

Volunteering in South Australia, 2014

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1. SETTING THE SCENE

1.1 Background

The Office for Volunteers, acting on behalf of the Department for Communities and Social Inclusion, 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.

Volunteer participation in South Australia was last evaluated in 2012 by Harrison Research, which found participation figures among South Australians (aged 15 and above) at 45% for formal volunteering, and 51% for informal volunteering. In terms of formal volunteering, this reflects a statistically significant declining trend since 2006 (51% engaged in formal volunteering), whilst informal volunteering rates significantly increased over the two year period from 2010 to 2012 (from 47% to 51%). Both of these variations are significant at 95% confidence level.

Within the current South Australian Strategic Plan, Target 24 is: "Volunteering: Maintain a high level of formal and informal volunteering in South Australia at a participation rate of 70% or higher". In order to track the change in volunteering rates over time, and the effectiveness of existing programs in maintaining this target, 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.

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 The project

This survey was carried out using CATI (Computer Aided Telephone Interviewing) with a random sample of 1,508 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. Subsequently, the data has been proportionally weighted by gender and age to align with the population distribution as recorded in the most recent, 30 June 2013 Estimated Resident Population (ERP) from the ABS. Eight 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 1,500. Weightings in the 2012 report were based on 30 June 2011 ERP.

The sample has also been weighted by geographic region, with these weight calculations based on the 2011 Census data because ERPs are not available below State and Territory level.

All interviewing was carried out by Harrison's IQCA (Interviewer Quality Control Australia) accredited interviewers between 26 May to 12 June 2014.

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.

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, a change was made to the survey introduction; it precluded mention of volunteering and the Office for Volunteers, in order to help minimise any potential bias that might exist from proportionally more volunteers than non-volunteers agreeing to take part in a survey on a topic that could have inherent interest.

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.*

2012-2014 introduction: *We are conducting a survey across South Australia about community activities, on behalf of the State Government.*

As in 2012, with a sample size of 1,500, 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. Replacement sampling 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 the change in introduction to minimise this effect. It is also, to a large extent, accounted for in standard statistical testing and the resulting margin of error. Having said this, it is generally advisable to be conservative rather than over-optimistic, so we suggest using $\pm 5\%$ rather than $\pm 2.5\%$ in considering volunteering rates. Results within the survey regarding volunteers' activities, profiles, drivers, barriers, intentions, etc. do not suffer from this potentially larger variance.

2. EXECUTIVE ASSESSMENT

2.1 Key outcomes

2.1.1 Volunteering rates

Volunteering rates continue to remain on target. Formal volunteering rates in South Australia appeared to increase in 2014 compared with 2012 but this difference was not statistically significant (48%, from 45% in 2012). On the other hand, a significant decrease in informal volunteering was observed in 2014 compared with 2012 (44%, down from 51% in 2012).

In 2014:

- Taking both formal and informal volunteering into account in 2014, 68% of the total sample volunteered in some form, a slight decline from 71% in 2012 but consistent with the 69% recorded in 2010. These findings are within the margin for error and the result shows a statistically stable pattern over time for the total proportion involved in volunteering.
- 48% reported being involved in formal volunteering, representing a non-significant increase compared with 2012 (45%). This appears to halt the downward trend in formal volunteering, although further surveys would be needed to confirm that the pattern has changed.
- 44% reported engaging in informal volunteering, which represents a statistically significant decline in informal volunteering between 2012 and 2014 (down from 51%). This proportion represents the lowest informal volunteering rate across the last five surveys.
- Gender distribution was biased towards females with a significantly higher proportion of females involved in formal volunteering (52% female versus 45% male) although the gap has closed somewhat, with males more likely to become engaged in formal volunteering (up from 40% in 2012). A slightly higher proportion of females engage in informal volunteering (49% female versus 42% male).
- The proportion of regional respondents engaged in formal volunteering continued to remain significantly higher (61%) compared to metropolitan respondents (44%).

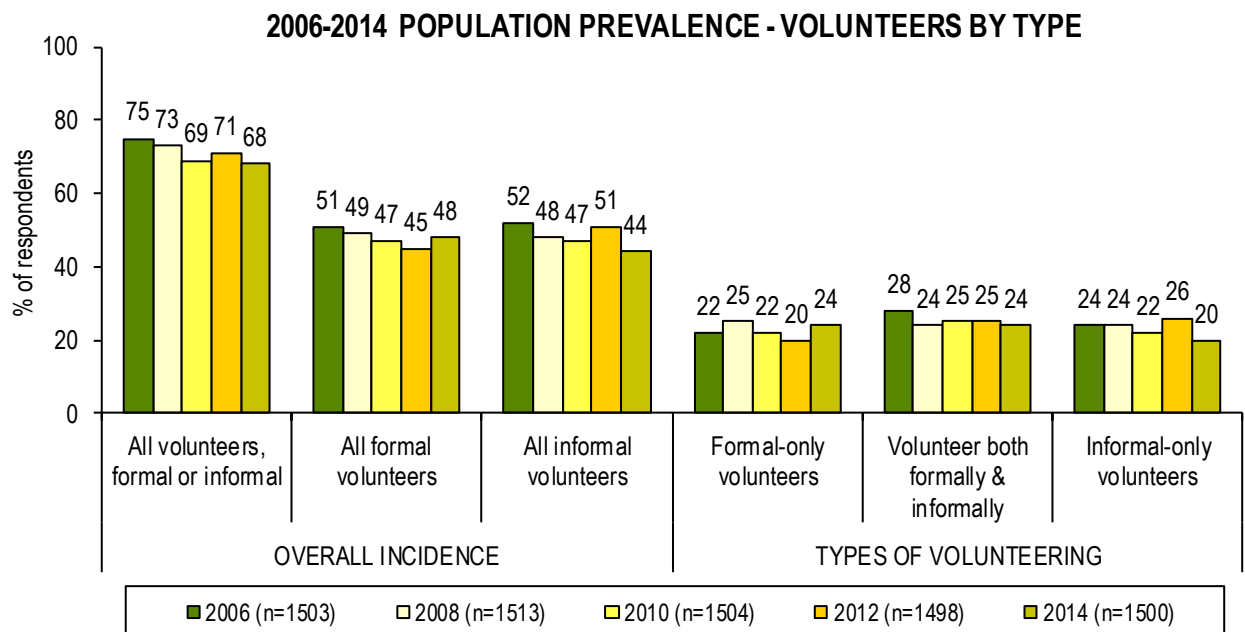


Fig.1: The prevalence of different volunteer types (formal & informal) in the SA population, over time.

2.1.2 Formal and informal volunteer hours

Respondents provided information on the number of hours they volunteer formally. In 2014, the median contribution per formal volunteer was 2.03 hours per week, a similar outcome to 2012 (2.01 hours per week).

The median figure for informal volunteering in 2014 was 0.69 hours per volunteer per week, also consistent with 2012 result (0.68 hours per week).

When extrapolated to the population, as shown in the table below, it appears that the 68% of people who volunteer are contributing, between them, more than 1.7 million hours per week¹. Whilst this represents a slight increase compared with 2012 in the number of volunteer hours per week, it still remains lower than the 2006-2010 surveys, in particular 12% lower than in 2010.

	EXTRAPOLATED VOLUNTEERING HOURS PER WEEK		
	2010*	2012	2014
SA Population aged 15-84 (based on Census or ERP data)	1,202,913	1,324,008	1,334,453
% volunteer formally (A)	47%	45%	48%
# volunteer formally (B)	566,000	600,000	641,000
Median hours per week formal volunteering (C)	2.50	2.01	2.03
TOTAL FORMAL VOLUNTEERING HOURS PER WEEK (B*C)	1,415,000	1,206,000	1,301,230
% volunteer informally (D)	47%	51%	44%
# volunteer informally (E)	566,000	675,000	587,000
Median hours per week informal volunteering (F)	0.92	0.68	0.69
TOTAL INFORMAL VOLUNTEERING HOURS PER WEEK (E*F)	520,720	459,000	405,030
TOTAL VOLUNTEERING HOURS PER WEEK	1,935,720	1,665,000	1,706,260

2.1.3 Profiling

As observed in previous years, generally, the demographic profiles of both formal and informal volunteers match the wider population, indicating that volunteers are being attracted from all sectors. The distinguishing characteristics remained the same; more volunteers are sourced from those who:

- Are female.
- Aged between 35 and 54 years, although all age cohorts were represented in the volunteers' profile.
- Reside in regional South Australia (32% of formal volunteers live in regional SA, yet only 26% of SA's population reside in regional areas).
- Are in paid employment, although this is declining over time (54% in 2014, down from 58% in 2012 and 66% in 2010).
- Are University educated.
- Were born in Australia (86%).
- Tended to have a household income above \$75,000 per year (35% of formal volunteers).
- Reside in a couple family and be married or in a de facto relationship.

¹ Population numbers and total hours rounded to nearest 10,000, to allow for the potential margin for error in sampling.

2.1.4 How organisations benefit

In 2014, across all organisations, welfare and community groups surpassed sport and physical recreation groups as the dominant type of organisations at which people volunteer (35% versus 31% respectively). This reflects a small decrease in nominating sport and physical recreation groups compared with the 2012 results (34% of all organisations).

Compared to 2012, across all organisations, the following was noted:

- Formal volunteering at education or training organisations has declined from 23% to 18% in the current survey.
- The proportion volunteering at health organisations was on par after declining sharply between 2010 and 2012 (from 15% in 2010 to 8% in 2012 and 7% in 2014).
- Volunteering at religious groups has declined slightly (13%, down from 17% in 2012), and has fluctuated over the last five surveys.
- The proportion volunteering for emergency services has slightly increased compared with 2012 (6%, up from 4% in 2012 but still below the high of 10% in 2010).

2.1.5 Reasons for volunteering

In 2014, the three most common reasons for volunteering have remained the same; however, there were fluctuations in proportions. While a slightly higher proportion mentioned 'help others or help the community' (40%, up from 38% in 2012 but still below the 45% reported in 2010), 'giving something back' became the second most common reason (19%, up from 14% in 2012). On the other hand, mentions of 'personal satisfaction' fell back to previous levels (14%, down from 19% in 2012 but consistent with 2010).

2.1.6 Perceived personal benefits

Positively, only 3% (consistent with previous surveys) could not think of at least one personal benefit they have experienced from volunteering. Almost half (48%) reported a sense of personal satisfaction (consistent with recent surveys) and 27% forged friendships (down from 30%). Also positive was the finding that 26% felt more a part of the community (increase from 19%), whilst a further 18% had met more people and experienced increased social contact (down from 23% in 2012).

2.1.7 Original triggers

In 2014, 18% became involved in formal volunteering through clubs/associations and 17% after someone asked them (consistent with 16% in 2012).

The next most common original triggers were: 11% through church; 11% have a family culture of volunteering; 10% knew someone involved; and 9% via their children's school. These triggers have fluctuated slightly since 2012, with family culture showing a significant increase this year (up from 7%) and children's school declining significantly (down from 13%).

2.1.8 Reasons for not volunteering

In 2014, 44% of the 774 respondents who are not formal volunteers said that this is because their work commitments are too time-consuming; this figure was statistically similar among informal volunteers (45%).

Work commitments was more commonly mentioned by a greater proportion of metropolitan respondents (47% versus 33% in regional); respondents aged 35 to 54 years (63%); and people generally profiling as middle to mature family life stage. However, as noted in 2012, the gap between males and females closed, with females being equally occupied with work commitments.

The second most common reason for not volunteering was family commitments (24%; consistent with 2012) followed by health problems (15%), having no spare time (13%), and study commitments (12%).

The majority (81%) of those who did not formally volunteer were open to being encouraged, citing at least one factor that might encourage them to participate, although this reflects a significant increase in mentions that “nothing would encourage me to participate in formal volunteering”.

The single largest factor that might encourage non-volunteers to participate continued to be ‘decreased work commitments’ (30%; significant increase from 24% in 2012). The proportion who mentioned ‘family commitments would need to decrease’ also increased significantly, from 17% in 2012 to 21% in the current survey.

2.1.9 Formal volunteers' future intentions

As in previous years, the majority of volunteers do not expect their volunteering hours to either increase or decrease (72%), reflecting a significant increase in maintaining the same hours compared with all previous surveys.

Just over one in ten (13%) do anticipate an increase; again reflecting a decline in the proportion of formal volunteers who anticipate increasing their commitment (down from 21% in 2012).

This increase is balanced by 14% who anticipate a decrease in their hours (consistent with previous surveys).

Respondents who anticipated a change in their formal volunteering were asked by how much they would reduce or increase their hours. Bearing in mind that most respondents did not anticipate any change, in 2014, the calculated net change in hours among those who expect an increase or decrease was +1.7 hours per week per formal volunteer. Extrapolating this to the State as a whole shows a predicted increase of approximately 29,200 formal volunteer hours per week.

2.1.10 Non-volunteers' intentions

The likelihood of respondents who are not formal volunteers taking up formal volunteering in the next 12 months has declined significantly compared with previous surveys. Overall, 16% who are not currently formal volunteers said that it is either very or quite likely they will take up this activity (compared with 22% in 2012 and 20% in 2010).

On the other hand, 72% (up from 68% in 2012) said it was either very or quite unlikely that they would do this. It should also be borne in mind that likely behaviour almost always overstates actual behaviour.

Non-volunteers were less likely than informal volunteers to anticipate taking on formal volunteering in the next 12 months (12% non-volunteers versus 21% informal volunteers; combined very and quite likely proportions).

2.1.11 Perceived importance

The mean rating given to the importance of volunteering has remained stable in 2014 at 8.6 out of 10, identical to that in the last three surveys. This figure continued to be significantly higher among the formal volunteer sample (9.0 out of 10) than among non-volunteers (8.1 out of 10). However, while this difference is statistically significant, 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. These results are consistent over time.

2.1.12 Perceived benefits to the community

Positively, almost all (97%) of the total sample continued to be able to see some benefits to the community from volunteering. One in four (25%) of the total sample believed that 'it builds community spirit and facilitates social cohesion' and a similar proportion (24%) stated 'people get help they would otherwise not get'. A further one in five (19%) said 'many community projects would cease to exist'. These findings are similar to previous surveys, with some minor fluctuations.

Expectedly, the proportion of formal volunteers who nominated such benefits was higher than among those who do not formally volunteer. In other words, while both segments consider volunteering important, those who currently volunteer formally have a clearer and more comprehensive perception of why volunteering is important.

2.1.13 Perceived benefits to self and/or family

As observed over time, 32% of the total sample can see no direct benefits to themselves or their family as a result of other people's volunteer work (statistically higher than the 27% reported in 2012). This proportion is significantly higher among non-volunteers (50%, up from 39% in 2012) - a finding which is consistent with previous surveys.

The top personal/family benefits from volunteering were perceived as: friendlier/safer communities; and clubs/associations/groups stay in existence (both 19%, consistent with 2012).

2.1.14 Use of volunteering in employment

When asked if they mention formal volunteer work to gain employment, just 6% of formal volunteers indicated they do, although a further 41% said this did not apply to them as they were not looking for work.

However, when asked if they think volunteer experience should be listed on job applications, the overwhelming response was in the affirmative (91% said yes). This was almost unanimous among under 35 year olds (97% said yes), females (96%) and those with a household income of less than \$50,000 per annum (97%). This suggests that formal volunteer experience may assist those who are currently seeking employment, particularly those who may be experiencing difficulties, in doing so.

Positively, when it came to whether or not they felt volunteer work was helpful in gaining employment, over half (53%) felt that volunteer work was helpful in gaining employment. A further 28% were unsure and only one in five (19%) felt that it was not helpful. The mean score of 3.5 (out of a possible 5.0) reflects an overall 'neutral' to 'quite helpful' position.

2.1.15 Reward or recognition for volunteers

All respondents were asked to nominate the extent they think it is reasonable to expect recognition for their volunteer contributions, using a 1 to 5 scale. A mean score of 2.7 suggests that the population tend to think this concept is quite unreasonable (below the neutral level of 3.0 out of 5.0). This outcome was more noticeable among current volunteers (2.4 mean score) compared with non-volunteers (3.4 mean score).

They were then asked if they expected reward or recognition for volunteering, to which 75% indicated they do not expect this (versus 21% who thought there should be reward or recognition for volunteer work). The type of reward most often mentioned, however, was "informal thanks" (60% of informal only volunteers and 74% of formal only volunteers).

These findings suggest that volunteers, and even most of those not involved in volunteer activity, look for (or expect) intangible satisfaction and informal acknowledgement of their contribution rather than a tangible reward or recognition. A further finding to support this was the very low proportion who suggested that reimbursement of costs would be an appropriate reward or recognition for volunteers (1%).

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

As seen in the graph below, in 2014, 68% of the total sample (or 1,018 out of 1,500 people) volunteer in some way (A + B + C). 48% of the total sample volunteer formally in some way (either solely formally or in conjunction with informal volunteering, i.e. A +B) and 44% of the total sample volunteer informally in some way (either solely or in conjunction with formal volunteering, i.e. B + C).

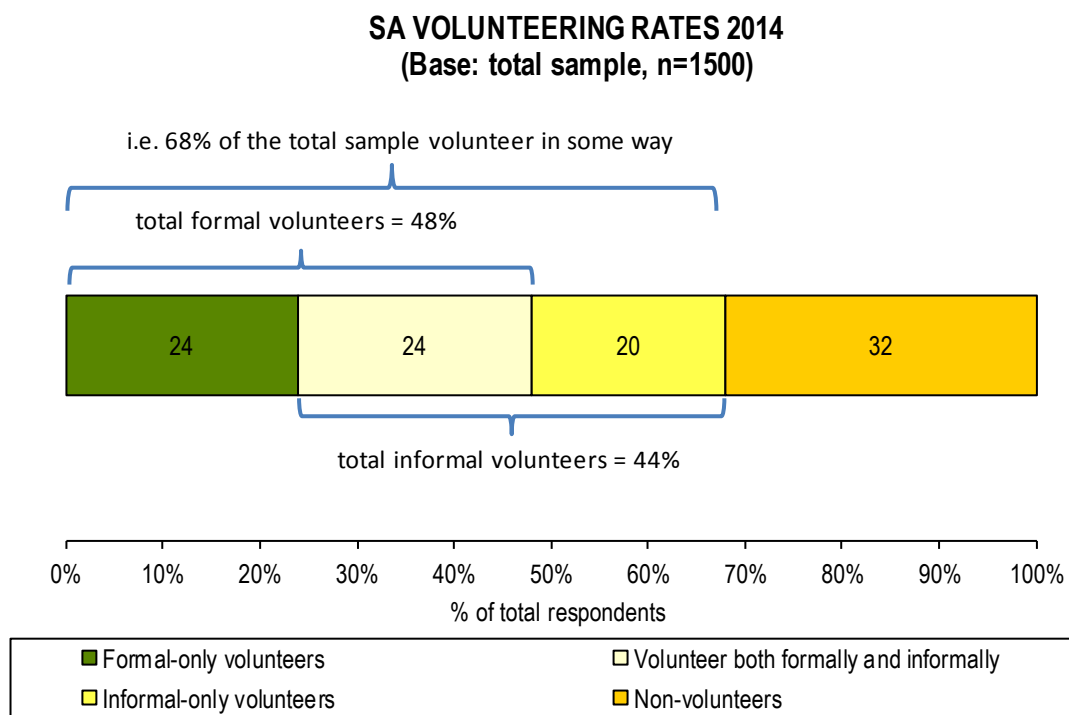


Fig.2: SA Volunteering rates 2014

When viewed over time, **formal** volunteering rates in South Australia have increased significantly from 28% in 1995 to a peak of 51% in 2006, but subsequently exhibited a downward trend, slowly but steadily to 45% in 2012. In 2014 the downwards trend has halted with 48% of respondents reporting that they volunteer formally, though this result is not significantly different to 2006-2012's findings.

In 2014, 44% of the total sample reported engagement in **informal** volunteering, a significantly lower proportion than proportions reported in 2006, 2008 and 2012 but consistent with 2010 results.

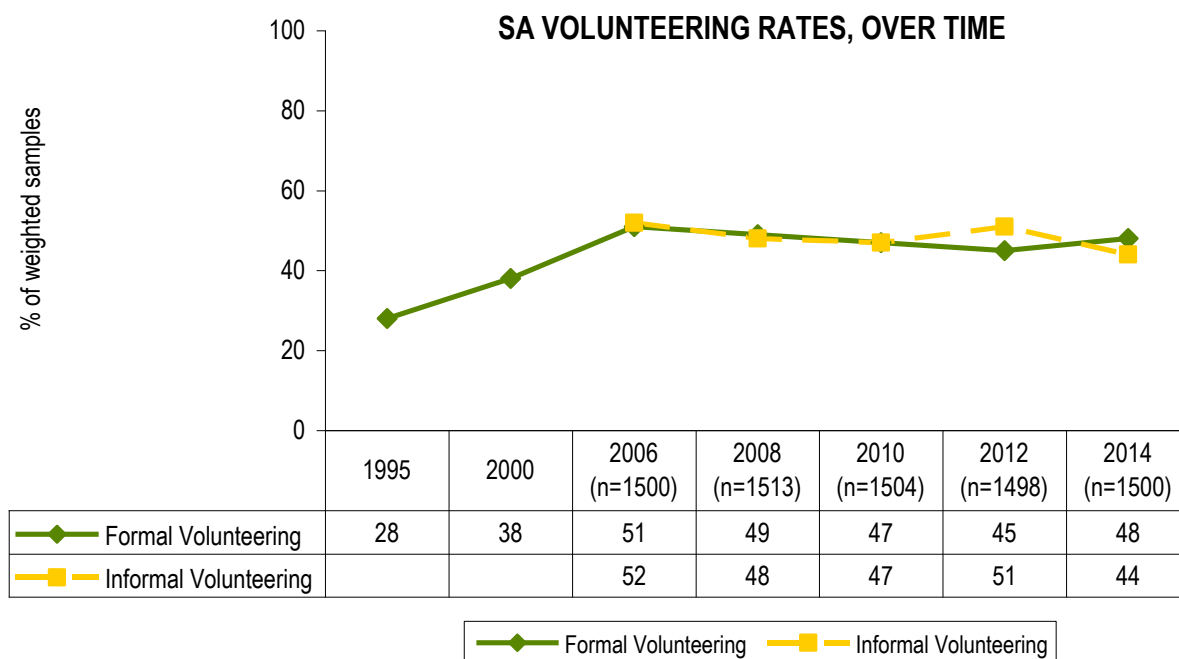


Fig.3: Volunteering rates in SA, tracked over time.

Modelling the 2014 results to the actual South Australian population aged 15-84 (assuming that few people aged 84 or over are volunteers), using the latest published population figures (30 June 2012 ERP²) indicates that, between 607,000 and 673,000 South Australians are engaged in formal volunteering (48% \pm 2.5%); and that between 554,000 and 621,000 are engaged in informal volunteering (44% \pm 2.5%).

Taking both formal and informal volunteering into account in 2014, 68% of the total sample volunteers in some form, which equates to more than 907,000 people in the SA population aged 15-84 (when extrapolated against ABS figures). As can be seen in the graph overleaf, this figure is consistent with 2008-2012 findings but significantly lower than 2006.

The graph also shows the proportions who volunteer only formally (24%, significantly higher than 20% in 2012), only informally (19%, significantly lower than 26% in 2012) and those who do both (24%, no change).

² Calculated using ABS June 2013 ERP, which shows the SA population, aged 15-84 at 1,334,453. For comparison, total population at that time, for all ages, was 1,670,827, including those aged under 15 and over 84.

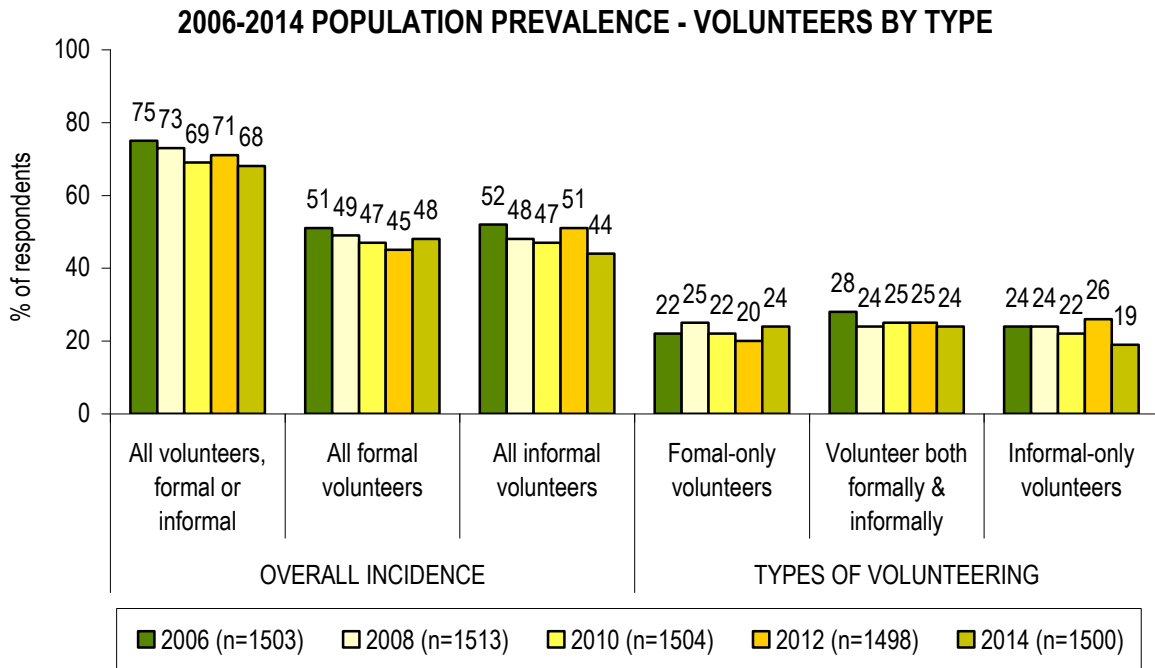


Fig.4: The prevalence of different volunteer types (formal & informal) in the SA population, over time.

The charts overleaf report volunteering rates by gender, age, region and country of origin.

In 2014 a significantly higher proportion of females reported engagement in formal volunteering (52%) compared to males (45%). The gap between genders in volunteering rates closed slightly compared to 2012 (10% difference to 7% difference), with a significantly higher proportion of males volunteering formally in 2014 compared to 2012 (45% versus 40%). In contrast, proportions of males and females volunteering informally are much more even, with no statistical difference between them (42% and 49% respectively, not shown in the graph).

In previous years' analysis by age group, the incidence of formal volunteering was higher among respondents aged 35-44 and 45-54 compared with those falling either side. In 2014 the proportion of 35-44 year olds who formally volunteer was markedly higher (67% versus 49% in 2012) and the proportion of 45-54 year olds who formally volunteer was significantly lower than in 2012 (39% versus 52%). There were no significant differences in informal volunteering across age groups.

As observed in the past four tracking waves, the proportion of regional respondents engaged in formal volunteering in 2014 remains significantly higher (61%) compared to metropolitan respondents (44%). For informal volunteers this pattern is not statistically significant and the gap between regional and metropolitan engagement in informal volunteering seems to be closing (53% regional versus 50% metropolitan in 2012 and 45% regional versus 42% metropolitan in 2014).

In 2014, those born in Australia (50%) reported significantly more involvement in formal volunteering as those born overseas (39%). A similar gap between Australian and overseas-born groups appeared in 2010 and was due to decreases in volunteering rates among non-Australian born respondents (as opposed to an increase in volunteering by Australian born respondents). In 2012 the gap disappeared, with almost equal rates of volunteering from Australians and non-Australians. The resurgence of this difference in 2014 implies a fluctuating trend in volunteering rates for those born overseas.

