

Impact of key contemporary issues, trends and innovations on Queensland's volunteering sector

Final report

Report to

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Communities 2006

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Executive summary

This document reports on the outcomes of a research and practice literature review identifying and scoping issues that impact on the volunteering sector (specifically, changing social, demographic, labour market and public sector trends) and providing an overview of good practice volunteering models and innovations.

Key volunteering policy and operating context factors are consistently reported in the literature, specifically: changing demands on the sector producing greater professionalisation and corporatisation, changes in volunteering populations and motivations, diversity, rural and remote area impacts, information and communication technology developments, corporate social responsibility, and the role of volunteering in building social capital and civic engagement.

The report also discusses the role of governments and the general acknowledgment that the contributions governments can make to support and facilitate voluntary action include: funding support, infrastructure development (eg IT networks), capacity building activity (eg training and development), providing/facilitating sector networking opportunities, research, establishing an enabling environment (eg regulation, taxation, legislative change), promoting the value of volunteering, rewarding individual volunteer contribution, clarifying government-voluntary sector relationships, establishing or facilitating partnerships for effectively using volunteering in building communities, and as a source of corporate volunteering opportunities.

Developments in volunteering programs are described, including corporate, virtual, student, youth, family, group, time-limited, full-time, vacationer volunteering and programs targeting older volunteers.

Key trends contributing to the development of these different models and identified in the literature as impacting volunteering are discussed. They include socio-demographic trends, particularly the ageing population, structural and demographic changes in families and households, increasing affluence and income inequality, increased education levels, and linguistic and cultural diversity. Labour market trends include changing employment structures, changing patterns of market participation, unemployment rates, and corporate social responsibility trends. Public policy trends include mandated involvement in unpaid work, rationalisation of services, deinstitutionalisation policies, early intervention policies, community renewal and capacity building programs, and a partnership focus. Other issues are also identified, such as 'pace-of-life' demands, changing religious participation, population mobility, changing entertainment patterns, attitude changes, rural and regional areas in decline, technological change and globalisation, and declining societal ties.

Four specific interest areas are discussed in more detail (young volunteers, older volunteers, corporate volunteering, and virtual volunteering), summarising trends and issues, policy and practice implications, and providing Australian and/or international practice examples in each area.

Overall, there is a general view in the literature reviewed that traditional volunteering needs to change in response to changing volunteer supply and demand trends (particularly the impact of the ageing population), moving from a 'charity' to 'social enterprise' model, with consequential flow-on effects to infrastructure development needs. The key areas consistently identified as requiring change are recruitment and marketing strategies (particularly for reaching young people and increasingly for retirees from the baby-boomer generation), providing more flexible and meaningful volunteer opportunities (including off-site

delivery options such as through the use of ICTs), volunteer management strategies appropriate to a more highly educated and professionally skilled group (whose motivations include personal benefit and satisfaction returns as well as altruism), recognition and reward strategies that recognise these different motivations, and making greater use of corporate and employer supported volunteering.

Background and structure of the report

In July 2006, the Department of Communities commissioned a report on the key contemporary issues, trends and innovations in volunteering, based on publicly available reports, information available on the Internet, and any additional reports and data provided by the Department for the purposes of the research. Other parallel commissioned research reported on support and management issues for volunteers and voluntary organisations (McGregor-Lowndes 2006) and provided an economic cost analysis on volunteering (Ironmonger 2006). The specific terms of reference of the current report are to:

- identify and scope issues that impact on Queensland's volunteering sector;
- assess, in more detail, the impact on Queensland's volunteering sector of changing social, demographic, labour market and public sector trends, including how this may impact differently on rural communities as compared to major regional centres/cities
- provide an overview of best practice local, national and international volunteering models and innovations

Issue areas of interest were identified in the brief as:

- Government's role in supporting volunteering
- benefits to community and government including both social and economic impacts across different service sectors
- funding arrangements
- infrastructure development
- the enabling environment including government legislation, regulation, criminal checks, public liability insurance, taxation and accountability issues
- corporate citizenship
- employee volunteering
- community ICT support and capability
- virtual volunteering
- changing trends and attitudes to volunteering
- training and skills development
- opportunities to suit the life stages of volunteers, for example, baby boomers, seniors and youth.

This report presents the outcomes of this review of the research and practice literature, addressing the issue areas above as they arise within particular sections.

The following sections of the report provide an overview of definitional issues, cited benefits, operational and policy context matters, and the role of governments. Subsequent sections

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describe developments in volunteering programs and underlying socio-demographic, labour market, public policy, and other trends and their impact on volunteering. The final sections focus on two key target groups of older people and young people and on corporate and virtual volunteering. Relevant innovative and good practice examples are described under each of these sections.

The approach taken to presenting the information derived from the large body of published literature on volunteering in this report has been to include only the key themes and some selected practice examples in the body of the report, relying heavily on footnotes to present more detailed information or to identify the evidence source(s) for that conclusion. The annotated bibliography summarises key information from each of the reviewed reports, focusing on matters relevant to the terms of reference rather than providing a comprehensive overview of all aspects covered by each report. Because of the broad scope of the terms of reference, the material reviewed covers a wide range of subject matter, intended to provide breadth in the scope of issues covered as well as depth on key matters. Greater priority is given to reviewing the policy and practice literature than to the theoretical or academic work in the field.

Volunteering defined

An issue frequently raised in the research and practice literature is lack of clarity on the definition of volunteering and of consistency in the scope that this term encompasses. Common to all definitions is the use of the term to refer to people who contribute to the community in varying ways through the donation of their time and services¹ but there is variation in whether the definition covers:

- informal activity, that is, volunteering done through social groups or networks rather than through organisations or formal groups (ie formal volunteering)
- mandatory unpaid work eg 'work for the dole' obligations
- circumstances where, although not mandated in the same way as in the previous point, the activity is an expectation of a wider program eg student placements or voluntary work experience schemes organised through schools or other educational institutions
- certain types of unpaid participatory activities eg political party campaigning, honorary service in elected unpaid official positions
- specific recipients eg extended family members outside the immediate household, neighbours, or other recipients who already have a relationship with the volunteer
- paid positions in voluntary organisations paid at substantially below equivalent wage-level and where there is therefore effectively an unpaid time contribution made eg some international aid roles
- spontaneous action rather than intentional planned activity

These definitional issues are more than academic concerns. They impact on the evidence base on which policy decisions are based (for example, statistics on rates and trends in volunteering). They also have implications for how volunteering is viewed² and presented in the wider community, and therefore, for example, in how to attract volunteers and support volunteer activity across different groups in the community.

¹ Flick, Bittman & Doyle 2002

² discussed further in the subsection on diversity

There is also variation in the terminology for the organisations and/or sector through which formal volunteering occurs. The research and practice literature uses a wide range of terms to refer to these (which in some cases also includes other types of organisations) for example, community and voluntary organisations³, the third (and sometimes also fourth⁴) sector, non-profit or not-for-profits⁵, social enterprises⁶, charities, the social economy, non-government organisations, philanthropic bodies, civil society organisations, and other terms.

Australian statistics and reports are broadly consistent in considering volunteering as freely chosen (ie excluding mandated obligations) and structured unpaid activities (other than out-of-pocket expense remuneration) carried out through organisations or formal groups (ie excluding informal volunteering).

For example, the Australian Bureau of Statistics definition⁷ is: “a volunteer is someone who willingly gave unpaid help in the form of time, service or skills, through an organisation or group”, with an organisation or group defined as “any body with a formal structure”. Volunteer Australia’s definition refers to formal volunteering as an activity which always takes place in not-for-profit organisations or projects and is undertaken to be of benefit to the community and the volunteer, of the volunteer’s own free will and without coercion, for no financial payment, and in designated volunteer positions only.

The terms mutual aid and co-production are used in some of the more recent UK research and policy reports when discussing informal volunteer activity⁸, with one report presenting a typology of volunteering based on motivation as: mutual aid (where volunteering is a response to a problem or experience shared with recipients), philanthropy (altruism, with recipients not being members of the same group or community), old individualism (a form of self help, reacting to a personal need or circumstance or life event), and new individualism (developing skills and experience of value in the labour market). There is also emerging interest in ‘unaffiliated’ or ‘vigilante’ volunteers, described⁹ as people who do not feel obligated to volunteer through established channels, creating ad-hoc organisations or finding personal ways of doing what they want to do.

Benefits of volunteering

The benefits of volunteering have been described¹⁰ in a large number of reports and on volunteering organisations websites as both providing personal benefits for the individual and as conferring economic and social benefits to society, including:

³ the term applied in the UK government policy literature

⁴ eg Baines 2005, referring to informal forms of volunteering

⁵ the term most commonly used in the US literature

⁶ used in some Canadian literature (eg Policy Research Initiative 2005) to refer to citizen-led, community-based organisations that use a combination of market (sales revenue and paid labour) and non-market (government funding, private philanthropy, and volunteer labour) resources to produce and deliver goods and services in the marketplace based on a combination of the common interests of members and concern about the well-being of others)

⁷ taken from the glossary for the Voluntary Work 2000 survey

⁸ eg Boyle et al 2006; Centre for Enterprise & Economic Development 2006

⁹ Merrill Associates 2003 – includes US case study examples of individual action of this type providing valuable services and ultimately leading to the creation of new non-profit organisations

¹⁰ eg Barnard et al 2003, Flick et al 2002, Wilkinson et al 2002

- economic value of the unpaid work produced¹¹
- personal satisfaction gained by volunteers through helping others and participating in meaningful activities that make a difference to society
- personal growth and empowerment from the development opportunities provided through volunteering, building confidence, self-esteem, and communication, organisational, and interpersonal skills¹²
- an avenue for gaining and maintaining work-related skills and practical experience, thereby providing a pathway to paid employment
- social networking and reinforcing connection to the community, building social capital and reducing social isolation and its adverse consequences
- an enjoyable experience and way of having fun
- giving structure and continuity during times of change and upheaval and assisting the transition between significant life changes (eg from paid work to retirement, from education to paid employment)

Additional benefits described¹³ for corporate volunteering include:

- increases company reputation and standing in the community, with flow-on effects to market share and employee recruitment and retention
- raises morale, team spirit, and company pride and loyalty among employees, with flow-on effects to staff performance and productivity
- employees develop community networks, management and leadership skills that can be used in the workplace and benefit the business
- provides an additional source of skilled volunteers for voluntary organisations
- builds management and entrepreneurial skills in the not-for-profit sector
- builds partnerships and promotes understanding between different sectors in society

Additional benefits have been described for particular types of volunteering programs. For example, further benefits of family volunteering¹⁴ have been described as: parents providing role models to their children demonstrating helping others in need, building respect for different people and conditions, a shared sense of accomplishment, developing family pride, strengthening families by providing a fun activity done jointly as a family group, and creating a history of family memories. Volunteering through full-time residential placements has been described¹⁵ as a pathway to independent living for young people.

¹¹ a current costing for Queensland has been commissioned research by the Department of Communities as a concurrent research project; previous costings are reported in the literature for Australia, SA and Victoria (eg ABS 2001, Ironmonger 2002, Soupourmas & Ironmonger 2002) and in international research

¹² in Canadian research, 81% of volunteers reported gaining interpersonal skills such as understanding people better, learning to motivate others, and learning how to deal with difficult situations and 74% had developed better communication skills, with those aged 15 to 24 more likely than those aged 25 to 34 to report such gains (Barnard et al 2003)

¹³ eg Flick et al 2002, Murphy & Thomas (n.d.), NSW Premier's Department Employee, Volunteer Canada 2001, Volunteering Working Group (n.d.), Volunteering Australia (n.d.),

¹⁴ Go Volunteer website, Volunteering Ireland website, Volunteer Canada (n.d.)

¹⁵ eg Community Services Volunteers website

Virtual volunteering benefits additional to those already listed have been described¹⁶ as bringing a global dimension to an organisation through networking opportunities provided by international online volunteering, increasing diversity and expanding the organisation's thinking.

Additional student volunteering benefits are described as¹⁷ experiencing diversity by integrating with non-students and influences on the course of career.

Various benefits have also been highlighted for particular groups, for example, disabled young people¹⁸, the developmentally disabled¹⁹, the homeless²⁰, low-income groups²¹, people seeking work²², children under 14²³, children and young people generally²⁴.

There is evidence²⁵ from empirical studies that volunteering confers physical and emotional health benefits, with reduced mortality rates reported among older volunteers (even when age, sex, socio-economic status and health are controlled for) and increases in self-rated health after participating in volunteering activities. Health and fitness benefits have also been described²⁶ for younger volunteers.

¹⁶ eg Cravens 2006

¹⁷ eg Student Action in Wales website

¹⁸ eg Moore & Fishlock's 2006 guide to involving young disabled people as volunteers

¹⁹ eg Purdon 2003

²⁰ eg Off the Streets and into Work 2004 *volunteering guide*

²¹ eg Social Planning and Research Council of British Columbia 2005 interview-based research identified gaining access to resources (eg a phone or meals) among the motivators for volunteering in two low income Canadian communities

²² eg obtaining nationally recognised accredited award/certificate, gaining a written or verbal references, adding the experience to CVs, ability to explore different sorts of career or job opportunities in a voluntary capacity, as well as skills and experience acquisition generally (Go Volunteer website)

²³ eg promotes healthy lifestyle and choices, enhances development, teaches life skills, and encourages a lifelong service ethic (Torres 2003)

²⁴ eg the US Volunteer Matching site lists '20 great reasons to volunteer' including, in addition to those described above, 'impressing you mom' and 'getting out of the house'

²⁵ eg Experience Corps research showing 30% of volunteers (primarily in their 50s and 60s) reported they were in 'excellent' or 'very good' health before they started volunteering and 42% reported felt this way after their volunteering experience (Graham 2003); also international studies cited in Department of Transport and Regional Services 2005;

²⁶ eg an ICM Poll of over 600 volunteers cited in the Russell Commission consultation paper 2004 found 60% of 18-24 year-olds said that volunteering has improved their fitness, 32% that volunteering has helped them lose weight, 22% that volunteering helps them cut down on alcohol, and 30% of smokers say volunteering helps them smoke less

The volunteering policy and operating context

The literature shows general agreement on a number of context issues within which volunteering operates, as described below.

The rate and pattern of Australian volunteering

Compared to other countries, Australia has high rates of volunteering and Queensland figures are currently comparable to levels elsewhere in Australia²⁷. Information on characteristics of volunteers are presented under relevant sections of the remainder of the report.

Changing demands on the sector

There have been changing demands on the voluntary sector resulting from both policy directions (such as governments contracting voluntary organisations to deliver services²⁸) and socio-demographic trends which will continue²⁹ into the future – raising the issue of whether, despite our high rates of volunteering, growing demand will exceed availability.

The professionalisation and corporatisation of volunteering has been widely documented, described as impacting³⁰ on voluntary organisations and on volunteers (eg additional accountability and quality control reporting obligations) but also as providing opportunities (eg skills acquisition and a pathway to paid employment as a motivator to volunteer).

The international practice literature includes a wide array of resources in the form of guides and tools and other good practice material designed to support volunteering organisations in

²⁷ eg comparison of participation data from the most recent (2002) ABS survey; Giving Australia survey results (Department of Families and Community Services 2005 and related publications); Department of Transport and Regional Services 2005 analysis of socio-demographic and other factors predicting volunteering based on the 2001 HILDA survey; international comparisons reported in Salamon et al and other findings of the Johns Hopkins Comparative Nonprofit Sector Project including the project website's comparative analysis figures on volunteering in 26 countries

²⁸ with impacts described in a number of reports including funding reduction, effects on employees, value conflicts, and negative impacts on disadvantaged clients eg Wilson's 2001 NZ literature review; Considine's 2003 discussion of role of Australian nonprofits in delivering public services; British Association of Settlements and Social Action Centres' 2006 member survey; Russell & Scott 1997

²⁹ eg the aging population as a growing source of demand for services for eg in supporting those aged 80 and over in their homes – a recent analysis of healthy life expectancy in Australia (AIHW 2006) concludes that the ageing of the Australian population and the greater longevity of individuals results in more people, especially those at older ages, living with a disability (although this is more likely to be in the form of a less a severe than a severe or profound core activity limitation)

³⁰ issues identified in various reports include: efficiency and workload demands on volunteers, volunteer burnout, staff supervision obligations, organisational governance requirements, increasing work-related stress levels, quality control and accountability demands, quality control and accountability reporting requirements, expanded management obligations, value conflicts, tensions associated with introduction of paid staff and relationships with unpaid worker, skill and training demands, accreditation issues and pressures, fulfilling volunteer expectations of meaningful work and skills utilisation/acquisition, pressures of greater awareness of 'employment' rights and employee management obligations, funding reduction or loss for some organisations, negative impacts on disadvantaged clients (eg Davis Smith 2006, Evans & Saxton 2003, Merrill Associates 2000, QCOSS 2006, Wilson 2001)

areas such as volunteer recruitment and selection, volunteer management, organisational governance, and other issues relevant to their operations and the use of volunteers³¹. There is also a growing body of guidance material for both volunteering organisations and employers on corporate volunteering (described in a later section of the report).

Changes in volunteering populations and motivations

Changes in population demographics (detailed in later sections of the report) and related trends in motivations and expectations of volunteers are commonly discussed in the literature as posing particular challenges for volunteering organisations. There is evidence that motivations to volunteer are changing, although not always agreement on whether there have also been changes in the nature of underlying social values driving these, with some reports citing less altruism and greater individuation and expectation of benefit as factors that need to be considered in recruiting and retaining volunteers³². However, most Australian and international literature³³ shows that 'common good' motivations still predominate as reasons for volunteering among the wide range of reasons³⁴ cited for volunteering.

The move for 'baby-boomer' generation to be reaching or entering retirement age is also commonly described as bringing a change to both the professional skill base available to volunteering as well as introducing new demands on volunteering organisations to become more flexible and innovative in their volunteer recruitment and management strategies in order to respond to the different motivations and expectations³⁵ of this group.

Trends experienced in some countries of declining rates of volunteering among younger age groups have also led to a body of research and practice literature on engaging young

³¹ eg the UK's ACEVO, Charity Trustee Networks, ICSA, NCVO (on behalf of The National Hub of Expertise in Governance) 2005 *Good governance* code for voluntary and community sector organisations; the Investing in volunteers (n.d.) UK best practice standard; McKinsey & Company's 2001 US report on strengthening sustainable capacity in nonprofits; Office of Public Management 2006

³² for example, reciprocity/return of benefit expectations (as discussed in the literature on co-production and organised mutual aid), expectations of new groups of potential volunteers (eg time-rich work-poor interests of early retirees, skill development interests among young people and the unemployed, mutual benefits/reciprocity motivations for some under-represented groups, time-limited project focus for flexible-hour and geographically transient professionals)

³³ eg the most common current reason for participating was given as helping others or the community (47% of Australian) in the ABS 2000 Community Work survey; 'sense of community' was the major reason given for becoming an emergency service volunteer in a WA survey (Aitken 1999); van Hal et al's 2004 analysis of EU countries found 'social responsibility' and 'helping others' were among the most important motivations reported across countries

³⁴ eg self-satisfaction, skill enhancement, social interaction, community participation, and ability to gain work experience identified in Queensland research (Bates 1999)

³⁵ eg WA Government commissioned interview, focus group and literature based research on aspirations and characteristics of boomers concludes this group wants meaningful, interesting, creative and challenging volunteering opportunities that meet their personal (not just the organisation's) needs, delivered through well managed organisations providing professional services, and where their contribution is truly valued (Esmond 2001); Harvard School of Public Health & MetLife Foundation 2004

people. There is evidence³⁶ of different motivations for volunteering in this age group, particularly a greater focus on volunteering as a pathway to paid employment.

