCREASE

"Q32 What factors are contributing to your increased volunteering? _UNPROMPTED_"

MR

1. Retired from work
2. Children now at school
3. Children older
4. Children left home
5. Greater sense of social responsibility
6. Bored - need more/different things to do
7. Reduced government/paid services
8. Increased need from the community
9. Other volunteers getting older/need replacing
10. Training/mentoring new volunteers
11. Have been asked to take on more
12. Other reason (specify Q3201)

GO Q35

Q3201 OTHER REASON

Q33 WHAT COULD BE DONE TO MAINTAIN YOUR LEVEL

"Q33 What, if anything, could be done to help YOU maintain your current level? _UNPROMPTED_"

MR

1. More government funding
2. More funding from the community
3. Other suggestion (specify Q3301)
4. Nothing because going overseas
5. Nothing because family member/friend needs me instead
6. Nothing because. . .(specify Q3302)

7. Nothing

GO Q35

Q3301 OTHER SUGGESTION TO MAINTAIN LEVEL

Q3302 NOTHING

Q34 WHAT COULD BE DONE TO INCREASE YOUR LEVEL

"Q34 What, if anything, could be done to help you increase your current level of volunteering?"

UNPROMPTED"

MR

1. If I were fitter/healthier
2. If I could give up work
3. If I had more hours in the day
4. If organisation(s) I volunteer for received more funding
5. Other suggestion (specify Q3401)
6. Nothing because. . . (specify Q3402)

7. Nothing

GO Q35

Q3401 OTHER SUGGESTION TO INCREASE LEVEL

Q3402 NOTHING

Q35 HOW IMPORTANT IS IT FOR PEOPLE TO VOLUNTEER

"Q35 How important or otherwise is it that people in the community volunteer for organisations, clubs, associations, etc. ? Please use a 0-10 scale, where 0 means not at all important and 10 means extremely important. _RECORD NUMBER, D IF DON'T KNOW_"

WIDTH=2

NUM 0-10, D

Q36 BENEFITS TO COMMUNITY

"Q36 What do you see as the benefits to the community from people volunteering? _BUT PROBE THOROUGHLY_"

MR

1. (Many) activities would cease to exist
2. (Many) community project/programs would cease to exist/never happen
3. (Many) organisations would cease to exist
4. Broadens people's perspectives/views
5. Building community spirit/attitudes/cohesion
6. Cross-generational contact/exchange of views
7. Easing the load for the professionals/staff
8. Gives pleasure/enjoyment to people/the community
9. Keeps down costs for government/taxpayers
10. Keeps down costs for organisations
11. Keeps down costs to the community
12. Keeps kids active
13. Keeps kids off the street
14. Keeps older people in their homes
15. Parents (more) involved with their children
16. People can get the coaching/training/mentoring they need
17. People get help they wouldn't otherwise get
18. People's/the community general wellbeing
19. Volunteers' wellbeing/personal satisfaction
20. Other (specify Q3601)

21. Nothing

GO Q37

Q3601 OTHER SUGGESTED BENEFITS

Q37 BENEFITS TO YOU AND YOUR FAMILY

"Q37 What do you see as the benefits to you and your family from OTHER people volunteering? _UNPROMPTED_"

MR

1. Aged care facilities (e. g. nursing homes) more affordable
2. Aged care in people's homes

3. Can get clothes etc. from op shops
4. Clubs/associations/groups stay in existence
5. Friendlier/safer community
6. Good example for children/young people
7. Help when someone is sick
8. Keeps me/my family fit
9. Kids exposed to greater variety of learning
10. Kids get to play sport/do things they want to
11. My home is better protected e. g. fire, security, etc.
12. Sense of security/knowing someone is there to help
13. Other (specify Q3701)

14. Nothing

GO Q38JP

Q3701 SUGGESTED BENEFITS TO YOU/FAMILY

Q38JP

=0

IF 1 IN Q1 GO Q41

IF 2 IN Q1 GO Q38

Q38 WHY DON'T FORMALLY VOLUNTEER

"Q38 You mentioned that you don't do any formal volunteering; can you tell me why that is?"

_UNPROMPTED - RECORD 1ST MENTION FIRST IN LIST _"

MR

1. Family commitments too time consuming
2. Work commitments too time consuming
16. Study commitments too time consuming
3. No spare time (no reason given)
4. Too elderly
5. Unwilling to make year round/regular contribution
6. Too many rules/regulations nowadays
7. Volunteer in other ways (specify Q3801)
8. Give money instead of time
9. Have never been personally asked
10. Health problems/physically unable
11. No interest in volunteering
12. Can't afford it financially
13. Don't know how to become involved/need more info
14. Other (specify Q3802)

15. Can't say

GO Q39

Q3801 VOLUNTEER OTHER WAYS

Q3802 OTHER REASON FOR NOT VOLUNTEERING

Q39 LIKELY/UNLIKELY VOLUNTEER IN NEXT 12 MTHS

"Q39 How likely or unlikely is it that you will become a volunteer through an organisation or group in the next 12 months?"