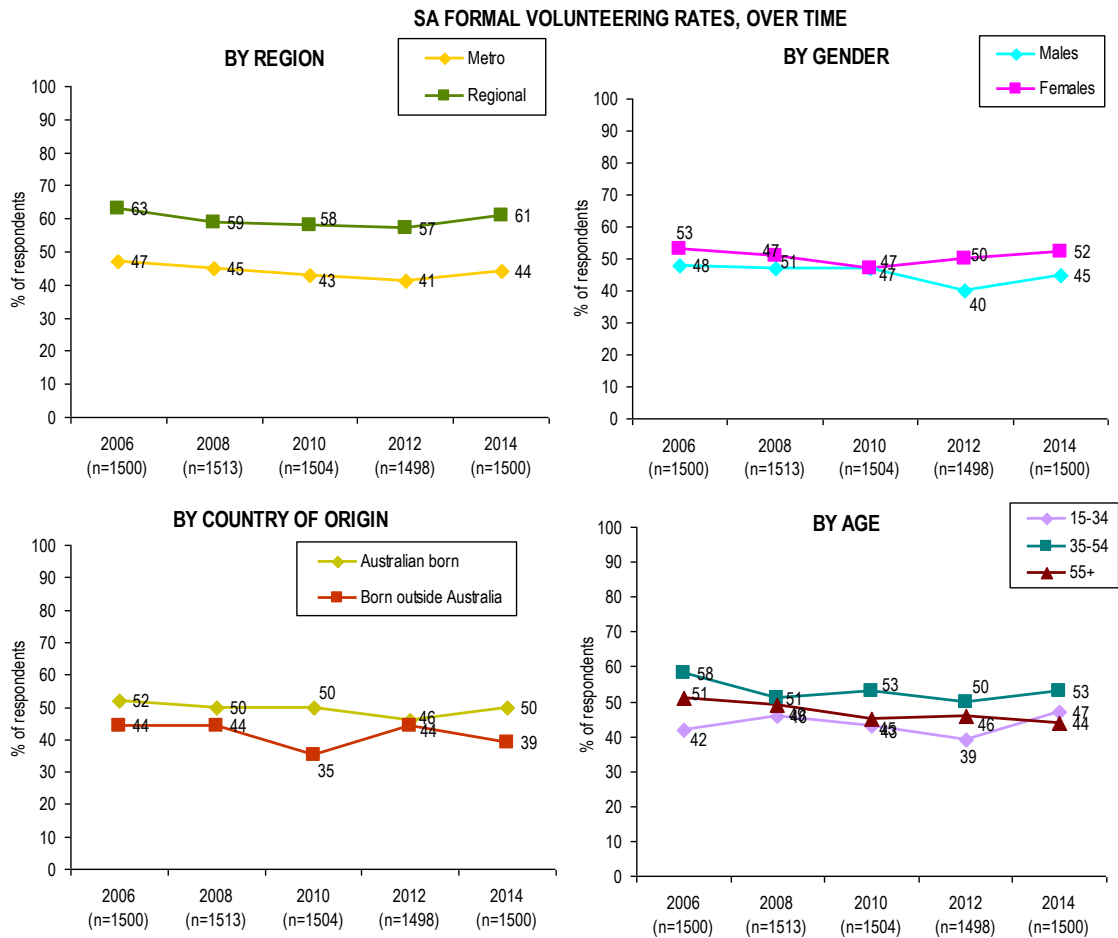


Fig.5: Volunteering rates in SA, tracked over time by region, gender, age and country of birth.

As seen in the last three tracking waves, respondents who had not completed high school tended to have significantly lower rates of being involved with formal and informal volunteering (41% and 38% respectively in 2014). Individuals with a bachelor degree or higher were significantly more likely to be involved in formal and/or informal volunteering (63% and 52%, respectively).

Consistent with previous years, formal volunteering in 2014 is significantly more common among respondents from couple families with children at home (56%) and less common among lone person households (43%, not significantly increasing from 38% in 2012) and group households of adults (37%, not significantly increasing from 30% in 2012).

Again consistent with previous years, in 2014 formal volunteering is significantly more common among respondents who are married/living de facto (52%). It is significantly below the total sample level among those who have never been married (43%, although significantly larger than 33% in 2012).

As shown in the graph below, the number of organisations at which volunteers provided service in 2012 is still predominantly one and this has returned to 56% in 2014.

NUMBER OF ORGANISATIONS AT WHICH FORMAL VOLUNTEERS VOLUNTEER

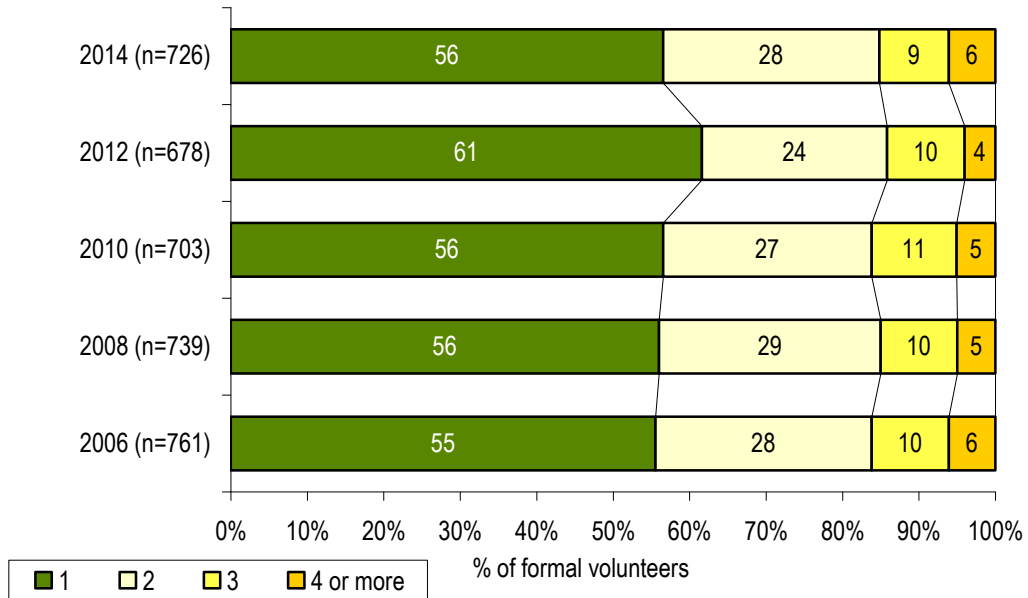


Fig.6: Number of organisations at which people volunteer formally, over time.

Formal metropolitan-based volunteers were significantly more likely to volunteer at one organisation (62%) compared to regional formal volunteers (44%). In other words, consistent with previous years, regional respondents continued to volunteer for more organisations than metropolitan respondents.

Moreover, those aged 15-24 were significantly more likely to engage in formal volunteering at only one organisation than the total sample (69% versus. 56%). Those born overseas were also significantly more likely to volunteer at a single organisation than those born in Australia (77% versus 53%, respectively).

In contrast, the segments most likely to volunteer with two or more organisations are people living in the inner east/north east part of regional SA (55%, versus 43% across the total sample), people in with a household income of 100k+ (55%), people who are married/de facto (51%), people with a bachelor degree or higher (49%) and those who were born in Australia (47%).

3.2 Profiling volunteers

In this section, we consider the demographic and geographic profile of the proportion of the 2014 sample who said they are formal volunteers (n=726), informal volunteers (n=653) and non-volunteers (n=482). Any significant and/or notable deviations from previous benchmarks are discussed.

3.2.1 Formal volunteers

The graph below demonstrates that, despite minor fluctuations, formal volunteers' gender distribution has remained statistically consistent with the total population figures (49% males compared to 51% female in June 2013, ABS ERP).

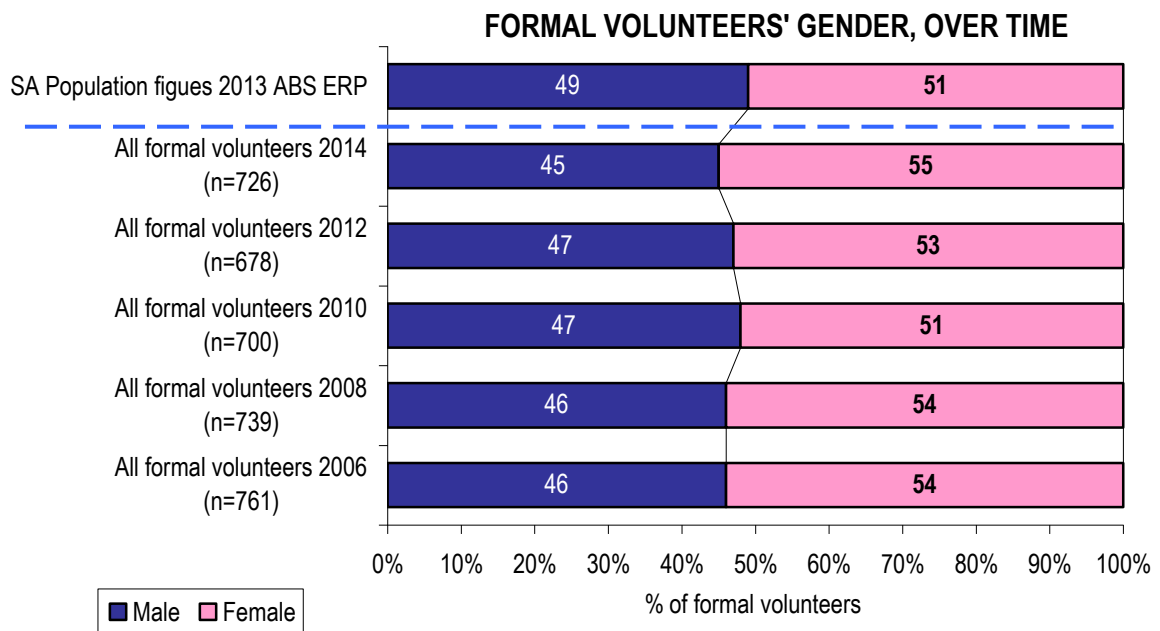


Fig.7: Formal volunteers, weighted sample, gender distribution over time.

The 2014 age distribution of formal volunteers has remained statistically comparable with previous figures, albeit with slight fluctuations among younger age groups. However in 2014 a significantly smaller proportion of those aged 45-54 were engaged in formal volunteering compared to previous tracking waves.

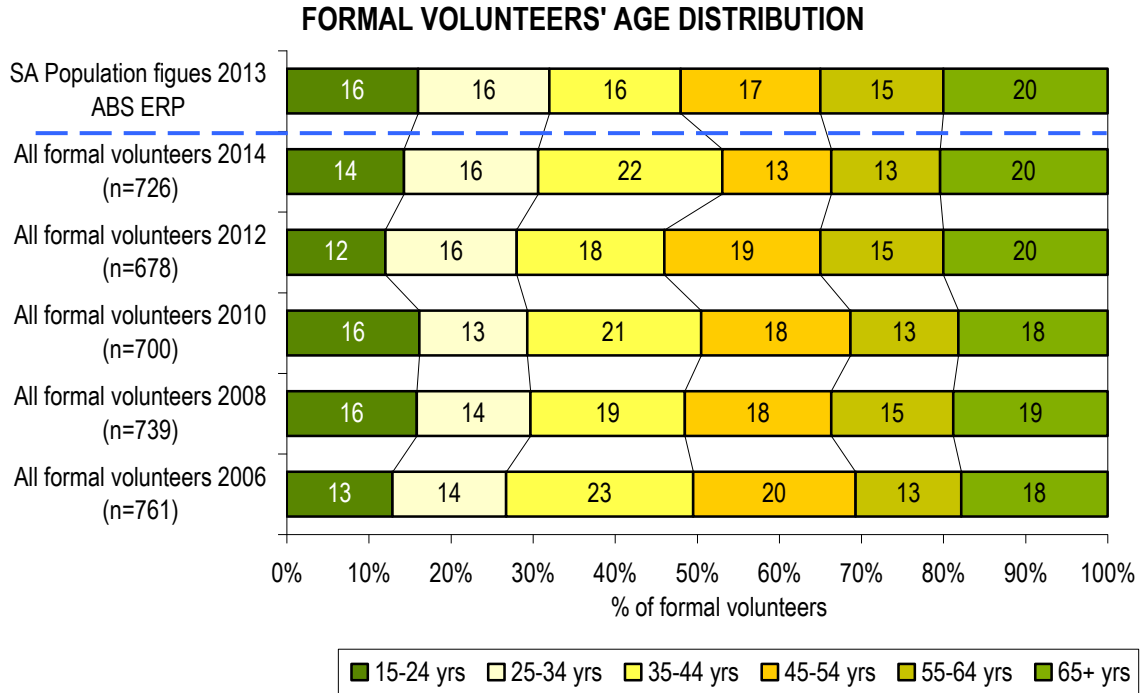


Fig.8: Formal volunteers, weighted sample distribution, age.

The proportion of formal volunteers by geographic sub groups in 2014 has stayed consistent with previous years. Among the formal volunteers sample, two thirds live in metropolitan Adelaide (68%), while one third are from regional areas of the State. Although numerically more volunteers live in the metropolitan area, the volunteering rate is much higher among regional respondents (61% of regional respondents formally volunteer compared to 44% of metropolitan respondents formally volunteer).

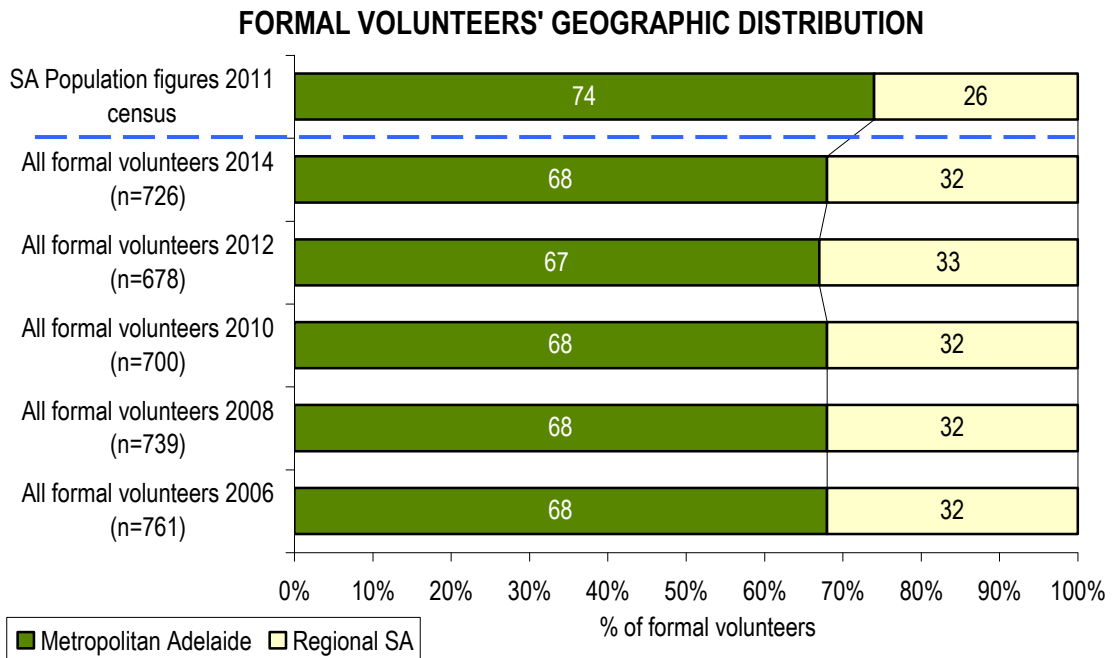


Fig.9: Formal volunteers, weighted sample distribution, geographic location.

The upward trend observed since 2006 in terms of the proportion of formal volunteers who are in paid employment reversed in 2012 and now shows a downward trend with a non-significant decrease to 54% in 2014.

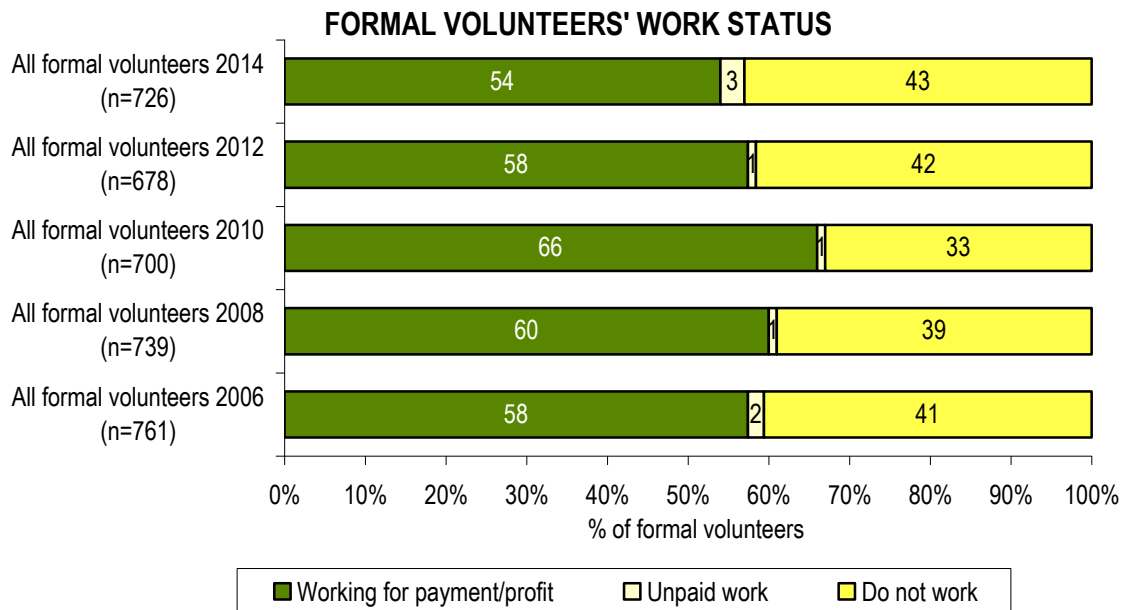


Fig.10: Formal volunteers, weighted sample distribution, work status.

When formal volunteers were viewed by highest level of education there were a number of significant differences compared to the results from previous years. The proportion of formal volunteers with a university education remained stable from 2006-2012 at approximately 25%, yet in 2014 the proportion significantly increased to almost one third (32%). Secondly, the proportion of those who are only school educated has decreased steadily since measurements began. This trend continued with another significant decrease in 2014 (from 43% in 2012 to 36% in 2014). Lastly, the proportion of formal volunteers with a trade/certificate as their highest level of education was not significantly larger than 2012 (29% versus 26%) but this proportion is significantly larger compared with the 2006-2010 proportions, indicating an increasing trend over a longer period of time.

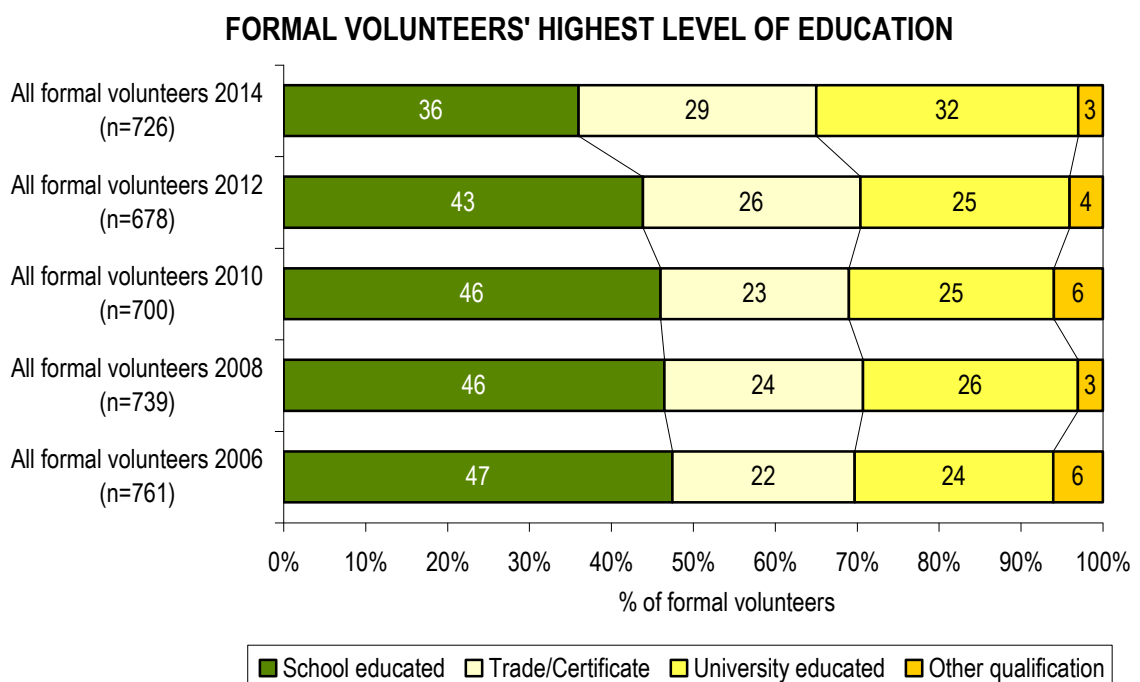


Fig.11: Formal volunteers, weighted sample distribution, highest level of education.

The majority (86%) of formal volunteers in 2014 continue to be born in Australia, increasing back to proportions seen from 2006-2010 after a decrease in 2012.

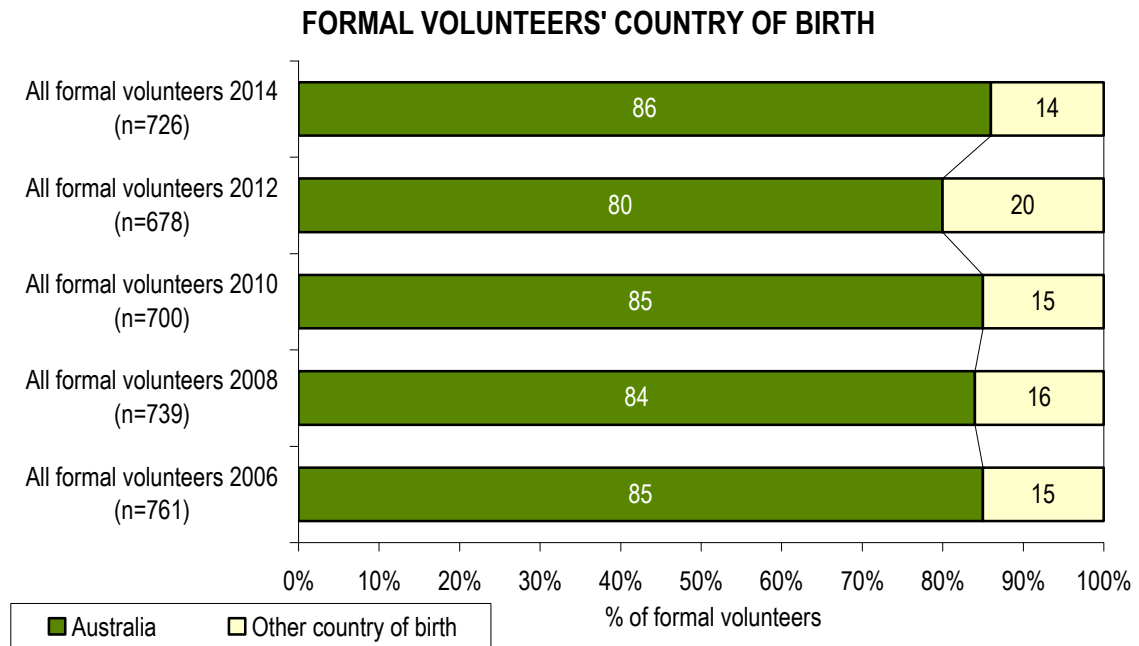


Fig.12: Formal volunteers, weighted sample distribution, country of birth.

Results for formal volunteers' household composition were comparable to 2012. Of all formal volunteers, 48% were residing in a couple family situation (which includes families with two parents and children of any age living at home). Older couples with no children at home continued to be the second largest proportion of formal volunteers (23%) followed by lone person households (16%).

Respondents from sole parent families, group households of adults and young couples with no children, continue to be least represented among the formal volunteers sample.

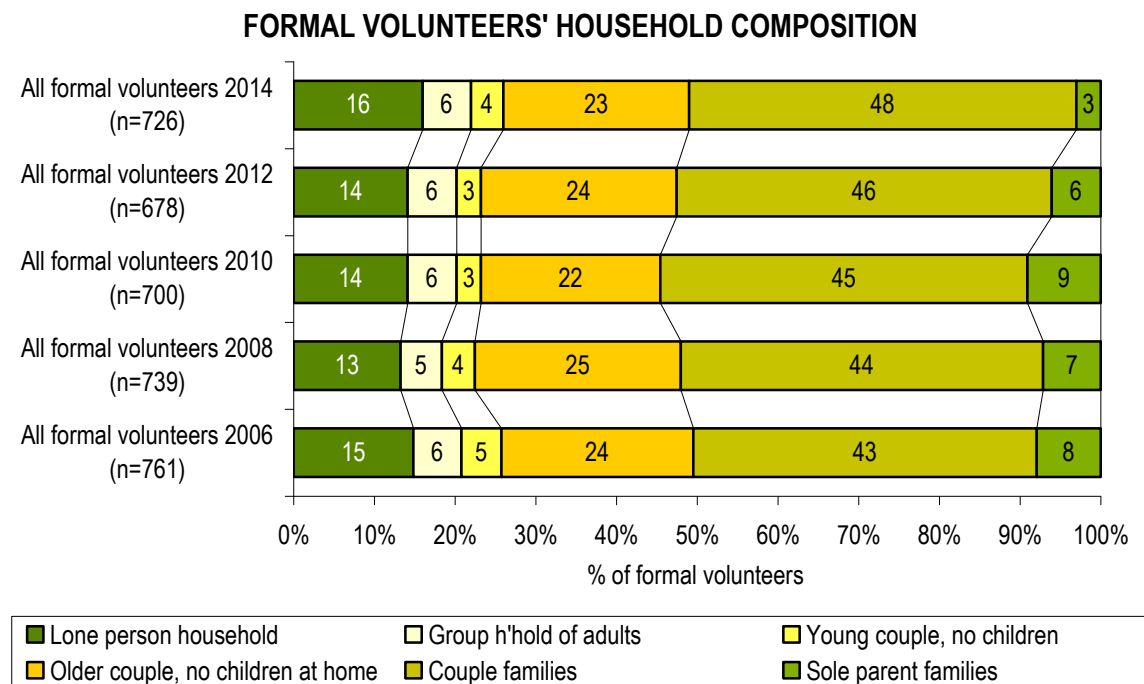


Fig.13: Formal volunteers, weighted sample distribution, household composition.

In 2014 the proportion of formal volunteers who were either married or living de facto significantly decreased to 61% after reaching a high of 69% in 2012. Accordingly, the upward trend in formal volunteers who had never been married decreased to a low of 17% in 2012 and has returned to 25% in 2014.

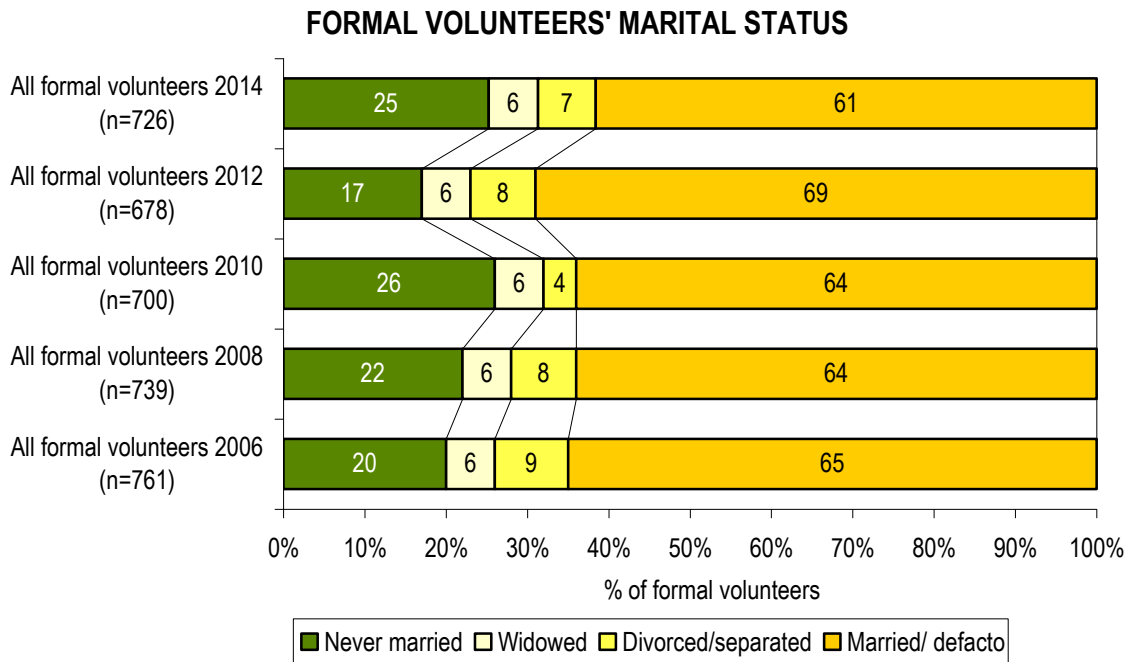


Fig.14: Formal volunteers, weighted sample distribution, marital status.

As seen in the graph below, the household income results were similar to 2012 (no significant differences). However, the data continues to suggest an ongoing trend; the proportion of formal volunteers with a household income of \$100,000 per annum or more appear to be increasing over time whereas the proportion of formal volunteers with a household income of less than \$25,000 appears to be decreasing.