A related issue is the image of volunteering, perceived³⁷ particularly by young people as being 'out-of-touch', and stereotypically viewed as a middle-class and older-age activity.

Older and young people are two groups being increasingly targeted at both government policy and organisational practice level as further described in later sections of this report.

Diversity

Australian and international statistics tend to show lower rates of volunteering among particular groups in the community, such as people from Indigenous and culturally and linguistically diverse communities in Australia³⁸ and Blacks, minority ethnic groups and people with a disability in the UK.³⁹ The research and practice literature⁴⁰ documents differences in the understanding of and involvement in formal volunteering by different

³⁶ discussed in the later section on young people

³⁷ eg analysis of outcomes to the UK consultation paper and survey research (Russell Commission 2005)

³⁸ eg the Giving Australia survey found 42% of those born in Australia had volunteered in the past year compared to 33% of those born overseas in non-english speaking countries; the most recent ABS survey (2002) shows similar differences nationally between those born in Australia and in non-english speaking overseas countries (40 and 30%), with a smaller level of difference in Queensland than nationally (36 and 30%); and the more recent (2004) OESR Queensland survey showing a stronger trend (37 and 26% respectively); DVC's *Indicators of community strength in Victoria 2004* figures showing lower volunteering rates among those not born in Australia and those not speaking English at home, and other research suggests Indigenous Australians are similarly underrepresented in formal volunteering, cited in the Victorian Parliamentary inquiry report finding (OSISDC 2006); UK 2005 Citizenship Survey finding of lower formal volunteering participation rates among minority ethnic groups (Murphy & Wedlock 2005); Institute for Volunteering Research 2004 UK research based on literature review, stakeholder organisation consultations, survey and case studies into the volunteer experiences of three social exclusion groups (disabled people, black and minority ethnic groups, and ex-offenders) confirming volunteer under-representation among these groups; Purdon's 2003 conclusion that the developmentally disabled are heavily underutilised

³⁹ eg the UK 2005 Citizenship Survey finding of lower formal volunteering participation rates among minority ethnic groups (Murphy & Wedlock 2005); Institute for Volunteering Research 2004 UK research based on literature review, stakeholder organisation consultations, survey and case studies into the volunteer experiences of three social exclusion groups (disabled people, black and minority ethnic groups, and ex-offenders) confirming volunteer under-representation among these groups; Purdon's 2003 conclusion that the developmentally disabled are heavily underutilised – Australian statistics, however, show similar participation rates for people with a disability eg the most recent ABS survey (2002) shows that, for Queenslanders aged under 65, 40% of those with a core disability volunteered, as did 38% of those with a schooling/employment restriction only and 41% of those without a specific limitation or restriction, compared to 35% without any disability or long-term health condition; although the pattern was reversed among those aged over 65

⁴⁰ eg Anheier & Salamon's 2001 analysis of cross-national differences in volunteering across 9 countries notes cultural differences in definitions of volunteering

groups, for example, volunteering being more likely to be by way of informal than formal volunteering by Indigenous, ethnic, and lower income groups⁴¹.

The literature⁴² also acknowledges the benefits of inclusiveness and involving a wide range of diverse groups, most commonly identifying people with a disability, those from culturally and linguistically diverse backgrounds, and those from disadvantaged communities, although in some cases volunteer diversity is given a wider focus, extending to a range of marginalised social groups including ex-offenders and unemployed people.

Diversity is being taken up as a specific policy and practice issue in some places⁴³, for example, the UK where specialist services (particularly for Black and minority ethnic groups) is a key platform of the Changeup strategy⁴⁴ to modernise voluntary sector infrastructure. There are also various information sources, guides, and other resources on engaging diverse groups in volunteering⁴⁵.

Rural and regional areas

The operating environment for volunteering in rural areas is described as substantially different to that of urban areas, citing⁴⁶ issues such as: pressure to deliver a wide range of public services because of the withdrawal of local provision of some government services, the dispersed nature of rural communities, poor transport links, small communities that lack a 'critical mass' of volunteers, low levels of networking between groups and communities, low take up of training and ICT, a lack of understanding of diversity issues in some areas, and the generally higher costs of delivering equivalent services. Volunteering rates have historically been higher outside of the major cities⁴⁷ although there is a tendency⁴⁸ for more hours on average to be contributed in city than country areas.

⁴¹ eg Baines 2003 and Department of Communities and Local Government 2006 (England), Reilly 2006 (Scotland), Office of the Minister for the Community and Voluntary Sector (New Zealand - three separate reports on Maori, Pacific, and ethnic peoples)

⁴² eg Bruce 2006, VOLT Network 2006

⁴³ eg Victorian Government, where inclusive volunteering was considered and recommended on in a recently tabled Parliamentary inquiry report (OSISDC 2006)

⁴⁴ supported by a grant program *Improving Reach* introduced in 2006 for infrastructure development of organisations reaching a range of marginalised groups, specifically targeting black and minority ethnic groups, refugee and migrant groups, faith groups, and isolated rural groups, with £6million allocated in 2006-07 and £5million in 2007-08

⁴⁵ eg Bruce 2006, Moore & Fishlock 2006, National Association for Voluntary and Community Action 2003, National Centre for Volunteering 1996, Volunteer Zone Bénévoles 2005

⁴⁶ eg Active Communities 2004, Reinholdt 1999

⁴⁷ the most recent ABS survey (2002) shows rates of 33% for major cities, 37% for inner regional and 40% in other areas of Queensland

⁴⁸ the Giving Australia survey shows mean hours volunteered of 134 in Brisbane and 131 in Queensland country areas, noting a general trend for lower rates but longer hours in most Australian states and territories

Role of ICTs

Information and communication technologies have been described⁴⁹ as important in two areas. The first is the use of ICTs⁵⁰ by volunteering organisations to enhance their operational and administrative processes⁵¹, for example, expanding access to new audiences through on-line matching of volunteers and volunteer opportunities or delivering internal efficiencies by enhancing other operational and administrative processes for voluntary organisations.

However, reports⁵² also document barriers to overcome in using ICTs to their full potential in many voluntary organisations. This is widely acknowledged (for example, the UK) through infrastructure grant funding by government and the establishment of government and sector-wide partnerships (discussed further in the following section), but there are also numerous examples⁵³ of corporate volunteering and pro bono support provided by the ICT sector to volunteering organisations.

⁴⁹ a Points of Light Foundation 2004 US online survey of over 15,000 people involved in or concerned about volunteering found one of the trends most frequently cited as the most important change for volunteering over time (out of 17 trends given) was the internet as a resource for volunteering

⁵⁰ although use of the internet is the most commonly described, other ICTs are also relevant, for example, Evan & Saxton 2004 describe a number of "Best Practice: Technologically assisted voluntary sector innovations" such as British Institute for Brain Injured Children setting up video conferencing in client homes to enable counsellors to support and observe families in their natural environment, saving parents the stress of having to travel to the centre

⁵¹ potential applications described in the Department of Communication, Information Technology and the Arts 2005 discussion paper on ICTs and the nonprofit sector include online consultation and feedback, online conferencing and networking, e-business such as fundraising or banking, online learning and training, providing social support online, garnering online support for advocacy, relationship building through newsletters and email, and enhanced internal administration; internet recruitment, on-line volunteer training, e-mail communication, and ICT facilitated employee engagement initiatives cited in European Volunteer Centre 2003; new modes of service delivery (such as online mutual support groups and video conferencing in rural areas), internal efficiency gains (such as online purchasing, web based donations, recruitment, electronic tendering etc), and wider networking benefits are described in UK survey research (Hall Aitken 2005)

⁵² eg Department of Communication, Information Technology and the Arts 2005 discussion paper on ICTs and the nonprofit sector, identifying a range of barriers to ICT full adoption and effective use in the sector, such as accessibility, access to ICT and technical support, technological literacy, cost, the fast pace of technological change, availability of reliable advice, and lack of overall strategic direction in some areas, with smaller regional nonprofits described as particularly likely to struggle; barriers to effective such as organisational resistance to using ICT, adopting inferior technology, duplications in service delivery, replication of manual systems, poor management information cited in Volunteering Australia 2005; poor level of ICT infrastructure in the sector (eg only 49% of UK VCOs use the internet for promotion and 35% for recruitment c.f. 79% & 41% of businesses), lack of resources, sector attitudes (especially senior management not recognising its benefits), lack of support and training are identified as barriers in a UK survey of over 2,000 voluntary and community organisations (Hall Aitken 2005); barriers to effectiveness of integrating technology within the mainstream of organisational activity are described as a major skills shortage across both the public and voluntary sectors; lack of adequate and structured training for staff, users and board/elected members particularly by voluntary organisations; inadequate consultation and involvement of users in developing e-strategies, inadequate systems of data collection and integration, and controlling approach to information and its ownership (Wilcox & Pearl 2002); see also Saxton & Game 2002; Ticher & Eaves 2004, Ticher et al 2002

⁵³ eg Davey's 2004 presentation on the contribution of IT4Communities on IT volunteering, consisting of over 675 projects, involving 500 charities and 1000 registered volunteers and £250,000 worth of support provided to the UK voluntary sector

The second area is use of ICTs as a service delivery method for delivering volunteer activities (ie virtual volunteering), which is discussed in a later section of this report. This has been described⁵⁴ as comprising two types - technical assistance (eg website design, language translation, database, management) and direct client contact, such as distance learning, mentoring, email visitor contact, or moderating a chatroom.

Corporate social responsibility

The corporate social responsibility paradigm⁵⁵, whereby businesses are increasingly acknowledging and taking up a role in addressing community, social and environmental issues rather than simply seeking economic returns, has also been identified as impacting on volunteering, reflected in the rise in corporate involvement with volunteering organisations and employee volunteering programs. These are discussed in a later section of the report on corporate volunteering.

Social capital and civic engagement

The literature draws strong links between volunteering and the building of social capital. Volunteering is viewed⁵⁶ as an expression of civic engagement and as playing a critical role in the building of community capacity and connectedness⁵⁷. Most indicators of social capital include volunteering as an index or measure⁵⁸.

Role of governments

Countries vary⁵⁹ in the model of government-voluntary sector relations, determined at least in part by the historical basis of volunteering development and its philosophic origins in the particular country, as well as its economic, social and political characteristics. Research⁶⁰ has identified different models and rates of volunteering according to the nature of state-society relations, indicating that conclusions about best practice models of government-

⁵⁴ Volunteering Ireland factsheet

⁵⁵ there is an extensive body of literature on corporate social responsibility (CSR) and corporate citizenship – some reports that have linked CSR more directly to volunteering in an Australian context are described in the annotated bibliography (eg Anderson 2006)

⁵⁶ for example, *Manifesto for volunteering in Europe* recognises acknowledging the role of volunteering in fostering active citizenship as a key element (European Volunteer Centre 2006); the National Committee on Volunteering report to the Irish Government concludes it is viewed as essential to the development of civic participation, social solidarity and individual development and constitutes a key source of 'social capital'; the Centre for Civil Society & National Council for Voluntary Organisation (2001) analysis of 5 years of developments in the UK voluntary sector concludes there is a continuing emphasis on volunteering as a means of enhancing social cohesion in England; Wilkinson & Bittman's 2002 discussion of volunteering in the context of civic participation and democracy as 'the human face of democracy'

⁵⁷ eg Bolton's 2003 analysis of the value added by the voluntary sector; Merrill's 2005 discussion of the community building potential of volunteerism; Morgan's 2001 discussion of the role of volunteering in community capacity building; Solidar 2005 NGO conference outcomes

⁵⁸ eg ABS Social Capital Framework

⁵⁹ see Eurofestation 2004 European roadmap report and European Volunteer Centre individual country overviews for national differences in the European context

⁶⁰ eg Anheier & Salamon 2001

sector relationships drawn from international comparisons need to be carefully considered and take this historical and wider context into account.

No single good practice model was found in the literature that is explicitly cited as representing the agreed ideal relationship and basis for working arrangements between government and voluntary sector. There is some debate about where the line should be drawn between government policy that stimulates volunteering effort as a value in its own right and policy that seeks to use volunteers as an instrument of delivering other government policies⁶¹ eg as a vehicle for welfare service delivery.

However, there is a widespread acknowledgement that the role of governments is to support and facilitate voluntary action. The contributions that can be made by governments identified in the literature⁶² to encourage and support volunteering include:

- funding, particularly of peak and network infrastructure bodies
- infrastructure development eg establishing IT networks for the sector
- volunteer organisation capacity building eg providing or funding sector training and development
- providing/facilitating networking opportunities among volunteering bodies eg by hosting/sponsoring conferences, discussion forums or other events
- commissioning, facilitating and promoting research, evaluation, and development of an evidence-base for good practice in volunteering
- establishing an appropriate enabling environment eg through taxation incentives for volunteering activities, changing legislation on volunteer liability, tax deductibility for legitimate volunteer expenses not reimbursed by the organisation
- promoting the value of volunteering eg through policies that recognise and validate the role and contribution of volunteering, establishing structural arrangements that reinforce this policy focus⁶³
- encouraging and rewarding volunteer commitment eg through awards or other recognition schemes⁶⁴
- making explicit the nature of the relationship between the voluntary and public sector and the respective roles and responsibilities of each towards the other eg through mutually agreed compacts or accords
- establishing or facilitating partnerships at local or wider level that mobilise and effectively use volunteers in building community capacity to produce positive change eg neighbourhood renewal programs

⁶¹ National Committee on Volunteering 2002

⁶² eg Barnett 2006, Burns 1999, Home Office & HM Treasury 2002, Roundtable on Volunteerism and Social Development 2000, United Nations General Assembly 2002, UN Volunteers (n.d.), Volunteering Australia 2004, Volunteering SA (n.d.)

⁶³ for example, WA has a Minister of Community Development, Seniors and Volunteering, and Youth and a Volunteering Secretariat within the Department of Community Development

⁶⁴ eg WA's Thank A Volunteer Day 2005 is supported through state government grants of up to \$500 to over 60 metropolitan and regional community organisations, volunteer centres and local government authorities to help them stage events that recognise and celebrate the contribution volunteers make to the community

- as an employer, offering opportunities for volunteering within government agencies and encouraging/supporting employee volunteering

Funding arrangements

The publicly available literature shows a range of funding models for volunteering organisations, although the funding basis is not always documented. At the international level⁶⁵, volunteering national, regional and local bodies tend to be funded through a combination of private and public sector sources, but varying in the relative proportions⁶⁶. A mix of sources is often reported⁶⁷, such as direct central and local government funding, indirect statutory funding through semi-state agencies, grant-making trusts and foundations, local enterprise companies, various community funds, corporate sponsorship, public fundraising and private donations, lottery distributions⁶⁸, and internally generated revenue such as service charging. Volunteering Tasmania released a prospectus in 2006 seeking to attract investment in Volunteering Tasmania Inc from the business sector of Tasmania in funding or in-kind goods or services.

Governments generally provide funding support (in part or full) for national centres and similar infrastructure bodies⁶⁹ in most places but vary in whether this involves core or program funding or both. Funding mechanisms for local centres are more variable but government grant funding for core functions or specific programs is common⁷⁰.

There is also variation in the model under which government funds are disbursed, for example, direct funding of relevant organisations' operations from government revenue,

⁶⁵ less so in the United States where foundations and philanthropic sources of funding predominate – eg the Grantmaker Forum on Community and National Service 2003 concludes that volunteer programs are more likely to be funded by philanthropy than by government

⁶⁶ For example, statistics given for European countries in overviews published by the European Volunteer Centre include: 34% national and local government funding in Wales, 47% in Austria, 60% in Belgium, 76% in Germany, and 35% fully or mainly funded through the public sector in Italy. Other countries such as England, Scotland and the Republic of Ireland identify a mix of funding sources but without specifying specific proportions in these reports. A UK Treasury review cites figures of almost 30 per cent of the income of 'general charities' in the UK in 2000–01 coming from government.

⁶⁷ eg local councils, local health trusts, local enterprise companies, the Community Fund, Lloyds TSB Foundation, the Unemployed Voluntary Action Fund, European Union grants, paid training and consultancy services, etc in Scotland; public employment incentive measures funding, service provision fees, membership fees, corporate sponsorship, donations, lottery agencies funds, foundation monies, "Bundesländer" funding, central and municipal government monies, and other sources in Germany

⁶⁸ this source provides 5% of funding in Germany and in Wales

⁶⁹ eg new Zealand's Support for Volunteering Fund established in 2002 and administered by the Department of Internal Affairs provides funding of \$450,000 per year of which \$270,000 is allocated to volunteer centres, \$90,000 to Volunteering New Zealand, and \$90,000 per annum split equally between initiatives for tangata whenua (Maori), Pacific peoples and ethnic communities.

⁷⁰ National Committee on Volunteering conclusions from case studies (including Canada, Northern Ireland, Scotland, Denmark, and Germany) documented in the report, consistent with information provided for these and other European country overviews published by the European Centre on Volunteering; in England most volunteer centres are funded locally by local authorities and councils, with about 10% of the average centre's income from other source such as charitable trusts, private giving and business donations or sponsorship with an increasing proportion of volunteer centre funding is by way of contracts and service level agreements (Northampton Volunteer Centre consultation paper 2006)

commitments for government to match private sector funding raised (as in the UK's v20 program), and disbursement of public monies to local bodies through an umbrella organisation grant funding scheme (as in the UK's Department of Health's Opportunities for Volunteering scheme monies administered through Volunteering England or Singapore's New Initiative Scheme⁷¹ through the National Volunteer & Philanthropy Centre Singapore).

As well as supporting agency operations, one-off Government funding is also provided for designated purposes, as in the implementation of the Russell Commission recommendations in the UK⁷² and the Changeup program⁷³ (a one off three-year investment of £125 million aimed at modernising the sector that was recommended in the 2002 Treasury cross-cutting review and which has led to the setting up of the initiatives described below). Australian examples of one-off specific purpose grants include the Commonwealth Government's Volunteer Small Equipment Grants, with funding of \$3 million announced in June 2006, for grants of up to \$3,000 to community organisations to help them purchase small equipment items 'that will make the work of their volunteers easier, safer and/or, more enjoyable'.

Government-established or mandated community grant schemes also provide a source of funding in a number of places. For example, Queensland's Gambling Community Benefit Fund allocates one-off grants of up to \$30,000 to approved non-profit organisations to help them provide community services or activities, disbursing almost \$33 million in 2004-05. Other states⁷⁴ also operate similar schemes.

Capacity and infrastructure development

There is a general recognition⁷⁵ that governments have a role to play in supporting voluntary sector capacity and/or infrastructure⁷⁶. Some reports distinguish between primary and secondary infrastructure, with primary volunteering infrastructure as referring to a national

⁷¹ Singapore New Initiative Grants offers of up to S\$100,000 for allowable costs (such as rental of premises, IT and office equipment, utilities, volunteer and fundraising-related expenses, manpower and training / consulting costs related to volunteerism, philanthropy and operations eg finance, IT and marketing) with qualifying criteria that the initiative must: meet community needs in Singapore; be new, ie, significantly different from anything offered by other parties; have a strong component of volunteerism and/or philanthropy; be sustainable ie not one-off/ad hoc; be secular, non-profit, not purely social/recreational; meet agreed deliverables; be carried out by an organisation registered in Singapore or be part of such an organisation; have other confirmed sources of funding which make up at least 30% of start-up and/or first year operational costs

⁷² in December 2005 forty-five organisations across England were awarded funding to enable them to develop strategies to involve young volunteers and share existing good practice in engaging groups of young people who do not traditionally volunteer

⁷³ overall government investment in the program of £80 million over 2003/04 – 2005/06 in developing ChangeUp and an Early Spend programme and £72 million remains to support implementation (£66 million revenue and £16 million capital to be invested by March 2006)

⁷⁴ eg the NT Community Benefit Fund operates a similar scheme with allocations up to \$5,000; Star City Casino contributes about \$10m per year to the NSW Casino Community Benefit Fund

⁷⁵ eg United Nations General Assembly 2005, UN Volunteers (n.d.)

