Methodological approaches to, and challenges of, determining the size, scale, and contribution of volunteer workforces

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Methodological approaches to, and challenges of, determining the size, scale, and contribution of volunteer workforces

Megan Woods[1] and Karen Douglas

Key insights

- More detailed knowledge about the size, scale, and contributions of volunteer workforces - particularly as they compare to paid workforces - is crucial to:

    - Better understanding the hours, skills, social good and economic value that volunteers contribute to communities, volunteer involving organisations and workforces;

    - More accurately recognising the true and total size of the workforces that volunteer involving organisations need, support, and manage;

    - Enhancing evidence-based policy development by government, advocacy by peak bodies such as Volunteering Australia, and workforce planning and development by volunteer involving organisations.

- Current methodological approaches primarily survey population members to provide broad measures of:

    - the size of the total volunteer workforce (e.g. as proportion of population);

    - the general domains to which volunteers contribute (e.g. animal welfare); and

    - the size of volunteer workforces in each domain.

    However, they are insufficient for determining the size or contributions of volunteers to workforces in specific sectors, at sub-national (state or local) levels, or in comparison to paid workforces.

- To overcome these limitations, future initiatives undertaken to determine the size, scope, and contributions of volunteer workforces should:

    - Be conducted as a workforce census of volunteer involving organisations in particular sectors or subsectors;

    - Replicate the Australian Aged Care Workforce Census by collecting data about types of organisation, ownership, and location;

    - Collect data about both volunteers and paid workers, including data about specific types of roles and tasks that each perform;

    - Align data topics and coding with International Labour Organization (ILO) 2021 recommendations, including the coding of data about tasks performed

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using the International Standard Classification of Occupations.

- These methodological practices would enable:

    - Analysis and direct comparison of the size, scope, and contribution of paid and volunteer workforces, at multiple analytical levels (including task, role, organisational, sectoral, and national), and by location;

    - When replicated cross sectors, such surveys could also enable aggregation and comparison of data across sectors, locations, and even cross-nationally.

Introduction

Detailed knowledge about the size, scale, and contributions of volunteer workforces is crucial for effective policy development by government, advocacy by peak bodies such as Volunteering Australia, and workforce planning and development by volunteer involving organisations. In the 12 months prior to September 2020 the Australian Bureau of Statistics estimated that 25 per cent of Australians aged 15 and over provided 489.5 million hours of voluntary services to the Australian community through organisations or groups.[2] A significant number of volunteers also belong to managerial and professional workforces,[3] suggesting that volunteer involving organisations benefit from a wide range of skills provided by their volunteers. However, inconsistent definitions of volunteer work, and a lack of sustained effort to measure it, prevent full and accurate recognition of the hours, skills, and social good contributed by volunteers, the contribution of volunteers to workforces and labour force statistics, the economic impact of volunteer involving organisations and the volunteer labour on which they draw, and the true size of the workforces that volunteer involving organisations support and manage to conduct their operations.[4] This holds true at both national and industry/sectoral levels. For example, in the Australian aged care sector, the role and contribution of volunteers is well documented and in 2016 "83 per cent of residential facilities and 51 per cent of home care and home support programs engage[d] the services of volunteers".[5] In contrast, no official data is currently available about the number of volunteer workers supporting mental health services.[6]

This paper examines methodological approaches that can be used to measure and quantify the scope and contributions of volunteer workforces. We define volunteering as work that is "unpaid (reimbursement of costs are not considered as payment), willingly undertaken (work for the dole, work experience excluded), help in the form of time, service or skills (donations of money or goods excluded) and formal, as determined by being carried out for, or through, an organisation",[7] but extend this by also considering volunteering as "freely chosen and deliberate helping activities… that are performed on behalf of causes or individuals who desire assistance"[8] and as "a proactive activity that entails some commitment of time and effort".[9] In doing so, we exclude informal

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2   Australian Bureau of Statistics, 2021
3   Department of Social Services, 2017
4   ILO, 2011
5   Regan, 2021
6   Pearce, 2021; Regan, 2021
7   Productivity Commission, 2010, p. 71
8   Snyder & Omoto, 2008, p. 3
9   Kragt & Holtrop, 2019, p. 343

volunteering, defined as "the provision of unpaid work/support to non-household members, excluding that provided only to family members living outside the household",[10] so as to focus more specifically on volunteers who comprise an unpaid contingent of the workforce in volunteer involving organisations.

