

Department of **Communities**
safe, valued and empowered communities

The economic value of volunteering in Queensland

A report commissioned by
the Department of Communities

Prepared by
Dr Duncan Ironmonger
Households Research Unit
Department of Economics
The University of Melbourne

Acknowledgements

For guidance and critical comments on the preparation of the report, the author wishes to thank the staff of the Community Engagement and Development Policy Unit, Queensland Department of Communities and the Office of Economic and Statistical Research, Queensland Treasury. Mrs Pamela Wong Anderson of the Households Research Unit provided research assistance in the preparation of statistics and estimates for this report.

© State of Queensland (Department of Communities) 2006

The Queensland Government supports and encourages the dissemination and exchange of information. However, copyright protects this publication. Department of Communities asserts the right to be recognised as the owner of this material and the right to have its material remain unaltered.

Contents

Volunteering	2
What is volunteering?	2
Why put a dollar value on volunteering?	2
Various methods	3
Volunteering in Queensland	6
Total hours of volunteering in Queensland	6
Total value of volunteering in Queensland	8
Volunteering in Queensland through Organisations	12
Value of volunteering through organisations worth \$5.9 billion in 2004.....	12
Cost estimates of replacing volunteers in service delivery environments	14
The Future of Queensland Volunteering	16
Methodology	18
Glossary	18
References	20

Volunteering

What is volunteering?

Many volunteers may be unaware that their activities are considered to be volunteering. For instance, a family member who provides care to an elderly person or someone who is a member of a sports club committee may not consider themselves “volunteers”. Volunteering itself can mean different things to different people.

In reality there are a wide range of interpretations of what constitutes voluntary work. In 2001 the United Nations (UN) adopted specific criteria to distinguish volunteering from other forms of behaviour that may superficially resemble it. According to the UN, volunteering:

- is not to be undertaken primarily for financial gain
- is undertaken of one’s own free will; and
- brings benefit to a third party as well as to the people who volunteer.

In its work on measuring and valuing volunteering, the Households Research Unit has distinguished between “organised” and “unorganised” volunteering.

Organised volunteering is defined as unpaid help in the form of time, service or skills willingly given by an individual through an organisation or group. Formal or organised volunteering is *indirect* as it is mediated through an organisation. Reimbursement of expenses or small gifts is not regarded as payment of salary. Work reimbursed by payment in-kind is not regarded as volunteering.

Unorganised volunteering is defined as the informal unpaid help and care that occurs within the personal networks of family, friends, neighbours and acquaintances. Informal or unorganised volunteering is *direct* as it is not mediated through an organisation. It includes regular, spontaneous and sporadic help that takes place between friends and neighbours such as giving advice, looking after other people’s children or helping an elderly neighbour.

A more detailed discussion of the definitions of organised (formal) and unorganised (informal) volunteering can be found in Chapter 3 of the report *Giving Time: The economic and social value of volunteering in Victoria* (Soupourmas and Ironmonger, 2002).

Why put a dollar value on volunteering?

Valuing volunteer time is of enduring interest in volunteering research (Foster, 1997; Gaskin, 1999). Converting the currency of volunteering time into monetary terms can be a useful device for measuring the contribution that volunteers make to society (Knapp, 1990). It is crucial that we as a community acknowledge that volunteer time is a real

resource many individuals have to offer. By exploring ways of putting a value on volunteer work we help to make this sort of work more visible.

The calculation of the economic value of volunteering in Queensland is important because it can:

- emphasise to government and policy makers that voluntary work makes a significant contribution to the Queensland community
- encourage Queensland people to become volunteers by demonstrating the economic benefits of volunteering; and
- inform the media and the community about the value of volunteer time to the Queensland economy.

Although anecdotal evidence suggests that the economic contribution of volunteering is great, there are limited reliable figures on the exact monetary value. While we have various official statistics about participation rates, there are no readily available official statistics to show the important contribution volunteering makes to the Queensland economy.

Various methods

Each quarter the national accounts published by the ABS make visible only part of the valuable economic activities of Australia - the productive activities that we pay for through the market economy. Unpaid non-market activities that are about as valuable are omitted from the quarterly national accounts, thus unpaid household and volunteer work are invisible and consequently tend to be ignored from our national objectives and from indicators of our national performance.

To rectify this narrow focus, it is necessary to put a value on the unpaid production through household and volunteer work. Satellite national accounts of household productive activities are being developed to complete the picture of economic activity - to allow us to see the full range of economically productive activity (Ironmonger, 2000; Ironmonger & Soupourmas, 2002).

There are two benefits that flow from most human activities - "output" benefits and "process" benefits. The distinction between these two kinds of benefits is best illustrated by an example. Consider the activity of meal preparation. The positive output benefits are the meals themselves, the "transferable" outputs of the meal preparation which accrue to the persons eating the meals. The process benefits of meal preparation, which may be positive or negative, are the pleasure or displeasure the chef obtains from the time spent in meal preparation and cooking. These process benefits are non-transferable to another person. With voluntary work the transferable output benefits are the services provided to others by the volunteers. The non-transferable process benefits are the pleasures obtained by the volunteers from the time spent in volunteering.

Unfortunately, the statistical methods so far devised for valuation have not come up with an objective method of valuing process benefits. The best that can be done is a subjective method of asking individuals to evaluate the pleasure/displeasure obtained from an activity on a scale of, say, one to five, for: (1) Very unpleasant, (2) Unpleasant, (3) Neither pleasant or unpleasant, (4) Pleasant, and (5) Very pleasant.

This scaling process does not lead to a monetary valuation of an activity but does allow comparisons between different activities, so that minding the grandchildren would be mainly pleasant or very pleasant and cleaning the toilet would be unpleasant or very unpleasant.

Several methods have been devised to put a monetary value of the output benefits from the time spent in voluntary work. A method developed in the United Kingdom, called the Volunteer Investment and Value Audit (VIVA), puts a value on the resources used to support volunteers (management staff costs, training, recruitment, insurance and administration) in relation to the value of volunteer time. This approach quantifies the economic investment that organisations make in their volunteers. As many organisers of volunteers would contend, contrary to popular opinion, volunteers are not free of cost. The VIVA ratio, which states that for every dollar invested in volunteers there is a return of X dollars in the value of the volunteers' work, is calculated by dividing the value of volunteer time by organisational investments. This method is very useful in producing audit data for individual organisations. Gaskin (1999) has found that money spent on volunteers is more than doubled in value and may increase up to eightfold.

Undoubtedly, the most satisfactory valuation method involves counting the specific outputs and pricing these outputs at market prices of comparable goods or services produced and sold in the market. For example, the meals provided at home can be counted and valued at market prices for comparable restaurant or take-away meals. The "value added" by the unpaid household labour is then obtained by deducting the costs of the purchased intermediate inputs of food, energy and other materials and the cost of the household capital used in the meal preparation. This method gives a more accurate reflection of the labour productivity of the technology of the household.

An alternative method, which is less satisfactory from the point of view of reflecting the productivity or efficiency of household technology, involves valuing the time spent in an unpaid activity at a "comparable" market wage. The wage chosen is either (1) the "opportunity cost" of the time the persons involved in unpaid work could have obtained if they had spent the time in paid work; (2) the "specialist wage" that would be needed to pay a specialist from the market to do the activity (say, a cook to do cooking or a baby-sitter to do baby sitting); or (3) the "generalist wage" that a general housekeeper would be paid to do the unpaid work. The "net" opportunity cost values unpaid work at the after tax wage rate less work-related expenses plus income by way of employer cost of superannuation and fringe benefits.