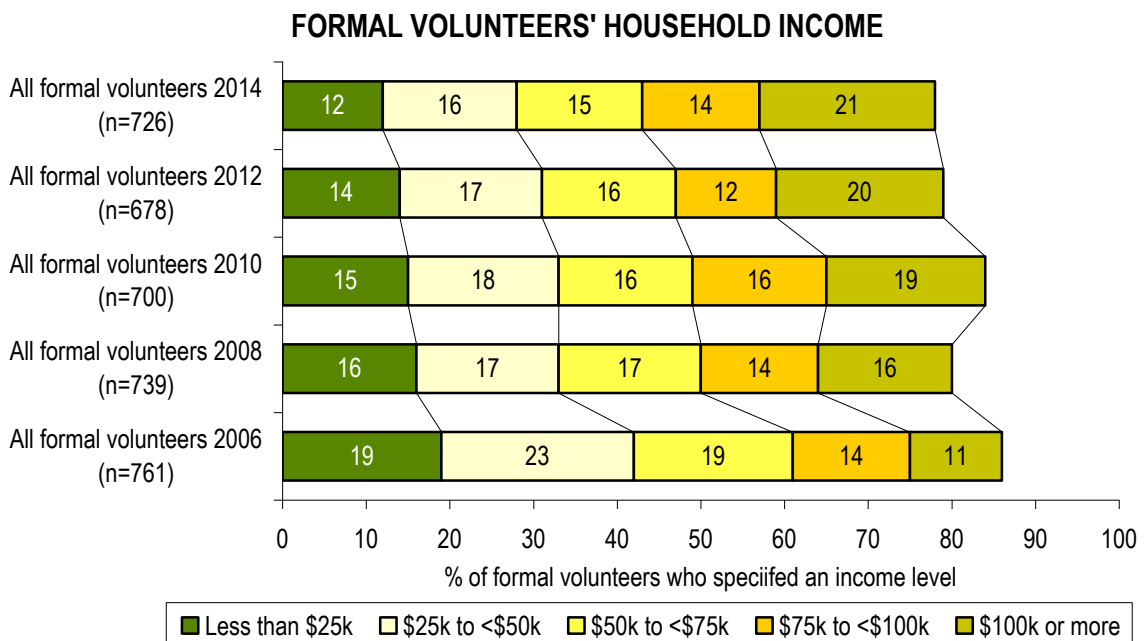


Fig.15: Formal volunteers, weighted sample distribution, household income.

3.2.2 Informal volunteers

As with formal volunteers, females also make up the larger proportion of informal volunteers. Although none of the variations have been significantly different across consecutive years, over a longer period of time the gap appears to be steadily closing (12% difference in genders in 2008 versus 4% difference in 2014).

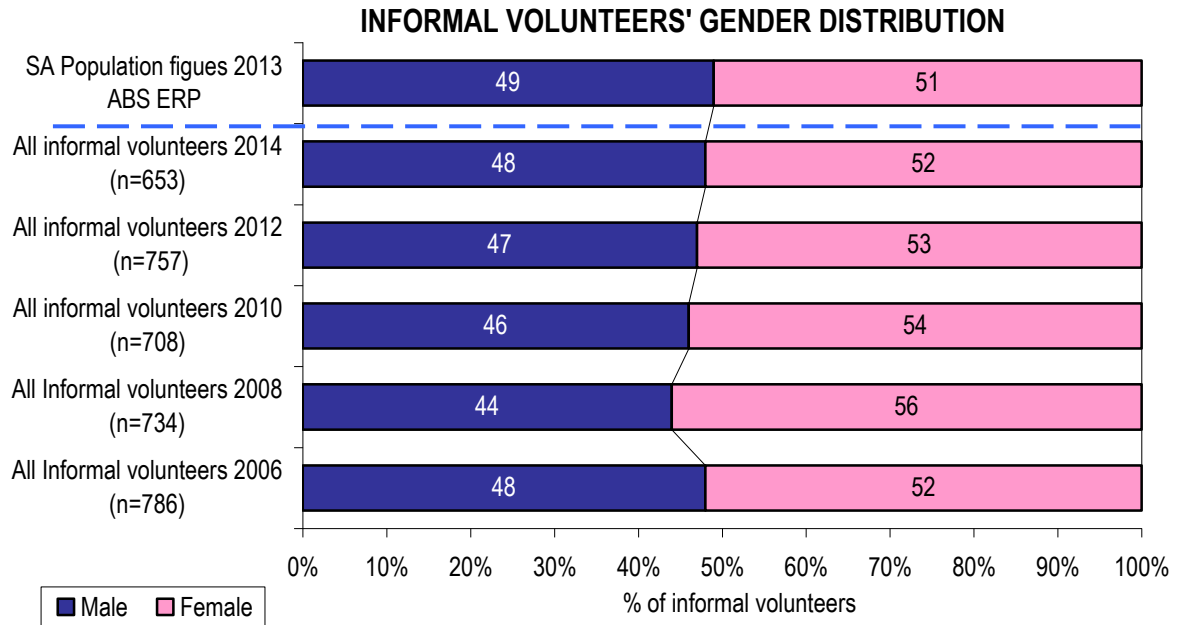


Fig.16: Informal volunteers, weighted sample distribution, gender.

The age distribution of informal volunteers' has largely fluctuated non-significantly over time. However, in 2014, 14% of informal volunteers were aged 35-44, non-significantly smaller compared to 2012 (17%) but significantly smaller compared to 2010 (21%), suggesting a decreasing trend.

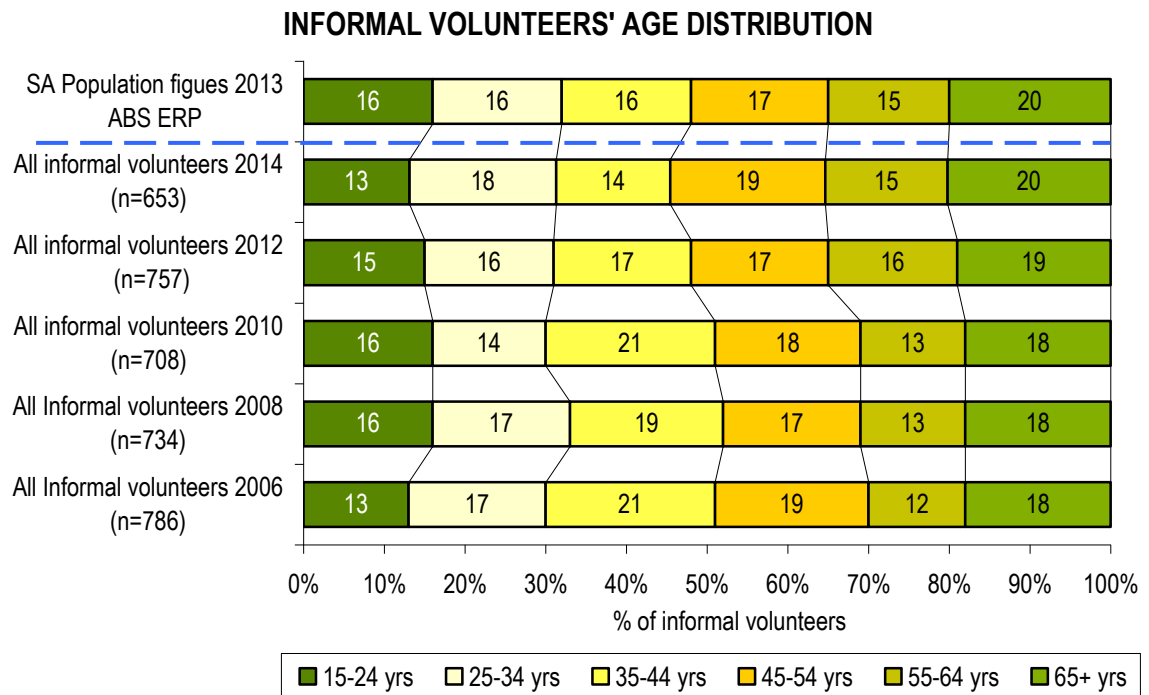


Fig.17: Informal volunteers, weighted sample distribution, age.

In 2014, 73% of informal volunteers resided in the metropolitan area, while 27% were from regional areas, which continues to be statistically comparable with the overall SA population (74% metropolitan, 26% regional).

INFORMAL VOLUNTEERS' GEOGRAPHIC DISTRIBUTION

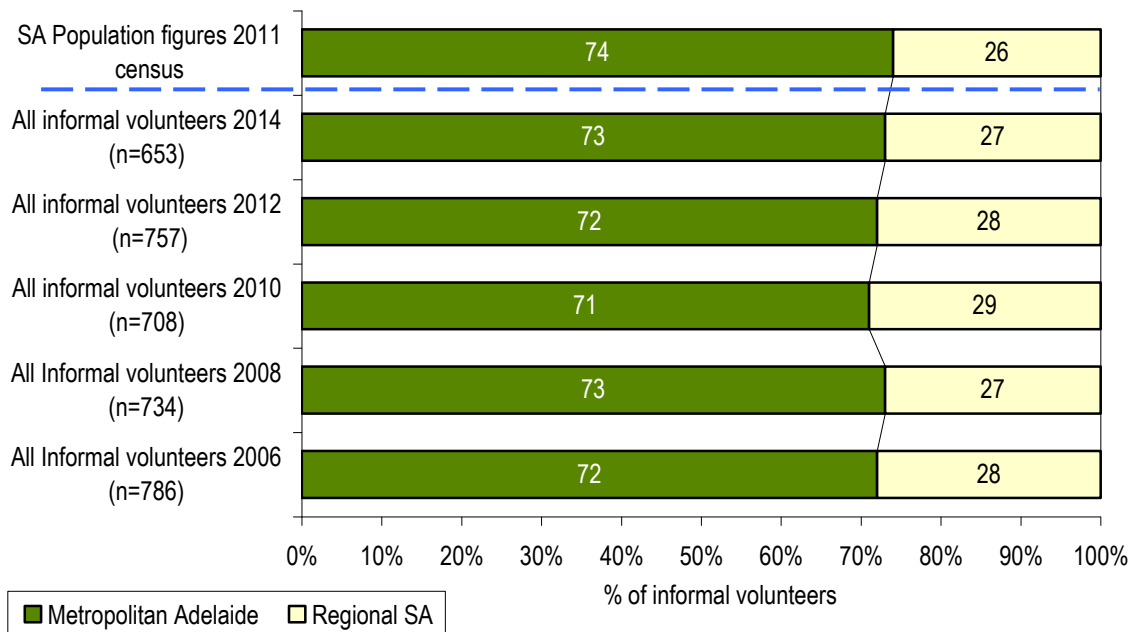


Fig.18: Informal volunteers, weighted sample distribution, geographic location.

Similar to formal volunteers, the proportion of informal volunteers who are in paid employment showed an upward trend from 2006-2010 and is now showing a downward trend. In 2014, the proportion of informal volunteer in paid employment significantly decreased (54% from 60% in 2012).

INFORMAL VOLUNTEERS' WORK STATUS

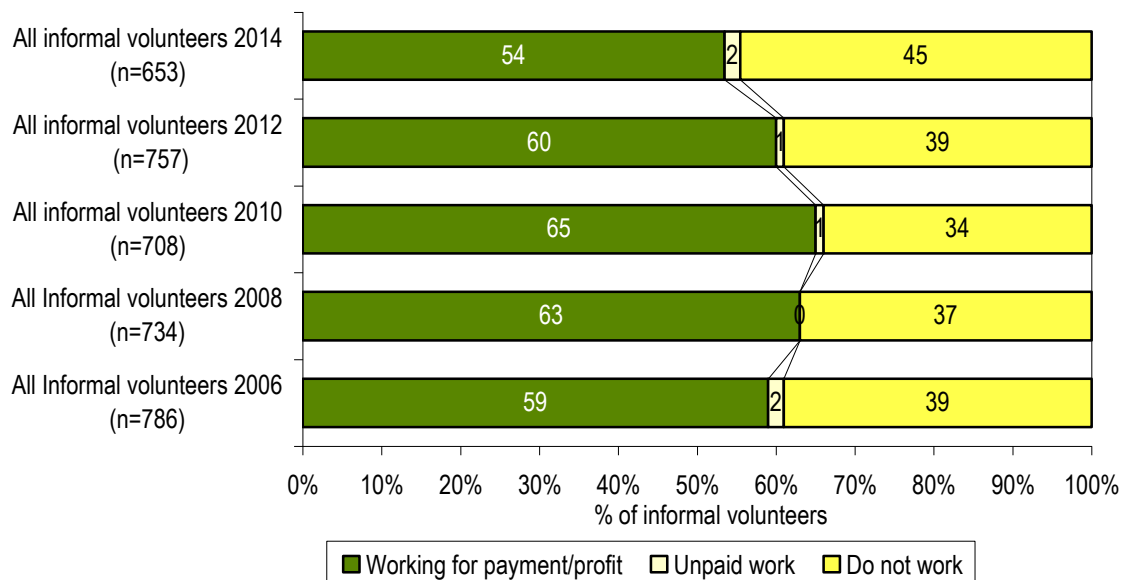


Fig.19: Informal volunteers, weighted sample distribution, work status.

When viewed by level of education, results mirrored the findings for formal volunteers. Specifically, in 2014 a significantly higher proportion (30%) of informal volunteers were tertiary educated and a significantly lower proportion (34%) were just school educated compared to 2012.

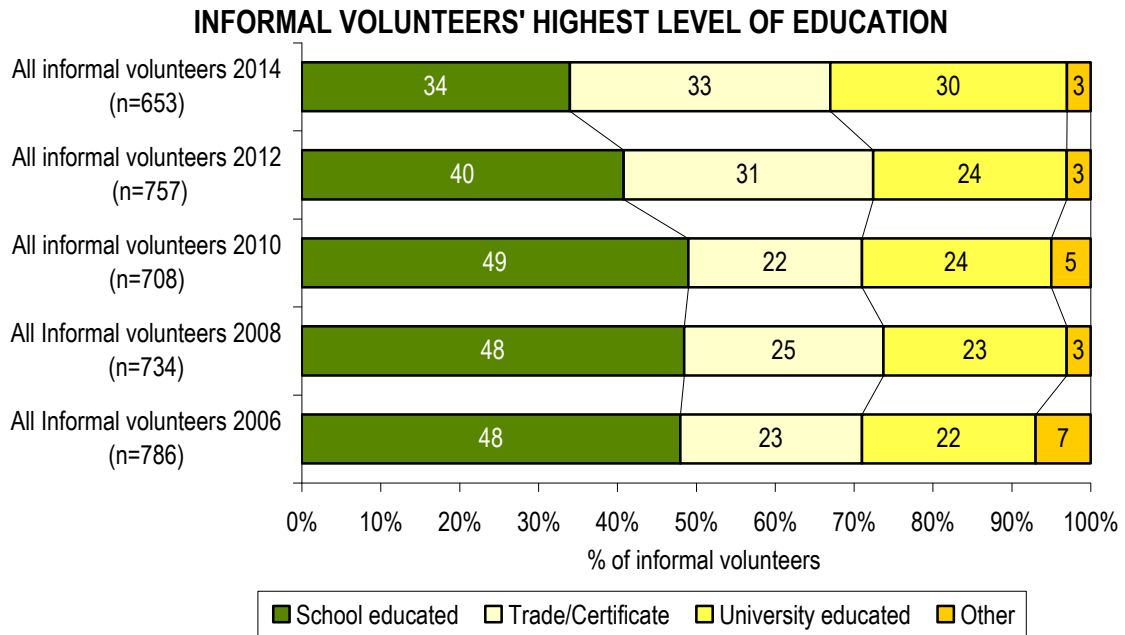


Fig.20: Informal volunteers, weighted sample distribution, highest level of education.

As seen below, the proportions of overseas-born and Australian residents engaging in informal volunteering were consistent with previous years.

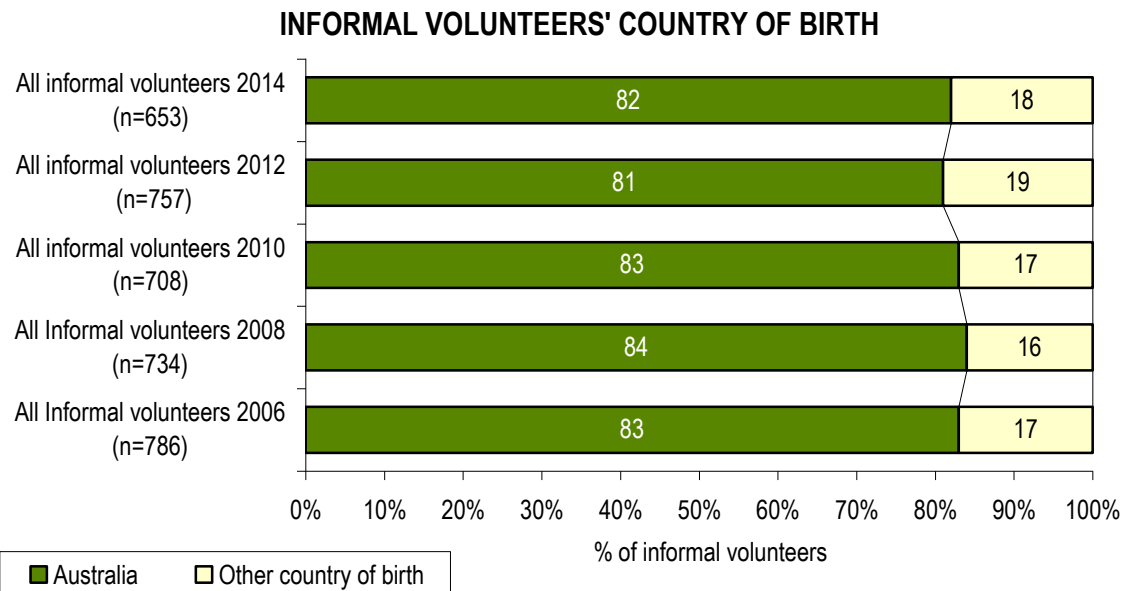


Fig.21: Informal volunteers, weighted sample distribution, country of birth.

Informal volunteers' household compositions are similar to that of formal volunteers and on the whole remain statistically comparable over time. However, in 2014 the proportion of informal volunteers who live in a group household of adults significantly increased (9%, up from 6% in 2012), to a similar level as seen in 2010.

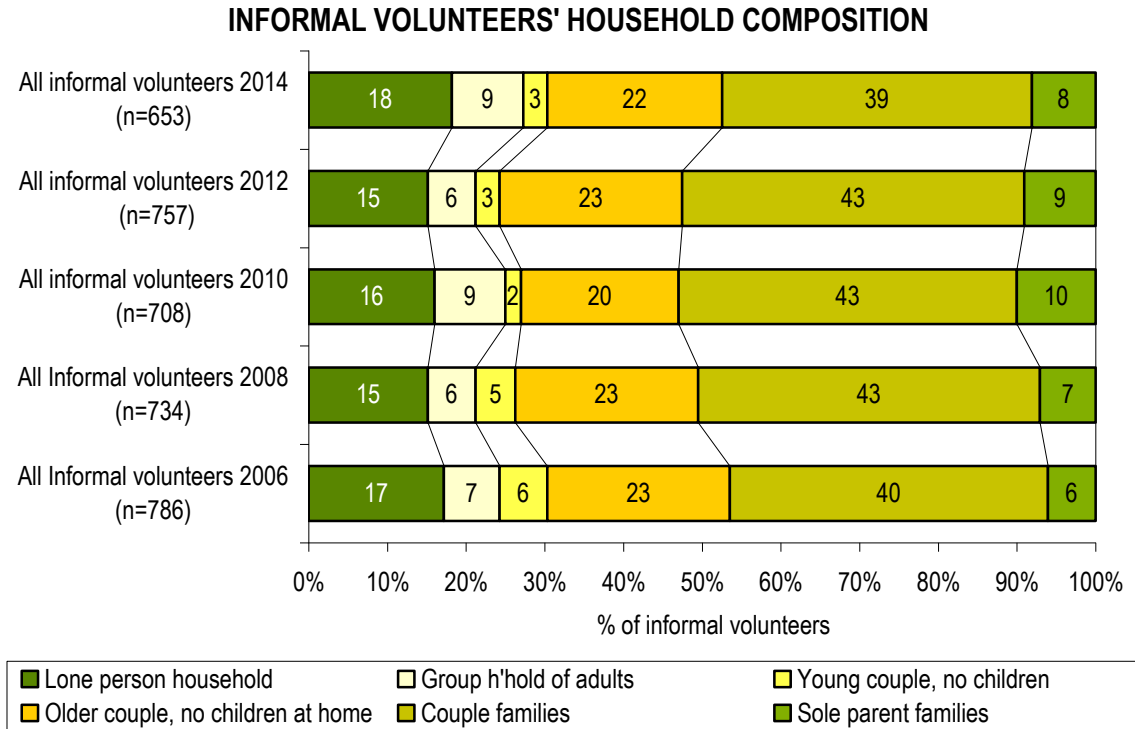


Fig.22: Informal volunteers, weighted sample distribution, household composition.

Again mirroring the results for formal volunteers, in 2014 the proportion of informal volunteers who were either married or living de facto significantly decreased (from 62% to 55%) after reaching a high of 62% in 2012. Similarly, the proportion of informal volunteers who had never been married experienced a low of 21% in 2012 and has significantly increased to 29% in 2014.

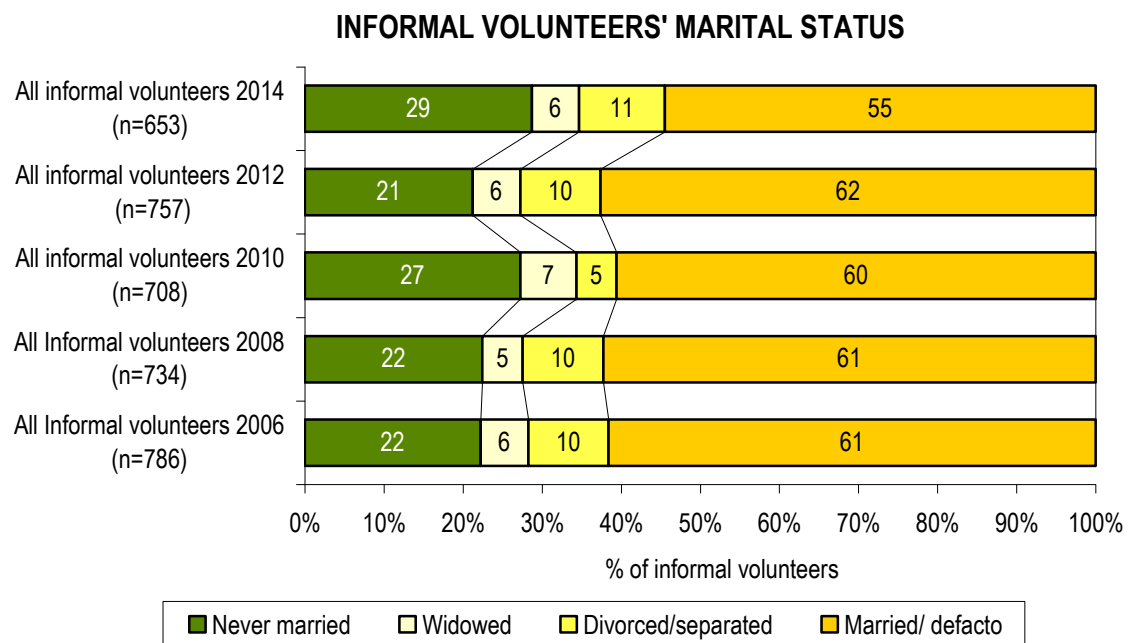


Fig.23: Informal volunteers, weighted sample distribution, marital status.

In 2014 the proportion of informal volunteers disclosing a household income of \$100,000 or more significantly increased (22% versus 17%), continuing an upward trend. The proportion with a household income of less than \$25,000 also appears to be continuing a downward trend with a non-significant decrease compared to 2012 but significant over longer periods of time. However, it should be noted that the percentage of respondents disclosing their household income has been steadily reducing over time which could account for the difference in proportions. Similar trends are seen in formal volunteers' household income over time.

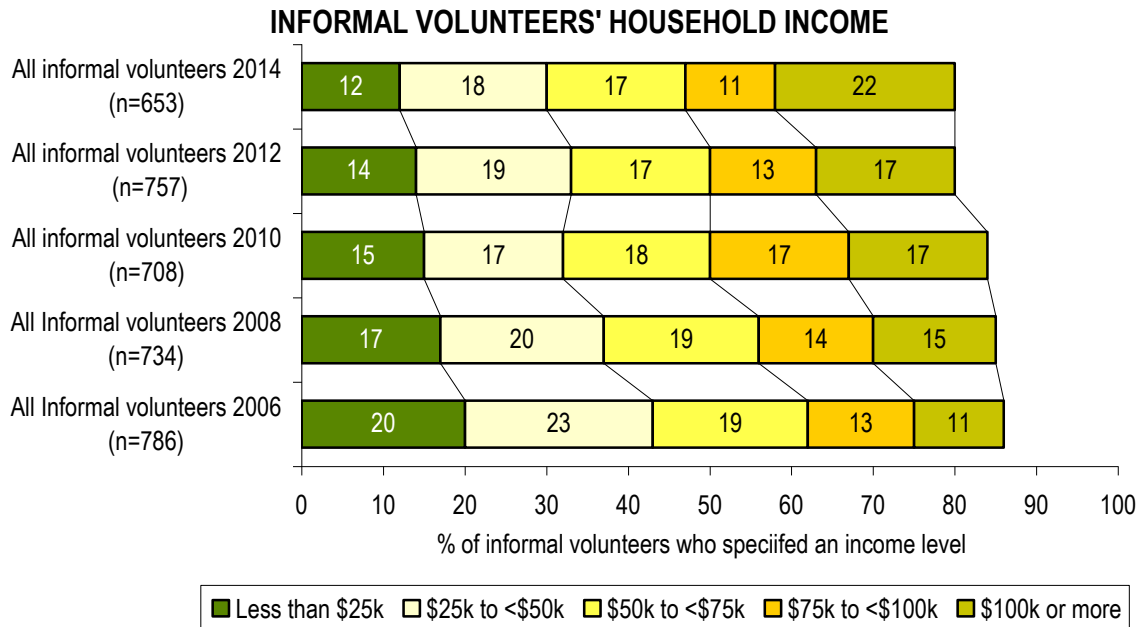


Fig.24: Informal volunteers, weighted sample distribution, household income.

3.2.3 Non-volunteers

Non-volunteers are people who had not undertaken any formal or informal volunteering in the 12 months prior to the interview. As seen in most survey waves, the gender split for non-volunteers is generally male skewed. 2 014's results are no exception (54% male).

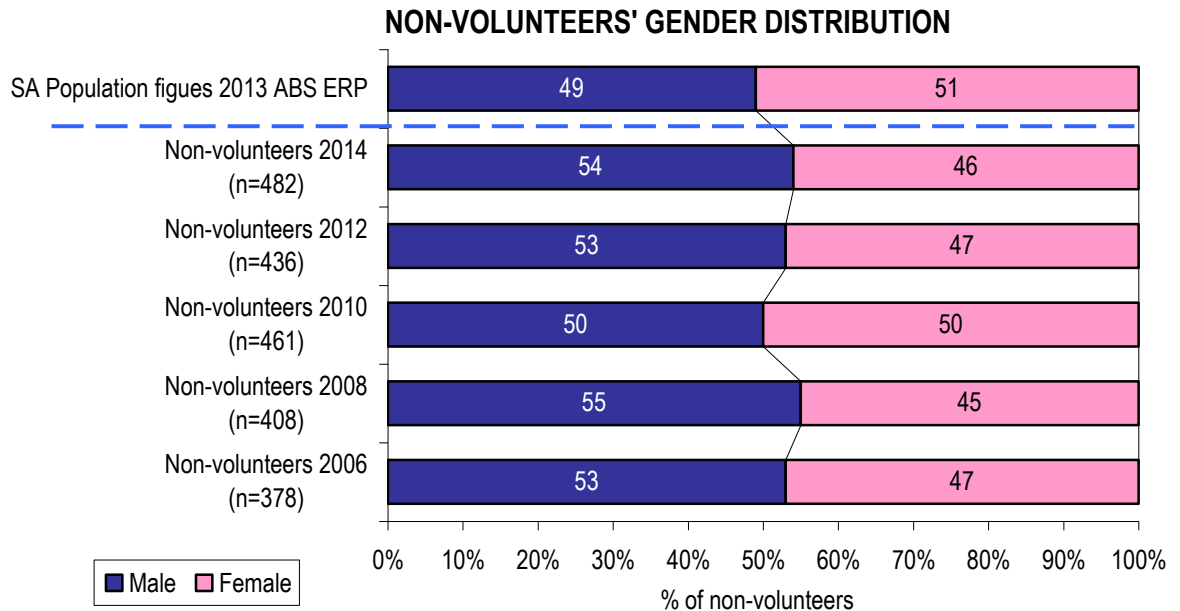


Fig.25: Non-volunteers, weighted sample distribution, gender.