⁷⁶ noting that the term infrastructure is used differently in different reports, with the UK Treasury review describing infrastructure capacity building separately from organisational capacity, technical capacity and community capacity building; however, later UK government publications define the term more widely as "The physical facilities, structures, systems, relationships, people, knowledge and skills that exist to support and develop, co-ordinate, represent and promote front line organisations thus enabling them to deliver their missions more effectively" (Active Communities 2004)

centre for volunteering and a network of local volunteering centres and secondary infrastructure relating to the volunteer involving organisations that draw on volunteers to provide programs and services.

Most countries have primary infrastructure in place in the form of national centres and peak bodies with varying roles and functions, including research, information provision, promotional activities, program development and other support for local centres, advocacy, and advice to government. While some countries (eg Canada, Northern Ireland and Scotland) have been developing this primary volunteering infrastructure at national level over a long period of time, others (such as Denmark and Germany) are described as being at earlier stages of development, while some countries do not operate (or have only recently implemented, eg Republic of Ireland) a central coordinating body of this type⁷⁷.

The ratio of volunteer bureaus to general population has been given⁷⁸ as ranging between 1 per 106,000 to 550,000 per head in five European countries and Canada. An equivalent calculation for Australia calculates⁷⁹ to a ratio of 1 in over 214,000.

As in Queensland, there are government initiatives in many places⁸⁰ aimed at strengthening the voluntary sector's capacity through supporting areas such as sector-wide training and professional development, IT use, infrastructure and networking arrangements, knowledge development and information sharing.

For example, through its Changeup program⁸¹, the UK Government has funded coalitions of voluntary and community organisations that have partnered together to improve the support available to the voluntary and community sector across England through six hubs:

- the IT Hub, a coalition of 32 voluntary and community sector organisations provides a range of services to help sector organisations benefit from ICT, with about £4 million contributed through government funds and a planned growth in other funding sources such as sponsorship and earned income⁸²

⁷⁷ see National Committee report on Volunteering for country case studies and European Centre for Volunteering country overviews for more detail

⁷⁸ the National Committee on Volunteering 2002 gives ratios of bureaus per head of population as 1:106,000 in Northern Ireland and in Denmark, 1:141,000 in Scotland, 1: 153,000 in Canada, and 1:550,000 in Germany

⁷⁹ based on a count of volunteer centres listed in Volunteering Australia and current Australian population estimates

⁸⁰ eg Canada's *Voluntary Sector Initiative*, Britain's *ChangeUp* program

⁸¹ the ChangeUp strategy arose from a 2002 Treasury Cross-Cutting Review (see HM Treasury 2002) of the voluntary and community sector's role in public service delivery and was launched in June 2004 with £80 million for implementation to March 2006 with the aim to "catalyse the modernisation of infrastructure provision in order to improve its sustainability, quality and reach" with a further £70 million to March 2008 and the creation of a new agency called Capacitybuilders was announced in March 2005; the strategy is supported by the Infrastructure National Partnership (an expert advisory group of members of infrastructure organisations from the national, regional and local levels); its cited aim is that by 2014 the needs of frontline voluntary and community organisations in England will be met by support which is available nationwide, structured for maximum efficiency, offering excellent provision which is accessible to all while reflecting and promoting diversity, and is sustainably funded

⁸² cited in the ICT Hub Business Plan 2005-2007, which outlines a range of actions to be provided such as: a telephone ICT Hub HelpDesk available for organisations without significant ICT capability; reference material, including best practice information and how to guides accessible through the site,

- the Finance Hub offers services in the areas of procurement, fundraising, social enterprise and financial management, with the Charities Aid Foundation acting as the accountable body
- the Governance Hub provides services and resources to improve the quality of governance in the sector, with the National Council for Voluntary Organisations (NCVO) as the accountable body
- the Volunteering Hub, through Volunteering England, provides strategy and management, information dissemination, good practice and management development, and modernising infrastructure support
- the Performance Hub assists third sector organisations to achieve their missions more effectively, with Charities Evaluation Services as the accountable body
- the Workforce Hub deals with learning and skills, employment practice, promoting the sector as a positive place to work and volunteer, leadership and management development, with NCVO as the accountable body

Some UK funding initiatives appear to be specifically designed to promote collaboration and coordination among grant applicants, for example, the Consortia Projects Program grants⁸³ introduced in 2006 for infrastructure development.

Formalising relationships with the sector

A number of countries have formalised relationships between public and voluntary sectors through setting out relative roles, responsibilities and obligations in the form of written agreements. The most commonly cited is the UK compact⁸⁴, although other countries have also adopted or are exploring such arrangements. Examples include the *Accord Between the Government of Canada and the Voluntary Sector* in Canada, the *State Association Charter* in France, and New Zealand's *Government policy on volunteering* and *Statement of Government Intentions for an Improved Community - Government Relationship*. The UK Compact has been described⁸⁵ in various reports as a positive approach, but no systematic evaluation was found in the literature on its effectiveness or appropriateness. Australian examples include SA's *Advancing the Community Together Partnership* adopted in 2003.

strategic analysis of new developments in ICT accessible via the web and other formats, affordable support models with user friendly and relevant ICT advice including volunteering and circuit rider support

⁸³ available to support projects considered as a priority for encouraging the modernisation of infrastructure provision – see Capacity Builders 2006 for information on program background, principles, eligibility requirements, and application and decision-making processes

⁸⁴ published in 1998 as a framework for partnership between Government and the voluntary and community sector, for mutual advantage, acknowledging the independence of the sector and its right to campaign, supported by five Codes of Good Practice in which Government and the sector commit to particular actions

⁸⁵ eg Centre for Civil Society & National Council for Voluntary Organisation 2001, Deakin 2002, Kendall 2000

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Creating an enabling environment

Other specific issues have also been discussed in the literature⁸⁶ as relevant to governments providing an enabling regulatory environment for volunteering. They include: GST/VAT concessions and recoverability and other volunteer expense tax system adjustments⁸⁷, reimbursement or tax relief on out-of-pocket expenses, criminal history checks, workplace health and safety considerations, public liability and professional indemnity insurance requirements and claims management issues, and impact on benefit payments for compensated volunteer activity⁸⁸.

A case study analysis of various countries conducted under a government enquiry into volunteering⁸⁹ concludes that government volunteering policies generally deal with regulation and achieving good practice in the involvement and management of volunteers by organisations. On the basis of this analysis, the report lists specific regulatory issues that need to be addressed as:

- defining clear legal rules and practical guidelines on the boundaries between the status of volunteer and that of an employee
- establishing a balanced set of rules in relation to volunteering activity by people receiving social welfare benefits or allowances, particularly where it affects unemployment entitlements
- defining codes of practice in relation to the fair treatment of volunteers⁹⁰
- setting standards for achieving good quality services or outcomes through volunteer involvement
- setting standards for good practice in relation to the development of the volunteering experience, related to the volunteer's personal qualities, skills (particularly for young volunteers)
- promoting good practice in the relationship between paid staff and volunteers in voluntary organisations, in the context of staff supervising or working alongside volunteers
- defining standards for the relationship between paid staff and volunteers on governance boards
- establishing good practice in relation to the screening of volunteers for work in sensitive fields (eg childcare and youth work)

⁸⁶ eg Barnett 2006, Centre for Civil Society & National Council for Voluntary Organisation 2001, Gaskin 2005, Office of the Minister for the Community and Voluntary Sector 2002, Passey & Lyons 2004, Roundtable on Volunteerism and Social Development 2000, Salamon & Toepler 2000

⁸⁷ for example, volunteers in the United States can receive tax deductions from the federal government on many costs associated with volunteering, such as mileage and other travel expenses, paper, copying, convention attendance fees, parking, uniforms – there have been recent media releases that the issue of out-of-pocket volunteer expenses are being considered by the Australian federal government

⁸⁸ eg Boyle et al 2006

⁸⁹ National Committee on Volunteering 2002 report to the Irish Government

⁹⁰ eg preventing discrimination in recruitment, training or promotion to more responsible roles, respect for confidentiality of information, protection from abuse and bullying, and health and safety

Other reports⁹¹ note that some governments have focused on providing similar treatment across organisations providing similar goods and services (regardless of whether they are voluntary agencies), for example, changes to taxation regimes introduced in a number of European countries and by support available to small businesses in the private sector (eg through small business programs operated by governments) being extended to social economy enterprises in the UK and Canada.

Given that concurrent research has been commissioned by the Department of Communities to 'identify key contemporary issues and trends relating to support and management issues associated with volunteers and volunteer organisations', including specific reference to the 'role and capacity of government to effectively support a more sustainable volunteer sector', these enabling environment issues are not discussed further in the current report.

Developments in volunteering programs

The research and practice literature describes various types of volunteering programs⁹², many of which have been taken up on the websites of volunteering organisations internationally. They are described briefly below, and those that have been identified as particular areas of interest in the brief for this project are discussed in more detail in later sections of the reports.

These developments in volunteering models are often described as being driven by changing socio-demographic trends (such as ageing populations), labour market and employment structure changes (eg more flexible work hours), changing motivations and participation patterns (eg the baby boomer generation's different expectations and attitudes about post-retirement life), paradigm shifts in the role of the business sector (eg corporate social responsibility demands), technological developments (especially the opportunities provided by ICTs), and others. These drivers are discussed in greater detail in later sections of the report.

Corporate volunteering

Corporate volunteering (also known as workplace or employee volunteering) is described⁹³ as a commitment by a commercial organisation to encourage staff to volunteer in the not-for-profit sector, ranging from individual volunteer effort through to team or whole-of-company involvement⁹⁴. Employee volunteer programs have evolved over time to cover a wide range

⁹¹ eg Policy Research Initiative 2005

⁹² given the definition of volunteering adopted, developments in mandated community work such as mutual obligations are not described here

⁹³ Volunteering Australia website

⁹⁴ models of employee volunteering described in WA's Volunteering Secretariat's 2004 guide include flexible working conditions, fund-raising, release time, matched giving, one-off events, matching, targeted programs, mentoring, board membership, probono services, virtual volunteering, project secondments, fellowships, and retiree/redeployee programs; a UK Home Office report (Hardy 2004) describes categories of employer supported volunteering in terms of: full-time, long-term secondment (eg a one-year career break, to carry out a general function with continuous employment and guaranteed return to the employer); full-time, short-term secondment (eg a three-month break to undertake a particular task with continuous employment and guaranteed return to the employer), part-

of activities⁹⁵, including direct placement of an employee in a volunteer opportunity by the organisation, businesses offering skill-based consultancies to nonprofits on a pro bono basis⁹⁶, flagship programs established by businesses⁹⁷, and employees planning and managing their own volunteering participation under generic employer supported schemes⁹⁸. Volunteer Australia's 2006 national volunteering survey found 28% of the 341 Australian volunteer-involving organisations surveyed had used this type of volunteering. Corporate volunteering is discussed in a separate section later in the report.

Virtual volunteering

Virtual volunteering (also known as e-volunteering, on-line volunteering, cyber volunteering, teletutoring, telementoring and online mentoring) is described⁹⁹ as volunteer activities that are completed, in whole or in part, via the Internet. Common activities include: translation, research, website design, data analyses, database construction, online discussion facilitation or moderation, proposal writing, production of articles, online mentoring/coaching/tutoring, professional advice, curriculum development, and publication design. Virtual volunteering programs have proliferated in recent years¹⁰⁰, with a number of volunteering organisations offering online volunteering opportunities and sites dedicated exclusively to virtual volunteering¹⁰¹. Virtual volunteering was used by 15% of organisations in Volunteer Australia's 2006 national survey. Virtual volunteering is discussed in a later section of the report.

time project assignment (individual) (eg release for 100 hours during working time over three months to undertake a specific project, often to contribute a specific skill), part-time project assignment (team) with a group of staff, to do various elements of a large project, often to contribute specific skills; workplace community activity (eg to act as a guide to a visiting group of school children or to supervise a work experience placement), management committee/trustee position (eg to undertake a wide variety of non-executive positions such as school governor, director or treasurer of a community organisation), one-to-one support (eg to work with individuals such as school children or young ex-offenders, as a personal mentor, advocate or tutor), team volunteering ('challenge events') (eg a team of staff to work on a specific exercise, such as collecting food and clothes for homeless people or undertaking an environmental project), individual volunteering (eg to undertake any personal voluntary activity in the service of the community, often to contribute time, although sometimes a specific skill)

⁹⁵ Hahn 2003

⁹⁶ eg pro bono professional services offered through pro bono websites in various countries including Australia

⁹⁷ eg JP Morgan Chase's Global Days of Service is an annual month of worldwide volunteer service where employees and retirees team up with family and friends to participate in hands-on service projects - 20,000 JPMorgan Chase volunteers participated in more than 950 projects in 275 cities worldwide in 2002 (described as a best practice example in Hahn 2003)

⁹⁸ level and nature of employer support varies, and may provide a predetermined number of hours of paid work time that the employee can commit to volunteering or may extend to matched donations by the company, for example, Hahn 2003 describes as a best practice example the *Verizon Volunteers* employee volunteer program where the Verizon Foundation provides matching funds for nonprofit agencies where Verizon employees volunteer, thereby encouraging employees to spend more time and resources helping the agencies they care about the most

⁹⁹ eg Cravens 2006; Volunteering Centre for England 2002

¹⁰⁰ US research on the Virtual Volunteering Project notes fewer than 200 organisations were identified as involving online volunteers in the mid 1990's compared to thousands of organisations that involved online volunteers in 2005.

¹⁰¹ eg the UN's online volunteering service

Student volunteering

This refers to a range of programs organised by or through schools and other educational institutions, which may involve formal reward or recognition such as course credits, tuition stipends and work experience¹⁰², or extend to being a mandatory course requirement. Student volunteering is common in the US and European countries, where there are examples of dedicated websites¹⁰³ and student-led organisation of volunteering activity. Student volunteering is discussed further in the later section of the report on young people.

Youth volunteering

Increasingly, volunteering programs and opportunities are being developed that specifically focus on young people (separately from the student volunteering context), generally dealing with the age group 16-25 although some places (eg Canada) extending to age 29 when targeting this group. Initiatives include dedicated websites¹⁰⁴, specific sections in mainstream volunteering organisation websites dealing with youth volunteering, programs focusing exclusively on young people (eg UK's Millennium Volunteers), and organisations specifically established to promote and support youth volunteering (as in the recently established v20 agency in England). Youth volunteering initiatives are discussed further in the later section of the report on young people.

Programs specifically targeting older people

Similarly, older people (especially post-retirement) are being increasingly targeted through programs exclusive to this age group¹⁰⁵, dedicated websites¹⁰⁶, specific sections in mainstream volunteering organisation websites dealing with volunteering for 'seniors' or 'third-age' volunteers, and, in some places, advocacy organisations¹⁰⁷ for older volunteers. These initiatives are discussed further in the later section of the report on older people.

Family volunteering

This relates to volunteering activity performed in family groups and is most common in the US, traditionally linked to volunteering through religious organisations, but also offered as an option through volunteering websites more generally. Volunteer Australia's 2006 national volunteering survey found 17% of Australian volunteer-involving organisations had used family volunteering.

Group volunteering

Some volunteering organisations¹⁰⁸ offer group volunteering opportunities (separate from corporate or family groups), for example, for groups of friends who want to undertake the same volunteering activity.

¹⁰² Flick et al 2002

¹⁰³ eg Student Volunteering England

¹⁰⁴ eg Project Scotland

¹⁰⁵ eg the RSVP program operating in several countries

¹⁰⁶ eg Senior Corps in the US and Volunteering in the Third Age in the UK

¹⁰⁷ eg European Network of Older Volunteers

¹⁰⁸ eg National Volunteer & Philanthropy Centre Singapore

Time limited volunteering

There has been an uptake in recent years¹⁰⁹ in providing and promoting episodic or time-limited volunteering opportunities, that is, specific-purpose activities that have designated start and finish dates for the volunteering commitment and/or a predetermined number of hours that will be required of the volunteer. In some places these have been described¹¹⁰ as offering 'taster sessions', allowing potential volunteers to sample the volunteering experience before making a more long-lasting commitment. A number of volunteering organisations¹¹¹ explicitly offer 'time-limited commitments' and programs have been developed in a number of places marketed as providing one-off volunteering opportunities¹¹².

Full-time volunteering

While full-time volunteering positions have been available in the international volunteering context for some time, there appears to be a growth in offering full-time residential placements at national country level¹¹³. This is being marketed in some places¹¹⁴ as a pathway to independent living or providing an opportunity to travel/visit other places of interest within the country¹¹⁵ for young people, as well as providing a pathway to employment. Residential placements have also been highlighted in approaches¹¹⁶ to promoting volunteering among homeless people.

Vacationer volunteering

This is a relatively new category emerging in some literature¹¹⁷, referring to programs that explicitly target people holidaying or visiting an area (especially those on a long-stay basis) for volunteering in the local area.

¹⁰⁹ a Points of Light Foundation 2004 US online survey of over 15,000 individuals involved in or concerned about volunteering found the trend most frequently cited as the most important change for volunteering over time (out of 17 trends given) was more people interested in episodic volunteering (given by over 40% of respondents); van Hal et al's 2004 analysis of EU countries found characteristics of volunteer assignments appears to be changing, becoming shorter and more project-based

¹¹⁰ UK's Community Service Volunteers

¹¹¹ eg Volunteer Australia's 2006 national volunteering survey found 79% of volunteers identified flexible volunteering hours as important to them and 68% of organisations stated they have used this as a volunteering management strategy, with 56% providing once-off volunteering opportunities; international examples include the Volunteering Ireland website, where time-limited opportunities are an online searchable category and each posted opportunity specified the specific time commitment required

¹¹² eg Go London's one-day/weekend opportunities

¹¹³ generally relatively long-term placements as in the UK of up to 12 months but may also include shorter-term commitments as in France Bénévolat's holiday volunteering program where the association organises holidays in the countryside or at the seaside for the lonely elderly during the summer holiday period with volunteers committing to 15 days continuous support in the form of sharing and exchanging, housework, meals cultural and tourist trips, etc

¹¹⁴ eg UK's Community Service Volunteers

¹¹⁵ eg Italy's exchange scheme described in European Centre for Volunteering reports

¹¹⁶ eg Off the Streets and into Work 2004

¹¹⁷ eg Fryar's 2005 article on redefining the concept of volunteering

Socio-demographic trends and their impacts

A number of socio-demographic trends have been identified in the research and practice literature as impacting on volunteering, either through varying the demand for volunteer services, changing the number of available volunteers (ie volunteering participation rate), affecting the time contributed (ie average and total hours volunteered), or introducing changes in the motivations and expectations as well as the skills and capacities offered by volunteers.

Ageing population

The ageing of the population and its implications for volunteering is one of the most consistently cited issues in the Australian and international literature¹¹⁸, both as a demand factor (ie generating a greater need for volunteer services, for example, to support the growing number of over 80 year olds living independently but with some disability¹¹⁹) and as a supply factor (ie a large and growing pool of potential volunteers who are relatively active, healthy, mobile and 'time-rich but work-poor').