The Australian Bureau of Statistics used these comparable market wage methods to produce estimates for 1992 and 1997 of the value of unpaid household work and the value of volunteer and community work. In the ABS estimates, volunteer and community work excluded time spent in civic responsibilities, other community participation and in church and religious activities but included the time spent in travel for volunteer and community work.

Using this definition, the ABS estimates of the value of volunteer and community work in Australia in 1992 and 1997 (ABS, 1994b & 2000) are as follows.

Table 1: Value of volunteer and community work, Australia

	1992		1997	
	<i>Wage rate \$/hour</i>	\$billion/year	<i>Wage rate \$/hour</i>	\$billion/year
Specialist wage	12.17	18	13.96	25
Opportunity cost - gross	14.34	21	17.47	31
Opportunity cost - net	10.87	16	13.47	24

Volunteering in Queensland

Total hours of volunteering in Queensland

The starting point for the estimates prepared for this report were the surveys of Time Use and Voluntary Work conducted by the Australian Bureau of Statistics in 1992 and 1997 (Time Use) and 1995 and 2000 (Voluntary Work) and the Queensland Household Survey conducted by the Queensland Office of Economic and Statistical Research (May 2004).

The ABS Time Use Surveys collect detailed diaries covering all uses of time over two consecutive days. These surveys give daily participation rates and times spent in all types of activities. Hence the participation and times spent on both types of volunteering, organised and unorganised, are obtained in the Time Use Surveys.

On the other hand, the ABS Voluntary Work Surveys and the May 2004 Queensland Household Survey cover only volunteering through organisations. These are not obtained through detailed diaries but from asking respondents to recall their participation in this type of volunteering over the last twelve months. They also ask the amount of time spent on organised volunteering over the last week, month or year. The Queensland Household Survey asked a more probing question about volunteer participation than the earlier ABS Voluntary Work Surveys. This seems to be the reason for the observed large rise between 2000 and 2004 in organised volunteer hours in Queensland.

Table 2: Hours of volunteer work, Queensland

**Hours per week per adult
(Averaged over all adult population aged 18+)**

Volunteering	1992	1995	1997	2000	2004	Change 1992- 1997	Change 1995- 2000	Change 2000- 2004
Organised	0.91	0.90	0.90	0.89	1.56	- 1%	- 1%	75%
Unorganised	1.44	1.58	1.68	1.82	2.02	17%	15%	11%
Adult Support	1.01	1.16	1.26	1.41	1.61	25%	22%	14%
Child Support	0.43	0.42	0.42	0.41	0.40	-3%	-3%	- 2%
Travel	0.51	0.55	0.58	0.63	0.69	15%	14%	10%
TOTAL	2.85	3.04	3.16	3.34	4.27	11%	10%	28%

Source: Estimates of the Households Research Unit based on Australian Bureau of Statistics Time Use and Voluntary Work surveys, 1992, 1995, 1997 and 2000 and the Queensland Household Survey, 2004.

Despite the different methodologies of the surveys, together they provide the basis for making estimates of the average time spent in volunteer activities by the adult population of Queensland. The estimates of unorganised volunteering for 1995, 2000 and 2004 are simple interpolations and projections of the trends shown from the Time Use Surveys. The estimates in terms of average hours per week, averaged across the entire adult population aged 18 or more years, are presented in Table 2.

The surveys indicate a particularly rapid rise in the averages for volunteering through organisations¹ and the slight decline in the average amount of informal volunteering in support of children.

In macro-economic terms the total volume of volunteering time in Queensland increased by 26 per cent in the first five-year period (1992-1997), by 21 per cent in the second five-years (1995-2000) and by 41 per cent in the four years to 2004. These estimates are shown in Table 3.

Table 3: Volume of volunteer work, Queensland

Million hours per year

Volunteering	1992	1995	1997	2000	2004	Change 1992- 1997	Change 1995- 2000	Change 2000- 2004
Organised	104	112	117	122	238	12%	9%	94%
Unorganised	165	198	219	251	307	31%	26%	22%
Adult Support	116	145	164	194	245	42%	34%	27%
Child Support	50	53	55	57	61	10%	7%	8%
Travel	58	61	76	87	105	31%	26%	22%
TOTAL	327	371	411	460	650	26%	24%	41%

Source: Estimates of the Households Research Unit based on Australian Bureau of Statistics Time Use and Voluntary Work surveys, 1992, 1995, 1997 and 2000 and the Queensland Household Survey, 2004.

¹ The 2004 estimate of 1.6 hours per adult per week for organised volunteering from the Queensland Household Survey is a rise of 75 per cent over the estimates for the previous years from the ABS surveys. Possibly the reason for this increase is the difference in the question asked about volunteering in the later survey. In 2004 the question was “In the last 12 months, did you do any unpaid voluntary work for one of these types of organisations?” A list of 13 types of organisations, from Arts/culture” down to “Sport and recreation” “Other (please specify)” was read out to respondents with more than one type allowed, with a final category of “no voluntary work done in the last 12 months”.

This question seems likely to have prompted recall of a greater level volunteering than the earlier surveys which began by asking whether the respondent had undertaken voluntary work for an organisation or group in the previous 12 months. Respondents were subsequently asked about which types of organisations they had provided volunteer time.

Table 4 presents estimates of the number of equivalent jobs that volunteers do in Queensland using 1,680 hours per year (equivalent to an average job requiring 35 hours per week for 48 weeks).

Table 4: Volume of volunteer work, Queensland

Volunteering	Equivalent jobs (000)					Change 1992- 1997	Change 1995- 2000	Change 2000- 2004
	1992	1995	1997	2000	2004			
Organised	61.9	66.7	69.6	72.6	141.7	12%	9%	94%
Unorganised	98.2	117.9	130.4	149.4	182.7	31%	26%	22%
Travel	34.5	36.3	45.2	51.8	62.5	31%	26%	22%
TOTAL	194.6	220.8	245.2	273.8	386.9	26%	24%	41%
Additional per cent of total employed persons (15+)	14.6%	14.6%	15.8%	16.3%	20.6%	+1.2%	+1.7%	+4.3%

Source: Estimates of the Households Research Unit based on Australian Bureau of Statistics Time Use and Voluntary Work surveys, 1992, 1995, 1997 and 2000 and the Queensland Household Survey, 2004.

Volunteers provided a volume of work equivalent to 195,000 jobs in 1992 rising to 387,000 in 2004. This is equivalent to an additional 14.6 per cent of the paid number employed in Queensland in 1992 and 20.6 per cent in 2004.

Total value of volunteering in Queensland

The estimates prepared for this report were based on a gross opportunity cost wage rates of \$14.34 per hour in 1992 and \$17.47 per hour used by the Australian Bureau of Statistics in their 1997 report on unpaid work.

Although the gross opportunity cost wage is the highest of the three wage rates used by the ABS, the gross wage has been used in this report (and in the reports by the Households Research Unit on volunteering in Victoria and South Australia) because, if the services provided by volunteers were provided instead by paid employees, the costs incurred by organisations and households would need to cover gross wages including income taxes and other charges such as contributions to superannuation schemes.

Based on the increases in the ABS national accounts estimate for "average compensation per employee" the wage rates for 1995, 2000 and 2004 were estimated at \$16.00, \$19.26 and \$22.08 per hour respectively.