The following chart reveals the age distribution of non-volunteers over time. A significant decrease in the 35-44 age bracket occurred in 2014 (9% down from 14%). This same age group made up a higher proportion (although non-significantly at the 95% confidence level) of formal volunteers in 2014, suggesting that more of this age group may be participating in formal volunteering.

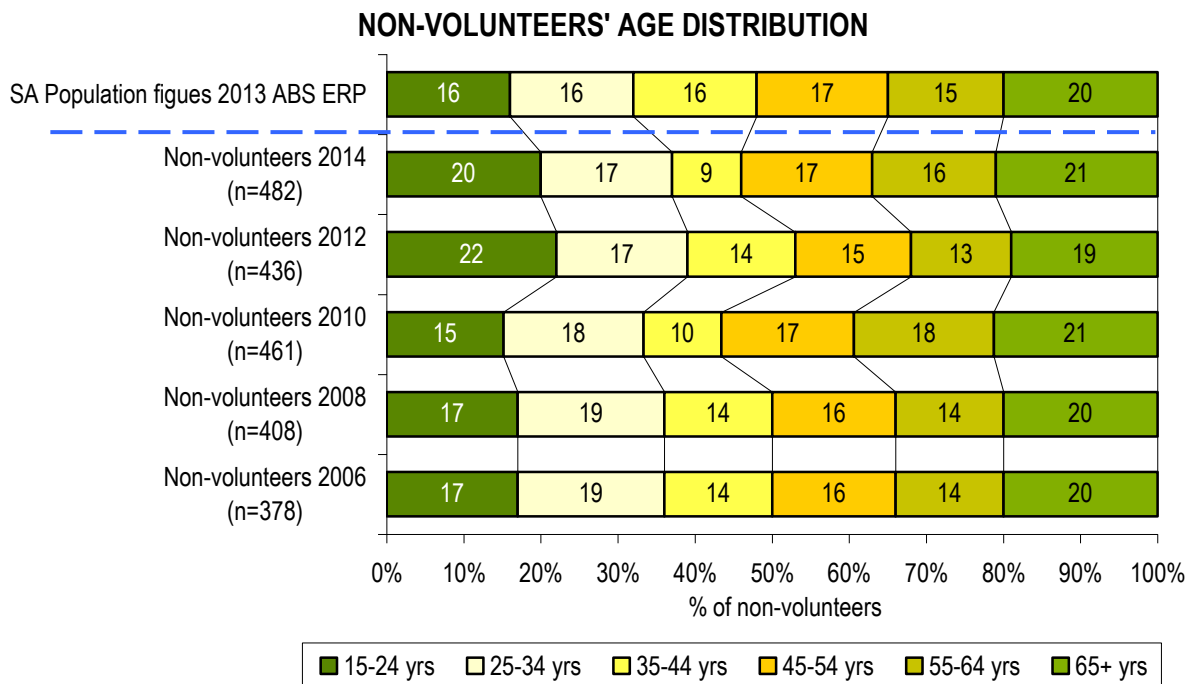


Fig.26: Non-volunteers, weighted sample distribution, age.

Consistent with previous years, approximately eight in ten non-volunteers live in metropolitan areas, while 19% come from regional areas of the State. This represents a metropolitan bias relative to the total population distribution (where 26% is regional).

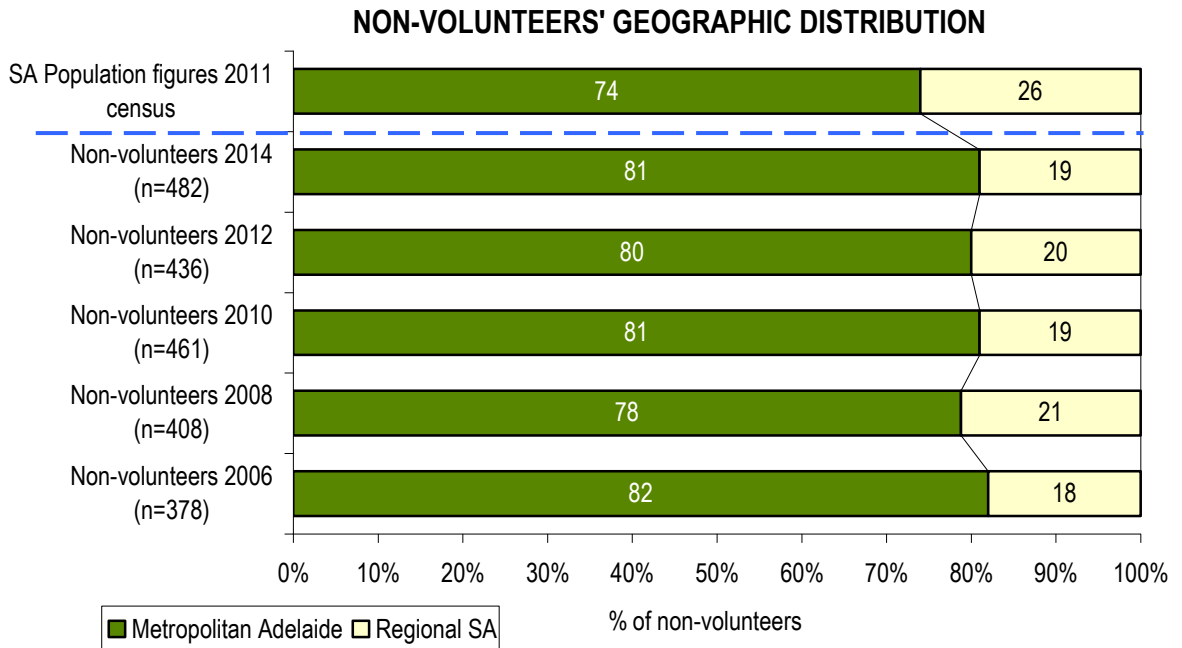


Fig.27: Non-volunteers, weighted sample distribution, geographic location.

In 2014, a significantly lower proportion of non-volunteers (56% down from 63%) worked for payment or profit, compared to 42% who did not work. This decrease brings the figure in line with its 2008-2010 levels. Notably, work status is not significantly different across formal volunteers, informal volunteers and non-volunteers.

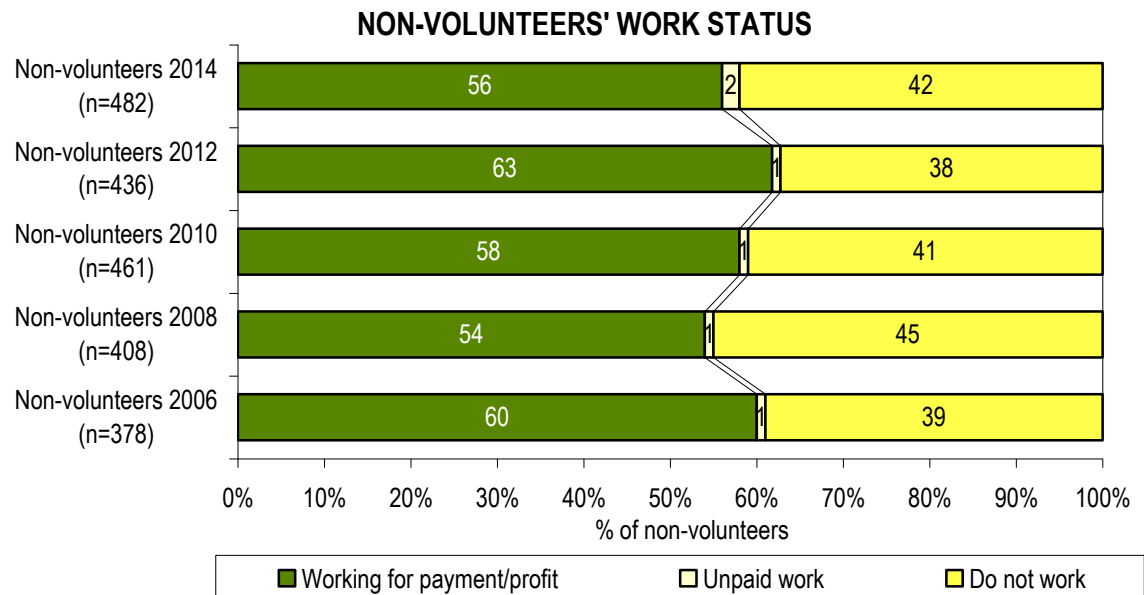


Fig.28: Non-volunteers, weighted sample distribution, work status.

As seen above, formal and informal volunteers were significantly more likely to be tertiary educated in 2014 compared to 2012. These increases are corroborated by a significantly smaller proportion (15%) of university educated non-volunteers compared to the previous two tracking waves (25% in 2012 and 22% in 2010 respectively). Finally, a significantly larger proportion (37%) of non-volunteers reported their highest level of education as a trade or certificate compared to previous years.

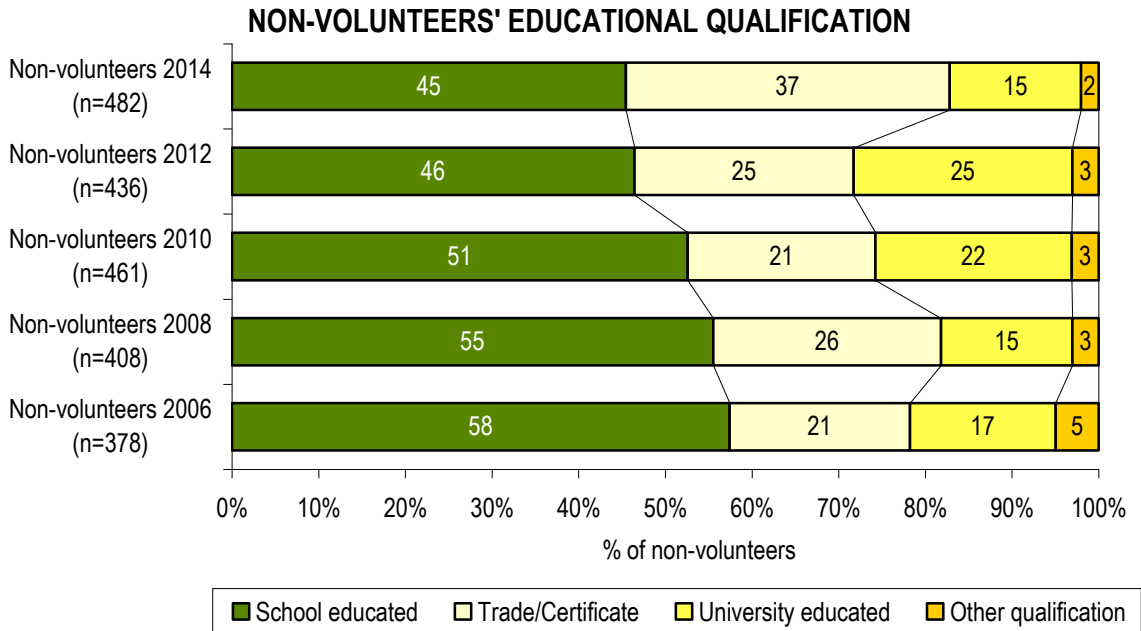


Fig.29: Non-volunteers, weighted sample distribution, highest educational qualification.

In 2014 the proportion of non-volunteers born in Australia significantly increased (82%, up from 76% in 2012) and those born elsewhere significantly decreased (18% down from 24% in 2012).

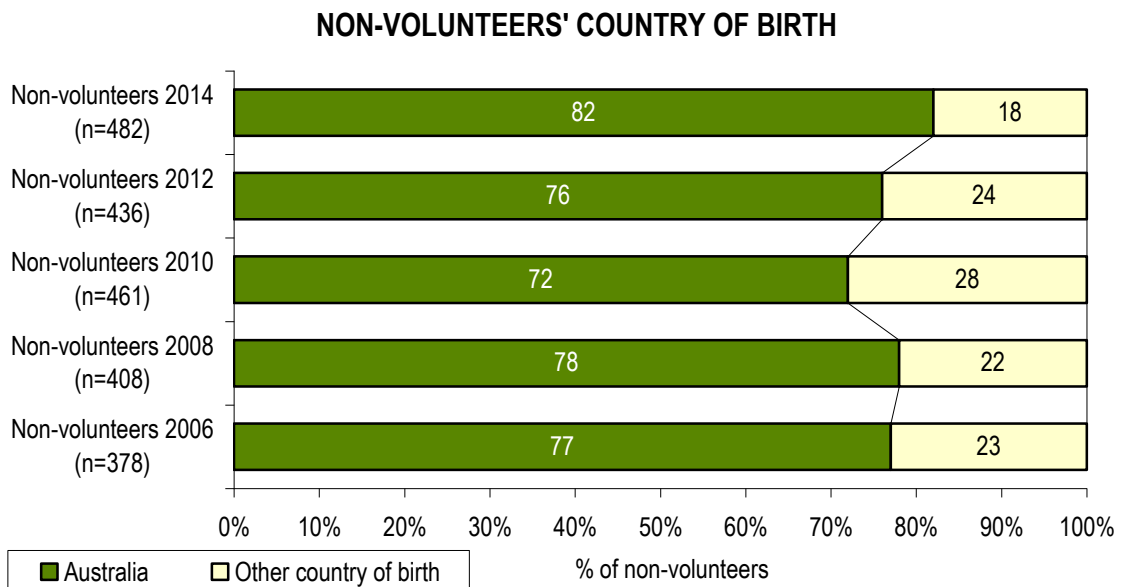


Fig.30: Non-volunteers, weighted sample distribution, country of birth.

In 2012, variations in non-volunteers' household compositions included an increase of group households (to 16%) and an increase in young couples with no children (to 7%). In 2014, the proportion of non-volunteers these groups represent significantly decreased, returning to previously reported levels. Couple families remains the most common household composition of non-volunteers.

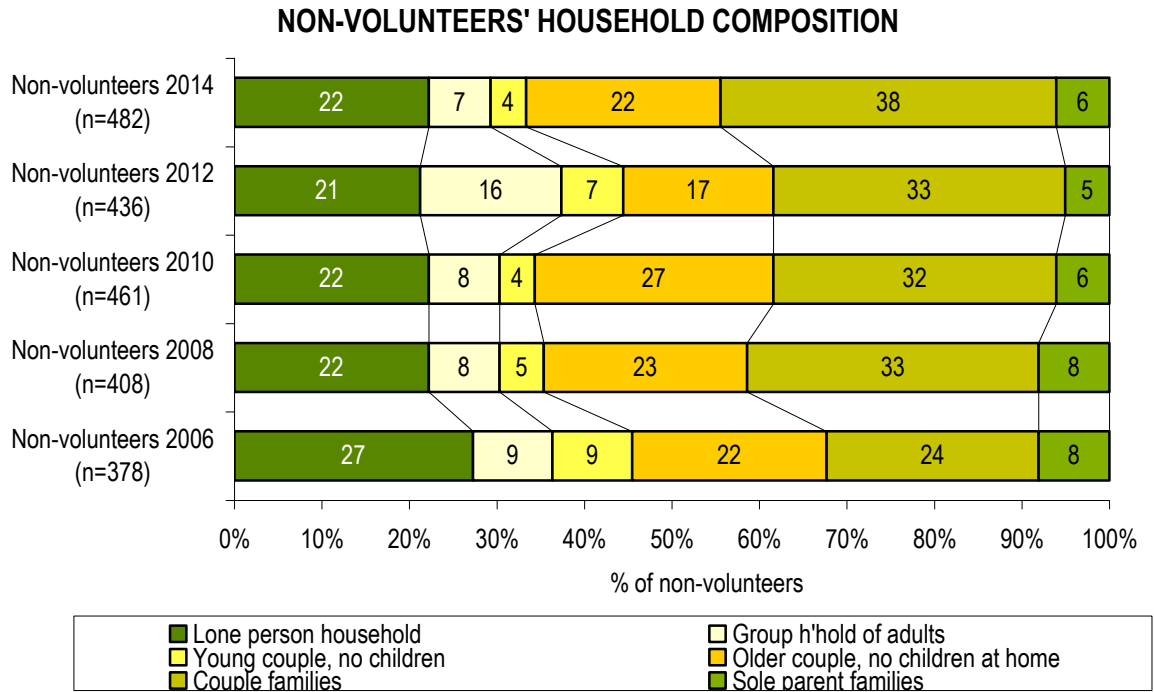


Fig.31: Non-volunteers, weighted sample distribution, household composition.

Results for non-volunteers marital status in 2014 were almost identical to that of 2012. The most common marital status among non-volunteers continues to be married or de-facto (52%), followed by being never married (31%).

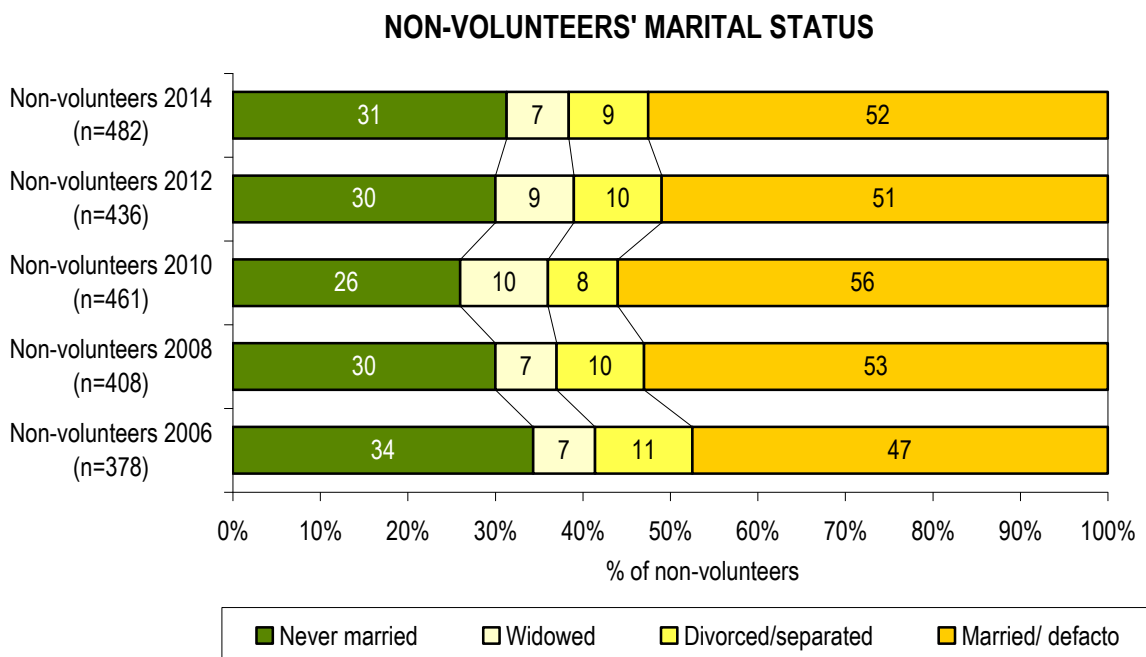


Fig.32: Non-volunteers, weighted sample distribution, marital status.

In 2012 a total of 45% of non-volunteers earned less than \$75,000 per annum. In terms of the household income of non-volunteers, the split continues to be relatively even in 2014. There were no statistically significant changes compared to 2012, however the proportions of those earning less than \$75,000 all appear to be on a downward trend over time. This may be accounted for by fewer non-volunteers within these income brackets choosing to disclose their household income over time (67% non-volunteer household income disclosure in 2014 versus 75% in 2012).

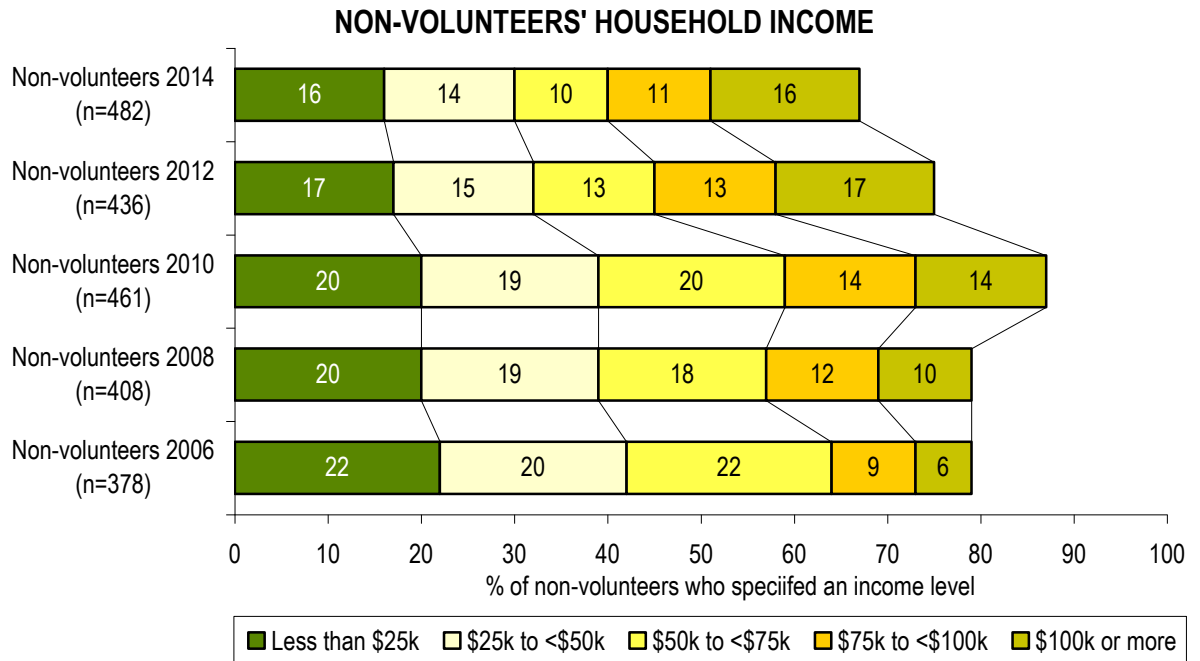


Fig.33: Non-volunteers, weighted sample distribution, household income.

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 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 there, the activities they carry out, frequency of volunteering there and travel-to-volunteering distances or times. In 2014 the number of formal volunteers responding to questions regarding their:

First or 'main' organisation	n=725 respondents
Second organisation (i.e. volunteer for 2+ orgs.)	n=315 respondents
Third organisation (i.e. volunteer for 3+ orgs.)	n=104 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 (up to three per respondent).

3.3.1 Where people volunteer formally

In 2014, for the first time since undertaking this research, welfare or community organisations (27%, a significant increase from 22% in 2012) surpassed sport and physical recreation groups (24%) as most common type of organisation where formal volunteers invested the most hours in over the last 12 months. Other common types of organisations for volunteers' 'main' organisation included education or training (13%) and religious groups (11%).

The most common organisation types across all organisations discussed were similar to that of the volunteers' 'main' organisations, with welfare or community organisations also significantly increasing to surpass sport and physical recreation groups in 2014 (35%, up from 30% in 2012). Respondents were also significantly less likely to indicate they had volunteered at education or training services (18%, down from 23%) and religious groups (13%, down from 17%) compared with 2012.

When taking into account all organisations at which respondents stated they formally volunteer, statistically significant and notable variations in socio-demographic and geographic profile included:

- Compared to metropolitan residents, regional residents were close to twice as likely to indicate they volunteer at sport and physical recreation groups (45% versus 24%) – this was the most common type of volunteering regional residents undertook (i.e. more common than welfare or community). Regional residents were also more than twice as likely as metropolitan residents to volunteer for emergency services (11% versus 4% metro) and business, professional or union groups (6% versus 1% metro).
 - On the other hand, metropolitan residents were twice as likely as regional residents to indicate they volunteer at religious groups (16% versus 8% regional residents).
- In previous years males were found to be more likely than females to volunteer for sports and physical recreation groups; in 2014 this was not the case. However, males were more likely to volunteer for emergency services (9% versus 3% females), service groups (8% versus 2% females) and law justice or political groups (5% versus 1% females).
 - As with previous years females were more likely than males to volunteer for education or training groups (24% versus 11%, respectively).

- Compared to all formal volunteers, 65+ year olds were more likely to volunteer for welfare or community (45% versus 35%), service (25% versus 13%) and health (13% versus 7%) groups.
- 45-54 year olds were the most likely to volunteer for sport and physical recreation groups (47% versus 31% all formal volunteers).
- Compared to all formal volunteers, 35-44 year olds were twice as likely to volunteer for education and training groups (37% versus 18%, respectively).
- Those who were in paid employment showed a higher incidence of volunteering for sport and physical recreation groups (41%), whereas those who were not in paid employment were more likely to volunteer for religious (17%), health (11% versus 7% all formal volunteers) and law/justice or political (5% versus 3% all formal volunteers) groups.
- Lastly, respondents with a household income of \$100,000 or more were also significantly more likely to volunteer for sport and physical recreation groups compared to all formal volunteers (45% versus 31% respectively).

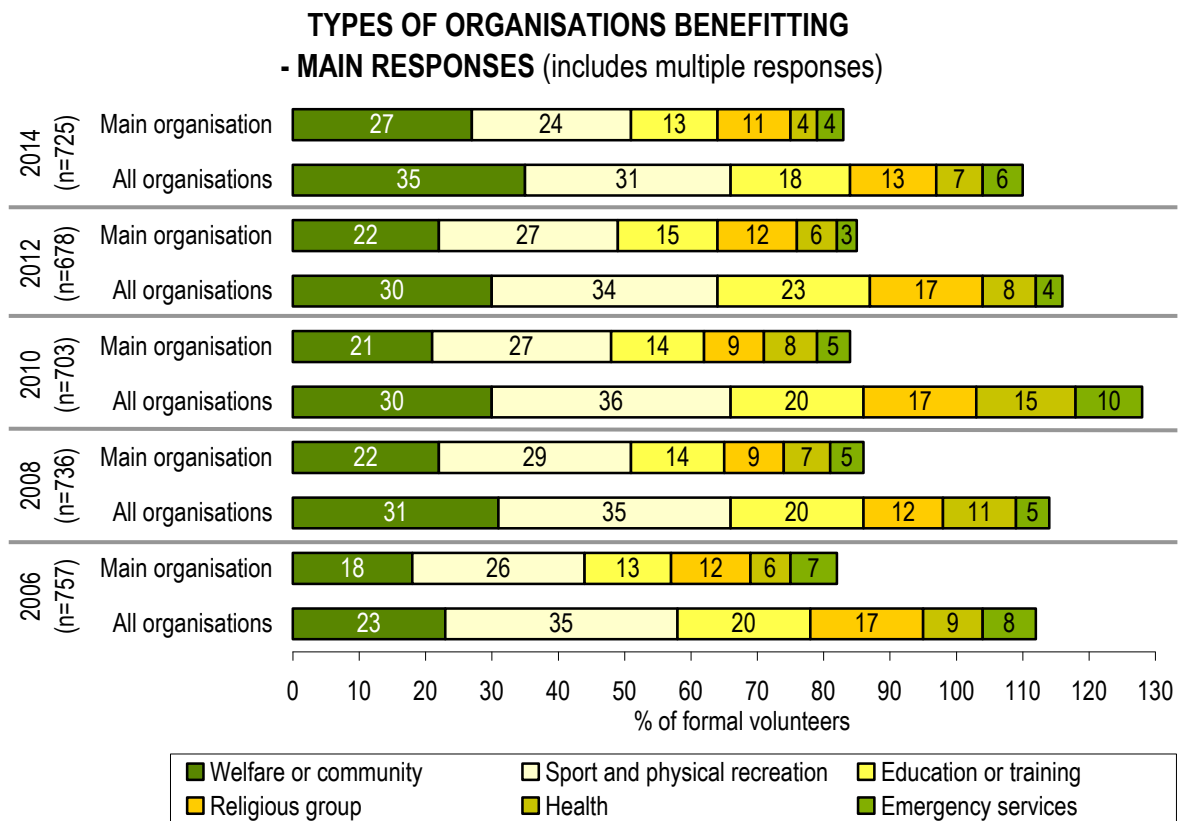


Fig.34: Type of organisations benefiting from volunteering, over time.

3.3.2 Activities performed

As in previous years, just fewer than 1 in 5 (18%) formal volunteers spend the most time on management/committee work/co-ordination activities for the 'main' organisation for which they volunteer. Other common types of activities included teaching or instructing (16%) and administration/clerical or recruitment activities (15%). There was only one significant variation in 'main' organisation activities compared to 2012; spending the most time on coaching/refereeing/judging increased to 14% in 2014 from 10% in 2012.

When viewed across all organisations discussed in the survey, the most common type of activity volunteers spent the most time on was again management/committee work/co-ordination (23%). This was followed by fundraising, administration work and teaching (all 18%). These results were comparable to those of 2012 (i.e. not significantly different).