Australian population projections¹²⁰ show major changes to the age structure, predicting that between 1995 and 2021 the proportion of those aged 55-64 will have increased by 43% and those aged 65 and over by 52%. Given the correlation found¹²¹ in both Australian and international volunteering statistics between age and volunteering, these trends have particular implications for the number of potential volunteers in the immediate future.

There is also a long-term trend in longevity, with longer predicted life expectancies for older people¹²². Recently released Australian Government Actuary estimates¹²³ show a 10% probability that men and women currently aged 65 will live to over 100 years of age – ie a figure of 1 in 10. This trend will be even greater in the future¹²⁴.

¹¹⁸ eg Aitken 1999; Flick et al 2002, *Volunteering Australia 2004*

¹¹⁹ for example, a recent (AIHW 2006) report concludes that the gains in life expectancy over recent years for older Australians are predominantly in years spent with a disability, although generally a less severe disability; international reports identifying gaps in services for older people living in their own homes Raynes et al 2006

¹²⁰ Wilkinson & Bittman 2002 based on ABS *Population Projections Australia 1999 to 2101*

¹²¹ although there is a tendency for lower participation rates among the over 65's (eg the most recent ABS survey (2002) has figures of 27% for Queenslanders compared to 30-44% across other age groups), older volunteers contribute more average hours per volunteer (eg the Giving Australian survey shows 19% of total hours volunteered came from this age group)

¹²² for example, Australian Institute of Health and Welfare figures (see http://www.aihw.gov.au/mortality/data/life_expectancy.cfm) show that women born in 2002-04 are predicted to live another 21 years at age 65 and men another 18 years compared to women and men born in 1980-82 who can be expected to live another 18 and 14 years respectively when they reach 65 – an extra three or four years longevity on average for the generation born twenty years later

¹²³ source: Australian Securities and Investment Commission website at <http://www.asic.gov.au/fido/fido.nsf/byheadline/Will+your+money+last+as+long+as+you+do%3F?openDocument>

¹²⁴ for example, 30% of women currently aged 65 are expected to reach age 95 but, so are 35% of those now aged 55, with the same trends for men (19% of those currently aged 65 and 24% of those aged 55 are expected to live to 95 years of age).

Some reports consider that volunteering rates will rise because future populations of older people will have better health standards, higher education levels, and greater affluence while others argue that changing values and attitudes among this group may reduce their motivation to volunteer.

The related issue of changing life stages¹²⁵ has also been discussed in the literature under this issue, in particular, the impact of the retirement from paid work of the 'baby boomer' generation, not just in terms of numbers and proportions making up the population, but in terms of the changing attitudes and expectations of this group. For example, Baby Boomers have been described¹²⁶ as "more assertive, better educated and more demanding than any generation before them". Various research reports¹²⁷ based on surveys and focus groups conclude that boomers are driven by the motivation to have a significant impact and are less motivated by traditional volunteering or community service concepts.

Other life stage changes linked to age have also been identified¹²⁸ as triggers for volunteering (for example, when children leave home). One report¹²⁹ distinguishes 'trigger' volunteers, described as those who are inspired by retirement to volunteer for the first time, and 'serial volunteers (those who have come back to volunteering later in life following a break for work and family responsibilities) from 'lifelong' volunteers (ie those who volunteer because they have always done so), identifying a number of strategies for engaging retirees (discussed in later sections of the report).

Age and associated life stage changes have significant impacts on both the demand and supply of volunteers, as well as introducing different patterns, motivations, and expectations of the volunteering experience. These changing age demographics have led to an uptake of volunteering programs and initiatives targeting particular age groups. These are discussed in greater detail in later sections on the two target groups of older people and young people.

Structural and demographic changes in families and households

A number of factors are contributing to changes in family structures and demographics that potentially impact on volunteering trends, particularly given the correlation between

¹²⁵ eg ABS 2002 describes Australian volunteering as related to stages in the life cycle (in that participation rates are lower among 18-24 and 25-34 year olds - 27% and 28% respectively, rise substantially to 40% among the 35-44 year olds, then decline slowly with age to 30% of 65-74 year olds before dropping to 18% for those aged 75 or over, but with average hours worked increasing steadily to peak at 2.5 hours per week among 65-74 year olds) and Centre for Philanthropy and Nonprofit Studies 2006 focus group and interview-based research for the *Giving Australia* project finding families with school-age children reporting high rates of volunteering that are mainly related to supporting their children's activities

¹²⁶ Esmond 2001

¹²⁷ for example, the US Metlife survey found that boomers still want to be leaders even in retirement and those respondents who think they can have a big or moderate impact in their community are much more likely to want service opportunities than those who feel their impact would be small (55% vs. 38% respectively); WA research by Esmond found boomers want meaningful, interesting, creative and challenging volunteering opportunities that meets their personal (not just the organisation's) needs, through well managed organisations providing professional services and where their contribution is truly valued

¹²⁸ eg Hardill 2006

¹²⁹ Davis Smith & Ga 2005

volunteering rates and parenting¹³⁰. They include declining birth rates and deferral in the age of getting married and child raising¹³¹, as well as an increase in single parent and blended families¹³² (ie partners with children from previous marriages).

Based on current patterns, increases in the proportion of single parent families could have the effect of reducing volunteering as ABS survey results¹³³ consistently show that this group has the lowest participation rate of any family structure. However, this is also a group that contributes a larger average number of hours, so that although an increase in the number of single parent families in the future may be linked to proportionally fewer volunteering, this needs to be balanced against the greater number of hours contributed by those that do volunteer.

There is no systematic research into the impacts of other factors, although it might be expected that, for example, an increase in blended families would have mixed results such as decreasing volunteering time (eg less time available for volunteer activities given the time demands of parenting children living in different households, etc) or increasing volunteering rates (eg because remarried couples who have already separately raised children are now having children of their own and therefore again taking up the volunteering opportunities occurring through young children's education and recreational activities).

As well as those factors making for more complex family arrangements, there is also greater flexibility in roles that may have implications for volunteering, for example, more fathers sharing child-rearing responsibilities and therefore being available during the day for voluntary work¹³⁴.

One report¹³⁵ has also noted that changes in family structures such as increasing divorce rates and family breakdowns and the resultant loss of social support may increase the need for volunteer support.

Family volunteering is offered in a number of places, but no systematic analysis of the impact of changing family structure and demographic trends was found in the literature.

¹³⁰ the most recent ABS survey results (2002) shows the highest rate of 45% among Queensland couples with dependent children volunteered, compared to 31% of those without dependent children and 31% of single-person households

¹³¹ for example, the latest Australian Census results show that the average age of first marriage for women has shifted from age 20 (Boomers), to age 30 in one generation (McCrinkle 2006)

¹³² described as posing particular challenge for designing family volunteer programs that will address concerns and provide the necessary variability needed to complement the varying family types in today's society (Fahrenthold 2003)

¹³³ eg the most recent ABS survey results (2002) shows low rates (28%) of volunteering by Queensland one-parent families, similar to the national trend – however, the more recent Giving Australia survey reports the highest rates (49%) among single parents with children living at home as well as relatively high average number of hours volunteered

¹³⁴ Evans & Saxton 2005

¹³⁵ Evans & Saxton 2005

The overall effects on volunteering of these structural and demographic changes in families and households are diverse¹³⁶ and the literature provides no clear conclusions for policy or practice, although it is obvious that initiatives relevant to this group (eg family volunteering programs, volunteering activities focused around children's educational and recreational activities) need to take these trends into consideration.

Increasing affluence and income inequality

There are two trends operating – an increase in the average income over time such that a growing proportion of the population is becoming relatively affluent and a growth in the absolute number of Australians considered as living below the poverty line.

These trends have implications for volunteering both as a supply and demand factor. Growth in the numbers of families in poverty and a rise in income inequality increase the demand for assistance of the type provided by voluntary organisations responding to particular welfare needs. Increasing affluence affects the availability of volunteer support, given the relationship found¹³⁷ between household income and formal volunteering rates, with higher rates reported among the more affluent sectors of society¹³⁸. Changes in income levels can also affect the availability of volunteer support, for example, declining rural incomes, with the growing costs of un-reimbursed out-of-pocket volunteering expenses (for example, rising cost of petrol¹³⁹) identified in some reports¹⁴⁰ as barriers to volunteering.

Increased education levels

Increasing education levels correlate with employment levels and affluence, so will also link to some of the other issues already described. However, a higher education levels have direct implications, for example, by increasing the skill base available to volunteer activities, as well as raising expectations that those skills will be effectively used by voluntary

¹³⁶ and may also extend to demand issues, for example, the smaller families and later age at which they have children has been identified as a retirement planning issue (eg Australian Sept. 6 2006, wealth section p.7) for baby boomers because, compared to earlier generations, this group will have fewer children to rely on for support in their old age, and those children that they do have are likely to be in the workforce and because they were born to older parents, are likely to have dependent children of their own, and these employment and carer commitments will affect their capacity to provide support

¹³⁷ noting that this relationship is found for *household* income and volunteering rates in both the most recent (2002) ABS survey (which shows a clear positive correlation between volunteering rates and income levels for Australians, rising consistently from 26% in the lowest income quintile to 34% in the highest quintile) and the same trend found in the Giving Australia project for household but not for personal income; the relationship is less consistent in statistics reported for Queensland (ABS 2002, OESR 2004); a positive relationship between income and volunteering is commonly reported internationally (cited in the facts and figures overviews by the European Volunteer Centre for the UK, France and various other countries)

¹³⁸ linked in some reports (eg Evans & Saxton 2005) to a greater desire by people whose rising affluence means they are looking more to self-fulfilment than needing to address basic subsistence needs, which could be harnessed by voluntary organisations by offering opportunities for people to both fulfil their potential and create a better society

¹³⁹ an innovative approach to addressing this issues is New Zealand *Vouchers for Volunteers* program launched in August 2006 where BP has announced it will provide petrol vouchers for volunteers – see <http://www.bp.co.nz/bin/press/item.pl?id=1157674964&showarchive=> (in September vouchers were provided to 322 volunteers - over 3,000 applications had been received)

¹⁴⁰ eg Volunteering Australia 2004, Barnett 2006

organisations. Australian and international statistics¹⁴¹ show higher rates of volunteer participation among people with higher education levels.

Increasing education levels also means that more people are spending longer as students, which has been described¹⁴² as having a number of implications for volunteering, such as students providing a large and relatively easy-to-reach pool of potential volunteers.

There is a growing trend for school or student volunteering programs to be adopted, linked to curriculum development in citizenship education. A number of places have requirements for high school students to undertake a specified number of volunteering hours (eg Canada, Singapore, and in the USA). WA is currently implementing a similar scheme¹⁴³.

Linguistic and cultural diversity

Diversity in volunteering is an issue that has been taken up in the literature in terms of the benefits it provides as well as challenges in attracting people from different backgrounds to formal volunteering¹⁴⁴. Participation rates¹⁴⁵ are generally lower for these groups, both in Australia and internationally. Barriers to volunteering in mainstream organisations identified¹⁴⁶ by these groups include: language difficulties (both oral and written), poor knowledge of and access to training, different generational needs, and lack of cross-cultural workers to assist with where and how to access and use government or other organisational assistance. A related issue is that organisations established by or targeting clients from culturally and linguistically diverse backgrounds are often small and have difficulty accessing appropriate funding, support and training for volunteers.

Generally, volunteer peak body sites do not provide information specifically targeting people from culturally and linguistically diverse background. An exception is the Volunteering Ireland website which has posted its 2-page volunteering information brochure translated into 13 languages. Given the UK Governments policy focus on diversity in the Changeup strategy, this is an emerging practice area likely to show more activity in the near future in England. Diversity is also discussed more widely in some publications¹⁴⁷ as incorporating not just people from different cultural and language backgrounds but extending to diverse age groups, people with disabilities, and other socially excluded groups such as ex-offenders.

¹⁴¹ eg an increase in volunteering rates (but a decline in average hours) with increasing educational qualifications was found in the Giving Australia survey and a higher proportion (50%) among those Queenslanders with postgraduate qualifications than among those who did not complete high school (32%) in the 2004 OESR survey; UK 2005 Citizenship Survey finding that people with educational qualifications are more than twice as likely to participate in formal volunteering at least once a month (Murphy & Wedlock 2005); Personal Social Services Research Unit & The Volunteer Centre 1995 research finding people with greater educational attainments are more likely to volunteer through organisations but this is not true of informal volunteering; van Hal et al's 2004 analysis of EU countries finding higher volunteering rates among the more highly educated across countries

¹⁴² Evans & Saxton 2005

¹⁴³ described further in the later section on youth volunteering

¹⁴⁴ eg Volunteering Australia 2004

¹⁴⁵ see previous footnote in earlier section on diversity

¹⁴⁶ eg National Centre for Volunteering 1996, Volunteering Australia 2005

¹⁴⁷ eg Volunteer Ireland's diversity publications and fact sheets

An Australian example of services specifically targeting diverse communities is Indigenous Community Volunteers, an independent, not-for-profit company that provides a matching service of skilled volunteers with approved short to medium term projects and ongoing support to volunteers through a cultural mentoring system.

Immigration trends have been linked to diversity in volunteering, with some indicating¹⁴⁸ that migrants have increasingly become a resource of volunteers.

Overall, the research generally concludes that people from linguistically and culturally diverse communities have lower formal volunteering participation rates, are more likely to be involved with informal than formal volunteering activities, and that their involvement strengthens and enriches volunteering outcomes. However, the current review found few examples of initiatives targeting culturally and linguistically diverse groups on the websites or in the promotional material produced by volunteering bodies to date¹⁴⁹.

Labour market trends and their impacts

Trends in the pattern of labour market participation and employment structures as well as other labour market trends have also been identified in the literature as impacting on volunteer participation rates, time contribution, and patterns.

Changing employment structures

The changing pattern of employment, particularly greater flexibility in working hours and in employment arrangements such as casual and part-time work, is well documented for Australia and internationally. Some reports also describe an emerging trend for retirement to become redefined as a more fluid transition between paid work and leaving the labour force completely, citing developments such as bridge jobs, phased retirement, and post-retirement re-entry to the workforce¹⁵⁰.

Implications described¹⁵¹ for volunteering generally reinforce the need for volunteering opportunities to be more flexible as to when and how the activity is to be delivered. Virtual and episodic volunteering are two areas particularly relevant to this trend. Changing employment structures also have implications for corporate volunteer programs, for

¹⁴⁸ Auckland Volunteer Centre, 1999 cited in Wilson 2001

¹⁴⁹ noting that this is an emerging area in the UK given strong policy focus through the government's current infrastructure funding policy

¹⁵⁰ eg Burns & Gonyea 2005

¹⁵¹ eg Volunteering Australia research found 60% of voluntary organisations identified paid and unpaid work demands as impacting negatively on their ability to recruit volunteers, 81% reported having volunteers who stopped because of these demands, 58% of volunteers surveyed had stopped/reduced volunteering commitments because of these demands - strategies identified included offering volunteers flexible hours (strongly endorsed by 58% of volunteers), and short-term, one-off, episodic and virtual volunteering (Mitchell 2006)

example, flexibility to cater for part-time employees, or possibly in extending to contractors and consultants (particularly small businesses or single operators that have a longer-term relationship with that organisation).

Changing patterns of labour market participation

Some reports¹⁵² describe a trend towards earlier age retirement (particularly among males aged over 45 years both from voluntary retirement and through retrenchment) as providing a potential pool of 'time-rich, work-poor' volunteers that could be targeted for recruitment¹⁵³. Others¹⁵⁴ discuss trends of continuing involvement in paid work (although at a lower level of participation) among the baby boomer generation as a competing factor on time available for volunteering in the older age group.

Trends in women's workforce participation rates have also been described as impacting on volunteering by reducing in the average hours of voluntary work they are able to supply to the community. However, one review¹⁵⁵ concludes that the overall effect of this trend among women in their middle years is small and overshadowed by the predicted rise in volunteer hours through the large increases gained from the aging of the population.

As with changing employment structures, episodic volunteering and more flexible arrangements than traditional forms of volunteering are particularly relevant to attracting and retaining employed people.

Unemployment rates

Changes in unemployment rates have been described¹⁵⁶ as affecting volunteering, in that higher levels of unemployment provide a larger source of available volunteers and hours contributed, although Australian statistics¹⁵⁷ show this group tends to have lower participation rates than those in paid employment.

¹⁵² eg Wilson 2001

¹⁵³ the Giving Australia survey found retired Australians contributed 29% of total hours volunteered while comprising only 20% of the volunteer pool, second only to those in full-time employment who contributed 31% of total hours but constituted a much larger proportion of volunteers (44%)

¹⁵⁴ eg MetLife Foundation/Civic Ventures 2005 American survey finding half of those age 50 to 70 want to continue to work in retirement

¹⁵⁵ Flick et al 2002

¹⁵⁶ eg Canadian Council on Social Development 2000 analysis of Canada's unemployment and volunteer participation rates among young people where declining volunteering rates between 1997 and 2000 have been linked to the rise in labour force participation for this age group over the same period

¹⁵⁷ the most recent ABS survey results (2002) show 32 % of Queenslanders who were unemployed had volunteered, a lower rate than all other employment status groups except the retired, although the more recent OESR survey (2004) found the opposite trend with the highest rate (49%) among those unemployed – people reporting community work done as mutual obligation requirements could be affecting these figures; the Giving Australia survey also found the unemployed were less likely to volunteer, and contributed the least hours (2% of total hours volunteered by all Australians)

Volunteering is considered (and in some places¹⁵⁸ explicitly promoted) as a pathway to paid employment for both students and the unemployed. Mandated community work obligations have been introduced in a number of places but, given they are outside the scope of the definition of volunteering generally adopted, are not discussed further here.

Corporate social responsibility

One of the most consistent employment-related trends described in the literature is the impact of corporate social responsibility and the growing expectation that businesses will be responsive to community and social outcomes rather than simply financial profit. Corporate and employee volunteering schemes are manifestations of this trend and are discussed in a separate section of the report.

Other trends

Other specific labour market and employment related trends have been documented. For example, a change in the roles of trade unions in civil society has been described¹⁵⁹, particularly in Europe, where these groups are becoming involved to a much greater extent in civil social issues. However, the particular implications specifically for volunteering have not been outlined.

Increasing globalisation has implications¹⁶⁰. For example, the direct link between a local business and a local community that has traditionally provided sources of local partnership opportunities may be eroded by the growth in national, multinational and international companies.

Changing skill demands on employees, for example, expectations about ICT proficiency, could also have implications for volunteering. This has both demand impacts (eg for volunteer-delivered mentoring programs to improve ICT skills) and supply implications (for example, this is one area where younger people are seen to have an edge in terms of experience that can be brought to volunteering and the value of the contribution that could be made).

Public policy trends and their impact

Various Government policies and strategic directions have also been identified in the research and practice literature as impacting on both volunteering supply and demand. The trends below exclude policy trends in the area of regulating volunteer organisations where these have been described in the earlier section discussing policy and operational context factors for the sector.

Mandated involvement in unpaid work

¹⁵⁸ eg the UK Millennium Volunteer program

¹⁵⁹ eg Daly & Howell 2006

¹⁶⁰ Centre for Civil Society & National Council for Voluntary Organisations 2001

Government policies on mutual obligations are described in some reports as having an effect on volunteering (eg changing the nature of volunteering because of its mandatory nature, altering the role of voluntary organisations that have been contracted to manage this function, etc). However, most research excludes this type of mandated community work from the definition of volunteering.

One type of mandatory community work obligation that is not explicitly discussed in the literature is court-ordered community service, but again, this falls outside the scope of common definitions of volunteering.