These rates were used to make estimates of the annual value per adult of volunteering time in Queensland (see Table 4). The wage rate estimates are Australia wide averages to maintain comparability with the previous estimates by the Households Research Unit of the value of volunteering in Victoria and South Australia.

**Table 5: Total value of volunteering, Queensland
\$ million**

Volunteering	1992	1995	1997	2000	2004	Change 1992- 1997	Change 1995- 2000	Change 2000- 2004
A. Volunteer Time Inputs								
Organised	1,490	1,795	2,038	2,355	5,244	37%	31%	123%
Unorganised	2,369	3,161	3,823	4,830	6,775	61%	53%	40%
Adult Support	1,658	2,314	2,867	3,736	5,419	73%	61%	45%
Child Support	710	848	956	1,093	1,356	35%	29%	24%
Travel	831	1,102	1,327	1,669	2,328	60%	51%	39%
TOTAL VALUE OF TIME	4,690	6,058	7,188	8,854	14,347	53%	46%	62%
B. Other Volunteer Inputs								
Organised	189	228	259	299	666	37%	31%	123%
Unorganised	301	402	485	613	860	61%	53%	40%
Travel	106	140	169	212	295	60%	51%	39%
Total	596	769	913	1,124	1,822	53%	46%	62%
C. Total Volunteer Inputs								
Organised	1,679	2,023	2,297	2,654	5,910	37%	31%	123%
Unorganised	2,670	3,563	4,308	5,443	7,635	61%	53%	40%
Travel	937	1,242	1,496	1,881	2,623	60%	51%	39%
TOTAL VALUE OF VOLUNTEERING	5,286	6,828	8,101	9,978	16,169	53%	46%	62%

Source: Estimates of the Households Research Unit based on Australian Bureau of Statistics Time Use and Voluntary Work surveys, 1992, 1995, 1997 and 2000 and the Queensland Household Survey, 2004.

By adding the value of organised, unorganised and travel together, volunteering was worth about \$5.3 billion to the Queensland economy in 1992, growing to \$16.2 billion in 2004.

These estimates show that in dollar terms in the 12 years from 1992 to 2004 Queensland adults, on average, more than doubled their donation of volunteering time and associated costs from \$2,396 to \$5,525 per annum.

And as the Queensland adult population grew by 33 per cent in this period, the total value of organised and unorganised volunteering time, including travel time, trebled from \$4.7 billion in 1992 and \$14.3 billion in 2004.

Volunteers often also contribute the use of their capital equipment, particularly the use of their own vehicles, to volunteering activities. Recent estimates of these inputs prepared for all sectors of the household economy show these inputs involve a 12.7 per cent additional cost to the value of labour time in volunteering. An additional 4.05 per cent for capital equipment, mainly vehicles, and 8.65 per cent for other inputs, mainly vehicle running costs (Ironmonger and Soupourmas, 1999).

Including the use of capital equipment and the donation of the running costs, fuel and other materials, the gross value of volunteering activity in Queensland is estimated to be \$5.3 billion in 1992 and \$16.2 billion in 2004. Table 5 shows full details of these values for all years 1992, 1995, 1997, 2000 and 2004.

In 2004, organised voluntary work in Queensland was worth \$5.9 billion. **However, the time use surveys show that organised volunteering is less than 40 per cent of the total value of volunteering.**

Unorganised volunteering was estimated at \$2.7 billion in 1992 and \$7.6 billion in 2004. This represents almost 50 per cent of the total value of volunteering in Queensland in the later year. The remaining 16 to 18 per cent contribution by volunteers was through their travel - \$0.9 billion in 1992 and \$2.6 billion in 2004.

Table 6: Supplementary data, Queensland

<i>Supplementary Data</i>	1992	1995	1997	2000	2004	Change 1992- 1997	Change 1995- 2000	Change 2000- 2004
<i>Wage Rate (\$/hour)</i>	14.34	16.00	17.47	19.26	20.08	22%	20%	15%
<i>Adult Population 18+ (million)</i>	2.206	2.399	2.505	2.644	2.926	13.5%	10.2%	10.7%
<i>Employed Persons 15+ (million) (June)</i>	1.333	1.511	1.550	1.679	1.882	16.3%	11.1%	12.0%
<i>Gross State Product (\$ billion)</i>	63.9	79.0	88.1	105.0	144.7	38%	33%	38%
<i>Compensation of Employees (\$ billion)</i>	30.5	37.4	44.1	50.6	67.3	44%	35%	33%

Source: Estimates of the Households Research Unit based on Australian Bureau of Statistics Population, National Accounts and Employment estimates.

The 1992 estimate of \$5.3 billion can be compared with Queensland's Gross State Product (GSP) in 1992 of \$63.9 billion. Similarly, the \$16.2 billion value of volunteering to the 2004 economy can be compared with the 2004 GSP figure for Queensland of \$144.7 billion.

Queensland volunteers donated to other households, both directly or through volunteer organisations and groups, an additional 8.3 per cent of GSP in 1992 and 11.2 per cent of GSP in 2004. These donations of time and services are additional to actual donations of money made directly to other households or through charitable organisations.

Total value of volunteer time was equivalent to an additional 15.4 per cent of the compensation² paid to Queensland employees in 1992 and 21.3 per cent in 2004. Table 7 shows these estimates in comparison with earlier estimates for South Australia and Victoria.

Table 7: Volunteering in Queensland, South Australia and Victoria

State	1992	1995	1997	2000	2004
Value of Volunteering (\$ billion)					
Queensland (a)	5.3	6.8	8.1	10.0	16.2
South Australia (b)	2.4	3.2	3.9	5.0	
Victoria (c)	7.1		10.0		
Gross State Product (\$ billion)					
Queensland (a)	63.9	79.0	88.1	105.0	144.7
South Australia (b)	30.3	34.6	37.9	43.4	
Victoria (c)	106.2		131.4		
Compensation of Employees (\$ billion)					
Queensland (a)	30.5	37.4	44.1	50.6	67.3
South Australia (b)	14.8	16.9	18.4	20.35	
Victoria (c)	50.7		63.2		
Value of Volunteering as Per Cent of Gross State Product					
Queensland (a)	8.3	8.6	9.2	9.5	11.2
South Australia (b)	7.8	9.2	10.2	11.5	
Victoria (c)	6.7		7.6		
Value of Volunteering Time as Per Cent of Compensation of Employees					
Queensland (a)	15.4	16.2	16.3	17.5	21.3
South Australia (b)	14.1	16.7	18.7	21.7	
Victoria (c)	12.4		13.9		

Sources: (a) This report (Ironmonger, 2006). (b) Ironmonger (2002). (c) Soupourmas and Ironmonger (2002).

Although the latest Queensland estimates for 2004 are higher than in earlier years, as proportions of either Gross State Product or of Compensation of Employees, they are approximately equal to the estimates for South Australia for the year 2000.

² See Glossary for definition of "compensation of employees".

Volunteering in Queensland through Organisations

Value of volunteering through organisations worth \$5.9 billion in 2004

The value of volunteering through organisations increased by more than 31 per cent in the five years from 1995 to 2000 between Voluntary Work Surveys and a further 123 per cent in the next four years using data from the 2004 Queensland Household Survey. In 2004, indirect or formal volunteering through organisations was worth about \$5.9 billion to the Queensland economy. Volunteering through organisations in 1995 was worth \$1.7 billion.

Table 8 shows more detailed estimates of the structure of the total value of volunteering through organisations in Queensland in 1995, 2000 and 2004.