Importance and value of determining the size, scale, and contribution of volunteer workforces

"The cornerstone of understanding volunteering is being able to measure who is doing what"[11] and better understanding of what volunteers do – particularly as compared to paid workers – would improve volunteering-related policy and practice in several key ways. Firstly, it would enable determination of when and how the contributions of volunteers are equivalent to, distinct from, or complementary to those provided by paid workers. This enables more informed decision making as to who should undertake specific roles and tasks, such as feeding or mobilisation support for people with dementia or delirium.[12] It also enables recognition of the unique value created by contributions that are made voluntarily, such as the support and rapport between people on a mental health recovery journey and volunteers on crisis support lines.[13]

Secondly, it would enable accurate and correct classification of the type and level of work that individuals perform, which is the foundation for myriad elements of workforce planning and support (e.g. pay, progression opportunities and worker safety), of workforce sustainability and of organisational viability.[14] In the context of volunteer involving organisations, determining how to classify the work of volunteers enables more accurate determination of the forms, types, and amount of labour needed and used to provide their services and support their clients. For example, determining the levels of knowledge and skill volunteers contribute, and how that may align with worker classifications in relevant sector Awards, would enable volunteer contributions to be recognised as equivalent/similar to that of paid workers, and at what level.[15] This would enable volunteer involving organisations and other stakeholders to more accurately determine the size of the paid workforce needed to otherwise support service provision, the financial resources needed to support that workforce, and the economic value of volunteer contributions. It would also enable greater exploration of whether, how, and why particular social groups do (or do not) engage in volunteering and the contributions made

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10   Australian Bureau of Statistics, 2021
11   United Nations, 2020, p. 2
12   Ayton et al., 2020
13   McDermott, 2021
14   McDonald & Douglas, 2022
15   See McDonald & Douglas, 2022

by particular genders,[16] geographic populations, or types of volunteer.[17]

Thirdly, it would enable better recognition of the quality of work (through their knowledge, skills, etc.) that volunteers do, and the contributions of volunteer work to workforce development. This includes the value of volunteering in developing work-relevant and marketable knowledge, skills, and experience,[18] and providing experience with and exposure to particular kinds of work and work contexts.[19] Determining the type and levels of work that volunteers perform, and how that compares to paid employees, would enable greater recognition of their contributions in testimonials and references volunteers could use to obtain paid work elsewhere, or as credit towards relevant qualifications. It could also reduce skills wastage by enabling organisations to deploy volunteer capabilities in ways that create more value in their operations.

Finally, it would enable greater recognition and support of volunteer workforces in sector-specific and workforce-specific government strategies and policies, such as the National Mental Health Workforce Strategy. Volunteering Australia has previously noted that "comprehensive data collection on how many volunteers are engaged in the mental health workforce and what kinds of roles they occupy is crucial to the development of a robust, evidence-based strategy for the sector" and to ensuring that the volunteer workforce is appropriately resourced, trained, supported, and safe.[20] Accurate data about the size and relative contribution of the volunteer workforce would, in turn, enable determination of the proportion of service provision provided by paid workers and volunteers, and where and when service provision relies more on (and is even dependent on) volunteer workers.[21]

Key success factors for determining the size, scale, and contribution of volunteer workforces

Measurement of volunteering activity is complicated by volunteer work being performed irregularly (especially compared to paid work) and differing definitions of volunteering, which limit the collection of data in individual surveys (when, for instance, they are too broad or difficult for respondents to apply to their own circumstances) and the production of comparable datasets, such as those needed for cross national comparisons.[22]

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16   Oppenheimer, 2014
17   Kragt & Holtrop, 2019
18   Seek, 2021
19   Kragt & Holtrop, 2019
20   McDermott, 2021, p. 4
21   *ibid*
22   United Nations, 2018

Initiatives undertaken to measure volunteer contributions to, across, and from a particular sector need to also accommodate the efforts and expenses incurred to undertake those measurements, capture and accurately reflect the diverse activities, contributions, and organisational forms to which they relate, and be sufficiently rigorous to produce data that enable comparisons between organisations within a sector, and across sectors.[23]

The International Labour Organization (ILO) recently recommended that initiatives undertaken to identify the size, scope, and contributions of volunteer workforces should, at a minimum, collect data on seven topics: 1) the number of hours worked, 2) the tasks performed, 3) organisers of volunteer work, 4) the main activity of the organisation, 5) type of beneficiaries of volunteers' work, 6) support or incentives provided by the organisation, and 7) the main reason for engagement in volunteer work.[24] Additionally, data about the tasks performed should be coded using the International Standard Classification of Occupations (ISCO-08) and data about the main economic activity of the organisations in question should be coded using the International Standard Industrial Classification of All Economic Activities, Revision 4 (ISIC Rev.4). Doing so would ensure that the data collected can be:

- used for both population-level and sector-specific analysis and reporting,
- collected in line with contemporary international best practice and statistical standards,
- correlated with data collected through host surveys (e.g. if included in labour force surveys) or other relevant surveys, and hence feed into economic and social policies,
- compared with data collected from and about paid workers, including employment and labour statistics,
- used to calculate the market value of volunteer contributions using the replacement cost approach, and
- used to compile satellite accounts for volunteer work.[25]

Additionally, the ILO recommends labour force surveys as "the optimal survey type for collecting data on volunteer work" because population and housing censuses generally canvas a broad range of topics and it is preferable to utilise a more dedicated format.[26]

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23   Productivity Commission, 2010
24   International Labour Organization, 2021
25   *ibid*
26   International Labour Organization, 2021, p. 6

Existing approaches to determining the size, scale, and contribution of volunteer workforces

Collection of data from volunteers

One of the most widely used approaches to determining the size, scale, and contributions of volunteer workforces is to collect data about voluntary work through surveys of the general population to determine how many population members volunteer, how much voluntary work they perform, and for which types of organisations. In Australia, the Australian Bureau of Statistics collects volunteering-related data through three surveys: the General Social Survey (GSS), the Census of Population and Housing (Census) and the Survey of Disability, Ageing and Carers (SDAC).[27]

Since 2006, the Census has captured information about volunteering through a single question which asks whether the person did voluntary work for an organisation or group in the preceding 12 months (Australian Bureau of Statistics, n/d), which is acknowledged to be less-well-defined as a measure than the GSS data.[28] Three additional questions collect data about unpaid domestic work, unpaid child care, and unpaid care provide to people experiencing 'disability, a long term health condition or problems related to old age' undertaken in the previous week or fortnight (see Appendix 1a).[29] However, as the questions do not specify whether such work was undertaken through organisations or groups, it is not possible to determine whether the volunteering activity to which they relate is addition to, or overlapping with, that captured by the first question.

The SDAC asks five questions related to volunteering and unpaid work (see Appendix 1b), but all relate only to *whether* the person undertook unpaid voluntary work. Thus, while the SDAC provides data as to how many members of the surveyed population volunteer, it provides none related to the nature of their contribution.

The GSS collects data to determine the national prevalence rate for volunteering (the official number of volunteers in Australia).[30] The GSS collects data about both formal and informal volunteering activities (see Appendix 1c for details) which is used both to determine levels and trends in volunteering-related behaviours, identify how volunteering activity is influenced by other characteristics (e.g. gender and age), and to support estimations of the economic contribution of volunteering activity. For example, the value of volunteer services is calculated by taking GSS data about the annual hours

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27   Data on volunteering is also occasionally included in topical surveys, such as the Household Impacts of COVID-19 Survey. See Australian Bureau of Statistics, 2018a

28   Australian Bureau of Statistics, 2018a

29   Australian Bureau of Statistics, 2022

30   Australian Bureau of Statistics, 2021

volunteered and assigning a wage rate for those hours from the Employee Earnings and Hours publication.[31]

The GSS provides some information about the scale and contribution individuals make as formal volunteers by collecting data about four of the seven topics recommended by the ILO: hours worked, work performed, main activity of the organisation/group and the main reason for engagement in volunteer work.[32] Specifically, it collects data about:

- how many weeks in the last 52 they did volunteer work;
- how many hours they spent volunteering in a specified week; and
- the types of organisations for which people do voluntary work.

The survey does include a question about the types of activities undertaken by volunteers, but only asks this in relation to informal volunteering and does not collect data about types of volunteering activities undertaken formally through organisations or groups.

The GSS data is of limited usefulness is determining how volunteer contributions might compare to paid employees in particular types of organisations or sectors because the response items for the type of organisations for which people do volunteer work are broadly defined, include categories related to the type of work (e.g. education and training) and its focus (e.g. 'parenting, children and youth', 'environment/ animal welfare'), and invite participants to select all that apply. This potentially double-counts the data. As no data is collected about the types of activities formal volunteers performed, it is not possible to determine what sorts of activities they provide to and through the organisations they support, or the skills and capabilities they might need to do so.