Although not generally considered to be volunteering, such mandated community service nevertheless produce hours of unpaid community work and therefore changes in policy or practice that affect the amount or type of such work will have implications for supply relative to demand for volunteering services. However, they have also been described¹⁶¹ as generating a requirement for more 'voluntary' activity, and therefore contributing to the factors expanding the demand for volunteers.

Rationalisation of services

Government policies on rationalising and regionalising services have been described¹⁶² as impacting on volunteering, both in generating increased demand (for example, in rural and remote areas where services have been withdrawn in line with declining populations) and in affecting capacity of volunteering organisations (eg access to training providers and services for volunteers).

Deinstitutionalisation policies

The trend towards deinstitutionalisation and community-based care, especially for the aged, has been described¹⁶³ as placing additional pressure on volunteer sector services. The same applies to people with disabilities and mental health disorders who need a certain level of support in living in the community and whose circumstances mean that the volunteer sector takes up responsibility for delivering this support.

Early intervention focus

One report¹⁶⁴ notes that government policies on early intervention mean that there is a greater demand for home-based support, which flows on to an increased demand for volunteer labour. The example given is the expansion of volunteer home visiting under NSW's and Queensland's *Families First* community services strategies.

Community renewal and capacity building programs

Community development and renewal programs draw on community organisations and individuals, with implications for time contributions, skills, expectations, and demands placed on volunteer participants in such schemes.

¹⁶¹ eg Flick et al 2002

¹⁶² eg Aitken 1999

¹⁶³ eg Flick et al 2001

¹⁶⁴ Flick et al 2002

Partnership focus

The policy trend towards conceptualising many government activities within a partnership framework also has implications for volunteering, through both expectations on individuals and community organisations that they will engage with governments¹⁶⁵ and on governments building the capacity of individuals and organisations through this process.

Other issues and their impact

Other diverse trends have also been identified in some research and practice reports as impacting on volunteering.

'Pace-of-life' time demands

The pace of modern life is discussed in some literature as a societal trend impacting on volunteering. One of the reasons most commonly given in the research literature and surveys¹⁶⁶ for not volunteering is competing demands on people's time and a number of reports reinforce the importance of volunteer opportunities being flexible and including short-term assignments with clear start and finish dates in order to appeal to 'time-poor' groups. This extends to the baby-boomer generation pre and post retirement, who have been described¹⁶⁷ as a "time-strapped" group with multiple commitments" for whom flexible time-limited volunteering opportunities are critical.

Examples of strategies taken up to address this demand for episodic and short term volunteering include the GO London project, described¹⁶⁸ as providing one-off opportunities to help out without making a long-term commitment, and offering a range of different one-off opportunities across London every weekend through the website. The Volunteering Ireland website offers 'time-limited commitment' as a searchable category of volunteer opportunities on its site¹⁶⁹, with 69 vacancies at September 2006 offering a range of volunteering opportunities, each designating the expected number of hours required.

¹⁶⁵ for example, in community development or renewal programs as already mentioned, in environmental regeneration programs such as Landcare (described as a national voluntary community movement of around 4,000 groups that aim to improve natural resource management practices)

¹⁶⁶ research commissioned for the National Committee on Volunteering report to the Irish Government cites lack of time as the most important barrier to volunteering in the mid 1990's, declining in importance in the late 1990's as a barrier to getting involved (with 'never having thought about volunteering' and 'never having been asked' becoming more important constraints), however there is no change in its importance as a cited reason for giving up volunteering; a 2005 UK survey found 45% of those who do not volunteer blame lack of time not apathy for preventing them getting involved in volunteering activities (KPMG 2005); the National Volunteer & Philanthropy Centre Singapore 2004 national survey found 'no time' was the most commonly cited reason for not volunteering (38%) and for giving up volunteering (27%)

¹⁶⁷ Esmond 2001

¹⁶⁸ other categories include virtual volunteering, older people, children and young people, fundraising, and other specific issue/interest areas

¹⁶⁹ eg Canadian Council on Social Development 2000 finding that religiously active young people are more likely to volunteer (48% compared to 35% of those not religiously active)

Declining religious participation

There is a correlation between religious participation and level of volunteering, found in both Australian statistics¹⁷⁰ and international research¹⁷¹. Church attendance is reported¹⁷² to be declining in Australia, which, all other things being equal, would be expected to reduce volunteering rates. A UK report¹⁷³ has noted that policy makers have not given sufficient consideration to the role of religion in a multicultural society (less so in the US where the role of faith-based organisations has been more prominently acknowledged in the policy and practice arena).

Population mobility

The growing trend for people to be more geographically mobile and transient in the time spent in the same local communities during their lifetime has implications for traditional volunteering patterns where local volunteers have tended to have long-term affiliations with local bodies, contributing to the social fabric of the particular community more fully than by simply delivering a volunteering activity.

Volunteering initiatives responsive to this trend include virtual volunteering and episodic volunteering opportunities. A related transience issue is visitors to communities, sometimes on the basis of a relatively long-term stay, who are being recognised as a potential volunteer pool. For example, WA's¹⁷⁴ ARC (Visiting Volunteers Assisting Rural Communities) Project, scheduled to commence in 2006, will recruit volunteers from visitors to regional areas (particularly long-stay visitors eg 'grey nomads', international backpackers) offering them volunteer jobs to assist small communities with dwindling populations to provide community services.

¹⁷⁰ eg additional analysis reported in the ABS 2006 *Social Capital* report concludes volunteering is strongly associated with religious participation, with over half (52%) of the 23% of Australians participating in church or religious activities in the previous 3 months undertaking voluntary work for an organisation in the past year compared to only 29% of those not participating in religious activities – overall, participants in religious activities make up 35% of all volunteers; the Giving Australia survey found higher rates and average hours among Australians who say they have a religion than those that do not (44 and 36%, 146 and 106 hours) with even stronger differences for those who frequently attend religious services (56% and 168 hours for those who attend at least weekly), generally volunteering for religious organisations (reducing to 33% but increasing to 177 hours when volunteering for religious organisations is excluded among those who attend a religious service at least weekly)

¹⁷¹ eg Corporation for National and Community Service 2005 finding of higher rates of volunteering by US young people aged 12-18 among those who attend religious services regularly (64%) than those who do not (41%); if belonging to a religious organisation than non-volunteers (75.6% c.f. 58.0%); Independent Sector 2001 finding that US adult volunteers were more likely than non-volunteers to belong to a religious organisation (76% and 58%) although there was no differences in hours contributed

¹⁷² Department of Transport and Regional Services

¹⁷³ for example, a recent UK review (Daly 2006) concludes that policymakers have to give greater consideration to the role of religion in a multicultural society, given the contribution that faith-based organisations can make to the delivery of services and to community development/involvement through mutual aid, volunteering and the mobilisation of communities around specific issues

¹⁷⁴ WA material notes that a similar research project recently commenced in Queensland

Changing entertainment patterns - eg less dependence on local groups

One Australian practice report¹⁷⁵ notes that there is a trend in entertainment patterns whereby people are less dependent on local groups, for example, turning more to ICT based entertainment. This has implications for volunteering where an important motivator for participating is social activity¹⁷⁶. This may be a particular issue for recruiting younger people especially in rural areas.

Attitude changes – declining altruism and greater individuation

One area where there is less consensus in the literature is whether, and if so how, there have been systematic changes in societal attitudes in general that have implications for volunteering. For example, some argue declining altruism and greater individuation (eg 'what's in it for me?' attitudes) are prevailing while others¹⁷⁷ consider that the desire to 'give back' and 'do good' still predominate.

There has been a growing trend, particularly in the UK, for volunteer body publications and promotional material to explicitly address the personal benefits to volunteers, for example, through specific 'what's in it for me' sections and links on agency websites. The UK 'Millennium Volunteer' program explicitly markets the employment-related benefits of volunteering to young people, providing certificates for completing 100 and 200 hours (signed by the Minister for Skills and Vocational Education and the Secretary of State respectively) that 'will look great on your CV'¹⁷⁸.

Rural and regional areas in decline

The different operating environment for volunteering in rural and urban areas has been highlighted earlier. These challenges are exacerbated in rural and remote areas described as 'in decline', that is, those experiencing population decline and a concomitant loss of skill base, reduced average incomes and affluence¹⁷⁹, and a drop in the pool of available volunteers, together with a growing demand for the sorts of services provided by the voluntary sector. This has been described¹⁸⁰ as a particular issue in volunteering for emergency management services in Australia.

Technological change and globalisation

A range of issues related to technology and communication are described in the literature that have implications for volunteering, such as the growth of the knowledge economy and knowledge workers (eg by increasing awareness of volunteering among the general public), the growth of the digital and internet society (eg by increasing access to specific information on, and contact with, organisations about volunteering), global communications (eg

¹⁷⁵ Aitken 1999

¹⁷⁶ Aitken cites a WA survey of emergency volunteers reporting that although 'sense of community' was the major reason for becoming a volunteer, enjoyment was given as important in remaining a volunteer

¹⁷⁷ see previous section on changing motivations and expectations

¹⁷⁸ source: Millennium Volunteer website section 'MV on your CV'

¹⁷⁹ with rising costs such as the price of petrol described by some (eg Barnett 2006) as a barrier to volunteering in rural areas in particular

¹⁸⁰ eg Aitken 1999

coverage of international disasters mobilising willingness to volunteer), and ICTs extending the reach of advocacy on particular issues (by motivating people to participate in issue-based volunteering causes eg environmental sustainability).

Declining societal ties

Some reports¹⁸¹ suggest there has been a decline in societal ties and a 'sense of community' which may reduce people's desire to volunteer, while others have noted that the opposite may occur, with volunteering seen as providing opportunities for building social ties that are not otherwise available to an individual without strong family and social support networks.

Young people

Trends and issues

- concerns about declining volunteering participation rates among this group are not supported by more current research¹⁸²
- Australian and international evidence of a different pattern of volunteering among this age group, with young people more likely to volunteer informally and to seek time-limited formal volunteering assignment¹⁸³
- some international evidence that there are different motivations among younger age groups for volunteering than other age groups, particularly as a pathway to paid employment¹⁸⁴

¹⁸¹ eg Wilson 2001

¹⁸² eg ABS 2006 Social Trends reports volunteering rates by young people (aged 18-24) in 2002 at 28%, up from 27% in 2000 and 17% in 1995; Canadian Council on Social Development 2000 finding that 15-24 year olds account for 18% of all volunteers and nearly 15% of all volunteer hours, averaging 130 hours per annum; Corporation for National and Community Service 2005 national survey finding that 55% of 12-18 year old Americans volunteered in 2005, although teens volunteer fewer hours and less regularly than adults (29 and 52 hours respectively); Lopez 2004 analysis of US volunteering concluding volunteering rates among young people are generally higher than they are among adults aged 26 and older, with a growing volunteer rate among young people in recent years; the National Volunteer & Philanthropy Centre Singapore national survey finding of a 25% participation rate in the 15-24 age group in 2004, up from 17% in 2002; although some places (eg Scotland) have reported a recent decline in all age groups under 44 (Reilly 2005)

¹⁸³ eg focus group and interview based research by the Centre for Philanthropy and Nonprofit Studies 2006 for the Giving Australia project shows a different mode of volunteering whereby younger people preferred volunteering on a short-term basis eg on specific projects rather than the long term volunteer allegiances to particular organisations evident in middle-aged or older people; Corporation for National and Community Service 2005 finding that only 39% of US young people aged 12-18 are regular volunteers compared to 55% of adults; Reilly's 2005 analysis of Scottish volunteering concludes those aged 16-24 are more likely to volunteer informally than any other age group

¹⁸⁴ eg Canadian research by Barnard et al 2003 cites learning new job related skills and enhancing employment opportunities as a major motivator for young people; the National Committee on Volunteering 2002 inquiry in Ireland concluded altruism is of central importance but not enough to motivate young volunteers, with personal or career development opportunities, friendship and fun vital ingredients in the motivation of young volunteers; research for the Russell Commission's inquiry into

- possibly a preference for activities involving peers rather than cross-generational activities, at least by some¹⁸⁵
- some international evidence that the traditional image of volunteering is not one that appeals to young people¹⁸⁶
- take-up of volunteering as part of citizenship/civic engagement within school curricula
- greater likelihood of volunteering if parent(s) volunteer¹⁸⁷
- involvement of children under 14 in volunteering in some countries through individual and group as well as family volunteering programs¹⁸⁸

Policy and practice implications

- flexible volunteering opportunities suit this age group more than traditional formats of regular time commitment and ongoing affiliation with a particular volunteer organisation
- volunteering opportunities providing work-related experience and offering a pathway to paid employment are likely to appeal to this age group
- volunteering needs to be marketed differently to appeal to young people eg by addressing personal benefits and promoting its social and 'fun' dimension
- ICT related volunteering opportunities provide an area where this age group is likely, on average, to be able to demonstrate greater experience and competence than older volunteers who have greater expertise in non-ICT areas
- opportunities structured so that young people can undertake the same volunteering activity with friends¹⁸⁹ (group volunteering opportunities) or predominantly with age-

youth engagement in the UK concluded this was a critical motivator; Australian research found 16-24 year-olds gave diverse and multiple reasons for participating, including career benefits, skill development and gaining knowledge, for social reasons, and to increase their self-esteem (Ferrier, Roos & Long 2004)

¹⁸⁵ interview-based research into volunteering among 16-24 year old Australians found that the involvement of other young volunteers and/or young people as the object of the volunteer activity was one of three aspects commonly considered when deciding to participate, and that working with or for other people (especially other young people) and being able to work in teams rather than alone were commonly described as factors contributing to whether volunteering was considered to be a positive experience (Ferrier, Roos & Long 2004); although not specific to young people, the National Volunteer & Philanthropy Centre Singapore 2004 national survey found that the preferred approach was volunteering with friends (50%) compared to family volunteering at 18%, volunteering alone at 37% and with colleagues at 14%, and that among the 15-24 age group 16% gave 'no friends for company' as the reason for not volunteering

¹⁸⁶ ie perceived as out-of-date and stuffy based on UK research (Russell Commission 2005), noting that this may be less of an issue in Australia given the strong association of volunteering in this country with activities such as surf lifesaving, bushfire-fighting, and other areas likely to be perceived positively by young people

¹⁸⁷ eg Corporation for National and Community Service 2005 finding that a young person from a family where at least one parent volunteers is almost two times more likely to volunteer and nearly three times more likely to volunteer on a regular basis than if there is no family volunteering involvement; Canadian research showing 49% of people volunteered as an adult if they had engaged in volunteering activity as a child or had observed their parents volunteering, compared to 29% if not (Volunteer Canada n.d.)

¹⁸⁸ Torres 2003 concludes the under 14 age group is an underutilised volunteer resource, discussing options of involving them through volunteer programs designed for individual children volunteers, groups of children, family teams, and non-related intergenerational teams

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group peers (youth-targeted activities) may be a greater motivator than mainstream volunteering programs for some

- student volunteering provides a viable pathway for recruiting young people that has been largely untapped as a source of volunteers in Australia¹⁹⁰
- family volunteering may provide a pathway to lifelong engagement in volunteering¹⁹¹

Practice examples

These include specific programs designed for this age group, recruitment and promotional targeting of younger volunteers, in some cases delivered by structural arrangements separate from mainstream volunteering organisations.

Millennium Volunteers¹⁹² has been one of the most widely cited initiatives targeting young volunteers (ages 16-24), with the report of the Russell Commission into youth engagement¹⁹³ introducing a number of changes to the UK strategy over the past 12-18 months. Examples currently operating under this scheme include full-time volunteering programs of out-of-home volunteer work with free accommodation and food and a weekly allowance, marketed as a pathway to independent living for young people¹⁹⁴.

An innovative Australian program example specifically targets disadvantaged and at-risk young people. The NSW *Volunteering makes a difference* project, recently established through a partnership between the Centre for Volunteering and Youth Off the Streets, provides supported volunteer placement to disadvantaged young people, providing training and mentoring.

The UK also provides an example of separate structural arrangements for youth volunteering through the v20 organisation, launched as an independent charity in May 2006 (following the

¹⁸⁹ thereby tapping into the peer-to-peer motivation cited as critical in some reports (eg European Volunteer Centre 2005 conclusions about motivations for youth volunteering; Canadian Council on Social Development 2000 finding that 42% of Canadian young people aged between 15-24 citing as a reason for volunteering being that their friends volunteered compared to 28% of older age groups

¹⁹⁰ described as a key element of university learning in the United States that has been little used in Australia (Flick et al 2002)

¹⁹¹ given the correlation reported between family and youth volunteering and between youth and lifelong volunteering (eg Fahrenthold 2003, Grimm 2006)

¹⁹² described in a 2002 UK Government report (Home Office) as having an annual budget of £15m, with 160 national projects providing volunteering opportunities for over 80,000 young people of which 23,000 have completed 200 hours of community activities and 36,000 completed 300 hours

¹⁹³ see following footnote and annotated bibliography references for information on the commissions recommendations and underlying research informing the Commission (eg Gaskin 2004)

¹⁹⁴ requiring a commitment of around 40 hours per week, receiving a weekly allowance of £31 together with free accommodation and food, and a one week's break with the return fare home or the equivalent distance after 4 months, eligible for anyone aged 16 or over (source: Community Service Volunteers website - one of the major deliverers of the MV program) – toolkits for creating and delivering fulltime volunteering opportunities (together with other guides) have also been developed (Russell Commission 2005)

Russell Commission report¹⁹⁵), described as a dedicated youth-led body independent of government with the task of identifying and securing private sector financial and in-kind support (with a target of raising £50m from the sector that government will match on a pound for pound basis and the aim of engaging and inspiring 1 million new 16-24 year old volunteers). It is responsible for funding organisations to create new opportunities for young people¹⁹⁶, developing tools and infrastructure improvements with the voluntary sector and promoting greater awareness and understanding of volunteering amongst young people. It has an advisory board of 20 young people, four of whom are also on the Board of Trustees.

An Australian structural example is the Oaktree Foundation, described¹⁹⁷ as Australia's only entirely youth-driven aid and development organisation, founded in 2003 by the 2004 Young Australian of the Year, currently with 3000 volunteers worldwide where all of its fundraising and advocacy work and the day-to-day operations are carried out by young people under the age of 26.

There are numerous examples of student volunteering programs in the literature¹⁹⁸. A number of countries¹⁹⁹ have stand-alone websites for student volunteer recruitment and information while others have specific sections in mainstream program on the peak body website. NSW²⁰⁰ and WA both have specific student volunteering programs with WA recently

¹⁹⁵ The Russell Commission was established in 2004 with a focus on how to achieve a better diversity of the type of young people volunteering, better quality opportunities, and extensive online consultation of young people. In its consultation the Russell Commission identified a number of barriers preventing young people from getting involved in volunteering – financial considerations, lack of information about opportunities and lack of information about the immense benefits that volunteering can bring in terms of personal and skills development, strengthened social networks and improved chances of getting employment. The report made a number of recommendations (see annotated bibliography) including establishing a dedicated body, youth-led and independent of government, which were adopted by the UK government and £50 million was allocated over a three-year period for implementing these recommendations (with an additional amount of the same level to match private sector contributions).