Women in Queensland contributed an estimated \$3.2 billion dollars of time and other inputs to volunteer organisations in 2004. In contrast, Queensland men's donation was worth about \$2.7 billion. The higher value for women is almost entirely due to the higher volunteering rate of women – 41 per cent compared to 35 per cent for men. On average, a volunteer man gives slightly more volunteering time per year than a woman volunteer, 216 hours compared with 213 hours.

The younger age group, 18 to 34 years, have a lower volunteering rate and give fewer hours per year as a volunteer. Out of the \$5.9 billion, middle-aged people gave about \$3.6 billion of volunteering to organisations in Queensland in 2004. Although retired Queenslanders have lower rates of volunteering than any other labour market status group – on average 37 per cent - a retired volunteer gives a high number of hours per year – 289 – 35 per cent more than the average volunteer in Queensland (214 hours).

Adults in paid market work contributed about \$2.9 billion and those not in paid work, \$3.0 billion worth of volunteering in 2004.

Table 8: Value of volunteering through organisations, Queensland 2004

Queensland Population Group	Population (000)	Annual Volunteer Rate %	Annual Number of Volunteers (000)	Annual Hours per Volunteer	Annual Value of Volunteering	
					Value Per Volunteer \$	Total Value \$ million
All Adults 18+	2,926	38%	1,107	214	5,335	5,910
Gender						
Women	1,477	41%	607	213	5,296	3,215
Men	1,449	35%	501	216	5,383	2,695
Age group (years)						
18-34	944	35%	333	161	4,013	1,334
35-64	1,541	41%	626	232	5,779	3,613
65 and over	441	34%	148	259	6,457	953
Labour market status						
Not in paid work						
Retired	539	37%	199	289	7,189	1,430
Full time home duties	312	45%	140	227	5,713	801
Other	330	49%	162	200	5,006	814
In paid work						
Self employed	247	43%	107	229	5,701	608
Work full-time	956	29%	273	199	4,980	1,360
Work part-time/casual	542	42%	227	158	3,954	897
Birthplace						
Australia	2,295	39%	886	219	5,485	4,857
NZ, UK, Ireland	338	33%	112	238	5,949	669
Rest of world	293	37%	109	141	3,501	383
Annual income						
Less than \$11,000	759	43%	326	265	6,593	2,150
\$11,000 < \$31,000	1,169	38%	441	216	5,375	2,370
\$31,000 < \$51,000	557	30%	168	155	3,855	647
\$51,000 or more	321	37%	119	162	4,035	481
Don't know	120	45%	54	195	4,855	261
Location						
Brisbane	1,352	38%	518	198	4,934	2,570
Outside Brisbane	1,574	37%	589	227	5,645	3,340

Source: Estimates of the Households Research Unit based on analysis of the unit record file of the Queensland Household Survey 2004. Adjusted to ABS estimated resident population for Queensland at 30 June 2004.

Regional Queenslanders contributed approximately \$3.3 billion dollars to their communities in terms of organised volunteering. Volunteering through organisations of those living in Brisbane was estimated at \$2.6 billion. Although the volunteer rate is slightly higher in Brisbane than across the balance of the State, on average Brisbane volunteers give 13 per cent fewer hours per year – 198 compared with 227.

Table 9: Value of volunteering through organisations, Queensland Regions 2004

Queensland Statistical Division	Population (000)	Annual Volunteer Rate %	Annual Number of Volunteers (000)	Annual Hours per Volunteer	Annual Value of Volunteering	
					Value Per Volunteer \$	Total Value \$ million
All Adults 18+	2,926	38%	1,107	214	5,335	5,910
Brisbane	1,352	38%	518	198	4,934	2,570
Outside Brisbane	1,524	37%	589	227	5,646	3,340
North & West Moreton	277	45%	124	242	6,028	749
South & East Moreton	357	33%	117	242	6,057	708
Darling Downs	160	39%	63	233	5,833	367
Wide Bay Burnett	190	38%	73	265	6,603	481
Fitzroy	130	42%	55	181	4,504	249
Mackay	102	38%	39	222	5,534	213
Northern	144	32%	46	194	4,831	223
Far North	163	33%	54	230	5,756	309
Western	50	42%	21	104	2,596	55

Source: Estimates of the Households Research Unit based on analysis of the unit record file of the Queensland Household Survey 2004. Adjusted to ABS estimated resident population for Queensland at 30 June 2004.

Cost estimates of replacing volunteers in service delivery environments

Volunteers provide their time and other inputs through a variety of organisations, some such as the State Emergency Services and government schools are essentially publicly oriented and funded and others such as religious organisations and sporting clubs are essentially privately oriented and funded. The voluntary work surveys do not categorise the organisations for whom volunteers work as either private or public but do give an indication of the type of organisation. These service providing organisations can be divided approximately into those which are likely to have a large element of public funding and those not, as shown in Table 10.

Table 10: Volunteer work through organisations, Queensland, 2004

Type of Organisation	Volunteer rate %			Annual Number of Volunteers (000)	Annual Volunteer Hours million	Annual Value of Volunteering \$m
	Women	Men	Adults			
Publicly oriented -						
Community	13.1	10.9	12.0	351	50.1	1,247
Education/training/ youth development	15.0	6.9	11.0	319	44.3	1,103
Health	5.6	3.6	4.6	134	22.6	562
Welfare	4.8	3.3	4.1	118	18.1	451
Emergency services	0.7	1.8	1.3	37	12.1	300
Environmental/animal welfare	1.2	1.7	1.5	43	7.2	179
Privately oriented -						
Sport/recreation	5.6	7.1	6.3	185	28.4	707
Religious	5.2	4.2	4.7	137	21.2	527
Arts/culture	1.5	1.4	1.5	43	8.0	198
Business/professional/ union	0.8	1.5	1.1	33	7.7	191
Foreign/international	1.2	0.7	1.0	28	4.0	99
Law/justice/political	0.4	0.8	0.6	16	2.1	52
Other	1.4	2.2	1.8	51	11.8	294
Total	56.4 a	46.1 a	51.3 a	1,496 a		
Total	41.1 b	34.5 b	37.9 b	1,107 b	237.6 c	5,910 c

(a) Counting multiple volunteering for more than one type of organisation.

(b) Counting each volunteer once only.

(c) Hours allocated equally between types when more than one type of organisation worked for.

Source: Estimates of the Households Research Unit based on analysis of the unit record file of the Queensland Household Survey 2004. Adjusted to ABS estimated resident population for Queensland at 30 June 2004.

About two thirds (65 per cent) of the annual value of volunteering through organisations in 2004 was contributed to those with a public orientation. Community organisations benefited to the tune of \$1.2 billion, education, training and youth development organisations by \$1.1 billion and health and welfare by another \$1.0 billion. The cost of replacing volunteering across all the publicly oriented service providers in 2004 is estimated at \$3.8 billion.

The largest type of volunteer organisation providing privately oriented services was sports and recreation organisations with \$707 million worth of volunteering in 2004. About \$527 million dollars of volunteering was undertaken for religious groups.

The Future of Queensland Volunteering

Are we all volunteers?

More than one third of Queensland adults volunteered through an organisation in 2004. Unfortunately we do not know the rate of participation in unorganised volunteering over the course of a year. Time use surveys provide us with information only about the daily volunteering rate, not the annual rate. Unorganised volunteering, directly to friends and neighbours, involves more hours per year than organised volunteering and involves both those who do unorganised volunteering and those who do not. Thus the annual "total" volunteering rate is greater than either the organised rate or the unorganised rate but less than the sum of the two rates.