The Household, Income and Labour Dynamics in Australia (HILDA) Survey is a household-based panel study administered by the Melbourne Institute and funded by the Australian Government Department of Social Services.[33] The survey asks people how much time they spend in a typical week on each of nine types of paid and unpaid work activities, of which volunteer or charity work is one.[34] However, although time use surveys work well to capture volunteering activities for people who engage in them very often and regularly, they do not capture data for people who volunteer infrequently or sporadically,[35] or provide any details about types of organisations being supported, or the skills or task performance contributed by volunteers.

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31   *ibid*

32   International Labour Organization, 2021

33   Melbourne Institute, 2022

34   Wilkins, 2021

35   International Labour Organization, 2021

Collection of data from volunteer involving organisations

An alternative, and more targeted approach, to determining the size, scale, and contribution of volunteer workforces is to conduct a workforce census of volunteer involving organisations in a particular sector. For example, in Australia the Aged Care Workforce Census has been conducted in 2012, 2016 and 2020 to collect data about the size, growth, skills, attributes, and composition of the workforce in the aged care sector. The census collects data from three types of aged care providers (Residential Aged Care facilities, Home Care providers, and Commonwealth Home Support Program providers) and providers complete the Census in relation to their workforce in the preceding month.[36]

The census collects data about the size of the volunteer workforce utilised by providers in the preceding fortnight, reported as the total number of volunteers and number of full-time equivalent positions per type of provider.[37] It also collects data about the number of paid workers in different roles and categories, enabling headcount comparison of the size of volunteer and paid workforces. The 2012 and 2016 census collected data about the number of volunteer hours worked, average number of volunteers per facility, and average hours per volunteer and the roles undertaken by volunteer workers (see Appendix 2 for details).[38] This enables detailed analysis and reporting of the patterns of volunteer usage by provider type, by location (city, regional, remote), ownership type (government, for-profit and not-for-profit), and comparison of the 2012 and 2016 findings on these topics. In doing so, the aged care census, and the 2016 census in particular, collect data on five of the seven data topics recommended by the ILO, enable direct comparison of the size of paid and volunteer workforces, and identify the scope and contribution of the volunteer workforce in specific terms and relative to paid workers.

Conclusions and recommendations

To enhance future investigations of the size, scope, and contributions of volunteer workforces, we recommend conducting surveys as a workforce census of organisations in particular sectors or subsectors, replicating the Australian Aged Care Workforce Census by collecting data about type of organisation, ownership, and location, about both volunteer and paid workers, and about specific types of roles and tasks that workers perform. We also recommend that data topics and coding align with ILO 2021 recommendations including coding of data about tasks performed using the International Standard Classification of Occupations. These methodological practices would enable

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36   Australian Government Department of Health, 2020

37   *ibid*

38   Mavromaras et al., 2017

analysis and comparison of paid and volunteer workforces at multiple analytical levels (including task, role, organisational, sectoral, and national) and direct comparison of the size, scope and contribution of paid and volunteer workforces by location and sector. When replicated cross sectors, such surveys could also enable aggregation and comparison of data across sectors, locations, and even cross-nationally.

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Appendix 1a

Volunteering-related questions in the Census of Population and Housing (Census)

(Source: ABS 2018)

- In the last two weeks did the person spend time looking after a child, without pay?

- In the last two weeks did the person spend time providing unpaid care, help or assistance to family members or others because of a disability, a long term health condition or problems related to old age?

- In the last week did the person spend time doing unpaid domestic work for their household?

- In the last twelve months did the person spend any time doing voluntary work through an organisation or group?

Appendix 1b.

Volunteering-related questions in the Survey of Disability, Ageing and Carers (SDAC)

(Source: ABS 2019)

If INTQ2=1	INTQ5
	PersonQre[].InternetUse.AccessReasons[] *Carinf[].CAINT.AccessReasons[]* *Interviewer:* Show Prompt Card *[pc#]* In the last 3 months, did [you/he/she] personally access the internet for any of these reasons? *Interviewer:* More than one response is allowed. Press space bar between responses. @/@/@/@wi@w 10. Accessing government services or information about government services (e.g. tax, benefits payments, licenses) 11. Paying bills or banking online 12. Social networking (e.g. Facebook, Twitter, Skype) 13. Entertainment (e.g. playing/downloading games, music, movies/tv) 14. Work purposes 15. Purchasing or ordering goods or services online (e.g. travel, tickets, accommodation, computer software, clothes, food, movies, music, books) 16. Formal educational activities 17. Health services (e.g. Telehealth, making medical appointments) 18. Volunteering or participating in community groups *19. Interviewer: None of the above*