1. Very likely
2. Quite likely
3. Neither likely nor unlikely / can't say
4. Quite unlikely
5. Very unlikely

Q40 WHAT NEEDS TO HAPPEN TO BECOME VOLUNTEER

"Q40 What would need to happen for you to become involved in volunteering? _UNPROMPTED - RECORD 1ST MENTION FIRST IN LIST _"

MR

1. Decreased family commitments
2. Decreased work commitments
10. Decreased study commitments
3. Retirement
4. If I didn't have to work for a living
5. Extra time - other reason (specify Q4001)
6. If I get better physically
7. More information on how I could help
8. Other (specify Q4002)

9. Nothing would make it happen

GO Q41

Q4001 EXTRA TIME REASON

Q4002 OTHER

Q41 DONE INFORMAL VOLUNTEERING

"Q41 The next few questions are about informal volunteering. This is where you provide unpaid help directly to people OTHER THAN RELATIVES, on your own initiative and not through a group or organisation. This includes things like shopping for a neighbour, mowing someone else's lawn, baby sitting for free, visiting or helping someone who is sick or elderly, etc. In the last 12 months, have you done any informal volunteering?"

1. Yes
2. No

IF 2 IN Q41 GO Q46

Q42 HOW MANY HRS SPENT INFORMAL VOLUNTEERING

"Q42 Over the last 12 months, approximately how many hours per month have you spent informal volunteering?"

1. Hours per week (specify Q4201)
2. Hours per month (specify Q4202)
3. Hours per year (specify Q4203)

GO Q43

Q4201 HOURS PER WK

Q4202 HOURS PER MTH

Q4203 HOURS PER YEAR

Q43 ACTIVITY AS INFORMAL VOLUNTEER

"Q43 What activity did you spend the most time on as an informal volunteer in the last 12 months?
_UNPROMPTED - RECORD 1ST MENTION FIRST IN LIST _"

1. Babysitting
2. Cooking for others
3. Delivering food/other goods
4. Driving others
5. Housework
6. Providing care for sick or elderly
7. Shopping for others
8. Take bins out/bring in mail/keep eye on place for sick/elderly
9. Take bins out/bring in mail/keep eye on place when people away
10. Teaching/coaching/mentoring
11. Visiting sick or elderly
12. Writing letters, paying bills, etc.
13. Yard or maintenance work/watering gardens/etc
14. Other (specify Q4301)

GO Q44

Q4301 OTHER ACTIVITY INFORMAL

Q44 REASON FOR INFORMAL VOLUNTEERING

"Q44 What is your main reason for this informal volunteering? _UNPROMPTED_"

1. Active/to be active
2. Felt obliged
3. Give pleasure to others
4. Give something back
5. Help others/community
6. Improve others' situations/health/etc
7. Just happened
8. Keep a group/club/association going
9. Learn new skills
10. Meet people - social contact
11. Meet people - variety/are different from me
12. Personal satisfaction
13. Personal/family involvement
14. Religious beliefs
15. To do something worthwhile
16. Use my skills/experience
17. Work - gain work experience
18. Work - hope it leads to a job
19. Other (specify Q4401)

--

20. Can't say

GO Q45JP

Q4401 OTHER 1ST REASON FOR INFORMAL VOLUNTEERING

Q45JP

=0

IF 20 Q44 GO Q46

Q45 OTHER REASON FOR INFORMAL VOLUNTEERING

"Q45 Are there any other reasons you volunteer in this way? _UNPROMPTED_"

MR

1. Active/to be active
2. Felt obliged
3. Give pleasure to others
4. Give something back
5. Help others/community
6. Improve others' situations/health/etc
7. Just happened
8. Keep a group/club/association going
9. Learn new skills
10. Meet people - social contact
11. Meet people - variety/are different from me
12. Personal satisfaction
13. Personal/family involvement
14. Religious beliefs
15. To do something worthwhile
16. Use my skills/experience
17. Work - gain work experience
18. Work - hope it leads to a job
19. Other (specify Q4501)

--

20. No other reasons

NOT Q44

GO Q46

Q4501 OTHER 2ND REASON

Q46 EXTENT REASONABLE TO EXPECT RECOGNITION

"Q46 To what extent do you think it is reasonable to expect recognition for your volunteer contributions?

Use a 1 to 5 scale, where 1 is not at all reasonable and 5 is very reasonable"

NUM, 1-5, D

IF 1-2 OR "D" Q46 SKIP Q48

Q47A WHAT FORM OF REWARD OR RECOGNITION

"Q47A What form would that reward or recognition take? _OPEN-ENDED_"

1. Response - specify (SPECIFY Q47A01)
2. Don't know
3. Already receive reward/recognition
4. Just 'thanks'

GO Q48

Q47A01 FORM OF REWARD OR RECOGNITION

Q48 GENDER

"Q48 _RECORD GENDER_ "

1. Male
2. Female

Q49 YEAR BORN

"Q49 Now I just need to ask a few questions to help us analyse our results. What year were you born?

RECORD NUMBER, D IF REFUSED "

WIDTH=4

NUM 1900-2003, D

Q50 POSTCODE

"Q50 What is the postcode where you live? _RECORD NUMBER, D IF DON'T KNOW _ "

WIDTH=4

NUM 5000-5999

Q51 WORK STATUS

"Q51 In the last week, did you have a full-time or part-time job of any kind?"