If 40 per cent of Queensland adults undertook unorganised volunteering in 2004, but no organised volunteering, then the total Queensland volunteering rate would be more than 75 per cent. It could be the case that nearly all adults in Queensland undertook some form of organised or unorganised volunteering in 2004. If it could be comprehensively measured, perhaps we would find that nearly everyone is a volunteer. The total volunteering rate could approach 100 per cent!

The future of Queensland volunteering

The Australian Bureau of Statistics 2006 Time Use survey will give a "reality" check on the extent of both organised and unorganised volunteering across Australia. These data will become available in 2007. Then it will be particularly important to see whether the trends in unorganised volunteering (directly to other households through support of adults and children) have continued to rise from the levels found in the previous time use surveys of 1992 and 1997.

Another reality check on organised volunteering will be available in 2007 from the August 2006 Census. This asks everyone aged 15 years or more "In the *last twelve months* did the person spend any time doing voluntary work through an organisation or group?" (Q.51) Although not as detailed as the Voluntary Work sample surveys, the Census will provide statistics for the first time of the annual organised volunteering rates for all localities and regions of Australia.

In Queensland, for volunteering through organisations, we have data for 1995, 2000 and 2004. These show that there was a large surge in both the volunteer rate and the hours per volunteer in the period 2000 to 2004. What assumptions should be made about these trends? Will the higher rates and average volunteer hours be maintained in the future? Will they continue to increase?

The ageing of the population is likely to have effects, principally on the demand for support for adults rather than for children. This is likely to be met principally by the supply of unorganised volunteering directly from one household to another. On the supply side, volunteering by both women and men is very widespread across all ages, employment status and income levels. It seems probable that volunteering rates

indirectly through organisations and directly from one household to another will continue to increase. At what rate it is impossible to foretell.

The attitudes of people, the social relationships between households and the ways in which the thousands of volunteer organisations in Queensland grow, develop and operate, will determine what happens to volunteering in Queensland. The future of Queensland volunteering lies in the hands of its population and institutions.

Methodology

This report draws on and extends the methodology used to estimate the value of volunteering in Victoria in the report for the Victorian government *Giving Time: the economic and social value of volunteering in Victoria* (Soupourmas and Ironmonger, 2002).

Glossary

Adult support (Unorganised volunteering)

The informal help and care given directly to the support of other adults including the elderly, sick or disabled.

Child support (Unorganised volunteering)

The informal help and care given directly to the support of other people's children.

Compensation of employees

The total remuneration, in cash or in kind, payable by an enterprise to an employee in return for work done by the employee during the accounting period. It is further classified into two sub-components: wages and salaries; and employers' social contributions. Compensation of employees is not payable in respect of unpaid work undertaken voluntarily, including work done by members of a household within an unincorporated enterprise owned by the same household. Compensation of employees excludes any taxes payable by the employer on the wage and salary bill (e.g. payroll tax).

Economically productive activities

Activities that result in the production of goods or the delivery of services, including goods and services that are not sold, and goods and services that are self-provided; includes preparation of meals, care of children and adults, volunteer activities and time spent in educational activities.

Gross State Product

The value added by all the economic units operating within the borders of a State. For a whole country this is known as Gross Domestic Product (GDP). This value excludes the value added by the household economy. (See ***Household Economy***)

Household Economy

The productive activities conducted by households using household capital and the unpaid labour of their own members to process goods and provide services for the use of their own or other households without payment.

Households

A person living alone or two or more persons living together as a single domestic unit who make common provision for food and other essentials for living and occupy the whole or part of one dwelling unit.

Households Research Unit

A research unit of the Department of Economics, University of Melbourne under the direction of Dr Duncan Ironmonger.

National accounts

The set of statistics of the economic activities of countries prepared and published by national statistical organisations. The system for presenting these statistics is determined from time to time by the United Nations and published as the System of National Accounts (SNA). The most recent revision of this system (1993) recommended that statistics of the productive activities of households (the household economy) should be prepared by national statistical offices as a set of 'satellite' accounts. (See **Satellite national accounts of household productive activities**)

Organised volunteering (Indirect volunteering)

Unpaid help in the form of time, service or skills willingly given by an individual through an organisation or group. Formal or organised volunteering is *indirect* as it is mediated through an organisation. Reimbursement of expenses or small gifts is not regarded as payment of salary. Work reimbursed by payment in-kind is not regarded as volunteering.

Queensland Household Survey

This sample survey collects statistics from over 6,500 households throughout Queensland, including the Greater Brisbane area and nine non-metropolitan regions. The survey commenced in November 2000 and is conducted every May and November by the Office of the Queensland Government Statistician, located in the Office of Economic and Statistical Research of the Queensland Treasury. The May 2004 survey collected data on volunteering through organisations at the request of the Department of Communities.

Satellite national accounts of household productive activities

A set of statistical accounts of the productive activities of households that are separate from, but consistent with, the main accounts of economic activity included within the System of National Accounts. (See **National accounts**)

Time use surveys

Sample surveys of the uses of time recorded in 24-hour diaries by individuals in households. The Australian Bureau of Statistics conducted diary-based time use surveys in Sydney in 1987 and nation-wide in 1992, 1997 and 2006.

Unorganised volunteering (Direct volunteering)

The informal unpaid help and care that occurs within the personal networks of family, friends, neighbours and acquaintances. Informal or unorganised volunteering is *direct* as it is not mediated through an organisation. It includes regular, spontaneous and sporadic help that takes place between friends and neighbours such as giving advice, looking after other people's children or helping an elderly neighbour.

Voluntary work surveys

Sample surveys of the rates of participation in voluntary work through organisations, the characteristics of people who volunteer, the types of organisations they work for and the activities they undertake. The Australian Bureau of Statistics conducted voluntary work surveys in 1995 and 2000.

Volunteering

Volunteering consists of unpaid help and care in the form of time, service and skills willingly given by an individual either

- . formally and indirectly through an organisation or group (Organised Volunteering) or
- . informally and directly within the personal networks of family, friends, neighbours and acquaintances (Unorganised Volunteering).

Travelling in connection with both organised and unorganised volunteering is part of volunteering. (See **Organised volunteering, Unorganised volunteering, and Volunteering travel**)

Volunteering travel

Time spent in travelling in connection with both organised and unorganised volunteering.

Volunteer organisations

A diverse range of social, economic, political, environmental, recreational and cultural organisations and groups, not limited to the not-for-profit welfare and community sectors. Volunteers operate through schools, hospitals, sports clubs, museums, professional associations, business groups, community legal support services and Neighbourhood Watch associations. The ABS Voluntary Work Surveys defined an organisation or group as any body with a formal structure. It may be as large as a national charity or as small as a local book club. Purely ad hoc, informal and temporary gatherings of people did not constitute an organisation for the ABS Voluntary Work Surveys.

Volunteer time inputs

The time spent by volunteers in carrying out volunteer activities, including the time taken to travel to, from and during these activities.