¹⁹⁶ including through funding of Youth Volunteer Development Manager positions – the v 2006 reports provides guidance tools and the first round of grant funding occurred in mid-2006

¹⁹⁷ Victorian Parliamentary Inquiry report (OSISDC 2006)

¹⁹⁸ for example, CENTRAS in Bucharest is involved in the organisations of Local Youth Councils, 65 of which have been created involving more than 30,000 volunteers from 1,500 schools, carrying out thousands of projects; France's Youth Policies 2003 program that promotes youth volunteering in holiday and leisure centres; Italy's School and Volunteering Desk, launched in 2004 under the auspices of the Italian Ministry for School, University and Research, which provides a formal framework for the recognition of school credits for high school students

¹⁹⁹ eg Student Volunteering in Scotland, Student Community Action in Wales, Student Volunteering England

²⁰⁰ the NSW Centre for Volunteering operates a Student Community Involvement Program, formed in 1979, as one of its six key program areas, with the aims of facilitating the involvement of young people in their community through initiatives in voluntary work, developing greater community awareness and promoting social responsibility amongst school students, alerting them to needs within their community and providing them with opportunities to involve them in a practical way, creating a bridge between schools, their students and the community, and encouraging an ongoing commitment to community service; with the program organising Community Education Days linking schools and community organisations and providing schools with a list of organisations that involve student volunteers and tips for finding placements

launching the Yvolunteer website²⁰¹ and the Department of Education's new Community Service Program²⁰².

Some websites²⁰³ providing volunteer recruitment, matching, and/or placement services have specific provision for group volunteering opportunities or volunteering activities with friends as online searching categories.

Many organisations²⁰⁴ providing specific youth volunteering opportunities have designed these website pages to appeal directly to the motivations and interests documented in the research on young people and volunteering, marketing an image of volunteering as a fun activity as well as providing direct personal benefits to the volunteer.

Out-of-home placements are offered in some places as a motivator for young people. For example, Hungary operates a pilot exchange programme that encourages young people to volunteer in other cities inside the country, where they can choose the location.

Several countries have adopted schemes formalising the recognition of voluntary work by young people in the form of documented evidence of hours worked and/or skills gained. For example, the UK Millennium Volunteer Awards described earlier and the *Austrian Volunteer Passport* ("Österreichischer Freiwilligenpass") introduced by the Austrian government in 2005 that allows volunteers to document all the voluntary engagement they have undertaken during their life and objectively documents the skills and competences the person has gained through it.

Some initiatives described in the literature as innovative practice include leadership programs such as Canada's "Generation V: Enhancing agency capacity through youth leadership", with the primary goals of increasing the participation of young Canadians as volunteers, encouraging voluntary organisations to involve youth in their volunteer programs and to invest in good volunteer management practices, and creating a career opportunity for youth in volunteer program management. The program operated through placing four

²⁰¹ Volunteering WA auspiced site co-funded by the Department of Education and Training targeting young volunteers aged 13-17, launched in March 2006, providing information on volunteering and downloadable resources for teachers, students and community organisations to assist with successfully placing students in volunteer positions, including under the Department of Education's new Community Service Program (see footnote below)

²⁰² under this program up to 17,000 young people in Years 10-12 each year will be required to do 20 hours per week of community service, with the WA Government announcing that from 2009 these 20 hours of community service will count towards the Western Australian Certificate of Education (WACE) students receive at the end of Year 12

²⁰³ eg National Volunteer & Philanthropy Centre Singapore

²⁰⁴ The Samaritans has been cited in one review (Evans & Saxton 2005) as an example of an organisation that has got its website right on a number of levels including: the website and subsequent volunteering page is easy to find; the webpage stresses how important volunteers are to the organisation and emphasises the opportunity to make a real difference; it highlights that volunteering with the Samaritans will be an 'experience' – a challenging and rewarding one; it offers various mechanisms through which people can volunteer, including the internet; highlights a more flexible, light-hearted option for those who might be concerned about making a more serious commitment (eg to be a volunteer at a major festival); provides additional information about possible volunteer opportunities including details about what skills are needed, what training will be given, what support will be given and the level of commitment that is expected; provides pictures and stories of young volunteers from various ethnic backgrounds which sends the clear message that the Samaritans is a place where a diverse range of young people volunteer; this is done in a concise manner and readers do not have to wade through a lot of unnecessary information to find what they want

Generation V Interns into six volunteer agency host sites across Canada, who would receive nationally-recognised certification as Managers of Volunteer programs upon completion of the 18 month program. It was a pilot program, initiated in 2000, but is not currently operating.

One innovative approach described²⁰⁵ as 'an evolutionary step in volunteering' is the 10,000 Hour Show²⁰⁶, where volunteers contributing at least 10 hours with an approved organisation can attend a free rock concert only open to these volunteers and staged after the total of 10,000 hours has been reached.

There are also some initiatives with delivery methods likely to appeal to and be used by young people. For example, the Russell Commission discussion paper describes the Community Channel's 'Hit The Red Button' where this digital TV channel launched the UK's first charity interactive TV service by which viewers would donate money, time or give feedback to charities and voluntary organisations by 'hitting the red button' whilst viewing. It describes the service as targeting younger viewers, who are strong, early adopters of interactive TV, with future plans²⁰⁷ to create a specific on-air volunteering red button, in partnership with do-it (a UK online volunteer registration service), targeted at driving younger viewers from relevant programming to register for volunteering opportunities by postcode through their televisions.

Older people

Trends and issues

- the proportion of older people in the population is increasing dramatically, with implications for both demand for and supply of volunteer services²⁰⁸
- this age group is more highly educated and affluent than in the past²⁰⁹
- Australian and international evidence that there are different motivations among older age groups for volunteering²¹⁰

²⁰⁵ Fryar 2005

²⁰⁶ a US initiative, run by volunteers who are all under the age of 25, with online registration of volunteer opportunities, volunteer profiles and hours recorded - the first concert in 2004 was held in Iowa City following 13,572 volunteer hours performed by 876 registered volunteers with over 50 participating organisations, the second after 20,009 volunteer hours by 1,684 registered volunteers in over 140 organisations, and the third was held in Des Moines with 38,123 volunteer hours by 4,195 registered volunteers in over 300 organisations

²⁰⁷ noting this was intended to be launched in 2005, however, a web-search did not find further information on its implementation or outcomes (including on the community channel site which does however have a site-page on volunteering that allows online searching for volunteering opportunities by postcode, distance, type of opportunity ie long term or one off, interest area, and activity, powered by do-it.org.uk)

²⁰⁸ for example, Australian Institute of Health and Welfare figures (see <http://www.aihw.gov.au/mortality/data/faqs.cfm#othercountries>) show that males aged 65 in 2002-04 could expect to live to 82.8 years and females to 83.8 years

²⁰⁹ see statistics in footnotes reported in the previous section on socio-demographic trends

²¹⁰ eg the 2000 ABS community work survey shows 'helping others/community' is the most common reason given for being a volunteer particularly by those aged 65 and over (54%) as well as in the 45-54 and 55-64 age groups (51 and 53%), compared to 'personal/family involvement' for 35-44 year olds and 'personal satisfaction' for 18-24 year-olds as the most commonly cited reason – although

- prediction that the pattern of volunteering among this age group will change from the traditional format of relatively long-term affiliation to a particular volunteering organisation to more episodic and short-term commitments
- Australian and international evidence that this age group contributes a larger average number of hours per volunteer than others²¹¹
- indications that the expectations of this group, both of the voluntary organisation and the manner in which their volunteering contribution is used and recognised, are changing²¹²
- health state is a particularly important determinant for volunteering among the over 65 age group²¹³ and Australia's *healthy* life expectancy is among the highest in the world²¹⁴
- increasing acknowledgement²¹⁵ of the benefits of involving older volunteers in formal volunteering activities generally (because of the level of maturity, skills, loyalty, availability, and commitment brought to the role) and in specific areas of service provision, such as working with frail and isolated older people²¹⁶ or on intergenerational activities with schools
- various barriers to formal volunteering reported²¹⁷ by older volunteers

Policy and practice implications

- this age group offers a diverse skills base including professional expertise in a range of areas relevant to management, specialist services, and other aspects of volunteering activity – a 'strategic resource' for NGOs²¹⁸ that does not appear to have been widely targeted to date²¹⁹

these differences are not large, for example, 51% of the 65 and over group also cited 'personal satisfaction' as a current reason while 39.7% of 18-24 year-olds also gave 'helping others/community' as a current reason

²¹¹ see Australian statistics in previous sections and international research eg Reilly 2005

²¹² see previous section footnotes under changing motivations and expectations

²¹³ eg the most recent ABS survey (2002) shows self-rated health has a positive correlation with volunteering, with a 23%volunteering rate among those Queenslanders who rated their health as poor, compared to 38 and 39% of those rating it as excellent or very good; international research reports people in very good or excellent health are more than eight times as likely to volunteer than those whose health is poor (Graham 2003)

²¹⁴ Australian Institute of Health and Welfare figures show Australian males can expect to live 70.9 years of healthy life and females 74.3 years,

²¹⁵ both in the research and practice literature (eg Graham 2003) and on the websites of volunteering organisations

²¹⁶ identified as a particularly valuable contribution in Rochester et al's 2002 evaluation of the UK Home Office's older volunteers initiative

²¹⁷ eg organisational barriers (such as an ageist culture and/or a lack of appropriate support and training for older volunteers), individual impediments (such as a lack of confidence, transport, costs, health and mobility issues), and structural issues, such as difficulties accessing adequate insurance to cover volunteer's activities (Volunteering Australia 2004); transport, expenses, attitudes of organisations that have volunteering opportunities cited in a presentation by the Director of RSVP (Murphy 2001)

²¹⁸ the 'new volunteer movement' has been described in terms of characteristics such as leadership skills, experience and knowledge as strategic resource for NGOs and communities, involving

- higher health and activity levels and greater longevity among future cohorts of older Australians expands the pool of available volunteers and potentially the length (in terms of longer years of active life on average) and depth of their contribution (ie wide scope of activities able to be performed by these healthy active seniors)
- the larger number of average hours contributed per year per person means, all other things being equal, a higher 'payoff' in recruiting, training and retaining volunteers in this age group
- changing motivations and expectations predicted for this group will need to be addressed in future volunteer recruitment, retention, management and promotion, strategies
- volunteer recruitment and management issues²²⁰ specific to working with the elderly population need to be addressed by volunteering organisations to maximise current participation by this age group
- the social dimension of volunteering may be an important element²²¹ of the volunteering experience for many in this age group - promoting and addressing this aspect could increase participation and satisfaction (and therefore retention) – particularly where participation in other community and social networks (eg church attendance and religious activity) are declining

Practice examples

As for young people, these include specific programs designed for this age group, recruitment and promotional targeting of older volunteers, in some cases delivered by separate structural arrangements rather than mainstream volunteering organisations.

There are numerous examples of established programs specifically catering for older age groups, including RSVP²²² (Retired and Senior Volunteers Program) operating in several

challenges such as new meaningful roles for social participation by older people, modification of organisational structures in NGOs and new interorganisational networks, reducing the gap between voluntary and educational sectors, learning from different experiences in the EU and adopting individual approaches, promoting a positive image of the elderly (Active Aging) for further integration and recognition, differentiation between age groups and individual challenges within each country, volunteer work and potential re-entry to the workforce (European Council for Volunteering 2005)

²¹⁹ WA research found only 6% of volunteer-involving organisations have thought of specifically targeting Baby Boomers to recruit as volunteers and only 1% have put into action some form of recruiting approach that specifically targets this group (Esmond 2002)

²²⁰ eg understanding the level to which an individual is capable of performing tasks, effectively targeting and recruiting this particular population, addressing barriers such as transportation (Graham 2003)

²²¹ particularly given research finding that people motivated by 'social adjustment' needs are more likely to become regular volunteers and making volunteering too 'task-orientated' and not building in a social dimension may work against volunteers making a long-term commitment to the organisation. (Personal Social Services Research Unit & The Volunteer Centre 1995)

²²² the UK RSVP free standing volunteer-led program within Community Service Volunteers started in 1988 targeting those aged fifty plus, with unpaid organisers responsible for local groups varying in size from 10 to 50 or more and around 20 volunteer Regional Co-ordinators responsible for about 350 project organisers and 10,000 volunteers

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countries (including UK, USA, and Australia) and America's Senior Corps²²³. These programs have been reported as providing a range of volunteering activities, including meaningful volunteering opportunities for very frail older people, for example, Camden's telephone befriending service²²⁴.

There are also a number of dedicated websites for older volunteers, such as UK's 'Volunteering In Third Age' which promotes volunteering in the over-65 age group, providing support and information to organisations who want to recruit older people. The Executive Service Corps is a US example focusing on delivery of professional services by retired volunteers²²⁵.

Many mainstream volunteering organisation websites have specific sections on dealing with volunteering for 'seniors' or 'third-age' volunteers and some²²⁶ providing matching and placement services have created searchable categories for opportunities for older volunteers.

In some places, these targeted programs are delivered or supported through structures separate to mainstream volunteering organisations. For example, Germany operates about 120 special agencies for active senior citizens (Seniorenbüros ie senior offices) in addition to volunteer centres, with similar aims as the volunteer centres but specifically concentrating on retired people. They are supported by a national umbrella organization (Bundesarbeitsgemeinschaft Seniorenbüros e.V.) established in 1995²²⁷.

A particular focus in the research literature is on the impact of the 'babyboomer' generation. Babyboomers have been described²²⁸ as better-educated, healthier, and wealthier than previous generations, with higher expectations and demands, who are interested in lifelong learning, are more individualistic, and less active as volunteers in many countries.

²²³ US Corporation for National and Community Service program established in 1994 linking over 500,000 Americans to service opportunities through three programs of Foster Grandparent (working with disadvantaged and disabled children), the Senior Companion program (volunteer visiting and assistance to adults living in the community who need assistance with day-to-day living tasks), and RSVP (offering "one stop shopping" for all volunteers 55 and over who want to find volunteering opportunities in their local communities)

²²⁴ described as a very successful scheme in Camden, run by RSVP and funded by Camden social services, where older people who are extremely isolated and house bound were referred as needing an older volunteer to ring them, and at least two thirds of these referrals had themselves become telephone friends (Murphy & Thomas n.d.)

²²⁵ a US network of 34 nonprofit consulting groups, with services performed for nonprofits by volunteer consultants who have retired from senior level positions in business, government, and nonprofits, providing volunteer services such as business plan development, financial management, organisational assessments, and a range of other professional services

²²⁶ eg the US Volunteer Match site allows searching for volunteer opportunity by whether the opportunity is 'great for' kids, teens, seniors or groups

²²⁷ European Council for Volunteering 2005 and country overview for Germany

²²⁸ European Centre for Volunteering 2005

Initiatives²²⁹ to address some of these characteristics identified as defining baby boomers include promoting volunteering as an opportunity for further learning and/or transition and 'career-change' in the 'third age', with volunteering approached²³⁰ as a strategy to enhance employment and re-employment opportunities for older people²³¹.

A European cooperation program²³² responsive to these characteristics of the baby-boomers is LACE (Lifelong Learning and Active Citizenship in Europe's Ageing Society) commenced in 2005. Its aims are to increase number of older people actively participating in society and to develop new volunteer roles and new approaches to senior education. Various demonstration projects are being developed with four country pilot sites, two of which are described further below.

Innovative programs have been developed in a number of countries to take advantage of this trend (both as a resource to be used by volunteer-based agencies and as a motivator to attract the older aged professionals to volunteering). They include²³³ two LACE initiatives - the SESAM Academy initiative in Netherlands²³⁴ where retired corporate managers are trained to become voluntary advisors or coaches for non-profit/voluntary organisations and commit to providing minimum of 80 days of voluntary service and Germany's EFI-Program (DE) 'Experience-Knowledge for Initiatives'²³⁵ where active senior trainers provide consultancy and support to NGOs through internet networks and local Senior Competence Teams.

Other strategies being implemented with this age group in Europe that are likely to appeal to the 'baby-boomer volunteer are exchange programs. A recent example is TEAMING UP – a European Exchange Programme for Older Volunteers, co-funded by the European Commission and DG Employment, Social Affairs and Equal Opportunities with bilateral exchanges (of three weeks duration) between towns and regions in six different European countries, with the goal of initiating sustainable exchange programmes for older volunteers.

²²⁹ a strategy suggested in one UK report is 'phased retirement' schemes in which people approaching retirement are able to take time off during the working week to try out different forms of volunteering in a range of organisations, or to build into retirement planning & pre-retirement education sessions – however, no documented examples were found in the review of websites or research literature

²³⁰ eg European Volunteering Centre 2005 conference report

²³¹ eg volunteering as part of a 'portfolio career' post-retirement, recognising the contribution that the volunteering movement can make in facilitating lifelong learning, facilitated for example by training opportunities made available in both government-supported and state-financed pre-retirement packages that include free courses and incentives for retired people to take up a 'volunteering career' (Davis Smith & Go 2005)

²³² Brauers & Sanchez 2005, with more information available on the ISAB website at http://www.isab-institut.de/front_content.php?client=1&lang=2&idcat=8&idart=205

²³³ examples documented in European Volunteer Centre 2005 conference report and individual country overviews

²³⁴ through a 12-week (2 days per week and 3 weeks practice) course of informal education; implemented in 2003, described as an opportunity for older volunteers to use their skills and experience, offering new social network, and creating new voluntary roles for seniors

²³⁵ a model program for 2002 – 2006 initiated by the German Federal Ministry for Family Affairs, Senior Citizens, Women and Youth, with over 600 active senior trainers providing consultancy and support for NGOs since 2002

Other earlier programs include the 'Still Active exchange programme for older volunteers' and 'Mobility55'.²³⁶

Some literature²³⁷ highlights the importance of strategies to recruit volunteers before they actually retire, for example, through pre-retirement education and phased retirement schemes. A Belgium Vlaams Steunpunt Vrijwilligerswerk program aims at encouraging people at the end of their career to become involved in volunteering through retirement planning courses delivered by companies, enterprises or general courses that highlight volunteering.

There is also research being done on effective marketing approaches to this age group, with one US research report²³⁸ finding that descriptors that seemed to be most relevant and appealing to people in this group had less to do with age than with credibility and the acknowledgement of accumulated wisdom and life experience. Some websites targeting older volunteers are redefining their terminology, for example, referring to people in the 'third age' rather than seniors or retirees.

A 2004 US analysis²³⁹ suggests that voluntary organisations will need to 'retool' to attract and retain boomer volunteers but many are unlikely to have the resources to do so, therefore new mediating institutions or third parties may be needed to handle recruitment, training, and referral of boomers. The report describes volunteer centres as well as other organisations working with or on behalf of older people as providing this role. Structural examples focusing on 'seniors' have already been described, some of which appear to be responding to these emerging trends²⁴⁰.

Various resource guides²⁴¹ and tools targeting baby boomers are also being developed. An Australian example is the WA²⁴² recruitment guide, produced after a three-year commissioned action research project to identify, trial and implement recruitment ideas and strategies to recruit Baby Boomer and other volunteers into a range of organisations.