MR

1. Yes, worked for payment or profit
2. Yes, but absent on holidays, on paid leave, on strike or temporarily stood down
3. Yes, unpaid work in a family business
4. Yes, other unpaid work

5. No, did not have a job

IF 5 IN Q51 GO Q55

Q52 TYPE OF JOB

"Q52 In the main job held last week, were you: _READ OUT 1-4_ "

1. A wage or salary earner
2. Conducting own business with employees
3. Conducting own business without employees
4. A helper not receiving wages

IF 2-4 IN Q52 GO Q54

Q53 EMPLOYER SUPPORT VOLUNTEERING

"Q53 Does your employer support volunteering through a corporate or workplace volunteer program?"

1. Yes
2. No
3. Don't know

Q54 HOURS WORKED LAST WEEK

"Q54 Last week, how many hours did you work in all jobs? _USE D FOR DON'T KNOW_ "

WIDTH =3

NUM 0-120, D

Q55 LOOK FOR WORK

"Q55 Did you actively look for work at any time in the last four weeks? _NOTE: REGISTERED WITH CENTRELINK AS A JOBSEEKER, CHECKING OR REGISTERING WITH ANY OTHER EMPLOYMENT

AGENCY; WRITING, TELEPHONING, OR APPLYING IN PERSON TO AN EMPLOYER FOR WORK;
ADVERTISING FOR WORK_"

MR

2. Yes, I looked for part-time work
3. Yes, I looked for full-time work

1. No, I did not look for work

IF 1 IN Q55 GO Q57

Q56 STARTED WORK LAST WEEK

"Q56 If you had found a job, could you have started work last week?"

1. Yes
2. No

Q57 LEVEL OF EDUCATION/QUALIFICATIONS

"Q57 What is the highest level of education/qualification you have achieved to date?"

1. Did not go to school
2. Year 8 or below
3. Year 9 or equivalent
4. Year 10 or equivalent/Intermediate
5. Year 11 or equivalent/Leaving
6. Year 12 or equivalent/Leaving honours
7. Trade
8. Certificate I/II
9. Certificate III/IV
10. Advanced diploma/diploma
11. Bachelor degree
12. Graduate diploma/Graduate certificate
13. Postgraduate degree
14. Other Certificate
15. Other qualification (specify Q5701)
16. Refused

GO Q58

Q5701 OTHER QUALIFICATION

Q58 STUDYING

"Q58 Are you currently studying?"

1. Yes
2. No

IF 2 IN Q58 GO Q60

Q59 VOLUNTEERING WHILST STUDYING

"Q59 Are you doing any volunteering that will help in your future career?"

1. Yes
2. No

Q60 COUNTRY OF BIRTH

"Q60 In which country were you born?"

1. Australia
2. England
3. New Zealand
4. Italy
5. Vietnam
6. Scotland
7. Greece
8. Germany
9. Philippines
10. India
11. Other (specify Q6001)

IF 1 IN Q60 GO Q61

IF 2-11 IN Q60 GO Q62

Q6001 OTHER COB

Q61 ABORIGINAL OR TSI

"Q61 Are you of Aboriginal or Torres Strait Islander origin?"

MR

2. Yes, Aboriginal
3. Yes, Torres Strait Islander

1. No

Q62 HOUSEHOLD

"Q62 Which of the following best describes your household? _READ OUT AS NECESSARY_"

1. Lone person household
2. Group household of related or unrelated adults
3. Young couple, no children
4. Older couple, no children at home
5. Couple with mainly pre-school children
6. Sole parent with mainly pre-school children
7. Couple with mainly primary-school children
8. Sole parent with mainly primary-school children
9. Couple with mainly teenage children
10. Sole parent with mainly teenage children
11. Couple with mainly adult children still living at home
12. Sole parent with mainly adult children still living at home
13. Refused

Q63 MARITAL STATUS

"Q63 What is your marital status?"

1. Never married
2. Widowed
3. Divorced
4. Separated but not divorced
5. Married/de facto
6. Refused

Q64 HOUSEHOLD INCOME

"Q64 Which of the following ranges best describes your household's gross income? _READ OUT 1-7_"

1. Less than \$25,000 per annum
2. \$25,000 to less than \$50,000
3. \$50,000 to less than \$75,000
4. \$75,000 to less than \$100,000
5. \$100,000 to less than \$150,000
6. \$150,000 to less than \$200,000
7. \$200,000 or more
8. Don't know
9. Refused

Q65. CLOSE

"Q65 That is all we need at the moment. On behalf of the Office For Volunteers and Harrison Research, thank you for your time."

BLANK

Q67. ISO 20252

"Q67 By pressing enter at this screen, I certify that this is a true, accurate and complete interview, conducted in accordance with the ISO 20252 standards and the AMSRS Code of Professional Behaviour (ICC/ESOMAR). I will not disclose to any other person the content of this questionnaire or any other information relating to this project."

BLANK

Q0QUO

TOTAL=1500