References

Australian Bureau of Statistics (1994a) *How Australians Use their Time, 1992* Cat 4153.0
Canberra: Australian Bureau of Statistics

Australian Bureau of Statistics (1994b) *Unpaid Work and the Australian Economy, 1992* Cat 4240.0
Canberra: Australian Bureau of Statistics

Australian Bureau of Statistics (1998) *How Australians Use their Time, 1997* Cat 4153.0
Canberra: Australian Bureau of Statistics

Australian Bureau of Statistics (2000) *Unpaid Work and the Australian Economy, 1997* Cat 4240.0
Canberra: Australian Bureau of Statistics

Australian Bureau of Statistics (2001) *Voluntary Work Survey, Australia, 2000* Cat 4441.0
Canberra: Australian Bureau of Statistics

Foster, V (1997) "What value should be placed on volunteering?" In C. Pharaoh (ed.) *Dimensions of the Voluntary Sector* London: Charities Aid Foundation

Gaskin, K (1999) "Valuing volunteers in Europe: a comparative study of the Volunteer Investment and Value Audit" *The Journal of the Institute for Volunteering Research* 2(1):1-18

Ironmonger, D (2000) "Measuring Volunteering in Economic Terms" Chapter 5 (p. 56-72) in J. Warburton and M. Oppenheimer (eds.) *Volunteers and Volunteering* Sydney: Federation Press

Ironmonger, D (2002) *Valuing Volunteering: The Economic Value of Volunteering in South Australia, A Report by Dr Duncan Ironmonger* Government of South Australia, Office for Volunteers (<http://www.ofv.sa.gov.au/pdfs/%20ValuingVolunteering-4.pdf>)

Ironmonger, D and Soupourmas, F (1999) "Life Stages of the Household Economy: How do spending time and money change through life?" Paper presented to the International Association of Time Use Research Conference, University of Essex, Colchester

Ironmonger, D and Soupourmas, F (2002) *Calculating Australia's Gross Household Product: Measuring the Economic Value of the Household Economy 1970-2000* Research Paper Number 833, Department of Economics, The University of Melbourne

Queensland Government (2003) *Engaging Queensland: The Queensland Government Policy on Volunteering*, Queensland Government, Brisbane

Queensland Government, Office of Economic and Statistical Research (2004) *May 2004 Queensland Household Survey: Summary Report Prepared for Department of Communities*, Office of the Government Statistician, Brisbane

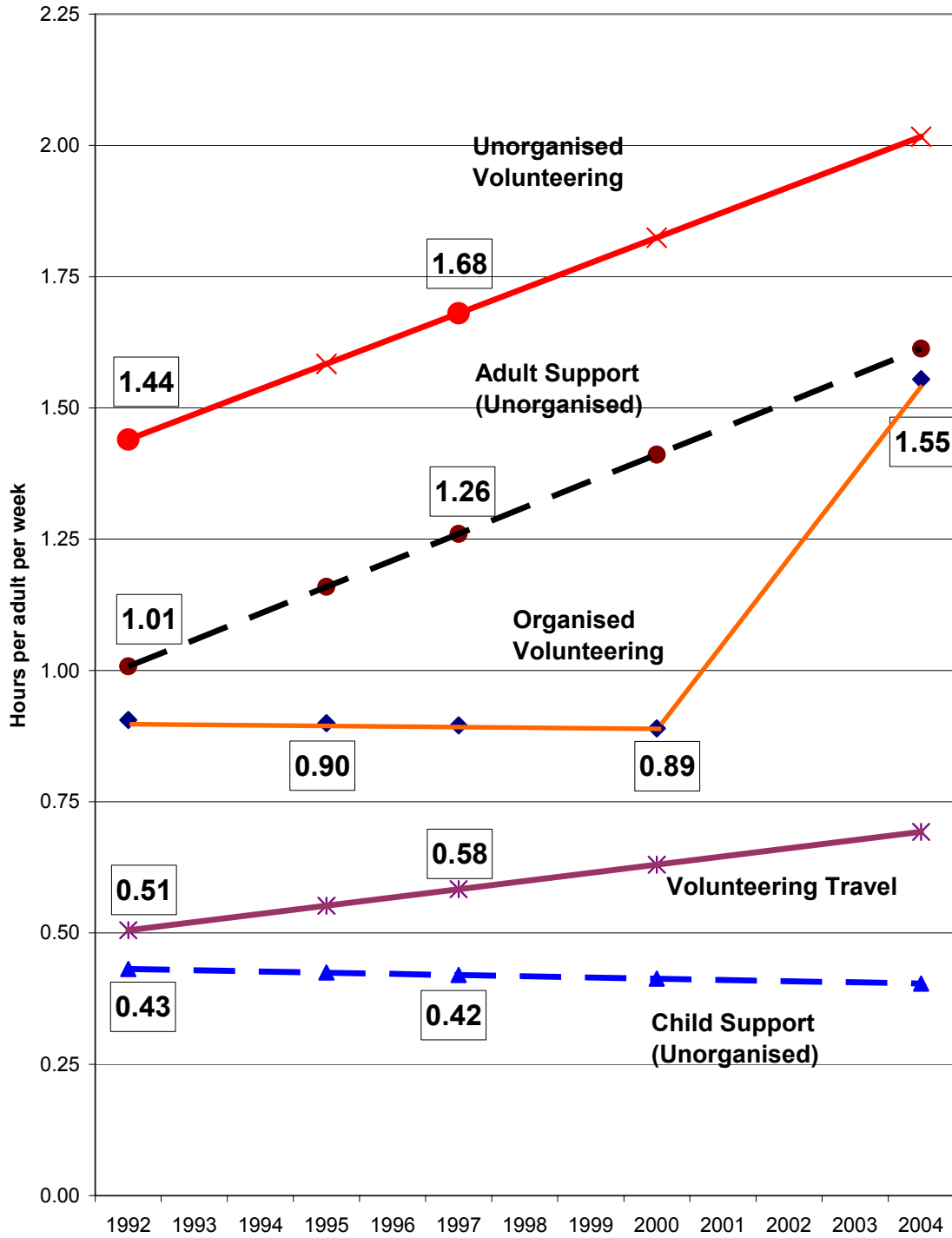
Queensland Government, Office of Economic and Statistical Research (2004) *May 2004 Queensland Household Survey No.2: Technical Report Prepared for All Clients*, Office of the Government Statistician, Brisbane

Soupourmas, F and Ironmonger, D (2002) *Giving Time: The economic and social value of volunteering in Victoria* Melbourne: Department of Human Services, Victoria ISBN 0 7311 6145 9
Copy available in pdf format at <http://www.dhs.vic.gov.au/pdpd/>

United Nations (2001) *Measuring Volunteering: A Practical Toolkit, A Joint Project Of Independent Sector and United Nations Volunteers* UN: Germany