²³⁶ European Council for Volunteering 2005

²³⁷ eg Esmond 2002, Burnes & Gonyea 2005, Davis Smith & Ga 2005, Harvard School of Public Health & MetLife Foundation 2004

²³⁸ US focus-group based research on experiences and perceptions of retirees linked to community service motivations, finding strong positive responses around describing the retirement movement in terms such as renewal, reconnecting, and bridging, concluding that key messages to appeal to this group are in terms of: life as a continuing journey to grow and learn, new bridges being built between generations, valuing of their wisdom and experience, and opportunity to re-experience the satisfaction of relationships with a purpose (Experience Corps 2002)

²³⁹ Harvard School of Public Health & MetLife Foundation 2004

²⁴⁰ eg websites titled 'Volunteering in Third Age' and publications using terminology such as 'young seniors'

²⁴¹ eg the Points of Light Foundation 2004 program guide *50+ volunteering: working for stronger communities*

²⁴² Volunteering Secretariat 2004 – see also Volunteering Secretariat 2003 and Esmond 2002

Corporate volunteering

Trends and issues

- corporate/employee volunteering is widely acknowledged as providing a viable model for volunteer participation that is responsive to modern-day life
- widely documented benefits of corporate volunteering for individuals, businesses and the community but some evidence²⁴³ that these benefits are not being fully realised
- to date, corporate volunteering has a lower take-up rate in Australia than internationally²⁴⁴
- some evidence that lack of financial resources and knowledge are barriers to the development of corporate volunteering programs by Australian organisations
- differences in the culture of the business and voluntary sectors and managing expectations that arise from those different organisational cultures is a major barrier to address for successful corporate volunteering²⁴⁵

Policy and practice implications

- scope to take greater advantage of corporate volunteering programs in Australia²⁴⁶

²⁴³ eg Deloitte Touche USA & Points of Light Foundation 2006 *Volunteer impact study* finding that 77% of non-profit executives believe that skilled volunteers could significantly improve their organisation's business practices but only 12% actually put volunteers to work on such assignments, and only 19% of volunteers saying they primarily apply their workplace skills in their volunteer assignments; European Volunteer Centre 2004 volunteer organisation survey finding over half are not currently involved in employee engagement, with lack of volunteer organisation capacity and lack of volunteer organisation and business interest and general awareness cited as the main barriers

²⁴⁴ compared to UK and US statistics (for example: 90% of big companies in the US and 30% in the UK have employee volunteer programs – Murphy & Thomas (n.d.); 85% of corporate members of the Center for Corporate Citizenship offered an employee volunteer program in 2004; a recent analysis by the Points of Light Foundation company websites found that 94% of Fortune 500 and 62% of Fortune 500 companies mention the volunteering efforts of their employees - Burnes & Gonyea 2005; 1 in 5 UK employees work for an organisation with employer-supported volunteering schemes, with about 1.5 million employee volunteers contributing around 68 hours each per year at a value of around £1.1 billion – Hardy 2004; one in four Canadian companies encourage workers to volunteer by giving them paid days off or modifying their work hours with employer-supported volunteering accounting for 27% of all volunteering in Canada in 2000 - volunteering in the third age website) Australia's involvement has a more recent history with lower rates of involvement eg the *Giving Australia* project research found business giving was generally in the form of donations (68%) of which only 5% was donated employee time, only 17% of corporate giving was through business community projects of which 41% also contributed employee time and 23% staff training, and overall, 39% of businesses encouraged their employees in some way to give money or time or services to not-for-profit organisations or charities, mainly through circulating information on local charities (22%), flexible work hours to accommodate unpaid volunteering (19%) or paid time off to volunteer (4%) (Department of Families and Community Services 2005); Cavallard (2006) found only 29% of 50 Australian companies currently operating corporate volunteer programs had started them before 2003; less than one-quarter of Australian business-community partnerships having an employee volunteering component (Zappala & Lyons 2005); the Business Council of Australia cites 219,000 staff hours made available by member companies contributed to volunteer and community groups in 2001-02, although based on figures given of appx. 900,000 employees in these member companies, this calculates to less than 15 minutes per employee per year

²⁴⁵ see Hext 2006 for a list of specific issues identified by not for profits and by corporates in Australian interview based research on benefits and challenges of employee volunteering

- capacity building needs²⁴⁷ - resources and information
- brokerage arrangements have an important role in establishing and supporting corporate volunteering through business-community organisation partnerships

Practice examples

Initiatives in this area include a wide range of employer-supported programs²⁴⁸, structural arrangements to support them, and award schemes to recognise their contribution.

Structural arrangements have been established in a number of places to deliver, promote or support corporate volunteering programs. These take varying forms, including government-business sector partnerships, for example, the Prime Minister's Community Business Partnerships in Australia (PMCBP). They also include business sector coalitions, such as the US Corporate Volunteer Councils²⁴⁹ and Canada's Corporate Council on Volunteering²⁵⁰, business-led charitable organisations (eg the UK's Business in the Community) and community-led bodies (for example, Australia's CEO Challenge Inc²⁵¹).

A number of countries operate award schemes in this area (including Australia) that provide sources of recognised good practice examples in the field, for example, Happy

²⁴⁶ the Parliamentary Joint Committee on Corporations and Financial Services 2006 review of corporate responsibility in Australia (which includes discussion of corporate volunteering) concludes governments could do more to encourage and facilitate it, such as by providing leadership in best practice primarily through its own agencies and activities; increased involvement in education of company directors, investors, and other stakeholders by developing educational materials to promote the benefits; providing financial incentives such as regulatory relief to corporations which voluntarily undertake specified corporate responsibility activities or introducing inflated write-off arrangements for the year-one costs of initiating sustainability reports; removing barriers such as insurance and OH&S issues for corporate volunteering, fringe benefits tax on fleet vehicles, and tax treatment of superannuation which encourages those nearing retirement age not to extend their life of work)

²⁴⁷ research for the Giving Australia project found barriers of a lack of financial and human resources particularly for fundraising, volunteer recruitment and partnerships, as well as a lack of knowledge about how to form partnerships with business (Zappala & Lyons 2005)

²⁴⁸ not described further in this section - numerous case studies are available in the supporting literature, and acknowledged good practice examples are described in publications of the various award schemes eg Corporate Volunteer Development 2005 reports by US company winners of Excellence in Workplace Volunteering program awards, Points of Light Foundation 2004

²⁴⁹ described in Surdyk & Diddams (1999) as coalitions of companies that have active employee volunteer programs; first established in New York in the early 1970s and numbering over 100 nationally in 2003 (Hahn 2003)

²⁵⁰ described on the Volunteer Canada website as a group of leadership companies fostering a peer-to-peer corporate campaign that encourages and enables volunteerism and promote civic participation - the first Council was established in April 2006, comprising 19 members, with one of its first tasks being The Corporate Challenge on Volunteering initiative, which calls on Canadian businesses to engage and support their employees in volunteering, aiming to raise more than 150,000 hours of volunteer work nationally through an online registration process, with a dedicated website of tools and resources to show employers how to engage employees in volunteerism, how to select community projects and how to organise volunteer events as well as allowing participating businesses to report successes by tracking volunteer hours and providing feedback on initiatives

²⁵¹ which provides brokerage services matching businesses to community organisations dealing with domestic violence as well as ongoing support, evaluated as providing successful examples of employer supported volunteering

Computing²⁵² – a company with a suite of employer-supported volunteering activities including one-off and team events and pro-bono support as well as offering its employees one day off per month for volunteering or other community activities that can be time-banked.

There are a number of examples of capacity building support sites providing good practice information (such as the recently launched UK employeevolunteering.org site) and of resources such as tools and guides²⁵³ as well as standards for corporate volunteering²⁵⁴.

Governments in a number of places have provided support to promotional activities, for example, Australia's PMCBP program of presentations to business and community participant forums Australia-wide.

A trend documented as good practice in the American literature is the linking corporate funding to employee volunteering, with cited²⁵⁵ examples including Deloitte's Community Impact Awards (which provide a significant cash donation to the non-profit organisation of the winners' choice, and a new release-time pilot program for up to 20 hours of community service volunteer time annually) and ExxonMobil's Individual Volunteer Grant awards that offer eligible participants that volunteer at least 20 hours per calendar year to a nonprofit organisation of their choice the chance to apply for a \$500 grant for that organisation (which can be done up to four times a year, with team grants also encouraged).

Brokerage services are provided in a number of places to facilitate the development of corporate volunteering partnerships between businesses and voluntary organisations through an independent intermediary. For example, UK professionals 4 free is a collaborative project²⁵⁶ brokering free professional services to voluntary and community organisations, providing an online search facility to identify a broker by geographic area and type of service²⁵⁷.

²⁵² a London company providing IT training for small business employees (especially in the voluntary and community sector) which offers employees one day off a month (that can be banked via a timebank) to engage in volunteering or other community activities and is also involved in one-off and team events, using key tests to decide the type of schemes with which it will get involved, specifically: "1. Would anybody notice if we didn't do this? 2. Does it meet a social need? 3. Will it have a positive social impact? 4. Will it benefit Happy Computers?"

²⁵³ eg the *Brilliant Brokerage Guide* on the UK employeevolunteering.org site, NSW Premier's Department Employee Volunteering Working Group *Employee volunteering guide*, Volunteering Australia's *Corporate Shares* guides, WA's Volunteering Secretariat 2004 *Guide to employee volunteering*

²⁵⁴ eg World Volunteer Web 2006

²⁵⁵ case examples of successful programs reported in Cunningham 2004

²⁵⁶ produced by Business in the Community, National Council for Voluntary Organisations, Business Community Connections, and Time Bank

²⁵⁷ a similar service (the Broker Bank) is provided by Business Community Connections – see http://www.bcconnections.org.uk/broker_bank.asp

An innovative example of brokerage ('marketplace' arrangement) adopted in Europe and described²⁵⁸ in a resource guide (The Marketing Toolkit) as a model of public/private partnership aimed at providing a forum where corporates, volunteer organisations and local/regional authorities can meet and build partnerships in an informal, dynamic atmosphere (lasting usually not more than 1 hour). Local community brokers try to match the 'supply' offer of one party with the 'demand' request of another.

Of particular relevance to the ageing population factors and baby boom generation characteristics previously described are corporate volunteering programs providing for participation by ex-employees. A US analysis²⁵⁹ concluded that while most companies include retirees in their volunteer efforts and many acknowledge a 'business need' to develop strategies on the aging workforce, only a few strategically target this group for recruitment.

Virtual volunteering

Trends and issues

- virtual volunteering is widely acknowledged as providing a service delivery model that is responsive to changing trends in the field, particularly episodic volunteering
- interest in online volunteering has increased markedly in recent years, with some Australian and international evidence²⁶⁰ that online volunteering represents a small (but growing) proportion of all volunteering
- seen as²⁶¹ enabling participation by groups that would otherwise find it difficult to volunteer, such as people with a disability, those with home-based commitments and carer responsibilities, professionals working long office hours who would find it difficult to make a regular site-based volunteering commitment
- marketed in some places as particularly attractive for and relevant to young people
- provides an option for people who, for a variety of reasons, may not be able to participate in volunteering opportunities that require an individual to be present at a particular place or time – for example, those living in remote areas

²⁵⁸ CIVIQ, Fortis Foundation & KPMG 2005, noting that the last big "Marketplace" at Eurofestation (a European conference on volunteering and participation held in 2004) resulted in agreed matches of over 1million EUR

²⁵⁹ Volunteers of America and Boston University Center for Corporate Citizenship company-interview and employee-survey based research also finding widespread interest reported by employees in participating in company-sponsored volunteer programs when they retire (Burnes & Gonyea 2005)

²⁶⁰ eg used by 15% of organisations in Volunteer Australia's 2006 first national volunteering survey; the Independent Sector 2001's US national survey found 3% of those with Internet access reported volunteering over the Internet (doing such things as mentoring, tutoring, or website development) compared to a rate of formal volunteering of 44% among adults aged 21 and over (although 10% of those with Internet access used the net to search for volunteer opportunities, learn about volunteer organisations, or engage in other similar activities)

²⁶¹ with one report strongly arguing that online volunteering should never be promoted as an alternative volunteering method for people who don't have time to volunteer face-to-face, as it still requires a commitment of time and effort to make a valuable contribution

Policy and practice implications

- capacity issues, such as availability of appropriate supporting ICT infrastructure across the sector
- volunteer management issues created by off-site volunteering²⁶²
- provides opportunities for the relatively ICT proficient younger generation to demonstrate expertise and be acknowledged as making a valued contribution, relative to other professional skill areas where qualifications and experience levels are likely to be higher among older volunteers

Practice examples

Examples of virtual volunteering include programs that provide ICT related volunteer opportunities, such as IcVolunteer²⁶³ which offers local, national and international volunteering opportunities in the ICT field, as well as non-ICT projects delivering volunteering services through these technologies, such as eMentors where employees mentor young people through regular email contact²⁶⁴ or e-mail pals²⁶⁵.

An Australian example of the former is SA's Community Webs Program²⁶⁶, a joint Office for Volunteers and University of SA initiative where volunteering organisations are provided with volunteer support and mentoring to create an organisational website.

There is also a number of examples of capacity building support sites providing good practice information²⁶⁷ and of resources such as tools and guides²⁶⁸.

²⁶² noting virtual volunteers were deemed by volunteer managers to be no different to their on-site counterparts on dependability of quality of work in Canadian survey research (Murray & Harrison 2002) and that active communication and recognition were equally important as for on-site volunteers but faced the additional challenge of having to be achieved at a distance through ICTs

²⁶³ a UNESCO patron program that recruits (on-line registration provided for on the site), trains and coordinates volunteers with information and communication technology skills to participate in local, regional and international projects for a period of several weeks or months in areas such as web or software development, system administration and content generation

²⁶⁴ a UK program operated by Community Service Volunteers described on the website as providing support and encouragement (academic and pastoral support, assistance with literacy and IT skills) to young people by sending and receiving at least one email per week, enabling employees who may not be able to commit to a regular timeslot out of the office to volunteer with young people – see also e-mentor pro website

²⁶⁵ a UK partnership between a well-known British bank and a local school where pupils e-mail their questions to bank staff and engage in dialogue to improve literacy and information technology skills (European Centre for Volunteering 2003)

²⁶⁶ volunteer groups that do not currently have a website are matched to a student enrolled in 'Multimedia Project', provided with website design and incorporation onto a host site free of charge for 12 months, with on line support and mentoring provided during this period. The program is aimed at giving each group the skills and confidence required to edit and manage their sites independently. as at September 2006, 266 organisations have participated, 145 websites are under development and 121 are being hosted on the communitywebs site

²⁶⁷ eg the US Center for Philanthropy and Community Service project resources on the service leader website at <http://www.serviceleader.org/new/virtual/>

Other developments and initiatives

A number of other developments and initiatives are also described in the literature, but not necessarily as targeting specific groups, so have not been covered in the previous section.

Time banks²⁶⁹ have been described as an innovative approach, launched in the UK in 2000, where people can donate their time online and are matched to volunteering opportunities²⁷⁰. These have been described²⁷¹ as effective in reaching particular sections of society, such as older people, young, minority ethnic communities and those with a record of mental health difficulties, where mutual support systems based in the community that measure and reward the effort that participants make to support the neighbourhood are seen as more relevant and accessible than conventional volunteering. Arguably, the 'mutual aid' element of time banks and similar initiatives blurs the boundaries between formal and informal volunteering, in that they allow for person-to-person volunteering to occur without being mediated through formal groups or organisations in the traditional sense.

Some approaches combine both formally organised projects and individually initiated activity. For example, 'Make a Difference Day' is described²⁷² as the UK's biggest 'hands on' day of volunteering, promoted as 'a commitment free taste of volunteering', where people are encouraged to think about what they can do and who they can help in their local community and then get together with friends, colleagues or team mates to do it. Alternatively, they can participate in an event organised in your local area through projects registered on the CSV website.

The use of ICTs for online searching of volunteering opportunities was cited as an innovative strategy not many years ago but has become a standard feature in many places. However, there is still variation in the depth of the search capability offered. For example, some allow a local level search on volunteering opportunities close to the volunteer's home²⁷³ while others²⁷⁴ provide a large number of searchable categories, such as field of activity, type of volunteering, age group and other elements.

²⁶⁸ eg *The virtual volunteering guidebook* (Ellis & Cravens 2000)

²⁶⁹ described in a 2002 UK Government report (Home Office) as receiving £1.5m funding per year to raise awareness of the value of giving and inspire people to volunteer, supported locally by a network of over 400 organisations with approximately 40,000 people registering

²⁷⁰ with examples of timebanks operating in various formats in the UK, in that participants 'deposit' their time in the bank by giving practical help and support to others and are able to 'withdraw' their time when they need something done themselves, or where volunteered services receive credits that can be exchanged for other things like attendance at community events or recreation activities, second hand computers, vouchers, training courses

²⁷¹ Boyle et al 2006

²⁷² Community Services Volunteers website - over 114,000 people took part in CSV MD Day activities across the UK in 2005

²⁷³ for example, Canada's myVolunteerPage allows online search for volunteer opportunities close to home in towns as small as 500 people

²⁷⁴ for example, Volunteering Ireland and the National Volunteer & Philanthropy Centre Singapore

There is also variability in the extent of ICT-facilitated direct access and whether online matching is provided. For example, a growing number of sites provide for electronic communication direct between the potential volunteer and the organisation seeking volunteer services as opposed to simply posting contact information online. In some cases this extends to registered volunteers electronically logging availability and hours performed. The Canadian myVolunteerPage²⁷⁵ provides a direct digital link to volunteer organisations allowing registered users to update contact information, sign up for new volunteer activities, view their volunteer schedule, advise the Volunteer Manager of availability, and log volunteer hours performed.

An Australian example²⁷⁶ of extended use of online processes for volunteering is the *Conservation Connect* online booking system by Conservation Volunteers Australia through which volunteers can sign up for an activity at a location and date of their choice, receiving an emailed confirmation within one working day after selecting an activity and submitting personal details.

Conclusions

Overall, there is a general view in the literature reviewed that traditional volunteering needs to change in response to changing volunteer supply and demand trends (particularly the impact of the ageing population), moving from a 'charity' to 'social enterprise' model²⁷⁷, with

²⁷⁵ Canadian company operated fee-based service offering volunteer management and communications software that allows volunteer matching, tracking and reporting of volunteer hours, etc

²⁷⁶ cited in the Victorian Parliamentary inquiry report as the only one of its kind in Australia in that other volunteer websites allow a user to submit an expression of interest form but not book into an activity - volunteers are able to contribute on a one-off or ongoing basis and clearly understand the time commitment expected prior to joining from the site information; more than 5,000 volunteers register each year with the majority aged 18-30 (OSISDC 2006)

²⁷⁷ with defining features of each described in Wilson 2001 on 12 volunteering dimensions ie charity models being characterised by:

- a general community recruitment base, predominantly of older women not in the paid workforce
- providing specialised/fixed tasks delivered onsite that require varying skill demands from basic to high, with a 'fit volunteer to job' mode of engagement (ie through selection and training), traditionally little training or extensive role specific training provided in house by the organisation,
- where there is an expectation of ongoing commitment and loyalty and commitment is seen in terms of regular hours or weeks (usually with core hours)
- motivations focus on altruism, and recognition is in the form of a 'gold watch' approach to individuals

social enterprise volunteering models being characterised by:

- a community and corporates recruitment base, involving younger employed and 'cash-rich time-poor' volunteers who are generally more highly skilled, motivated by personal and corporate gains as well as altruism,
- who provide on and off-site (ie virtual volunteering) delivered diverse and project based activities on a fixed-term (rather than ongoing commitment) basis over periods of time without set parameters (outside of core hours and dependent on the volunteer's preferences),
- where the mode of engagement is 'fit the job to the person' (ie creating appropriate volunteer opportunities), that may involve training in-house staff, and

consequential flow-on effects to infrastructure development needs. The key areas consistently identified as requiring change are recruitment and marketing strategies (particularly for reaching young people and increasingly for retirees from the baby-boomer generation), providing more flexible and meaningful volunteer opportunities (including off-site delivery options such as through the use of ICTs), volunteer management strategies appropriate to a more highly educated and professionally skilled group (whose motivations include personal benefit and satisfaction returns as well as altruism), recognition and reward strategies that recognise these different motivations, and making greater use of corporate and employer supported volunteering.