IF LFMINQ7 = 3 IF LFMINQ8 = 2	**LFMINQ9** *PersonQre[].Employment.LFMin.Work.PayArr* What are [name1] [working/payment] arrangements? 10. Unpaid voluntary work 11. Unpaid trainee work 12. Contractor / Subcontractor 13. Own business / Partnership 14. Commission only 15. Commission with retainer 16. In a family business without pay 17. Payment in kind 18. Paid by the piece / item produced 19. Wage / salary earner 20. Other

IF LOOKQ14 = 5 IF LOOKQ15 is answered	**LOOKQ16** *PersonQre[].Employment.Look2.Activity* What has been [name1] <u>main</u> activity since [you/he/she] last looked for work? 1. Retired or voluntarily inactive 2. Home duties or caring for child(ren) 3. Attending an educational institution 4. Own long-term health condition or disability 5. Own short-term illness or injury 6. Caring for ill / disabled / elderly person(s) 7. Travel, holiday or leisure activity 8. Working in unpaid voluntary job 9. Other

Online volunteering: Unlocking untapped potential

Debbie Haski-Leventhal, Irit Alony, Paul Flemons, and Adam Woods

Key insights

- Online, virtual, or digital volunteering occurs when people give time freely towards the common good using online platforms.

- It is an important new pathway for volunteering which can increase people's 'volunteerability' (the ability to volunteer) as it is more accessible and flexible. It can also increase 'recruitability' (the ability of organisations to recruit) and allow volunteer involving organisations to tap into a new pool of volunteers.

- People are motivated to volunteer online for similar reasons to volunteering in general, but the flexibility, accessibility, and autonomy play an imperative role here.

- Online volunteering can be more inclusive insofar as it offers opportunities for people from rural areas, those with disabilities or mental health challenges, ethnic minorities, and other often-excluded groups, such as LGBTQIA+ community members.

- It is essential to ensure the online platforms for volunteering work well and that volunteers receive all their training and support virtually so that those who can only volunteer online can do so without barriers. Feedback and recognition are especially important for autonomous volunteers.

IF PARTQ1 = 1 **IF PARTQ2 is answered**	**PARTQ2a** *PersonQre[].Community.Partic.WhichPar* *Interviewer:* *Show Prompt Card 41.* In the last <u>3 months</u>, [have/has] [name] participated in any of these activities, <u>away</u> from [your/his/her] home? *Interviewer:* *If 'yes', prompt for which ones.* *Interviewer:* *More than one response is allowed. Press space bar between responses.* @/@/@|@wi@w 10. Visited relatives / friends 11. Went out with relatives / friends (e.g. to 12. Religious or spiritual group activities 13. Voluntary or community service activities (e.g. Rotary Club, SES) 14. Performing Arts group activity 15. Art / craft or practical hobby group activities (e.g. scrapbooking or furniture making) 16. Went on holidays or camping with others 17. Sport or physical recreation with others (e.g. fishing, walking, bowls) 18. Other recreational or special interest group activities (e.g. bridge, car clubs, 19. Support groups (e.g. Alcoholics Anonymous, Canteen) 20. Other (please specify) 21. *Interviewer:* *Did not participate in any of these*

IF PARTQ9_SG = 1 IF PARTQ11 is answered IF PARTQ12 is answered	**PARTQ12a**
	PersonQre[].Community.Partic.WhHomPar
	Interviewer: Show Prompt Card 43
	In the last <u>3 months</u>, [have/has] [you/he/she] participated in any of these activities, <u>within</u> [your/his/her] home?
	Interviewer: If 'yes', prompt for which ones.
	Interviewer: More than one response is allowed. Press space bar between responses.
	@/@/@|@wi@w
	1. Visits from family / friends 2. Telephone calls with family / friends 3. Art / craft or practical hobby group activities (e.g. scrapbooking or furniture making) 4. Religious or spiritual group / special community activities 5. Voluntary work (including advocacy) 6. Other special interest group activities (e.g. book clubs, role playing games) 7. *Interviewer: Did not participate in any of these*

Appendix 1c

Sample questions relating to volunteering from the General Social Survey

(Source: https://www.abs.gov.au/methodologies/general-social-survey-summary-results-australia-methodology/2020)

VOL_Q01

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

VOL_Q02

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

[CAPI WS: Show prompt card 29]

· Organised sporting group / team
· Youth group (such as guides, scouts, a choir)
· A charity organisation or cause
· Student government
· Religious organisation
· School or preschool
· Some other kind of volunteer work

1. Yes
5. No

VOL_QAUS

Was this voluntary work done in Australia or overseas?