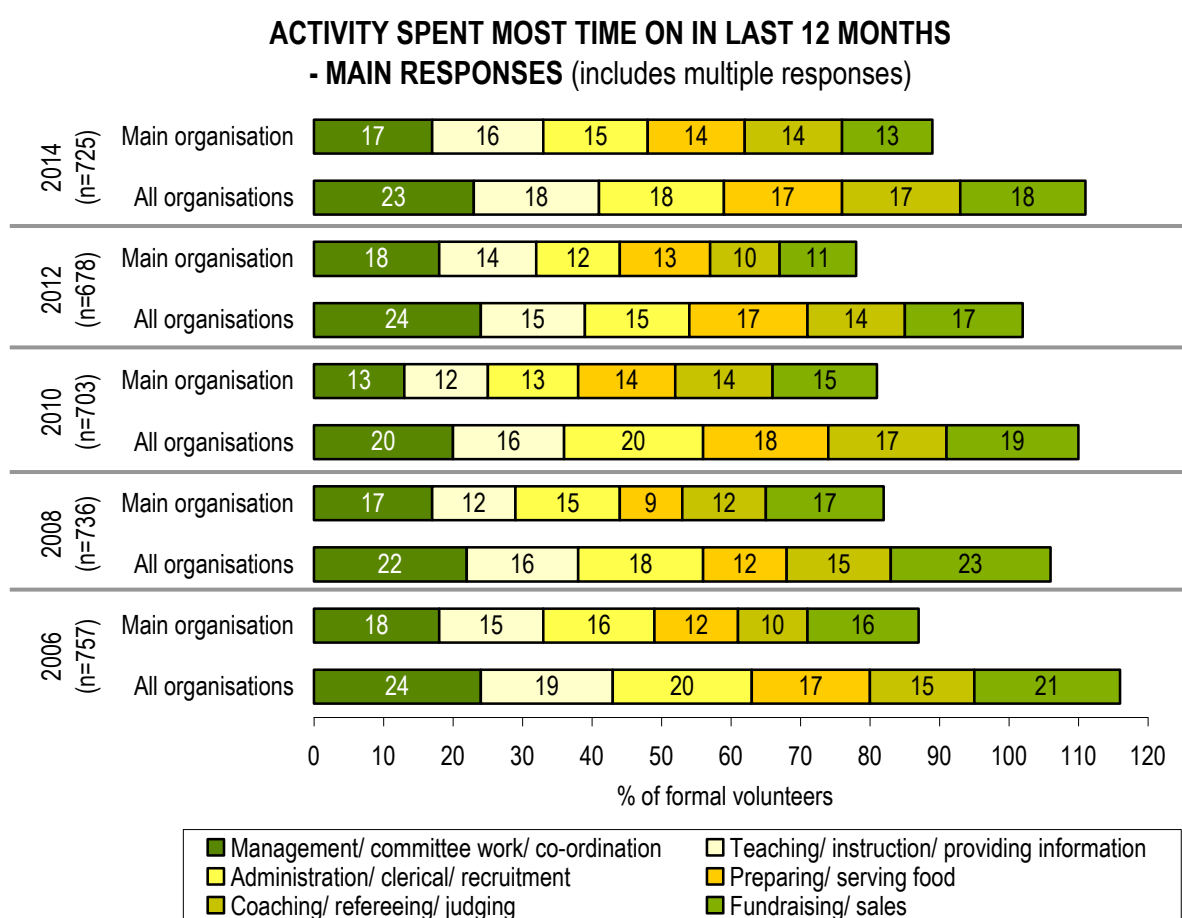


Fig.35: Activity spent most time in last 12 months, main responses, over time.

Similar to 2012, the key differences by gender in the roles taken on in 2014 included:

- Proportionally more male volunteers are involved in coaching/refereeing/judging (21% versus 13% female), and repairing/maintenance/gardening (11% versus 5% female).
- More female than male volunteers are involved in preparing/serving food (22% versus 11%) and teaching/instructing/providing information (25% versus 13%).

In 2014 regional respondents were more likely to undertake management/committee work/coordination (36%), fundraising/sales (24%) and frontline emergency service activities (6%) than metropolitan respondents (17%, 15% and 1% respectively). On the other hand, metropolitan residents showed a higher incidence of volunteering in a befriending/supportive/listening/counselling role when compared to regional respondents (11% versus 5%).

As in previous years, respondents from family households are, naturally, more likely to volunteer in activities involving children, such as coaching/refereeing/judging (22% of couple families versus 3% lone person households).

3.3.3 Volunteer turnover

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

As in previous years, 2014 figures indicate that people stay with organisations for lengthy periods, averaging 7.6 years with their main beneficiary (compared to 9.0 years in 2012). The mean length of years with a second organisation was 7.0 and 6.9 years with a third organisation.

The graph overleaf highlights these mean (average) results, but also provides the median figures. The median is the mid-point, i.e. half the results fall above this point, half below. For example, if the median is lower than the mean, it indicates that there are some particularly large numbers in the data set. In other words, there are some volunteers who volunteer with the same organisation for over 20 years or throughout their lives. Due to the varying presence of these outliers, large differences between the survey periods are required to confirm a significant difference via statistical testing. In other words, an apparent difference between years in the graph below may indicate the presence of a true shift in the nature of the responses but cannot be proved statistically.

MEAN AND MEDIAN NUMBER OF YEARS AS A VOLUNTEER

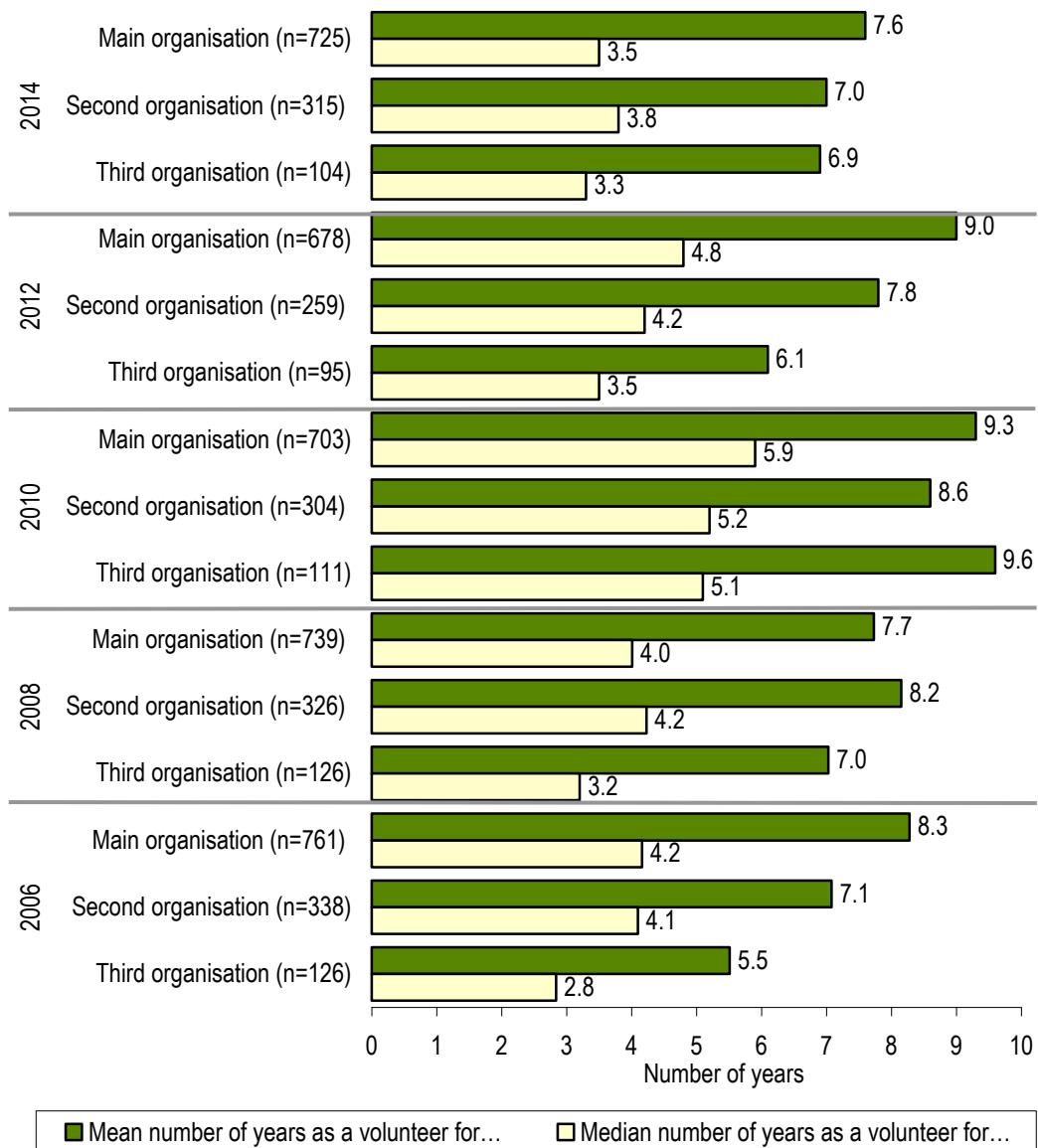


Fig.36: Mean and median period as a volunteer for main, second and third organisations, over time.

When average service periods for main organisations were analysed by demographics significantly longer average service periods were found for:

- Older respondents (15.3 years for 65+ year olds versus 2.2 years for 15-34 year olds).
- Those not in paid employment (9.6 years versus 5.9 among those in paid work).
- Widowers, 13.8 years versus all other marital types.

Note that in previous tracking waves males were found to have dedicated on average a significantly longer period of service to their 'main' organisation than females. In 2014 this was no longer the case with, the average service period of male volunteers being 8.2 years and 7.0 years for females but this difference is not statistically significant.

3.3.4 Frequency of formal service

Formal volunteers were asked how often they volunteered for each of the main organisations they volunteered time at in the last 12 months. As in previous years, once a week (most or all of the year) continued to be the most common frequency of involvement at their 'main' organisation in 2014 (43%). A further 10% claimed to volunteer once a month for most of the year, and 12% volunteered 2-3 times a month. Other volunteering is seasonal, with 10% of volunteers being active in their roles at least weekly during the season. The overall pattern has shown little change over the years.

FREQUENCY OF INVOLVEMENT (includes multiple responses)

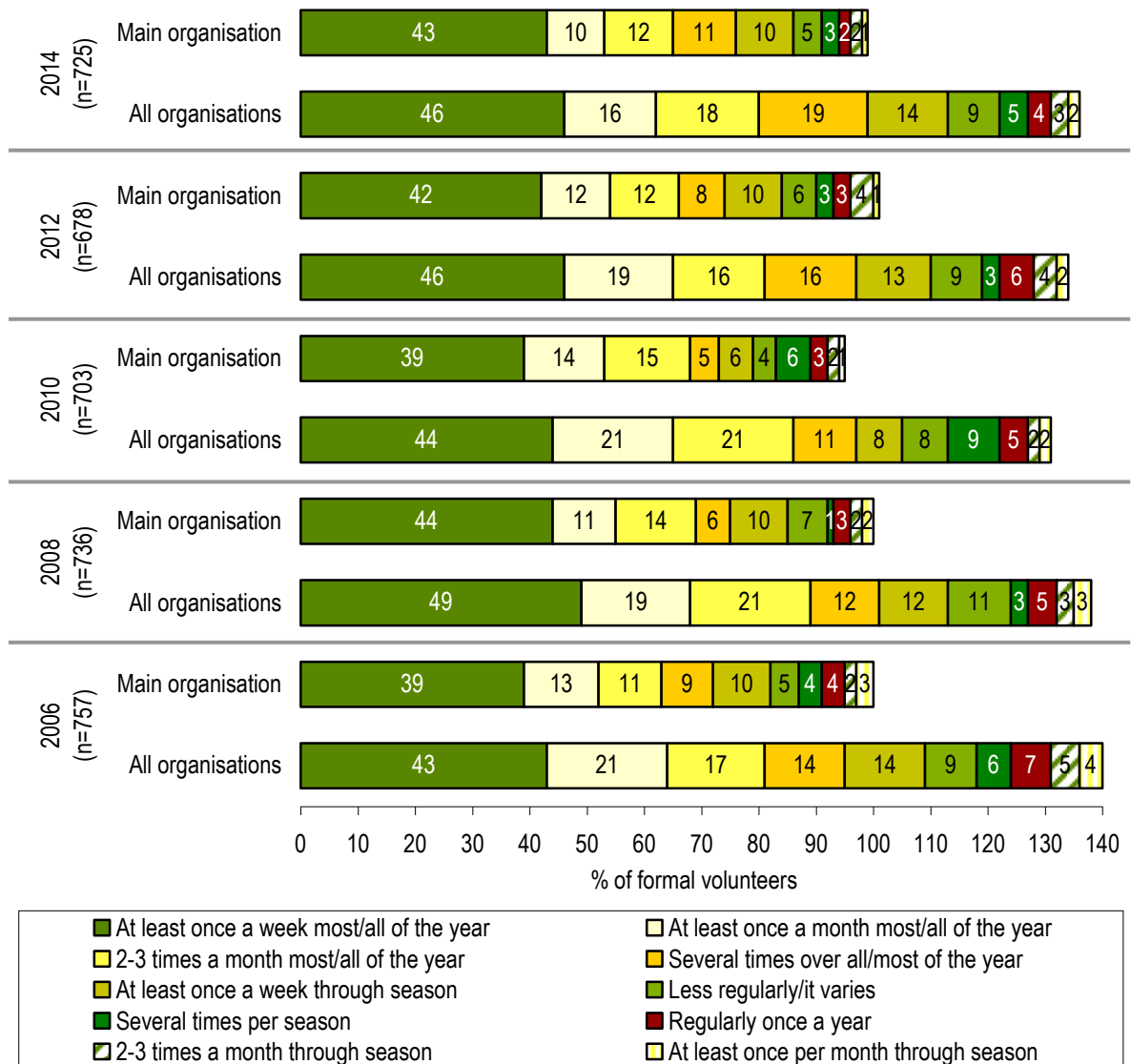


Fig.37: Length of time volunteered in past 12 months, over time.

Overall, the proportion of weekly volunteering increases steadily in line with age. Respondents who are not in the workforce are significantly more likely to volunteer once a week throughout the year (54%) compared to workers (39%), who do so less frequently. This is consistent with the 2012 results.

3.3.5 Distances travelled to formal volunteering

The following graph very clearly reveals that volunteering in 2014, as with previous years, occurs mostly close to home or work. Specifically, 5% do not travel to volunteer, 17% go 1 kilometre or less and 40% travel 2-5 kilometres. In other words 62% of formal volunteers travel less than 6km to get to the location at which they volunteer. The proportion that travels 31 or more kilometres to reach their volunteering decreased this year from a high of 9% in 2012 to 6% in 2014. Although representing a small number of respondents the proportion of those travelling 21-30kms doubled to 6% in 2014 from 3% in 2012.

When viewed by all organisations, results follow the same pattern as for volunteers 'main organisation'. There were no significant differences in these results compared to 2012.

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

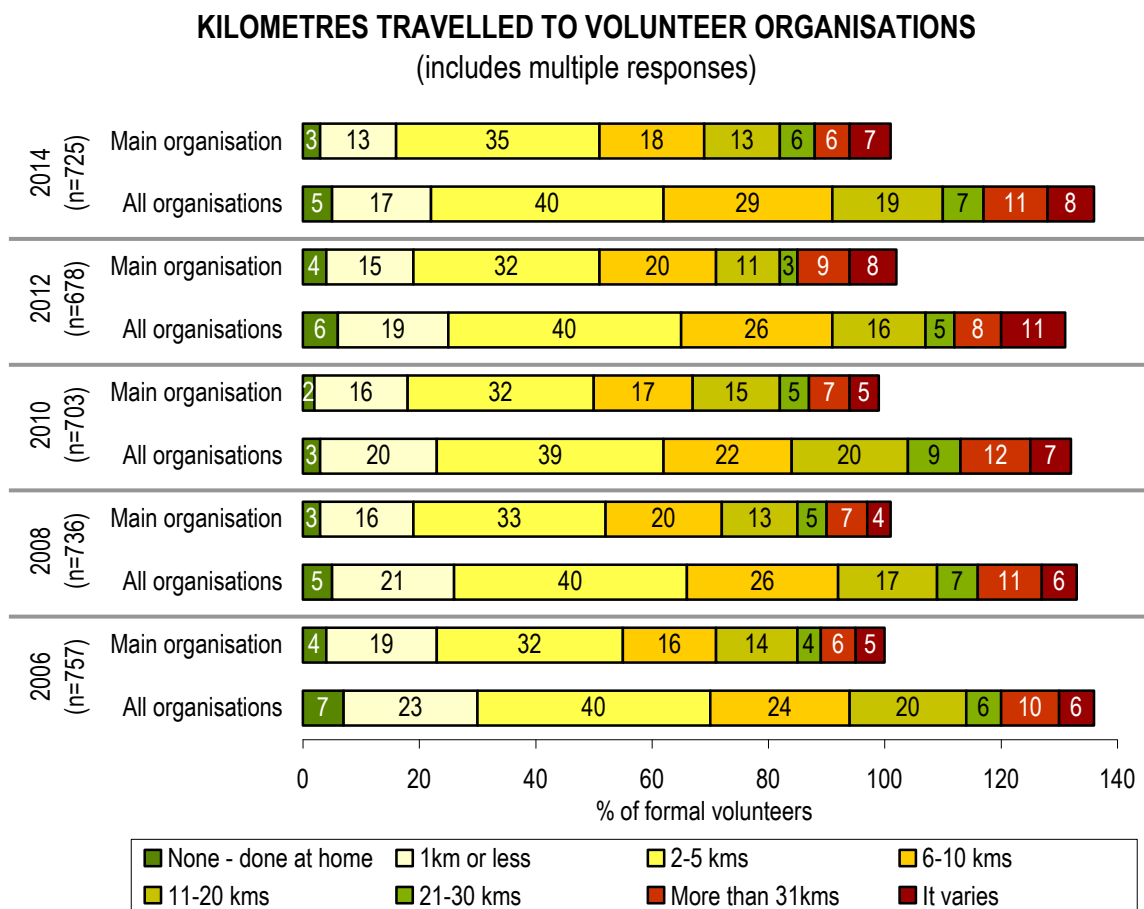


Fig.38: Distances travelled to location where volunteer, over time.

Overall, when viewed by subgroups there were no significant patterns or trends in the data that would suggest any particular subgroup tends to travel longer or shorter distances.

However, when viewed by specific distance lengths there were some notable differences:

- Travelling less than 1km (17% of formal volunteers) was more prevalent among females (20%), those living in regional South Australia (26%), widowers (27%), 65+ years olds (22%), those in a lone person household (22%), the unemployed (21%) and those currently studying (27%).

- Travelling 6-10km (29% of all formal volunteers) was more prevalent among metropolitan residents (33%), 35-44 years old (41%), employed (33%), not currently studying (31%) married/in a de facto relationship (32%) a couple with a family (35%) and with a household income of \$100,000 or more (38%).

3.3.6 Volunteer hours

In line with previous years, volunteer hours have been calculated based on median figures rather than arithmetic means.

The median figure per formal volunteer in 2014 was 2.03 per week, similar to the median of 2.01 reported in 2012 but lower than the 2006-2010 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 based on population data 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.]

	2006	2008	2010	2012	2014
Calculated formal volunteering population	610,000	590,000	570,000	600,000	640,000
Per formal volunteer					
Median formal hours per week	2.31	2.31	2.50	2.01	2.03
Equivalent hours / month	10.00	10.00	10.83	8.70	8.78
Equivalent hours / year	120.12	120.12	130.00	104.52	105.41
TOTAL FORMAL VOLUNTEERING HOURS PER WEEK	1,410,000	1,360,000	1,420,000	1,210,000	1,300,000

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 were asked what informal volunteering activities they spent the most time on in the last 12 months.

Since 2006, the most common informal volunteering activities have been yard or maintenance work and babysitting. 2014 was no exception with just over a quarter (27%) of informal volunteers stated they had undertaken yard or maintenance work and 22% indicating they had babysat non-related children.

While ‘yard or maintenance work’ appears to have increased slightly from 23% in 2012 to 27% in 2014, this difference was not significant. However, the proportion of informal volunteers providing care for the sick/elderly doubled in 2014 (10%, up from 5% in 2012).

As in previous surveys, significantly more males engaged in yard or maintenance work (47%) in comparison to females (8% in 2014); while females were significantly more likely to be engaged in:

- Babysitting (32% versus 10% males).
- Driving others (17% versus 7%).
- Visiting the sick or elderly (16% versus 8%).
- Cooking for others (9% versus 2%).

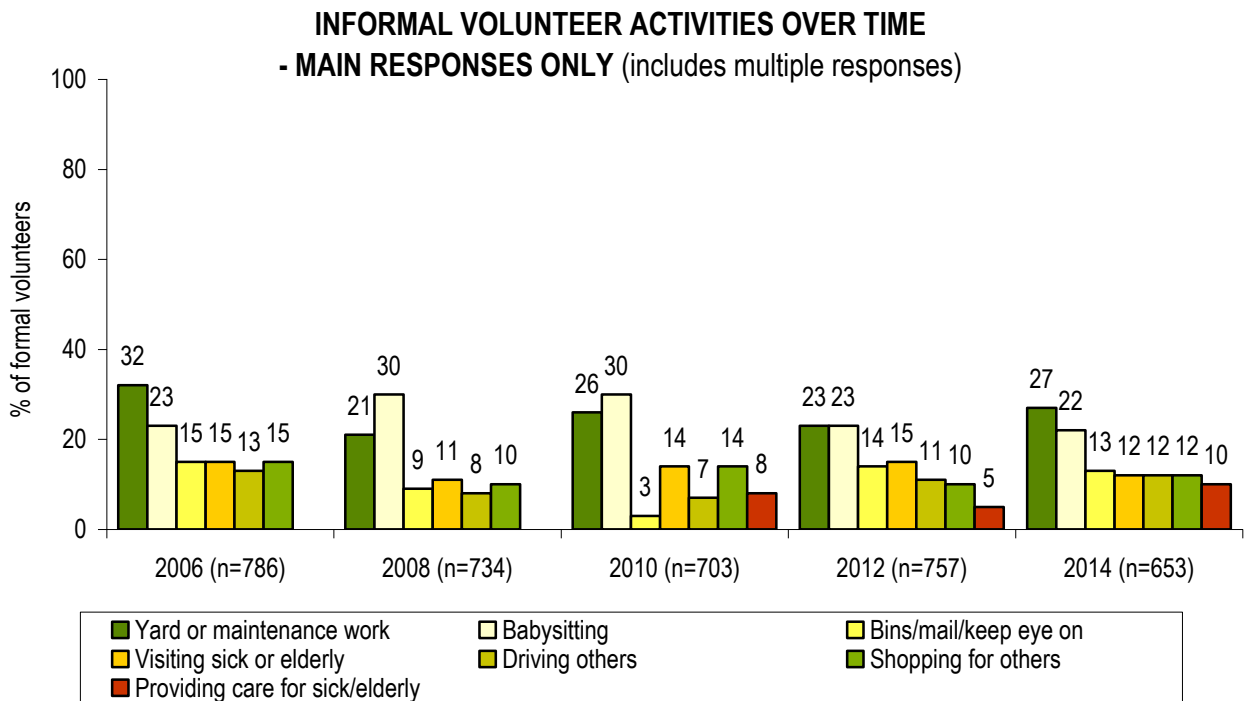


Fig.39: Activities engaged in as informal volunteer, over time.

In 2014, yard or maintenance work was undertaken by significantly higher proportions of those with a trade as their highest qualification (70% versus 27% total sample), those aged 45-54 (45% versus 27%), residents of the inner or outer west/north-west parts of regional SA (39% and 46% respectively) and those in paid work (29% versus 15% of those not working).

Babysitting tended to be mainly carried out by informal volunteers aged 15-24 (35%) and 35-44 (49%) compared to older age groups. It was also more common among respondents from couple families (34%) and those who were married/de facto (26%) compared to total sample (27%).

3.5 Volunteering drivers

3.5.1 Reasons for formal volunteering

Reasons given by formal volunteers about why they volunteer were similar to that of 2012, with minor variations. As with all other tracking periods, the most common reason provided was 'to help others/community' with four in ten (40%) of formal volunteers providing this reason. 'To give something back' was the second most common reason (19% significantly increasing from 14% in 2012) and 'personal satisfaction' dropped back to third (14%, significant decrease from 19% in 2012).

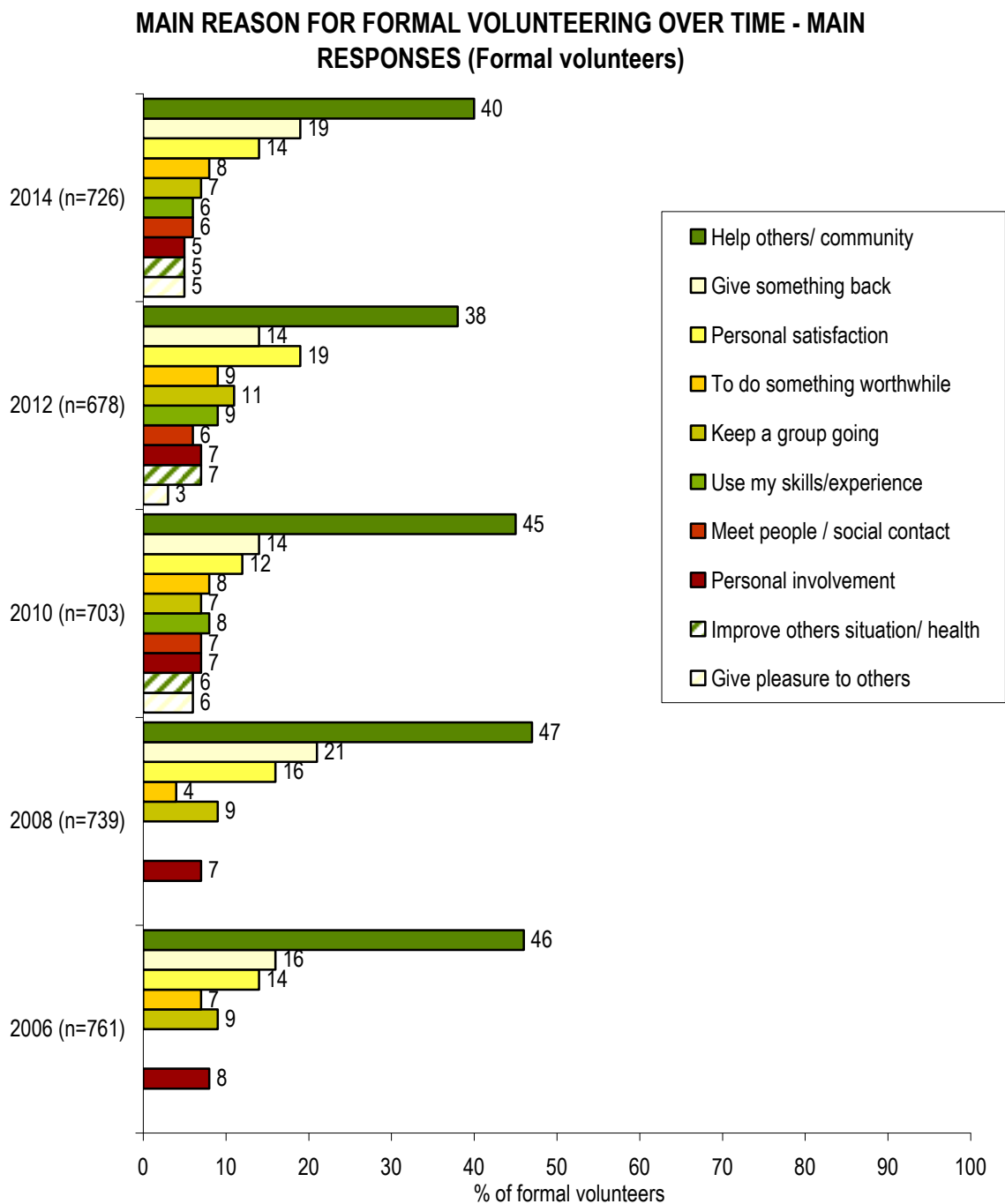


Fig.40: Main reason for volunteering, over time.

Significant variations in the drivers of volunteering for key demographic segments included:

- Males were more likely than females to state they volunteer in order to 'give something back' (24% versus 14%, respectively), whereas females were more likely than males to say 'personal satisfaction' (18% females versus 9% males).
- Regional respondents were more likely to give the reason 'to keep a group/club/association going' (12%) compared to metropolitan respondents (5%). Furthermore those in the inner and outer West/North-West of South Australia were more likely to provide this answer compared to the total sample (21% and 19%, respectively versus 7% total sample).
- Overall there were minimal differences in responses across age groups. However 15-24 year olds were more likely to say they volunteer for personal satisfaction (25% versus 14% total sample) and 65+ year olds were almost twice as likely to say they volunteer for social contact (11%) compared to the total sample (6%).
- Compared to those born overseas, Australian born respondents showed a higher incidence of indicating their main reason for volunteering was 'to help others/community' (42% versus 27% of those born overseas), whereas those born overseas were more likely to say 'to give something back' (29% versus 17% Australian born).