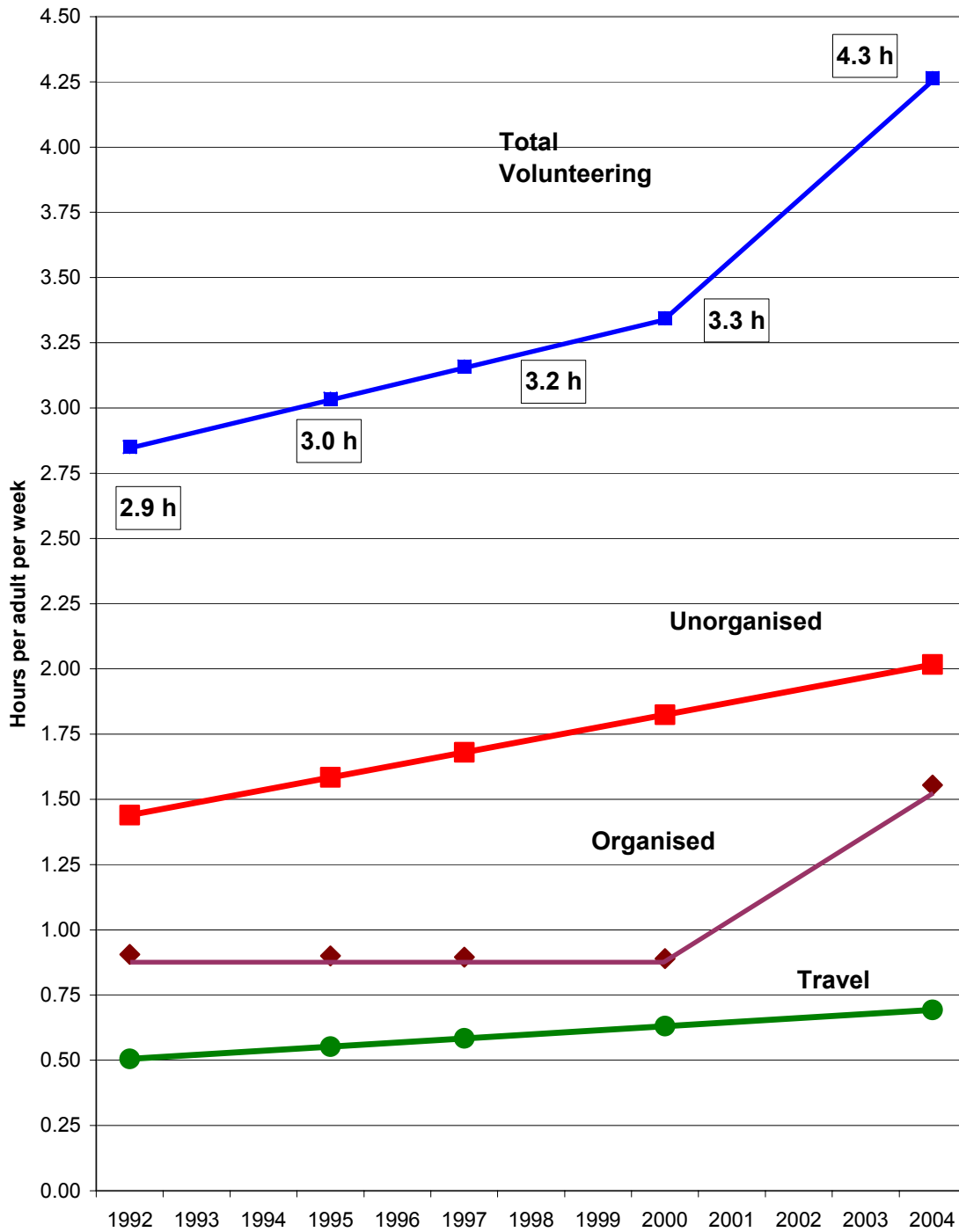
**Chart 1: Queensland Volunteer Work Component Volumes
1992, 1995, 1997, 2000 & 2004**

Hours per week per all adult population aged 18+ years



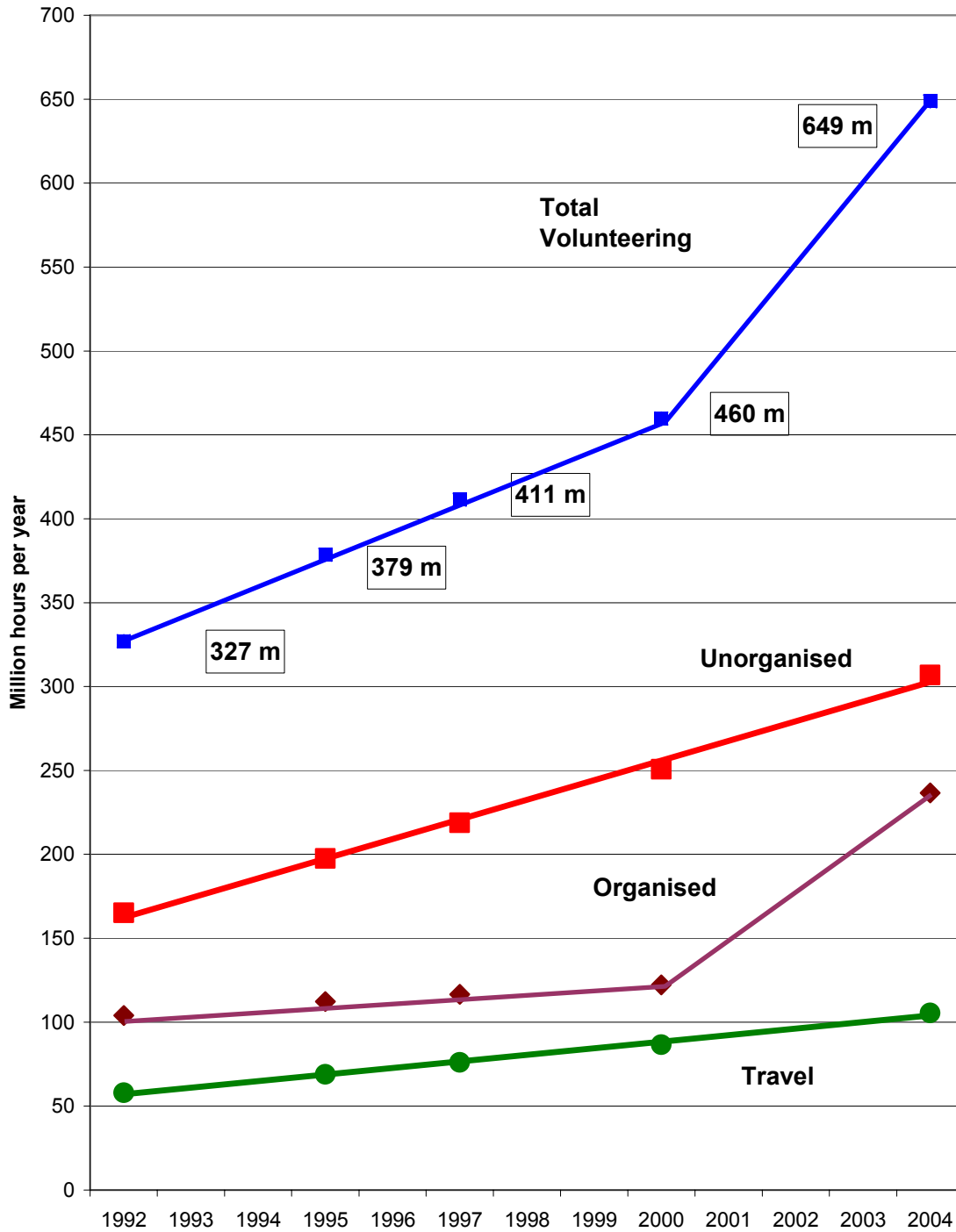
**Chart 2: Queensland Volume of Volunteer Work
1992, 1995, 1997, 2000 & 2004**