1. Australia only
2. Overseas only
3. Both Australia and Overseas

VOL_QCLINK

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

1. No
2. Yes, all voluntary work
3. Yes, some voluntary work

VOL_QSTUD

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

1. No
2. Yes, all voluntary work
3. Yes, some voluntary work

VOL_Q03

[Excluding voluntary work done overseas, work done to receive a government allowance as part of a court order, voluntary work for work experience or study purposes,]
[VOL_WS5] many organisations have you done unpaid voluntary work for in the last 12 months?

 [Numeric range, 0-15]

VOL_Q06 (Multiple response)

Which of these best describes the type of organisations[s] you have volunteered for?

[CAPI WS: Show prompt card 30]

Please select all that apply:

10. Arts / Heritage
11. Business / Professional / Union
12. Community/ Ethnic groups
13. Education and Training
14. Parenting, children and youth
15. Emergency services
16. Environment / Animal welfare
17. International Aid / Development
18. Health / Welfare
19. Law / Justice / Political
20. Religious
21. Sport and physical recreation
22. Other

[Do not allow blank response/skip question functionality]

VOL_Q15

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

[Numeric range, 1-52]

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

VOL_Q16

In [VOL_WS6] how many hours did you spend volunteering?

[Numeric range, 1-100]

VOL_Q26

How long ago did you first become involved in voluntary work?

1. Less than 1 year
2. 1 to less than 6 years
3. 6 to less than 10 years
4. 10 years or more

VOL_Q27

How did you first become involved in voluntary work?

[CAPIWS: Show prompt card 31]

1. Knew someone involved / was asked
2. Self-involvement in organisation
3. Saw advertisement /found out about it myself
4. Other

VOL_Q28 (Multiple response)

How did you undertake your volunteering in the last 12 months?

[CAPI WS: Show prompt card 32]

Please select all that apply:

1. In person / at the organisation / in the field
2. Over the internet
3. Over the phone
4. Other

[Do not allow blank response/skip question functionality]

VOL_Q29 (Multiple response)

What are your reasons for being a volunteer?

[CAPI WS: Show prompt card 33]

Please select all that apply:

10. Personal satisfaction / To do something worthwhile
11. Help others / Community
12. Personal / family involvement
13. Social contact
14. To be active
15. Use skills / Experience
16. To learn new skills / Gain work experience
17. Religious beliefs
18. Just happened
19. Felt obliged
20. Other

[Do not allow blank response/skip question functionality]

VOL_Q80

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

VOL_Q81 (Multiple response)

In the last 4 weeks, did you help anyone [VOL_WS11: not living with you] with the following activities?

[CAPIWS: Show prompt card 35]

Please select all that apply:

10. Domestic work, home maintenance or gardening
11. Providing transport or running errands
12. Any unpaid child care
13. Any teaching, coaching or practical advice
14. Providing any emotional support
15. Personal care / assistance
16. Lobbying / advocacy
17. Community assistance
18. Environmental protection
19. Any other help
20. Did not provide unpaid help [Exclusive]

[Do not allow blank response/skip question functionality]

VOL_Q82 (Multiple response)

Who did you give this help to?

[CAPI WS: Show prompt card 36]

Please select all that apply:

1. Relative in another household
2. Friend
3. Neighbour
4. Work colleague
5. Other person
6. Community/Neighbourhood

[Do not allow blank response/skip question functionality]

VOL_Q84

In the last 4 weeks how many hours did you spend providing this unpaid help?

[Numeric range, 1-999]

Appendix 2

Sample results from 2016 aged care workforce census reporting volunteer usage and activity

(source: Mavromaras et al 2017).

Table 4.21: Total number of volunteers and volunteer hours worked in residential facilities in the designated fortnight: 2012 and 2016

Year	Volunteer numbers, per fortnight	Volunteer hours, per fortnight	Average number of volunteers per facility, per fortnight	Average hours per volunteer, per fortnight
2016	23,537	114,897	10	4.9
2012	22,261	101,555	10	4.8

Source: Census of residential aged care facilities.