In 2014, 37% of formal volunteers did not specify a secondary reason for volunteering other than the main reason given in the previous question. This is significantly smaller proportion than in 2012 (45%) but similar to that seen in 2010. Of secondary reasons given, results were statistically consistent with previous years, 15% cited personal satisfaction and 15% the desire to help others as further reasons for volunteering. No other responses were mentioned by more than 10% of the sample. These findings were consistent across all segments of the sample.

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

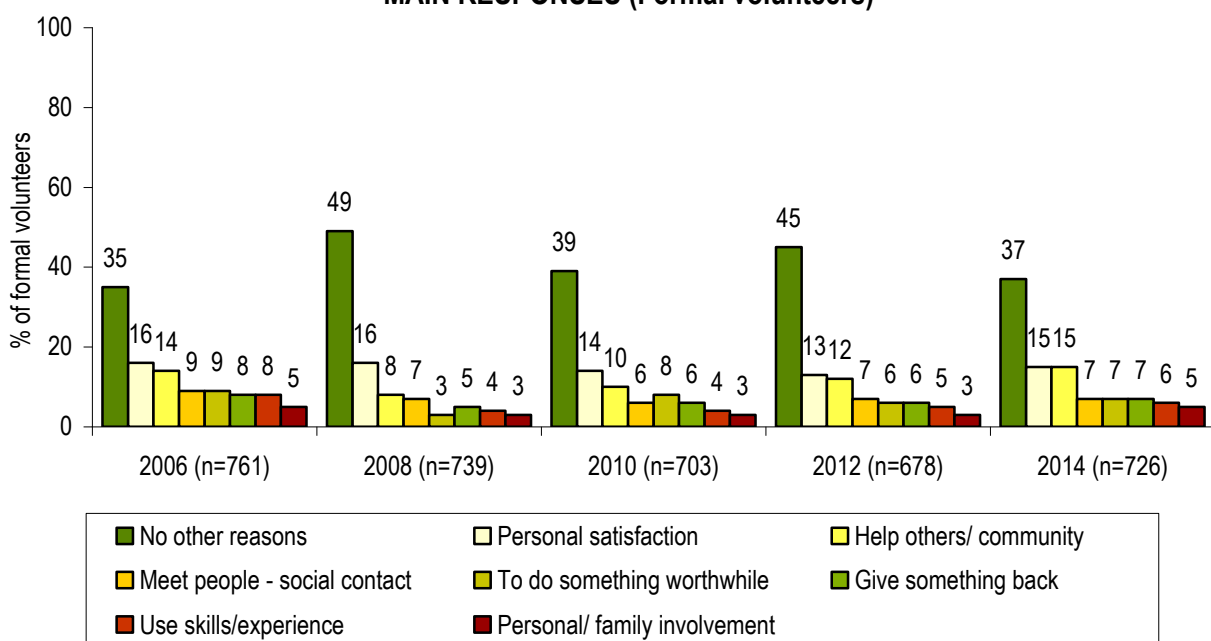


Fig.41: Other reasons for volunteering, over time.

3.5.2 Reasons for informal volunteering

When informal volunteers were asked their main reason for volunteering in 2014, 51% stated that they volunteered to help others or the community. This is a significant lower proportion compared to 2008-2012 survey periods but consistent with 2006.

Although the proportions involved were small statistically significant increases were observed for 'to give pleasure to others' (from 5% to 9%) and 'to give something back' (from 5% to 8%).

MAIN REASON FOR INFORMAL VOLUNTEERING OVER TIME - MAIN RESPONSES (Informal volunteers)

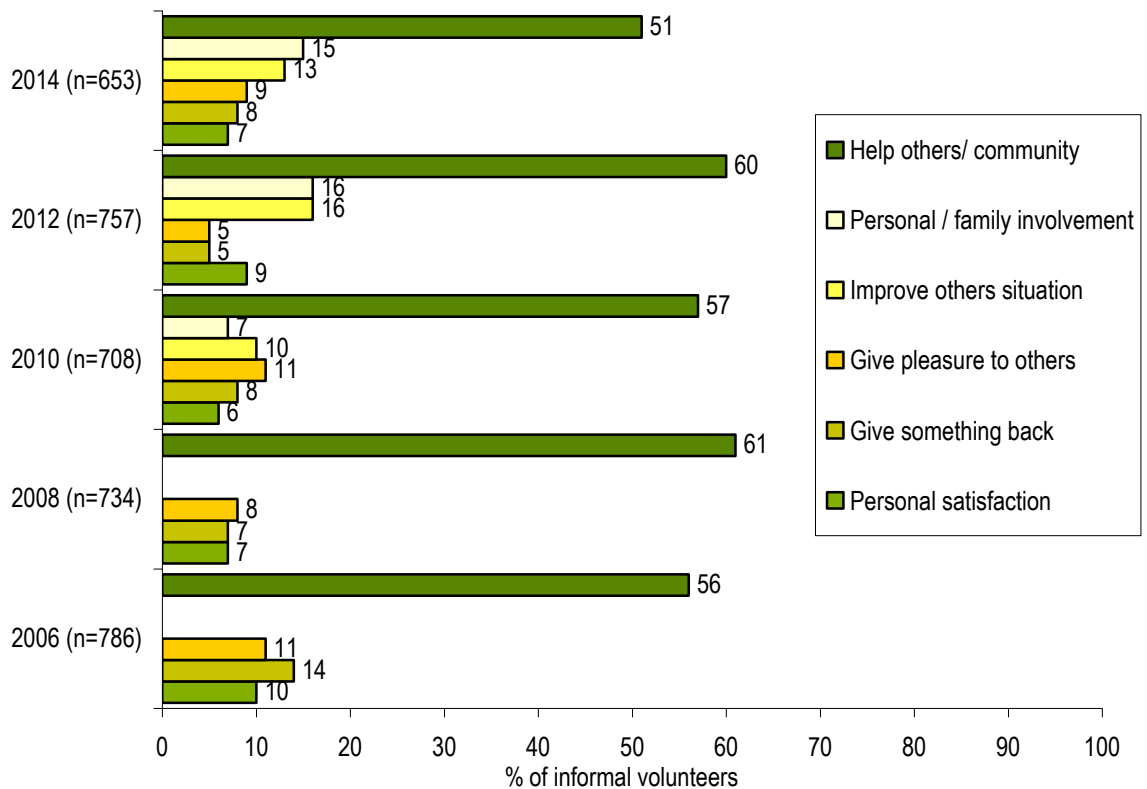


Fig.42: Main reason for informal volunteering, all informal volunteers.

Responses were similar across most socio-demographic segments with no notable gender or age differences in the drivers of informal volunteering with one exception. 65+ year olds showed a higher incidence of providing the reason 'to give pleasure to others' (14% versus 9% total sample).

Metropolitan residents were almost twice as likely to give 'personal/family involvement' as a reason (17%) compared to regional residents (9%).

Lastly, when compared to the total sample, widowers were significantly more likely to give the reasons 'to give pleasure to others' (17% versus 9%) and 'personal satisfaction' (14% versus 7%).

3.5.3 Perceived personal benefits

Pleasingly, a high 97% of formal volunteers continued to be able to think of at least one personal benefit they have experienced from volunteering, with only 3% indicating that they had experienced no benefits.

In 2014, just under a half 48% of formal volunteers reported a sense of personal satisfaction, 27% felt they had benefitted via forged friendship. The third most common response was 'felt more a part of the community' which has increased significantly over the last two survey periods (15% in 2010 to a high of 26% in 2014).

Other significant variations since 2012 were:

- 'Meet people-social contact' decreased from 23% to 18%.
- 'Improved skills – teamwork' increased from 6% to 9%.

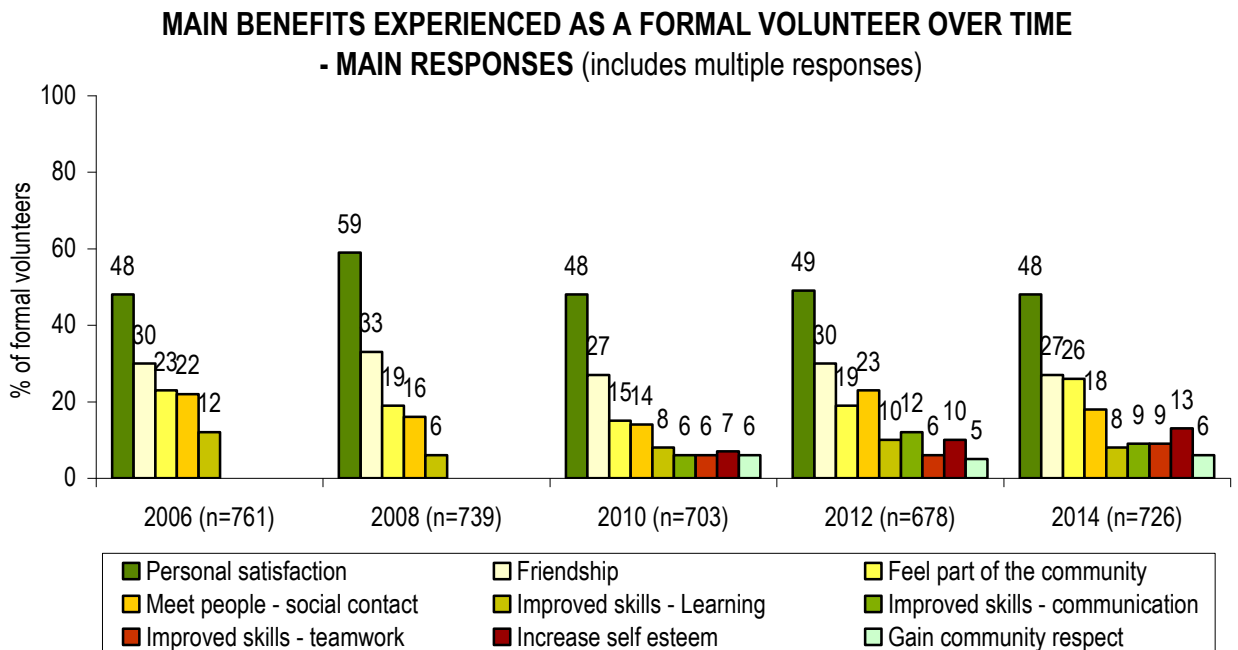


Fig.43: Benefits experienced as a volunteer, over time.

Although there were no significant differences in the respondents of metropolitan respondents versus their regional counterparts, respondents from inner West/North-West specifically were significantly more likely to say they had experienced four benefits compared to the total sample, which were:

- Personal satisfaction/enjoy making other people or things better (62% versus 48% total sample).
- Feel/be a part of the community (43% versus 26%).
- Friendships/made friends (40% versus 27%).
- Gain community respect (13% versus 6%).

While males were not more likely to identify any particular benefit compared to females, females were more likely to say they had experienced the following benefits:

- Improved skills – learning (10% versus 5% males).
- Improved skills – self-management (6% versus 2%).
- Broader outlook (8% versus 3%).

15-24 year olds were more likely to raise several areas of skill improvement, namely 'communication' (31% versus 9% total sample), 'teamwork' (17% versus 9%) and 'initiative/enterprise' (10% versus 2%). Older age groups were more likely to give the response 'personal satisfaction' (61% of 55-64 year olds versus 48% total sample) and 'making friends' (37% of 65+ year olds versus 27% total sample), whereas, 15-24 year olds were less likely (27% and 13%, respectively).

Lastly, those in paid work showed a higher incidence of giving 'feel/be a part of the community' as a main benefit compared to unemployed respondents (30% versus 21%).

3.5.4 Original triggers

The previous measurement period (2012) uncovered significant changes in what volunteers considered as their 'triggers' to becoming a volunteer, including several reasons that had not been identified previously. The reliability of these changes has been supported in 2014 (as seen in the graph overleaf).

The most common way formal volunteers became involved in volunteering was again via 'involvement with a club/association' (18%), followed by 'someone asked me' (17%). Other common responses in 2014 were 'through church' (11%), 'family history/culture of volunteering' (11%, a significant increase from 7% in 2012) and 'knew someone involved' (10%).

Compared to 2012, a significantly smaller proportion became involved in volunteering 'via their child/children school' (13% 2012 versus 9% 2014). Of interest, 'found out about it myself' was the second most common way volunteers became involved in 2006 (23%), and has steadily decreased over time to 8% in both the 2012 and 2014 surveys.

Males showed a higher incidence of becoming involved via 'someone asking them' (23%) or 'knowing someone else involved' (15%) compared to females (13% and 6%, respectively). As with previous years, females were more likely to say involvement was triggered through their 'children's school' (15% versus 2% male).

Those born outside of Australia showed a higher incidence of becoming involved 'through an employer' than Australian born respondents (10% versus 3%, respectively).

**HOW DID YOU FIRST BECOME INVOLVED IN VOLUNTEERING OVER TIME
- MAIN RESPONSES (Formal volunteers)**

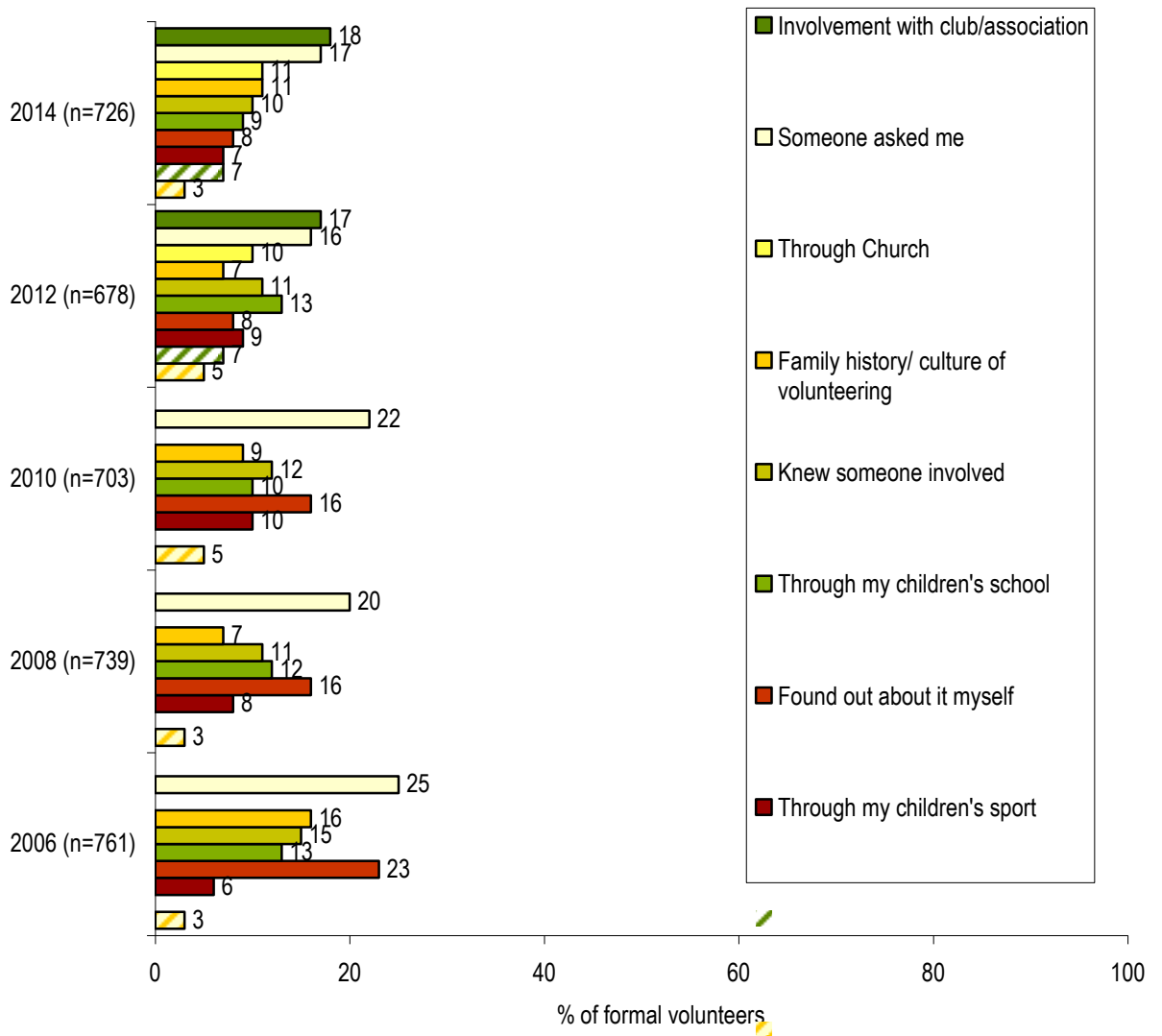


Fig.44: First steps to becoming involved in volunteering, over time

Other subgroup differences included:

In 2014, metropolitan respondents were significantly more likely to find out about volunteering opportunities through their church (14% versus 6% regional), while regional respondents were more likely to suggest their source as 'small/community way of life' (10% versus 2% metro) and 'through my children – some other way' (6% versus 1%).

Of note 20% (a significantly higher proportion compared to 11% of the total sample) of 15-24 year olds gave their trigger as 'family history/culture of volunteering' indicating that a large proportion of young volunteers get into volunteering due to emulating others. Furthermore 14% of this age group first became involved via their studies.

Those not in paid work were more likely to find out about volunteering opportunities themselves (13% versus 5% in paid work) whereas those in paid work were more likely to find out via their children's sports (12% versus 2% unemployed).

3.6 Volunteering barriers

3.6.1 Barriers to volunteering formally

Consistent with 2012, 44% of the 774 respondents who are not formal volunteers said that they do not volunteer formally because their work commitments are too time-consuming. This reason was also the most common regardless if they do not volunteer at all (43%) or if they volunteer informally but not formally (47%). Previous findings suggested that citing 'time consuming work commitments' as a barrier for volunteering formally was declining steadily over time; however 2014's results suggest that this downward trend is stabilising.

Subgroup analysis of this reason 'time consuming work commitments' - reveals that:

- It is the prevalent reason across both metropolitan and regional SA (as in 2012) although with a greater difference between the two (47% and 33% respectively in 2014 versus 43% and 36% in 2012).
- However, there was no difference noted in terms of gender for citing work commitments. (The incidence of a variation by gender has declined since 2010).

Subgroups most likely to give this response were:

- Age groups between 35 and 54 (63%) particularly compared with 55 plus year olds (27%).
- Those in paid employment (73%, up from 64% in 2012).
- Respondents from couple families (56%, up from 48% in 2012).
- Mention of this reason increased in line with increasing household income from \$50,000 and above.

As seen in the graph below, other reasons for not volunteering mentioned by more than 10% of the total sample continued to be family commitments (24%), no spare time (13%) and health problems (15%). The proportions citing 'study commitments' and 'being too elderly' as barriers to formal volunteering were on par with 2012 (12% and 7% respectively in 2014).

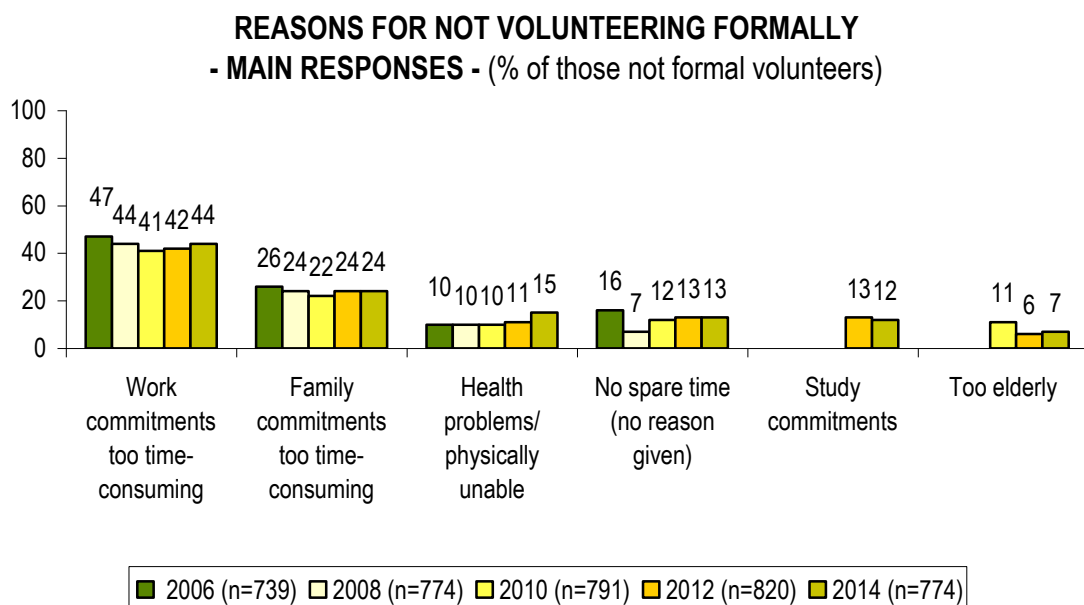


Fig.45: Reasons for not volunteering formally, main responses, over time.

Family commitments were cited as a more common reason for not volunteering among the following sub-groups:

- Females (30% versus 19% males, both up slightly from 2012).
- Those aged 35-54 years (33%).
- Couple families (40%), although single parent families were not statistically more likely to cite family commitments.
- Married/de facto (37%) – consistent over time.

Mention of study commitments was raised by almost half (48%) of 15 to 24 year olds.

Health problems/physical inability to volunteer is showing a small increasing trend over time. This issue was likely to be raised by higher proportions of:

- Lone person households (38%).
- Widowed (44%) and divorced respondents (25%).
- Those with low household incomes (\$25,000 or less, 48% cited health problems).
- Those not employed (29%) and 65 years and older (31%).

3.6.2 Motivators to volunteering formally

Those who did not volunteer formally were asked what, if anything, might encourage them to participate. Of this sample, 81% cited at least one factor that might encourage them. This result reflects a small but statistically significant increase in mentions of “nothing would encourage participation in formal volunteering” compared with 2012 (13% increasing to 19% in 2014).

Since 2006, a decreased work commitment has been the single largest factor that might encourage non-volunteers to participate. The proportion in the current survey (30%) reflects a significant increase compared with 2010 and 2012 but is on par with earlier research.

In 2014, the next most common response was decreased family commitments, a factor which has steadily increased from 12% to 17% to 21% in the current survey (a statistically significant trend). Retirement has declined as a response (5%, down from 8%) while decreased study commitments has increased slightly since 2012 (10% up from 8%).

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

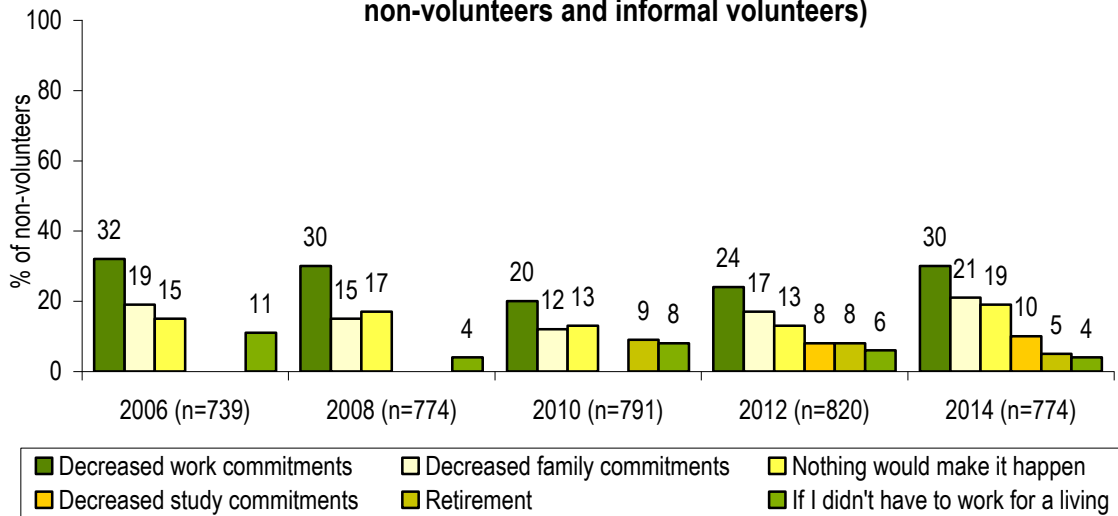


Fig.46: What would encourage non-volunteers to participate in volunteering, main responses over time.

As shown in the chart below, the proportion of respondents claiming that nothing could happen that would lead them to participate in formal volunteering continued to be significantly higher among 65+ year olds (44% in 2014, up from 33%). This suggests that this group is the one most closed to the concept of changing their behaviour in this regard. By contrast, those most open to changing their behaviour were people aged 15 to 34 years (only 3% indicated nothing would make it happen) and 35 to 54 year olds (9%).

WHAT WOULD ENCOURAGE NON-VOLUNTEERS TO PARTICIPATE IN FORMAL VOLUNTEERING - MAIN RESPONSES 2014 (By age group)

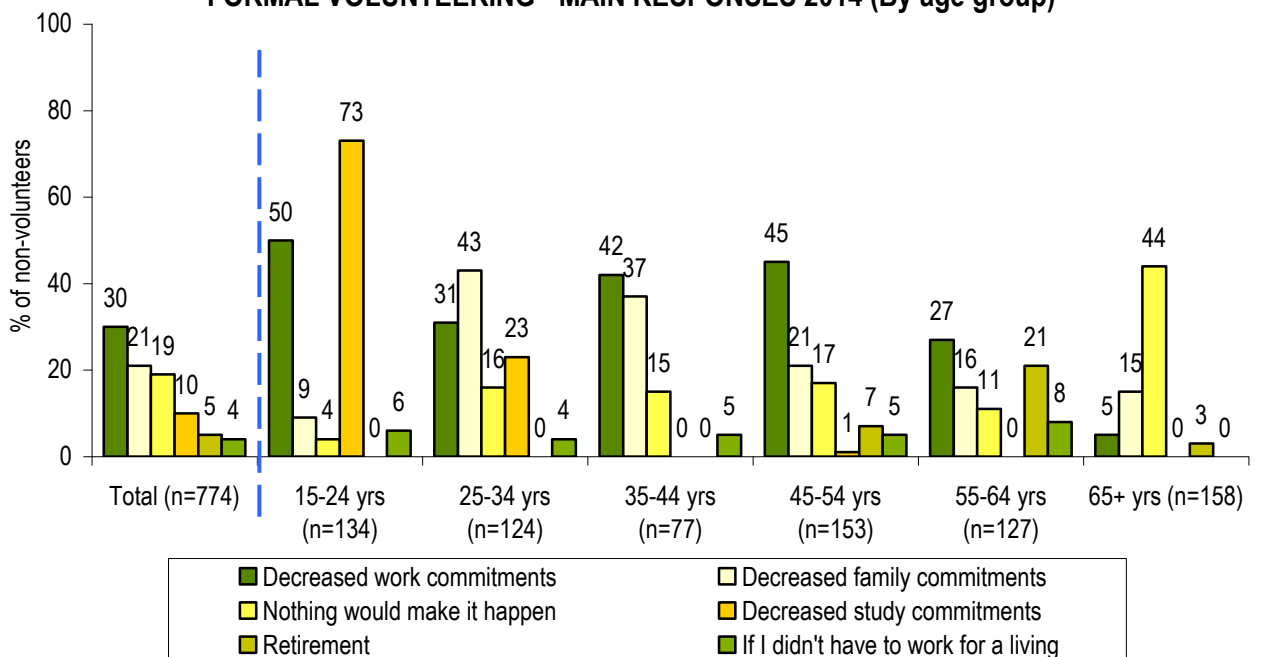


Fig.47: What would encourage non-volunteers to participate, by age group.

Those least open to being encouraged to change their behaviour (showed high proportions saying that nothing would encourage them) were significantly more likely to be:

- 65 plus year olds (44%).
- People from group adults households (36%).
- Those divorced or separated (56%) and married/de facto (36%).
- Respondents earning less than \$75,000, particularly \$25-50,000 (39%) and \$50-75,000 (28%).
- Those employed (29%).

As in previous years, work commitments in 2014 were cited by significantly higher proportions of respondents:

- Aged 35-54 years (44%).
- In paid employment (48%).
- From people living in couple families (37%).
- With a household income \$100,000+ (35%).

'Family commitments' was a significantly more common barrier among:

- Females (25% versus 18% males, the latter showing a significantly increased incidence of mentions compared with 2012 when 10% of males gave this reason).
- Couple families (34%, showing an increasing trend from 27% in 2012 and 18% in 2010).
- Those who are married (33%, up from 27% in 2012 and 18% in 2010).
- Those with a household income of \$10,000+ (29%).
- Those aged between 25 and 34 years (43%).

3.7 Future intentions and why

3.7.1 Formal volunteers' intentions

The results for 2014 regarding volunteers' intentions to change hours show significant differences compared with previous years.