Hours per week per all adult population aged 18+ years



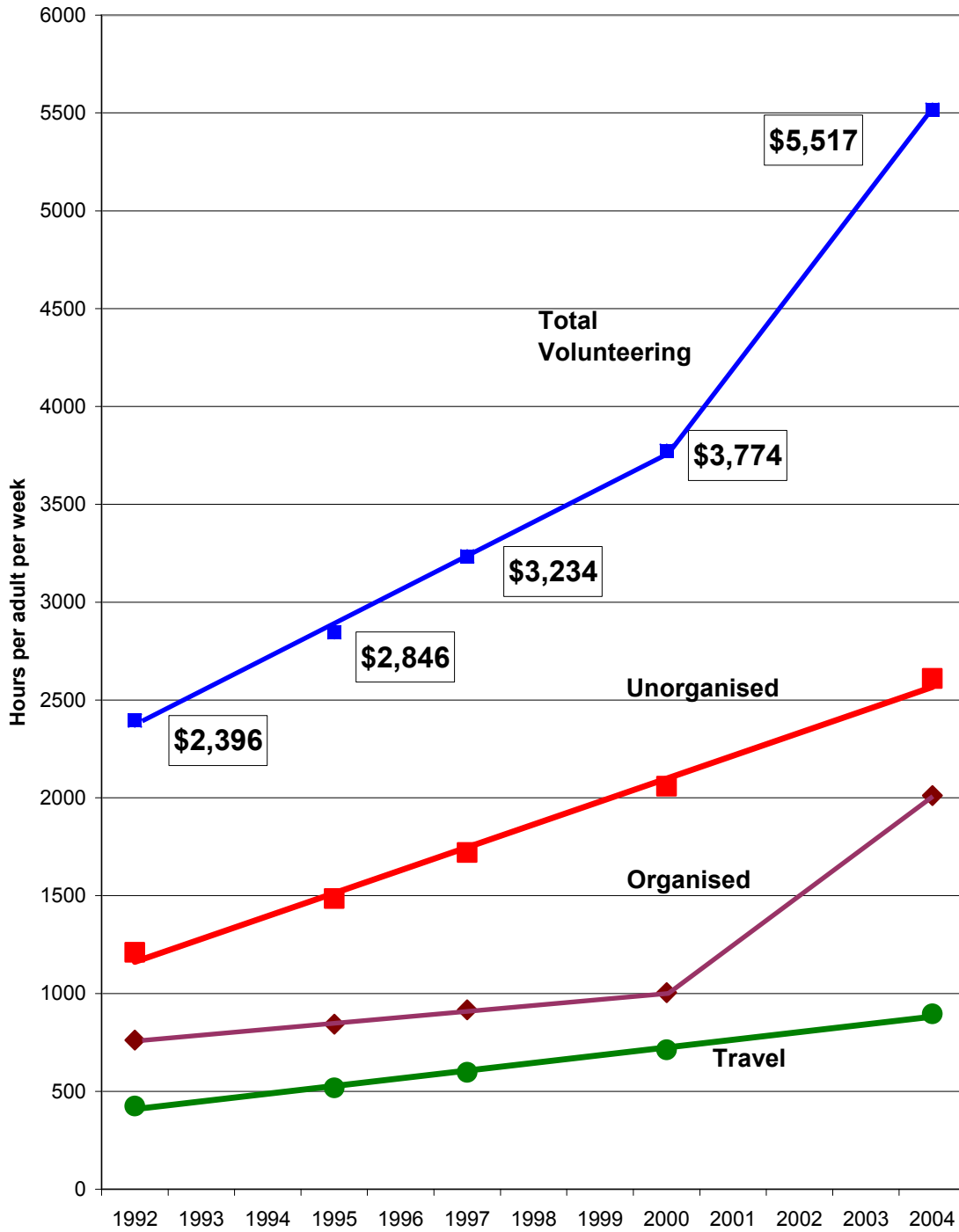
**Chart 3: Queensland Volume of Volunteer Work
1992, 1995, 1997, 2000 & 2004**

Million hours per year



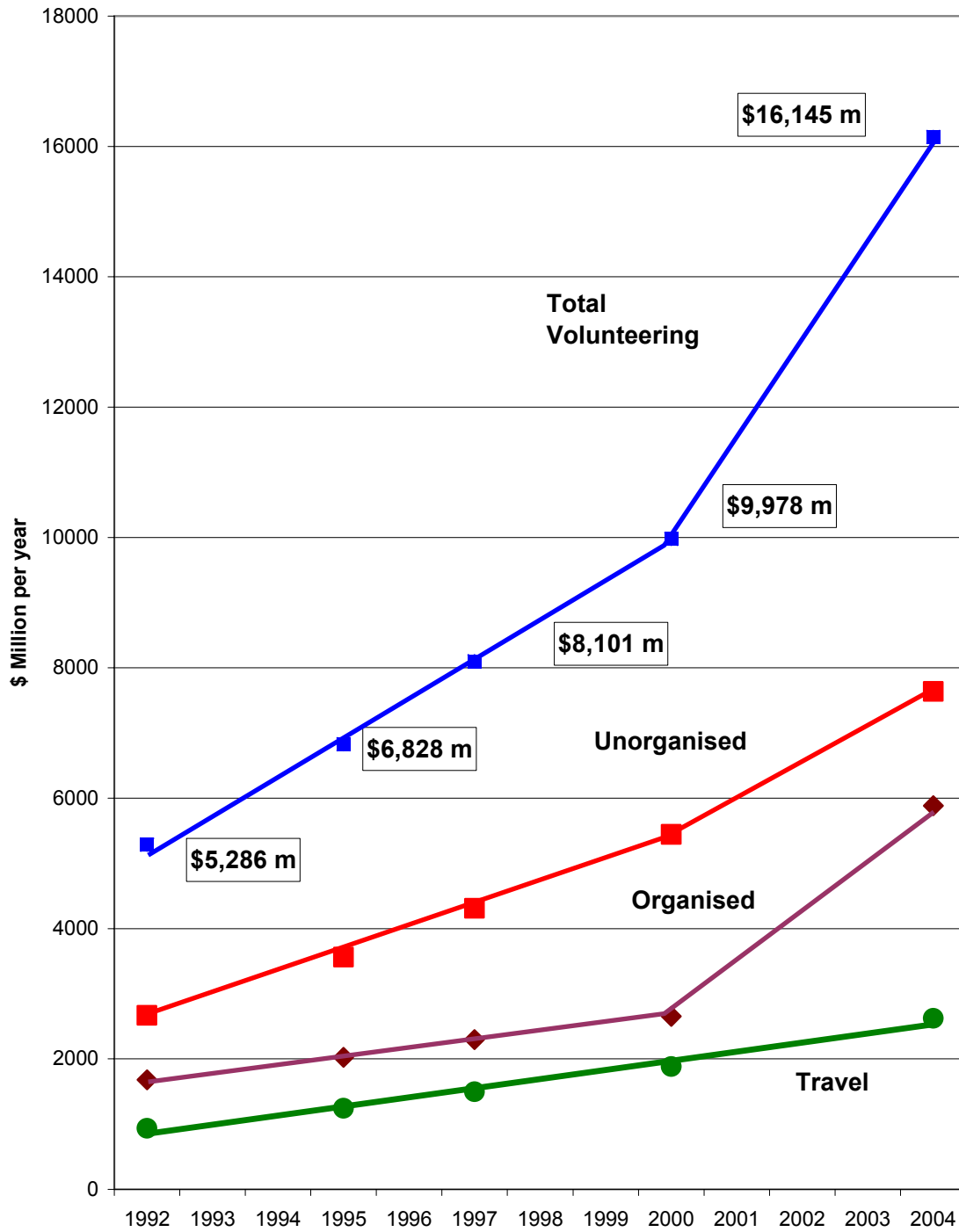
**Chart 4: Queensland Value of Volunteer Work
1992, 1995, 1997, 2000 & 2004**

\$ per year per all adult population aged 18+ years



**Chart 5: Queensland Value of Volunteer Work
1992, 1995, 1997, 2000 & 2004**

\$ million per year



**Chart 6: Queensland
Total Value of Volunteering and Gross State Product
1992, 1995, 1997 & 2000**

Year and % of GSP