Table 4.22: Proportion of residential facilities employing volunteer workers (per cent) in the designated fortnight, by location and ownership type: 2016

		% of all facilities
All facilities		82.6
Location	Major cities of Australia	81.6
	Inner Regional Australia	88.9
	Outer Regional Australia	85.2
	Remote Australia	71.6
	Very Remote Australia	30.2
Ownership type	Not-for-profit	91.3
	For-profit	72.1
	Government	68.9

Table 4.23: Roles undertaken by residential facility volunteer workers (per cent): 2016

	% of facilities (weighted)
Domestic activity assistance	8.9
Respite care assistance	1.8
Social activity support assistance	81.7
Planned group activity assistance	67.7
Home maintenance assistance	2.3
Gardening assistance	14.6
Transport assistance	22.9
Shopping/appointment assistance	15.7
Meal/preparation assistance	6.4
Companionship/befriending	63.8
Other	7.6
Total (facilities with volunteers, weighted)	2,319

Appendix 3

ILO -recommended add on module for volunteer work in national labour force surveys (ILO 2021)

IDENTIFICATION OF VOLUNTEER WORKERS (VOL)				
FOR RESPONDENTS OF WORKING AGE (>=N)				
INTERVIEWER READ:				
The next questions are about work that people may do without expecting to receive payment or something else in return.				
VOL_1	In the last [4 weeks / 30 days] that is from [DATE] up to [DATE/yesterday] did you [volunteer/do voluntary work] or spend any time helping ...			
	READ AND MARK ALL THAT APPLY			
	Friends, neighbours, strangers? *help given to members of own family excluded*	a ☐		
	Organizations, associations, clubs, institutions [(such as NGOs, religious organizations, sports clubs, schools, online groups, etc.)]?	b ☐		
	(The/Your) community?	c ☐		
	Nature, wild/street animals [(such as dogs, cats, birds, fish, etc.)]?	d ☐		
	DID NOT PROVIDE UNPAID HELP	e ☐		
IF VOL_1=a,b,c,d CONTINUE WITH VOL_3, ELSE IF VOL_1=e CONTINUE WITH VOL_2a				
INTERVIEWER READ:				
Besides providing unpaid help, people may do something to donate food or other products to people or to organizations, such as charities, NGOs or [religious institutions].				
VOL_2a	In the last [4 weeks / 30 days] did you spend any time buying, collecting or distributing donated products or goods?	YES	01 ☐	
		NO	02 ☐	
VOL_2b	Did you spend any time preparing products or goods to be donated? *e.g. cooking, cleaning, arranging, packaging, fixing, ironing or something else*	YES	01 ☐	
		NO	02 ☐	
IF VOL_2a=1 OR VOL_2b=1 CONTINUE WITH VOL_3, ELSE CONTINUE WITH [VOL_5 OR END THE INTERVIEW]				
VOL_3	What kind of help did you provide? Please name all activities that you can remember.			

	If the respondent hesitates, remind him or her of the YES answers offered in VOL_1, VOL_2a or VOL_2b. Name of activities must contain the description of tasks performed.				
VOL_3a	*ACTIVITY 1*	_____ MAIN TASKS ISCO CODE: ☐☐☐☐			
VOL_3b	*ACTIVITY 2*	_____ MAIN TASKS ISCO CODE: ☐☐☐☐			
VOL_3c	*ACTIVITY 3*	_____ MAIN TASKS ISCO CODE: ☐☐☐☐			
VOL_4	In total, during the last **[4 weeks / 30 days]**, did you spend more than one hour providing all the help you just named?		YES	01☐	**→ CVA**
			NO	02☐	**→ END**
VOL_5	Now, please think about the last 12 months, that is from **[DATE]** last year up to **[DATE]** this year. Did you **[volunteer/do voluntary work]** or spend time providing unpaid help during this time?		YES	01☐	**→ END**
			NO	02☐	**→ END**

CHARACTERISTICS OF VOLUNTEERING ACTIVITIES (CVA)

FOR RESPONDENTS OF WORKING AGE (>=N) WHO REPORTED AT LEAST ONE ACTIVITY IN VOL_3 AND ANSWERED WITH YES TO VOL_4

- *IF ONE ACTIVITY REPORTED IN VOL_3, THEN ASK THE NEXT QUESTIONS FOR THAT ACTIVITY*
- *IF TWO ACTIVITIES REPORTED, THEN ASK THE NEXT QUESTIONS FOR EACH ACTIVITY*
- *IF THREE ACTIVITIES REPORTED, THEN:*
  - *- ESTABLISH WHICH ARE THE TWO ACTIVITIES ON WHICH MOST OF THE TIME WAS SPENT IN THE LAST [4 WEEKS / 30 DAYS]*
  - *- ASK THE NEXT QUESTIONS FOR EACH OF THE TWO ACTIVITIES*

INTERVIEWER READ:
Now, I would like to ask you some questions about the help you provided in **[ACTIVITY]**.