Whilst the majority of volunteers do not expect their volunteering hours to either increase or decrease in 2014 (72%), this reflects a statistically significant increase in maintaining the same hours when compared with the previous four surveys, which were all relatively consistent. Unlike previous years, significantly fewer respondents plan to increase their hours (13% versus 21% in 2012). However, they are not more likely to decrease their hours as a result but to maintain them.

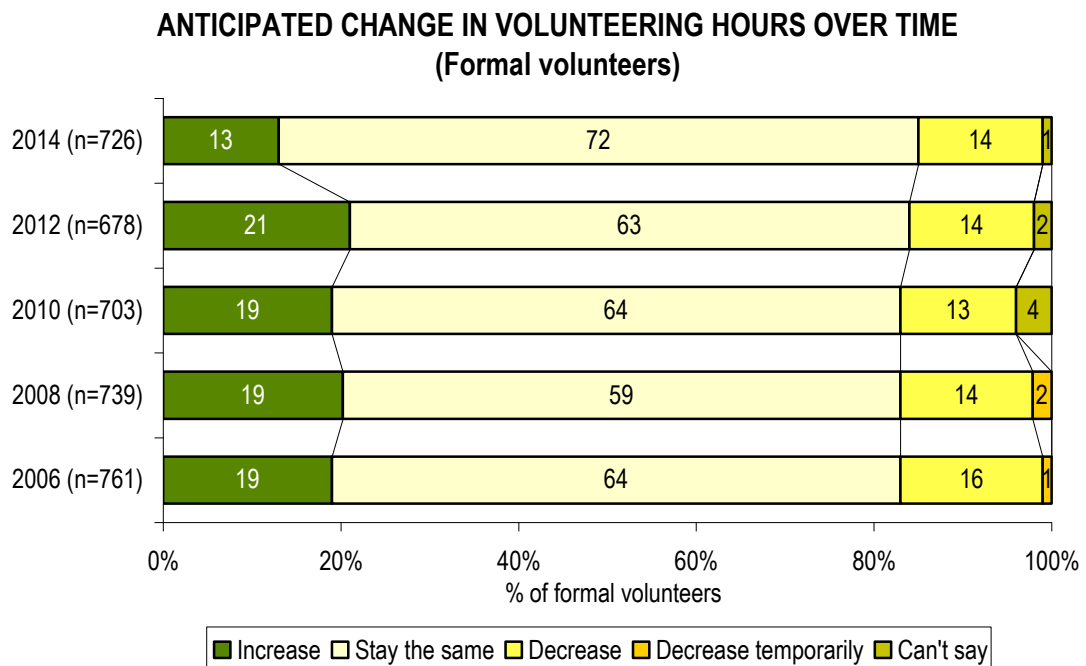


Fig.48: Anticipated increase in volunteering hours, over time.

Respondents who anticipated a change in their volunteering were asked by how much they would reduce or increase their hours. Bearing in mind that most respondents did not anticipate any change, in 2014 the calculated net change was positive, at +1.7 hours per week per formal volunteer anticipating increasing or decreasing their volunteer hours (that is, n=195 or 26.86% of formal volunteers).

Extrapolating this to the State as a whole, using 640,000 estimated formal volunteers³, shows a predicted increase of approximately 29,200 formal volunteer hours per week.

³ Rounded to nearest 10,000.

3.7.2 Reasons for increased hours

In 2014, 26% of the 95 volunteers who anticipated an increase in the hours they formally volunteer said that the reason for this is an increased need from the community, consistent with the last few surveys. A similar proportion stated they had been asked to take on more (19% in 2014 versus 21% in 2012), and a slightly higher proportion suggested a greater sense of responsibility, continuing an increasing trend in incidence of this reason for increased hours (from 4% in 2010 to 10% in 2012 and 14% in the current survey).

Similar to previous years, results were largely comparable between segments of the sample, with one exception. Among those not employed, a relatively high 38% indicated that increased need from the community was the reason for increase in their volunteering.

WHAT FACTORS CONTRIBUTE TO INCREASE IN VOLUNTEERING OVER TIME - MAIN RESPONSES (Formal volunteers anticipating change)

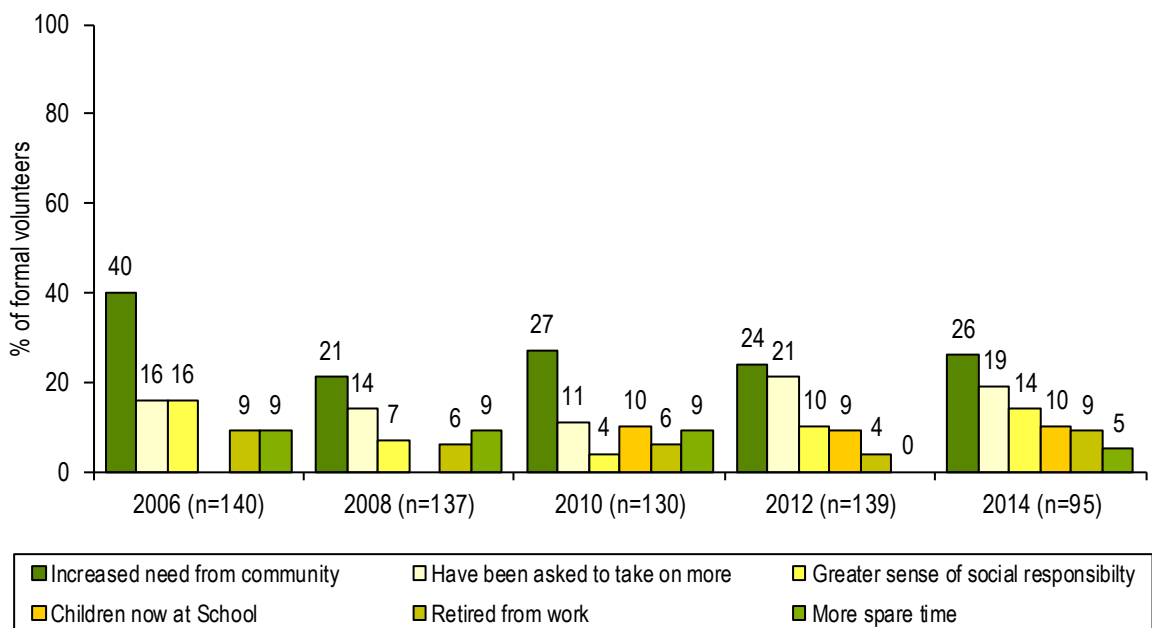


Fig.49: What factors contribute to increase in volunteering.

3.7.3 Potential to prevent reduced hours

Respondents who were anticipating a downward change in their hours were asked what could be done to prevent them reducing their hours. A slightly lower proportion said that nothing could be done to prevent the reduction in hours compared with 2012 and 2010 (68% in 2014 versus 78% in 2012 and 87% in 2010). One in ten indicated that less work commitments would prevent reduction of formal volunteer hours, an issue which was barely raised in 2012 and 2010 but was raised in 2008. Among employed volunteers, one in five indicated less work commitments would prevent loss of hours.

There were no significant differences between sub groups. This is likely to be due to the relatively small sample size of volunteers who claim they will be reducing their hours.

WHAT COULD BE DONE TO MAINTAIN CURRENT LEVEL OF VOLUNTEERING OVER TIME - MAIN RESPONSES (Formal Volunteers anticipating reduction in hours)

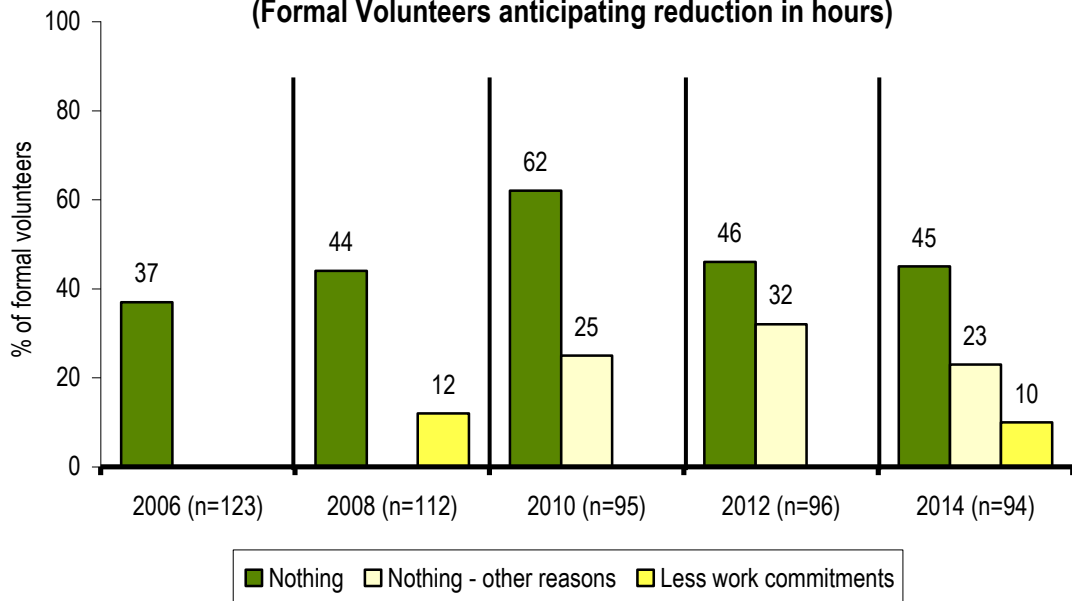


Fig.50: What could be done to maintain current level of volunteering.

As can be seen in the chart below, in 2014 of the 518 respondents who reported that their volunteering hours would decrease or stay the same in the next 12 months, just over half (54%) said there was nothing that could be done to increase their hours. This is consistent with previous years. Needing more hours in their day would increase their volunteering hours for 16% (similar to previous years), while 9% said that they would volunteer more if they could give up work (also on par).

Apart from obvious variations, such as employed people being more likely to cite that giving up work would allow them to increase their volunteer hours (14%), an interesting finding was a slightly higher incidence of country residents indicating they would increase their current level of volunteering if they were fitter/healthier (7% versus 2% of metropolitan residents).

WHAT COULD BE DONE TO INCREASE CURRENT LEVEL OF VOLUNTEERING OVER TIME - MAIN RESPONSES (Formal volunteers anticipating change in hours)

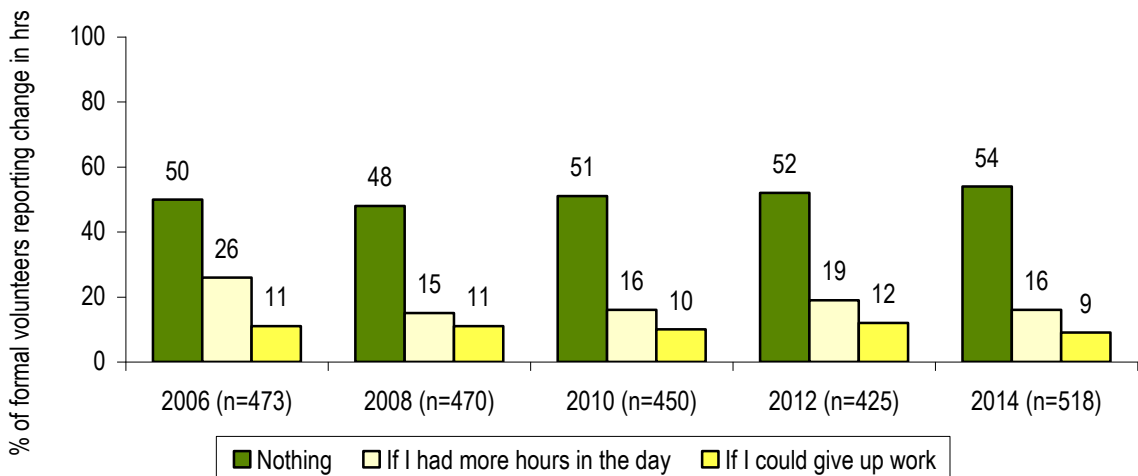


Fig.51: What could be done to increase current level of volunteering.

3.7.4 Non-volunteers' intentions

The likelihood of respondents who are not formal volunteers taking up formal volunteering in the next 12 months continues to be low and the uptrend noted in 2012 has reversed. Overall, a total of 16% who are not currently formal volunteers said that it is either very or quite likely that they will take up this activity – declining from 20% in 2010 and 22% in 2012.

The total of those who were either very or quite unlikely has increased slightly but not significantly from the last survey (72% in 2014 versus 68% in 2012). It is important to note that a higher proportion mentioned very unlikely, up from 42% in 2012 to 52% in the current survey (back to being consistent with 2010).

In 2014, non-volunteers were less likely compared with informal volunteers to anticipate taking on formal volunteering in the next 12 months (12% combined very and quite likely versus 21% for informal volunteers).

Respondents aged 15-24 were notably more likely, compared to older age groups, to indicate their intention to participate in formal volunteering (29% of 15-24 year olds, versus the 16% average).

Also of note was a significant decline in males stating they intend to volunteer formally in the next year (11% in the current survey compared with 21% in 2012 and 19% in 2010).

LIKELIHOOD OF VOLUNTEERING IN NEXT 12 MONTHS

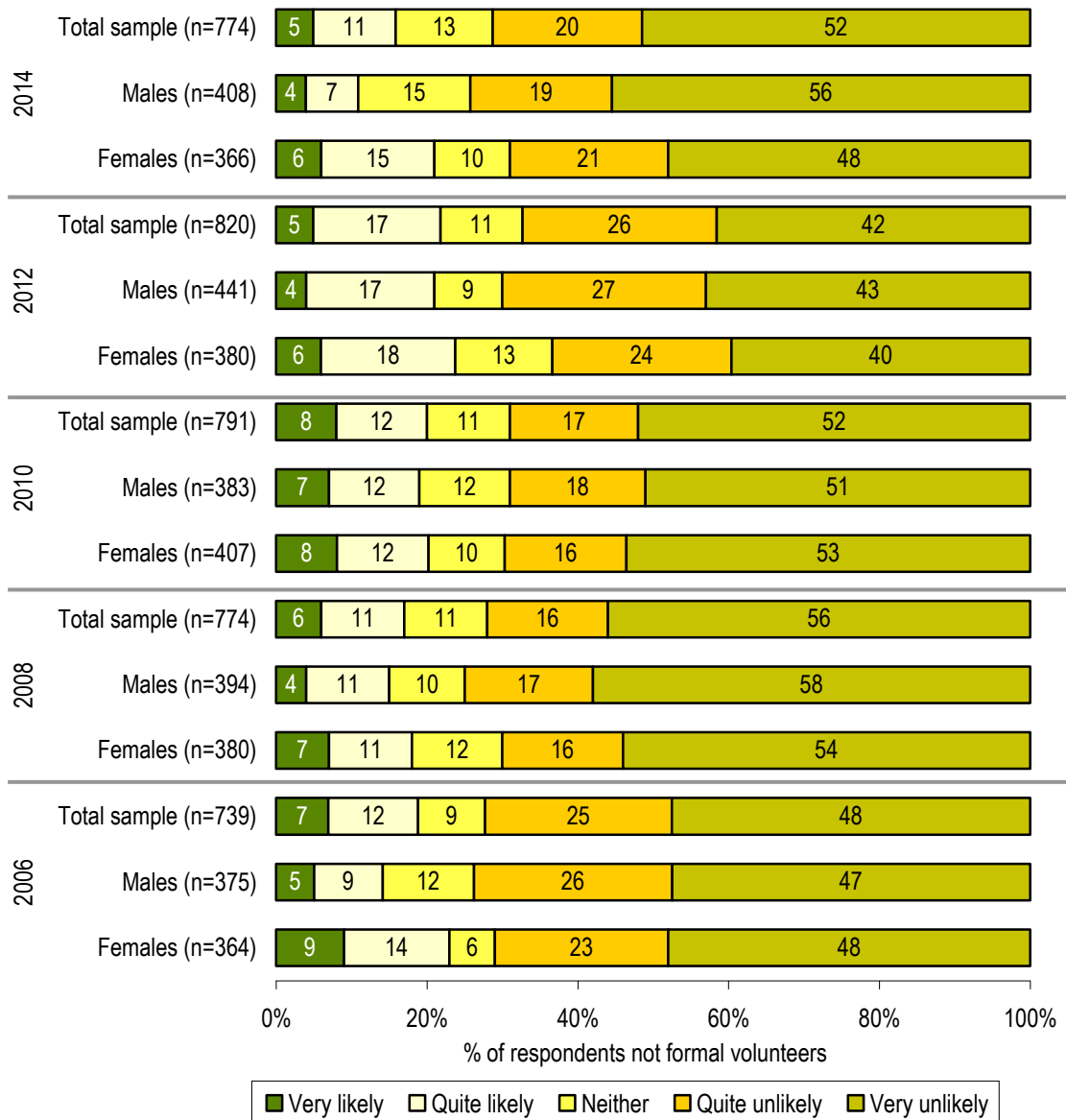


Fig.52: Likelihood of volunteering in next 12 months, by gender, over time

3.8 Opportunities

3.8.1 Perceived importance

All respondents were asked to rate how important they thought it was for people in the community to volunteer, using a scale where 0 means not at all important and 10 means extremely important.

As illustrated in the graph below, in 2014 at the total sample level, volunteering was seen as very important (average rating of 8.6 out of 10), reflecting a consistent result with the last three surveys.

In the current survey the pattern identified in 2012 of non-volunteers showing declining perceptions of importance of volunteering continued (8.1 in both surveys). Somewhat predictably, the perceived importance figure was higher among the volunteer sample (8.8 out of 10), and also higher than those who participate in formal volunteer work (9.0). Nonetheless, volunteering is still perceived as important by non-volunteers. As in previous years, this suggests that it is not attitudes to volunteering that are a barrier, but rather practicalities such as lack of time and competing commitments. Except for the variation mentioned earlier, these results have been consistent over time.

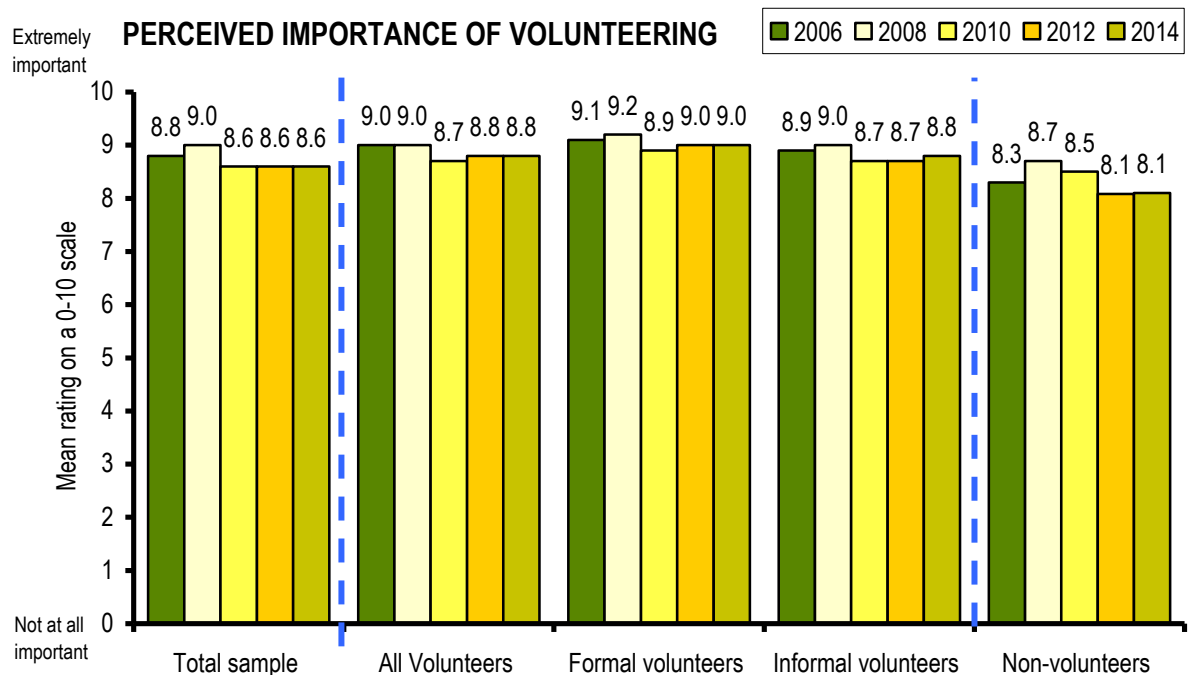


Fig.53: Importance of volunteering, by volunteer type, over time.

As can be seen below, analysis of the results by age shows that outcomes in 2014 were virtually identical to results in 2012. Younger respondents (those aged 15-24) rated the importance of volunteering notably lower than the oldest respondents in the sample (those aged 65+), with the younger group recording an average rating of 7.9 out of 10 (consistent with 2012), compared to 9.1 out of 10 among the latter group (marginally up from 2012).

The relationship between age and the perceived importance of volunteering continues to be not exactly linear; however perceptions of the importance of volunteering do tend to increase with age. Further, as noted, the likelihood of taking on volunteering is much higher among younger age groups despite this lower importance rating. Again this reinforces the view that it is not necessarily attitudes to volunteering that are the barrier.

IMPORTANCE OF VOLUNTEERING (By age group)

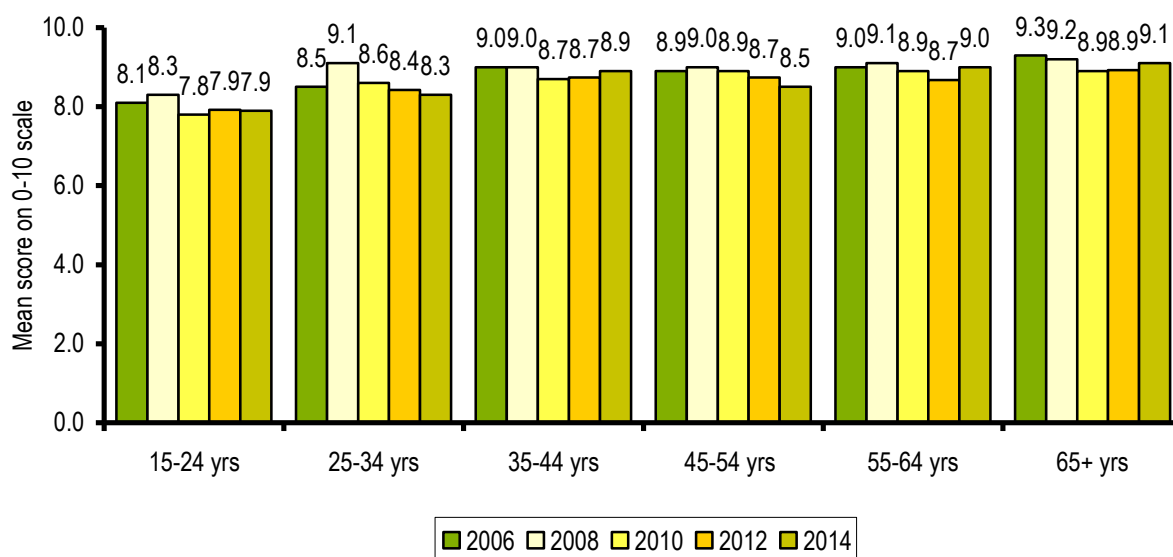


Fig.54: Importance of volunteering, by age group, over time.

Regional respondents and females gave a significantly higher mean rating to the importance of volunteering than metropolitan volunteers and males (9.0 versus 8.5 metro; and 9.0 versus 8.3 males). Consistent with 2012, respondents who had never married rated the importance of volunteering notably lower in comparison to those who have been widowed (8.1 versus 9.2 out of 10). Among most other groups, only minor variations were observed.

3.8.2 Perceived benefits to the community

As in previous surveys, almost all (97%) of the total sample could see some benefits to the community from volunteering.

At the total sample level, one in four (25%) said that it builds community spirit and facilitates social cohesion and a similar proportion (24%) said that volunteering is important as people get help they wouldn't otherwise get. Over the last three surveys, the proportion indicating that services would not be provided if they did not volunteer has been slowly increasing, but not significantly (up from 20% in 2010 and 22% in 2012 to 24% in 2014).

Some of the other perceived benefits in 2014 included (also refer chart overleaf):

- Many community projects/programs would cease to exist (19%).
- Many organisations would cease to exist (18%).
- Many activities would cease to exist without the effort of volunteers (17%).
- The activity improves people's or the community's wellbeing (16%).
- Gives pleasures/enjoyment to people/the community (10%).
- Keeps down costs to the community (10%).

As has been noted in previous surveys, for many of these perceived benefits, the proportion of formal volunteers who nominated them was higher than among those who do not formally volunteer:

Also noted in previous research was the observation that, while both volunteers and non-volunteers consider volunteering important, those who currently volunteer have a clearer and more comprehensive perception of why volunteering is important. There was, however, one exception noted, that among non-volunteers there was a significantly high awareness that without volunteers, people would not get help they need (27% versus 20% of formal volunteers mentioning this point). This finding could indicate a motivation for non-volunteers to become involved in volunteering.

While metropolitan respondents were significantly more likely to suggest 'volunteering builds community spirit/attitudes/cohesion' (27% versus 20% regional), regional respondents were still more likely to claim that without the help of volunteers 'many activities would cease to exist' (22% versus 16% metropolitan respondents); and 'many community projects would cease to exist' (24% versus 17% metropolitan respondents).

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

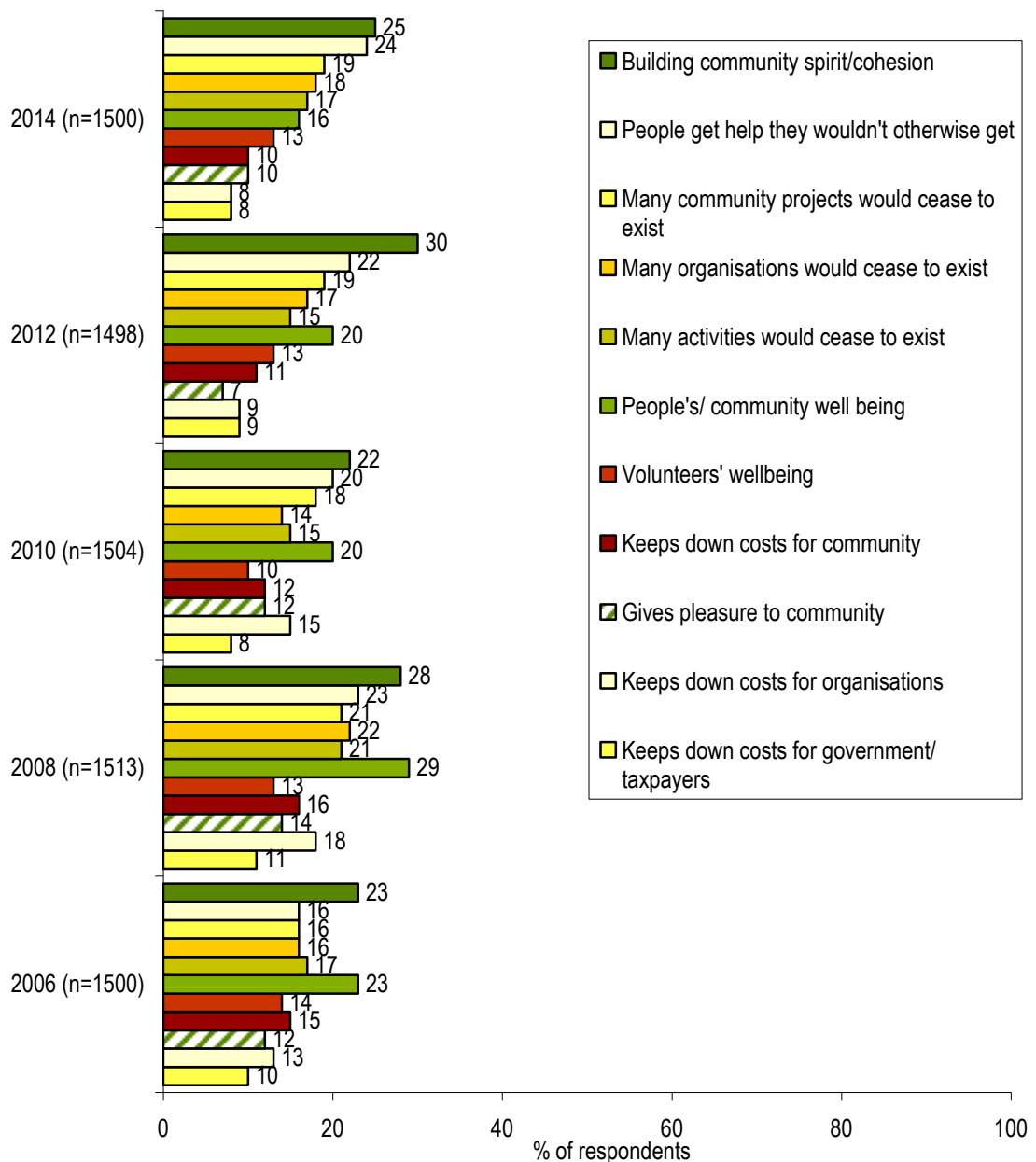


Fig.55: Benefits to community total sample

3.8.3 Perceived benefits to self and/or family

In 2014, 32% of the total sample could see no direct benefits to themselves or their family as a result of other people's volunteer work. This proportion represents a statistically significant increase compared with 2012, when 27% of the total sample could see no direct benefits to themselves or their family.