CVA_1	Whom did you help in this activity?	FRIEND, NEIGHBOUR, STRANGER	01☐	
		ORGANIZATION, ASSOCIATION, INSTITUTION, CLUB, BUSINESS	02☐	
		COMMUNITY	03☐	
		NATURE, STREET/WILD ANIMALS	04☐	
		FAMILY MEMBER OR RELATIVE	05☐	**→ 2nd ACTIVITY OR END**
CVA_2	How many hours did you spend in this activity in the **[reference week / last week / last 7 days]**?	_____ HOURS *ENTER "0" (ZERO) IF NO WORK IN [REFERENCE WEEK / LAST WEEK/ LAST 7 DAYS]* _____ MINUTES		
CVA_2b	How often did you do this activity in the last **[4 weeks / 30 days]**?	Every day	01☐	
		Every week *(NOT EVERY DAY)*	02☐	
		Less often *(NOT EVERY WEEK)*	03☐	
CVA_3	And how many hours did you spend on **[ACTIVITY]** in total, in the last **[4 weeks / 30 days]**?	_____ HOURS *ENTER "999" IF CAN'T REMEMBER*		
CVA_4	What is the main reason why you helped in this activity?	WANTED TO HELP (WAS ASKED/OFFERED TO HELP)	01☐	→**CVA_5b**
		WANTED TO LEARN A PROFESSION/TRADE	02☐	
		WANTED TO GAIN WORK EXPERIENCE	03☐	

		REQUIRED TO COMPLETE [SCHOOL/UNIVERSITY/COLLEGE/COURSE]	04 ☐	→ **2nd ACTIVITY OR END**
		LEGAL/CONTRACTUAL OBLIGATION	05 ☐	→ **2nd ACTIVITY OR END**
		THREATENED INTO DOING IT	06 ☐	→ **2nd ACTIVITY OR END**
		SOCIAL/PEER PRESSURE	07 ☐	→**CVA_5b**
		OTHER (SPECIFY):_____	08 ☐	→**CVA_5b**
CVA_5	Did you do it because someone promised to teach you a profession or to help you gain work experience in a profession?	YES	01 ☐	→ **2nd ACTIVITY OR END**
		NO	02 ☐	
CVA_5b	Did you help because you have an agreement to receive in return help with your job or business?	YES	01 ☐	→ **2nd ACTIVITY OR END**
		NO	02 ☐	
CVA_6	Who organized this activity?			
		RESPONDENT'S PLACE OF WORK	01 ☐	
		ANY OTHER ORGANIZATION, ASSOCIATION, INSTITUTION, CLUB, BUSINESS	02 ☐	→ **CVA_8**
		COMMUNITY	03 ☐	→ **CVA_9**
		PERSON HELPED BY THE RESPONDENT	04 ☐	→ **CVA_9**
		RESPONDENT HIMSELF/HERSELF	05 ☐	→ **CVA_9**
		OTHER PERSON (SPECIFY):_____	06 ☐	→ **CVA_9**
CVA_7	Did your employer pay you for the time spent on this activity or give you a bonus [e.g. additional paid leave or paid time off]?	YES	01 ☐	→ **2nd ACTIVITY OR END**
		NO	02 ☐	
CVA_8a	What is the name of the organization and what does it do?	_____ (NAME)		
CVA_8b		_____ MAIN ACTIVITY		
CVA_8c		ISIC CODE: ☐☐☐☐		
CVA_9	Sometimes, people who help unpaid receive meals, small gifts or money to cover expenses such as transport, food and accommodation. Did you receive anything in this activity?	YES	01 ☐	
		NO	02 ☐	→ **2nd ACTIVITY OR END**
CVA_10	What did you receive? MARK ALL THAT APPLY			
		MONEY	a ☐	
		MEAL/FOOD	b ☐	
		ACCOMMODATION	c ☐	
		TRANSPORT	d ☐	
		OTHER (SPECIFY):____	e ☐	
IF CVA_10=a CONTINUE WITH CVA_11; ELSE, EITHER RETURN TO CVA_1 AND ASK QUESTIONS ABOUT THE 2nd ACTIVITY OR END THE INTERVIEW				
CVA_11	What amount of money did you receive?	_____ AMOUNT ENTER [9999] IF CAN'T REMEMBER OR REFUSES		