Not unexpectedly, the proportion is significantly higher among non-volunteers (50%, up from 39% in 2012). Volunteers of either a formal or informal nature who believe there is no benefit to themselves or their family has shown a marginal increase (24% combined compared with 22% in 2012).

Volunteers were significantly more likely to perceive the following benefits from other people's volunteering, in comparison to non-volunteers:

- Clubs/associations/groups stay in existence (23% versus 9%).
- Friendlier/safer community (22% versus 14% non-volunteers).
- 'Kids get to play sport' (13% versus 4% non-volunteers).

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

- Metropolitan residents were significantly more likely to indicate there were no benefits to them and their family in volunteering than regional residents (34% versus 27% respectively). Regional residents, on the other hand, showed a high incidence of citing clubs/associations/groups stay in existence (24% versus 17% metro).
- Males showed a relatively high incidence of stating that there were no benefits from volunteering compared with females (36% versus 29% respectively).
- Of interest was the finding that 35 to 54 year olds were the most likely to perceive benefits to them and their family (23% versus 38% of 15 to 34 year olds and 36% of 55 plus year olds).
- Socio-economic status appeared to have a bearing on perceptions that volunteering had no benefits to them and their family: 40% of those with a household income of less than \$25,000 per annum said there was no benefit compared with 20% of those with a household income of \$100,000 per annum or more.
- Not surprisingly, those who were married/de facto were significantly less likely to state there was nothing of benefit to them or their families in volunteering compared with those never married, widowed or divorced (23%, versus 44%, 44% and 43% respectively).

BENEFITS TO YOU AND YOUR FAMILY FROM VOLUNTEERING OVER TIME - MAIN RESPONSES (By volunteers vs. non-volunteers)

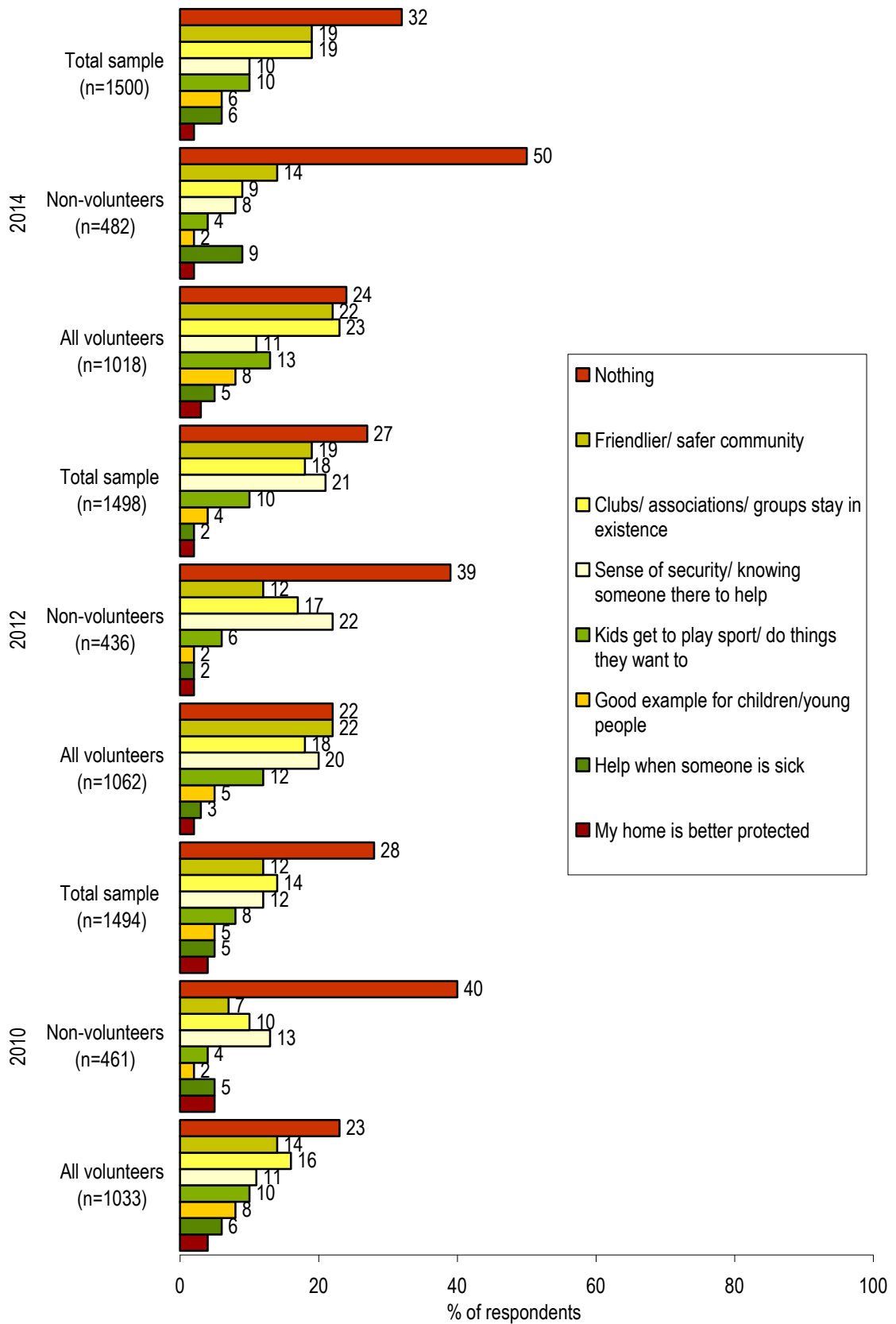


Fig.56: Benefits to you and your family from volunteering, by volunteers versus non-volunteers.

3.9 Experience and rewards

In 2014, two new areas of enquiry were added to the survey. Several questions were included about perceptions of volunteer work and employment gains as well as several questions about reward and recognition for volunteer work.

3.9.1 Work experience

Formal volunteers who did not mention volunteer work leading to a job/work experience as a reason for volunteering (n=717) were asked if they use formal volunteering to gain employment. Overwhelmingly, they do not use their volunteer work to lead to work experience or a job (just 6% of the total sample level said 'yes').

When analysed by whether or not these formal volunteers are currently employed or not, the results were no different. The graph below highlights these findings.

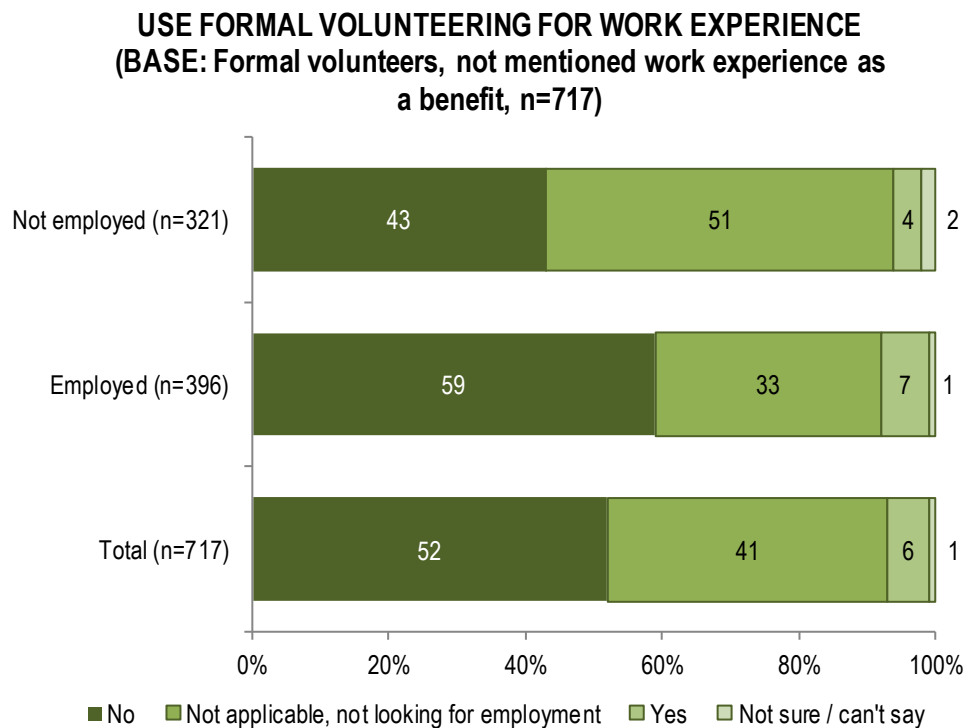


Fig.57: Use formal volunteering for work experience

Having said that, while very few volunteers use their formal volunteering to gain employment, when asked if they think volunteer experience should be listed on job applications the response was overwhelmingly affirmative (91% versus 4% indicating 'no').

The under 35 year cohort was overwhelmingly in favour of listing their formal volunteer experience on job applications (97%). Interestingly, females showed a significantly higher level of agreement than males (96% versus 83% respectively).

This concept also had stronger appeal among those on moderately low household incomes. For those earning \$25,000 to less than \$50,000 per annum, 97% said it should be listed on job applications.

EXPERIENCE LISTED ON JOB APPS
(BASE: n=432, excludes not looking for employment)

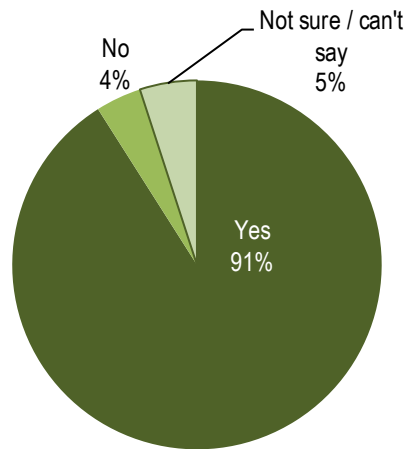


Fig.58: Experience listed on job applications

The same 432 respondents were then asked to rate the extent they thought that volunteering was helpful in gaining employment using a 1 to 5 scale, where 1 is not at all helpful and 5 is very helpful.

Just over half (53%) thought that volunteering is helpful in gaining employment (31% said very helpful), compared with less than one in five (19%) indicating it was not helpful.

EXTENT VOLUNTEERING HELPFUL TO GAIN EMPLOYMENT
(BASE: n=432, excludes not looking for employment)

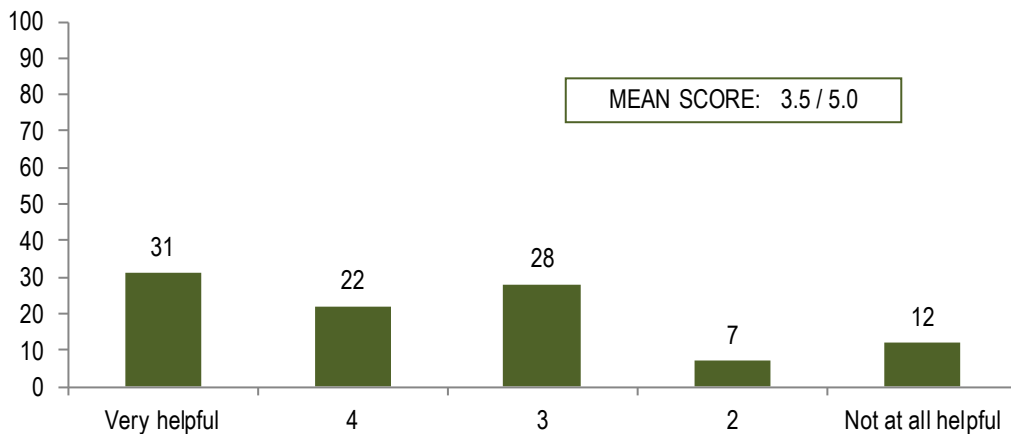


Fig.59: Extent volunteering helpful to gain employment

There were several notable variations in perceptions of helpfulness of volunteering to gain employment:

- Metro residents showed a significantly higher incidence of stating this was not helpful in gaining employment compared with regional residents (23% said not helpful versus 6%).
- Males were more likely to indicate this was not at all helpful (19% versus 6% of females) and less likely to indicate it would be very helpful (18% versus 41%).
- Those not employed showed a high incidence of stating this would be very helpful (39% versus 27% among employed respondents).

- Respondents with moderately low household income showed a relatively high incidence of stating this would be very helpful (48%), particularly compared with those on high household incomes. (17% of households with \$100,000 per annum or higher income said volunteering was helpful to gain employment).

3.9.2 Recognition or reward

All respondents were asked to indicate the extent they think it is reasonable to expect recognition for their 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 2.7 is within the neutral to unreasonable scale. Just a third (32%) indicated they thought this was reasonable, compared with 46% indicating it was unreasonable (and 21% remaining neutral on whether recognition or reward is reasonable or unreasonable).

There were significant variations depending on whether or not respondents currently volunteer in any way (2.4) and also between formal and informal volunteers (2.5 mean score versus 2.2 respectively). Non-volunteers showed a significantly higher incidence of stating they thought recognition was reasonable (47% said reasonable versus 31% indicating it was unreasonable, 3.4 mean score).

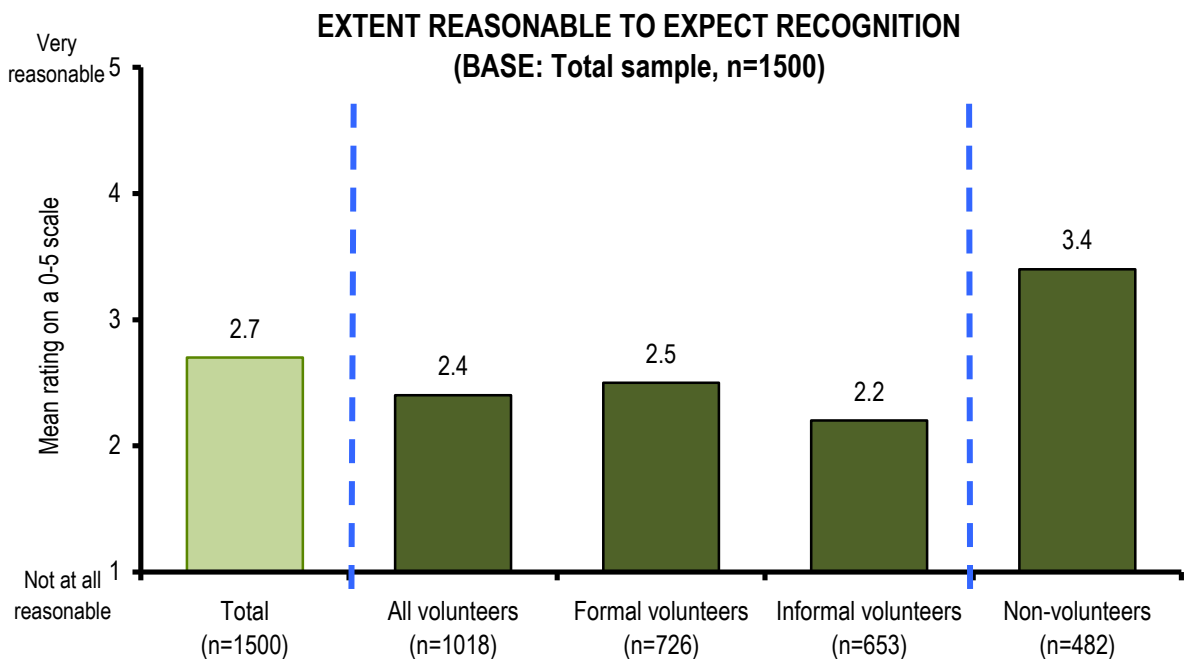


Fig.60: Extent volunteering helpful to gain employment

There were, however, only minor variations across socio-demographic and geographic variations. One exception was the finding that older respondents showed a significantly higher incidence of stating that it was very unreasonable (41% of 55 plus year olds gave a rating of 1 or 'not at all reasonable' versus 24% of under 35 year olds giving the same rating). Further to this latter point, respondents currently studying showed a lower incidence of antipathy to the concept of recognition for volunteer work (23% rated this at 1.0/5.0 compared with 35% of non-students). However, they were also not strongly in favour of the concept (30% were neutral).

When respondents were asked if they expect reward or recognition for volunteering, 75% said they did not (versus 21% who said they do expect reward or recognition for volunteer work).

Interestingly, non-volunteers were not more likely to indicate that they expect reward or recognition compared with formal volunteers (23% and 22% respectively said yes they do expect reward or recognition). This suggests that offering reward or recognition is not an expectation of non-volunteers, when considering participation in volunteering activities.

Given the nature of their volunteer work, it is not surprising that informal volunteers showed the lowest incidence of stating they expect reward or recognition (15%, statistically lower than the average of 21% and lower than both formal and non-volunteers).

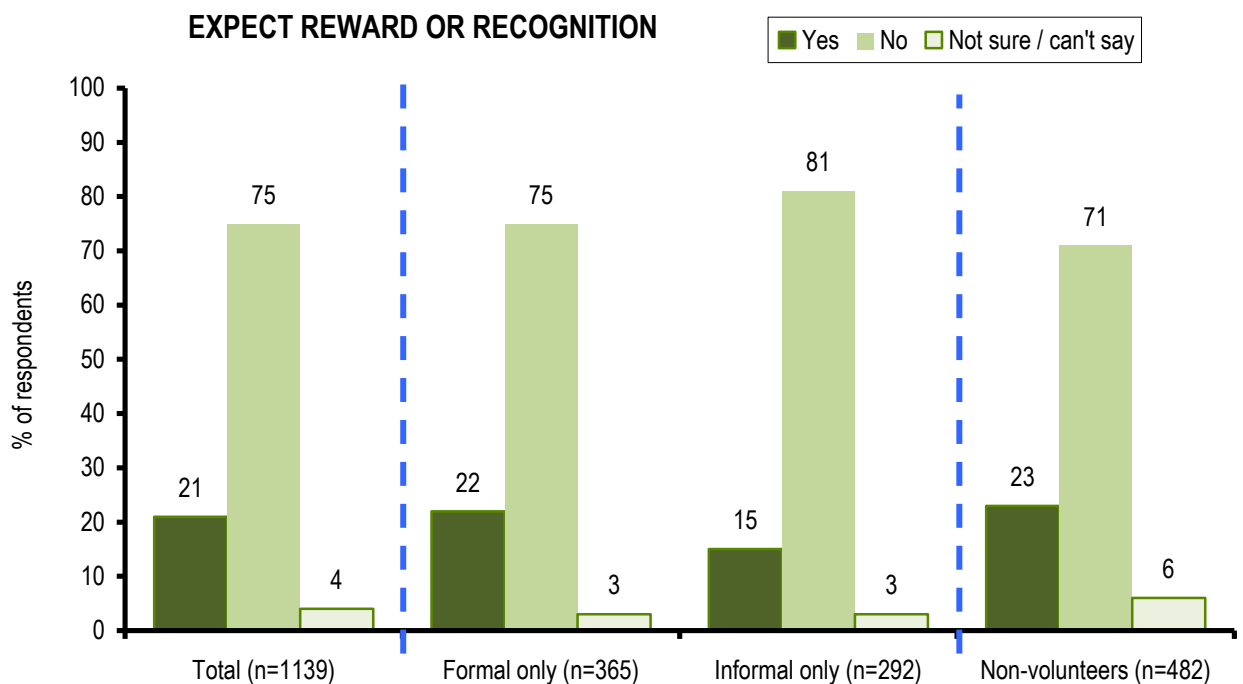


Fig.61: Extent expect reward or recognition

When the relatively small number of respondents who indicated they do expect reward or recognition (n=237, 21%) were asked what form it should take, the majority response was “informal thanks” (60% of the total sample and 74% of formal volunteers).

The next most common response was “formal/public thanks/certificate”, mentioned by 12% of these respondents, although informal and non-volunteers mentioned this more often than formal volunteers (14% and 15% versus 8% respectively).

The next most common suggestion put forward for type of reward or recognition was a lunch/dinner/morning tea for volunteers (10% overall). This type of reward was, not surprisingly, raised significantly more often among formal volunteers than it was by informal volunteers (15% versus 4%).

Across this relatively small group of respondents, 6% mentioned tangible rewards such as money or a voucher. Interestingly, none of the formal volunteers raised this type of reward and just 5% of informal volunteers mentioned tangible rewards. The most support came from non-volunteers (11% indicated vouchers or money should be offered).

FORM OF REWARD OR RECOGNITION
(BASE: expect reward or recognition)

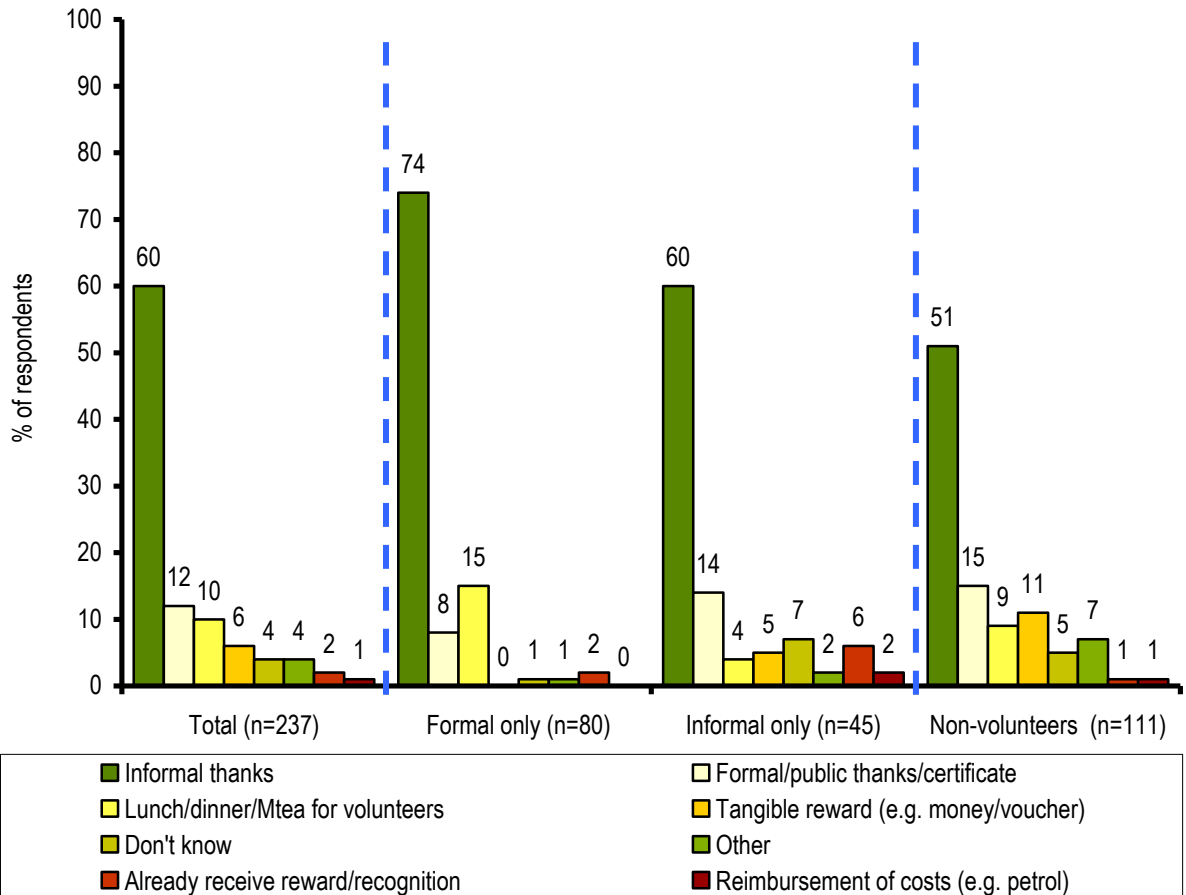


Fig.62: Form of reward or recognition

There were only minor variations in suggestions put forward for type of reward or recognition. Of interest were the following:

- Metro residents showed low incidence of citing “informal thanks” compared with their regional counterparts (56% versus 74% respectively).
- Females were slightly less likely to nominate “informal thanks” compared with males (52% versus 70% respectively) but more likely to raise formal/public thanks/certificate than males (19% versus 5% respectively).

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) approved by the Privacy Commissioner in 2003.

The survey was conducted via telephone, using a sample of households selected randomly from an electronic white pages directory.

1,508 interviews took place between 26 May and 12 June 2014.

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.

A1.2 Weighting

The data have subsequently been weighted back in line with the actual population, as recorded in the June 2011 ERP (Estimated Resident Population) of the ABS. Weights have been applied to adjust for geographic region, gender and age.

The two tables following overleaf show the weighted sample distributions.

SAMPLING DISTRIBUTION BY REGION	# OF RESPONDENTS		% OF RESPONDENTS	
	RAW	WEIGHTED	RAW	WEIGHTED
METROPOLITAN ADELAIDE	904	1116	60	74
REGIONAL SA TOTAL:	604	384	40	26
INNER EAST/NORTH EAST 4	152	178	10	12
INNER WEST/NORTH WEST 5	150	48	10	3
OUTER WEST/NORTH WEST 6	150	101	10	7
SOUTH-EAST 7	152	58	10	4
Refused age (excluded from weighting)	8			
TOTAL SAMPLE	1508	1500	100	

Fig.63: Table showing the raw and weighted sample distribution by region.

The raw sample tends to be slightly biased towards females and older respondents when using a replacement sample, as these people are more likely to agree to participate in the survey. The data were therefore also weighted by gender and age to bring the sample into line with the ABS 2011 ERP. The table below shows the both raw and weighted sample distributions.

Sample distribution by gender and age	# OF RESPONDENTS		% OF RESPONDENTS	
	RAW	WEIGHTED	RAW	WEIGHTED
Males	592	736	39	49
Females	908	764	61	51
15-24 year olds	128	240	9	16
25-34 year olds	60	244	4	16
35-44 year olds	104	236	7	16
45-54 year olds	160	250	11	17
55-64 year olds	325	225	22	15
65 years or over	723	306	48	20
Refused age (excluded from weighting)	8			
TOTAL SAMPLE	1508	1500	100	100

Fig.64: Table showing the raw and weighted sample distribution by gender and age.

-
- ⁴ Equivalent to Murraylands Statistical Division
 - ⁵ Equivalent to Yorke and Outer Adelaide Statistical Divisions
 - ⁶ Equivalent to Eyre and Far North Statistical Divisions
 - ⁷ Equivalent to South East Statistical Division

APPENDIX A2: QUESTIONNAIRE

***PROJECT 8673 - SA VOLUNTEERS SURVEY MAY/JUNE 2014**

"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 08 8463 4437 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_"

MR

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. 21-31 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_"

MR

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. 21-31 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_"

MR

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. 21-31 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_"

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 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 _"

MR

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_"

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

NUM, 1-5, D

IF 1 Q1 AND 1 Q41 GO Q48

Q47 EXPECT REWARD OR RECOGNITION

"Q47 If you were a volunteer, would you expect reward or recognition for your contribution?"

1. Yes
2. No] Q48
3. Not sure / can't say]

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 1900-1999, 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

- 1.900 METRO
- 2.150 INNER EAST/NE
- 3.150 INNER WEST/NW
- 4.150 OUTER WEST/NW
- 5.150 SOUTH EAST
- 6.METRO 15-24
- 7.IENE 15-24
- 8.IWNW 15-24
- 9.OWNW 15-24
- 10.SE 15-24
- 11.METRO VOLUNTEERS
- 12.IENE VOLUNTEERS
- 13.IWNW VOLUNTEERS
- 14.OWNW VOLUNTEERS
- 15.SE VOLUNTEERS

- USE 1 IF 1 IN Q0LOC
- USE 2 IF 2 IN Q0LOC
- USE 3 IF 3 IN Q0LOC
- USE 4 IF 4 IN Q0LOC
- USE 5 IF 5 IN Q0LOC
- USE 6 IF 1 IN Q0LOC AND 1990-1999 IN Q49
- USE 7 IF 2 IN Q0LOC AND 1990-1999 IN Q49
- USE 8 IF 3 IN Q0LOC AND 1990-1999 IN Q49
- USE 9 IF 4 IN Q0LOC AND 1990-1999 IN Q49
- USE 10 IF 5 IN Q0LOC AND 1990-1999 IN Q49
- USE 11 IF 1 IN Q1 AND 1 IN Q0LOC
- USE 12 IF 1 IN Q1 AND 2 IN Q0LOC
- USE 13 IF 1 IN Q1 AND 3 IN Q0LOC
- USE 14 IF 1 IN Q1 AND 4 IN Q0LOC
- USE 15 IF 1 IN Q1 AND 5 IN Q0LOC