-
- where recognition comes in the form of outcome-focused feedback to individuals and recognising corporate involvement through high-profile marketing

Annotated bibliography (publicly available reports)

All web-based resources were accessed in August to September 2006.

<p>Acavedo, M 2005 Volunteering in the Information Society http://www.worldvolunteerweb.org/fileadmin/docdb/pdf/2006/Acevedo_Volunteering_in_the_Information_Society_2005.pdf</p>	<p>discussion of the role of volunteering in relation to information and communications technology in the human development context across the two areas of volunteers helping others to make better use of ICT and use of ICTs as channels and resources for volunteering, including discussion of virtual volunteering, technical cooperation networks, and practice lessons</p>
<p>ACEVO, Charity Trustee Networks, ICOSA, NCVO on behalf of The National Hub of Expertise in Governance 2005 <i>Good governance: A Code for the Voluntary and Community Sector</i> http://www.governancehub.org.uk/GovHub/Content/Documents/Gd-Gov-FINAL.pdf</p>	<p>UK guide on governance issues and good practice for voluntary and community organisations</p>
<p>Active Communities, Home Office 2004 <i>Changeup: capacity building and infrastructure framework for the voluntary and community sector</i> http://www.changeup.org.uk/documents/ChangeUp-CapacityBuildingInfrastructureFrameworkVCS-2004.pdf</p>	<p>UK framework for development of infrastructure and capacity support over a ten year period (arising from the HMTreasury review – see below) with the aim that by 2014 the needs of frontline voluntary and community organisations in England will be met by support which is available nationwide, structured for maximum efficiency, offering excellent provision which is accessible to all while reflecting and promoting diversity, and is sustainably funded; lists 10 underlying principles, and describes the proposed structural architectural arrangements and the development of six hubs of national expertise addressing six identified support need areas (Performance Improvement, Workforce Development and Leadership, ICT, Governance, Recruiting and Developing Volunteers, Financing Voluntary and Community Sector Activity)</p>
<p>Aitken, A. 1999 <i>Identifying key issues affecting the retention of emergency service volunteers</i> http://www.ema.gov.au/agd/EMA/rwpatach.nsf/viewasattachmentpersonal/(C86520E41F5EA5C8AAB6E66B851038D8)~Identifying_key_issues_affecting_the_retention_of_volunteers.pdf/\$file/Identifying_key_issues_affecting_the_retention_of_volunteers.pdf</p>	<p>Australian Emergency Management Volunteers Forum report on outcomes of survey of WA fire and emergency services volunteers, finding high levels of satisfaction with role, major reason for becoming a volunteer was sense of community (50%) and for remaining a volunteer was enjoyment reasons, concluding focus of recruitment and retention strategies needs to be around issues of making volunteering enjoyable and interesting while highlighting community service and social benefits of participating; also identifies a number of training, attitude, and strategic context issues based on colloquial evidence ie falling and aging rural populations, declining rural incomes, literacy problems, changing social and cultural values such as 'what's in it for me', changing entertainment patterns eg less dependence on local groups, need to make activities more interesting to maintain volunteer interest, increasing demands imposed on agencies & placed on volunteers eg safety and health & fitness requirements, increasing reluctance of employers to release workers for volunteer duties - includes discussion of various strategies in response</p>
<p>Allen Consulting Group 2002 <i>A Not-for-</i></p>	<p>consultation and literature review based report on need for</p>

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<p><i>Profit Council? Discussion of Need and Options for the Way Ahead</i> http://www.partnerships.gov.au/pdf/nfpreportfinal%20.pdf</p>	<p>a not-for-profit sector coordinating body to represent and advocate for the sector in public discussion, discussing various options (ie a peak organisation roundtable, not-for-profit council, and hybrid model) and recommending a roundtable model, includes a third sector mapping analysis</p>
<p>Anderson, D 2006 <i>First Impressions on a Sector in Transition</i> Asia-Pacific Centre for Philanthropy and Social Investment 2006 commencement lecture http://www.philanthropy.org.au/pdfs/GinaAnderson_SwinburneSpeech.doc</p>	<p>general discussion of corporate social responsibility and social investment impacts and role of Philanthropy Australia in promoting corporate philanthropy</p>
<p>Anheier, H & Salamon, L 2001 <i>Volunteering in cross-national perspective: Initial comparisons</i> http://www.lse.ac.uk/collections/CCS/pdf/CSWP/CSWP_10_web.pdf</p>	<p>report on cultural differences in definitions and differences between countries in volunteering patterns, social characteristics of volunteers (showing similar findings for 9 European countries to Australian survey results), and their motivations, finding a close relationship between the type of non-profit regime and the role and importance of volunteering ie liberal (eg US & UK where size of non-profit sector is large and government social spending low, with volunteering very pronounced & strong emphasis on service provision), social democratic (eg Sweden, with high spending and low sector size where the scope of state welfare protection leaves little space for volunteer service provision & volunteering plays more of an advocacy role), corporatist (eg Germany & France, with high levels of both, and greater volunteering focus on state provision & administration eg honorary officers), and statist (eg Japan, with low levels of both & volunteering highly constrained); concludes that role of the state and the nature of state-society relations are important aspects that shape the role of volunteering cross-nationally</p>
<p>Australian Bureau of Statistics 1998 <i>How Australians use their time, 1997</i> cat. no. 4153.0 http://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/CA25687100069892CA256889001D5545/\$File/41530_1997.pdf</p>	<p>survey on how Australians use their time according to categories of activity including unpaid work for community organisations, finding 4.6% of Australians (6% of women and 4% of men) reported spending time on this activity (compared to 3.7% in the 1992 survey), spending an average of 130 minutes per day (compared to 137 in 1992) and the average time spent across all Australians (whether participating in unpaid community work or not) was 6 minutes per person in 1997 and 5 in 1992; also includes time breakdowns by where it occurred and who with</p>
<p>Australian Bureau of Statistics 2000 <i>Unpaid work and the Australian economy</i> cat. no. 52400 http://www.ausstats.abs.gov.au/ausstats/free.nsf/0/32A9733F94F5D88CCA256ADC000807EC/\$File/52400_1997.pdf</p>	<p>economic analysis of the value of unpaid work in 1992 and 1997 (both household and community), based on time use survey data</p>
<p>Australian Bureau of Statistics 2001 <i>Voluntary Work, Australia, 2000</i> cat. no. 4441.0 http://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/5C22B0F4DCB4CB5CCA256A7100047040/\$File/44410_2000.pdf</p>	<p>results of the ABS Survey of <i>Voluntary Work</i> conducted in 2000 (which covers the voluntary giving of unpaid help in the form of time, service or skills, through an organisation or group by people aged 18 or over during the previous 12 months), with details on demographic composition, nature and type of activity, average time spent, reasons given for volunteering, expenses incurred by volunteers, and types</p>

of organisations volunteered for, showing: 32% Australian volunteer rates (up from 24% in 1995 but with no change in the average hours per person), higher rates outside capital cities (38% c.f.28%); comparable rates for males and females(31 & 33%), patterns of volunteering varying with age and life stage (with highest rates for 35-44 year-olds and for female partners with dependent children and higher rates for women employed part-time than full-time (44 & 33%)), higher rates for those born in than outside Australia (35 & 25%), higher rates for those in paid employment whether full or part time than those not in the labour force but with the latter contributing more weekly hours, different rates according to occupational groups for those in paid employment with professionals the highest (and nature of voluntary work undertaken closely related to type of paid work and industry type); 65% of volunteers work for only one organisation; 47% of volunteer hours were for community/welfare and sport/ recreation organisations; the most common activities were fundraising, management, teaching and administration; hours worked varies with most working few hours (median 72 hours per year) with 28% spending less than 20 hours per year, 13% between 140-299 hours, and 8% over 300 hours; most volunteering is a regular and long term commitment with weekly work accounting for 73% of all hours and 40% of volunteers working in the same type of organisation for a least 6 years (and 25% more than 10 years); reasons given for volunteering were most commonly providing benefit to the community and personal satisfaction (47 & 43%); volunteers made personal donations of money to organisations at a higher rate than non-volunteers (84 & 70%)

Australian Bureau of Statistics 2001
Voluntary Work, Australia, 2000 cat.
 no. 4441.0 datacube

national data from the 2000 Voluntary Work survey (see above)

Australian Bureau of Statistics 2001
Voluntary Work, Australia, 2000 cat.
 no. 4441.0 datacubes
 Queensland
[http://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/CA2568A90021A807CA256ACD00067565/\\$File/44410%20%20qld.xls](http://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/CA2568A90021A807CA256ACD00067565/$File/44410%20%20qld.xls)
 other jurisdiction data accessible through
<http://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/4441.0.55.0012000?OpenDocument>

Queensland data from the 2000 Voluntary Work survey, showing: a participation rate of 32% (compared to 1995 figures of 26%); slightly higher rates for females than males (34 & 29%); and lower in the 18-34 and 65+ groups than those aged 35-64 (28 and 23% c.f. 36%); higher for Australian born (33 c.f. 27%); highest in a couple family with dependent children (38%) particularly compared to non-family members (25%); higher rates for part-time employees than full-time (41 & 32%) and both higher than those unemployed or not in the labour force (30 & 25%); highest rates of employed volunteers among professionals; most volunteers having more than a 10 year history of volunteering (47%) or 6-10 years (17%), and becoming involved because they were asked to or knew someone involved (29 & 31%); most participate for less than 20 hours per year (30%), with 21% contributing 140 hours or more; most common current reason for participating is to help others or the community (48%) or personal satisfaction (39%); community/ welfare and sport /recreation organisations were the most common type of organisation volunteered for (36 & 31%); reimbursement was generally not available for expenses incurred by

	volunteers;
<p>Australian Bureau of Statistics 2001 <i>Special Article - Unpaid work and the Australian Economy</i> http://www.abs.gov.au/Ausstats/abs@.nsf/Lookup/6CD7146F4D3CAFC9CA256A790082D9FC</p>	<p>special article on the contribution of unpaid work to measures of economic production, sourced from <i>Australian Economic Indicators</i> 2001, showing that unpaid work (community and household) is estimated to be equal to approximately half of the total gross domestic product (using market replacement valuation methods); includes breakdown of 1997 survey data of value of unpaid work by type of work, gender, and employment status and comparisons between 1992 and 1997</p>
<p>Australian Bureau of Statistics 2002 <i>Year Book Australia, 2002</i> cat no 1301.0 http://www.abs.gov.au/Ausstats/abs@.nsf/94713ad445ff1425ca25682000192af2/04498995361c4a11ca256b3500140434!OpenDocument</p>	<p>overview of key findings of the 2000 Voluntary Work survey and changes over time (no additional information to that detailed in ABS 2001 above)</p>
<p>Australian Bureau of Statistics 2002 <i>Australian Social Trends, 2002</i> cat no. 4102.0 http://www.abs.gov.au/ausstats/abs@.nsf/2f762f95845417aeca25706c00834efa/0a02678db58e9564ca2570ec000b51b6!OpenDocument</p>	<p>overview of findings from the 2000 Voluntary Work survey, concluding the likelihood of volunteering appears to be related to stages in the life cycle (in 2000, 27% of 18-24 year olds and 28% of 25-34 year olds volunteered, but the proportion who volunteered was substantially higher at 40% among 35-44 year olds and likelihood of volunteering then declining slowly with age to 30% of 65-74 year olds before dropping more markedly for those in the oldest age group at 18% for 75 years and over); although the rate of volunteering peaked in the 35-44 years age group the median hours worked tended to increase steadily with age to peak at 2.5 hours per week for ages 65-74 years; the highest median hours were among lone parents or those who lived alone (at 1.7 hours each) then by couples without children in the home (1.5 hours); most volunteers became involved through personal contact of some kind (82%) suggesting that volunteering not only builds social networks but grows out of them; as well as general personal satisfaction, some specific benefits of involvement for volunteers were given as reasons including social contact (18%), to use skills or experience (13%), to be active (11%), to learn new skills (7%) and to gain work experience (4%), with gaining work experience given by 17% of 18-24 year old volunteers but by less than 4% of any other age group; personal or family involvement was the leading reason for volunteering among 35-44 year olds (49%) but was less prominent in younger and older age groups; reasons more common among those aged 65 years and over were social contact (28%), to be active (19%) and religious beliefs (17%).</p>
<p>Australian Bureau of Statistics 2003 <i>General Social Survey: Summary Results, Australia 2002</i> cat no. 4519.0 http://www.abs.gov.au/AUSSTATS/subscriber.nsf/log?openagent&41590_2002.pdf&4159.0&Publication&1241C62DA9C5CD8BCA256DFF007BD6A8&0&2002&18.12.2003&Latest questionnaire: http://www.abs.gov.au/AUSSTATS/abs</p>	<p>results of an omnibus survey of questions in a range of areas of social attachment, crime and safety, life stressor experience, IT use, etc including a single question on whether voluntary work was undertaken through an organisation in the past 12 months, finding just over one-third of Australians did so with the rate similar between males and females but differing with age, life cycle and location - people aged 35-44 years reported the highest rate (42%), those in a couple relationship and with dependent children were more likely (42%) to volunteer than lone parents with children (30%) and rates were</p>

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<p>@.nsf/d36c95a5d2ce6cedca257098008362c8/bcca017fd0cdb8feca256dff007f9b88/\$FILE/ATTPY5X3/GSS%20Questionnaire_2002.pdf</p> <p>output data items:</p> <p>http://www.abs.gov.au/AUSSTATS/abs@.nsf/80564b2725dc40f2ca256ff0019a208/bcca017fd0cdb8feca256dff007f9b88/\$FILE/ATTJXZJL/GSS%20Output%20data%20items_2002.pdf</p>	<p>noticeably lower in the major cities (32%) than elsewhere (42%), also increasing participation rates with income (lowest quartile 26% highest 40%), and slightly lower rates for people reporting a disability or long-term health condition (31% with core activity limitation, 33% with schooling/employment limitation only, 36% with no specific limitation or restriction c.f. 35% with no disability/long-term health condition)</p>
<p>Australian Bureau of Statistics 2003 <i>General Social Survey: Summary Results, Australia 2002</i> cat no. 4519.0 datacube</p> <p>http://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/CA2568A90021A807CA256E38007AB945/\$File/41590%20gss%20data%20for%20australia.xls</p>	<p>national data from the GSS 2002 community work question giving additional statistics to those outlined above, such as breakdowns by disability and long-term health condition by whether aged over or under 65</p>
<p>Australian Bureau of Statistics 2003 <i>General Social Survey: Summary Results, Australia 2002</i> cat no. 4519.0 datacube</p> <p>http://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/CA2568A90021A807CA256E21007E8061/\$File/41593%20gss%20data%20for%20queensland.xls (other state and territory data cubes accessible through</p> <p>http://www.abs.gov.au/AUSSTATS/abs@.nsf/second+level+view?ReadForm&prodno=4159.0&viewtitle=General%20Social%20Survey:%20Summary%20Results,%20Australia~2002~Latest~21/01/2004&&tabname=Related%20Products&prodno=4159.0&issue=2002&num=&view=&)</p>	<p>Queensland data from the GSS 2002 community work question, showing: a 36% rate, highest for 35-44 age group (44%); highest for couple families with dependent children (45%) and lowest for one parent families(28%); comparable levels males & females (34 & 38%); lower rates in major cities (33% c.f 39% in inner regional and 40% in other areas); highest in highest income quartile; higher for part-time employed (45%) than full-time (34%) and both higher than unemployed or retired; higher if born in Australia or other English speaking country than non-english speaking country; higher rates in each group reporting a disability or long-term health condition than if none for under 65-year olds and lower rates if a disability among those aged over 65; highest for people rating their health as excellent or very good</p>
<p>Australian Bureau of Statistics 2004 <i>Work in selected culture and leisure activities, April 2004</i></p> <p>http://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/68F14E8F0B308336CA256F7100736F99/\$File/62810_apr%202004.pdf</p>	<p>survey giving some (limited) statistics on participation rates in a range of activities (such as arts and crafts, film production, festival organising, etc) on the basis of whether this involves some payment or is unpaid only</p>
<p>Australian Bureau of Statistics 2005 <i>Involvement in organised sport and physical activity, April 2004</i></p> <p>http://www.ausstats.abs.gov.au/ausstats/subscriber.nsf/0/97BAC7259D265E9ACA256FA100783169/\$File/62850_apr%202004.pdf</p>	<p>survey giving some (limited) statistics on participation in non-playing roles (eg coaches etc) on the basis of whether this involves some payment or is unpaid only</p>
<p>Australian Bureau of Statistics 2006 <i>Australian Social Trends, 2006</i> cat no. 4102.0</p> <p>http://www.abs.gov.au/ausstats/subscriber.nsf/log?openagent&41020_2006.pdf&4102.0&Publication&178044E4F02</p>	<p>provides Australian trend data on the rate of volunteering during the past 12 months by people aged 18 or over (24% in 1995, 32% in 2000, and 34% on 2002); interstate comparison for 2002 survey (36% Queensland c.f. 34% national average and range of 33% in Victoria & NSW to 41% in ACT); includes specific analysis for young people</p>

B2490CA2571B0001A6078&0&2006&20.07.2006&Latest	(aged 18-24) showing a 28% rate (up from 17% in 1995 and 27% in 2000)
<p>Australian Bureau of Statistics 2006 <i>Australian Social Trends, 2006</i> cat no. 4102.0 (data cube) http://www.abs.gov.au/ausstats/subscriber.nsf/log?openagent&41020_family%20and%20community%20-%202006.xls&4102.0&Data%20Cubes&37C09570CE90CF8DCA2571B0001D6C17&0&2006&20.07.2006&Latest</p>	<p>data tables for Social Indicators report national analysis described above, including data on individual jurisdictions, showing Qld. volunteering rates of 26% in 1995, 31% in 2000 and 36% in 2002, taken (respectively) from the 1995 Voluntary Work Surveys (reprocessed data), the 2000 Voluntary Work survey, and the 2002 General Social Survey, footnoting that differences in survey methods and question design and wording may account for some part of the differences observed in the time series data)</p>
<p>Australian Bureau of Statistics 2006 <i>Aspects of Social Capital, Australia, 2006</i> cat no. 4911.0 http://www.ausstats.abs.gov.au/Ausstats/subscriber.nsf/0/DAD0CFD697AE9B25CA2571AD0082E1C6/\$File/49110_2006.pdf</p>	<p>compendium on selected elements of the ABS Social Capital Framework such as reciprocity and aspects of community support and social participation, drawing on data from the 2002 General Social Survey and other ABS surveys, including a chapter on voluntary work and caring that provides some additional analysis to that given in previous surveys: volunteering is strongly associated with religious participation (of the 23% of Australians participating in church or religious activities in the previous 3 months, 52% had done voluntary work for an organisation in the past year c.f. 29% of those not participating in religious activities, participants in religious activities constituted 35% of volunteers; people were less likely to volunteer if living in a more disadvantaged area (29% of those in the lowest quintile area c.f. 41% in the highest quintile); value of work contributed by workers in non-profit institutions estimated to be \$8.9 billion in 1999-2000</p>
<p>Australian Institute of Health and Welfare 2006 Life expectancy and disability in Australia 1988 to 2003 http://www.aihw.gov.au/publications/leda88-03/leda88-03.pdf</p>	<p>AIHW update of estimated healthy life expectancies in Australia with a specific focus on disability, concluding that: the gains in life expectancy over the 15 years have been accompanied by increases in both expected years with disability and expected years without disability; recent trends (1998–2003) show 67% of gains in life expectancy for men at age 65 (1.5 years over that period) were years with disability (1 year); and 27% (0.4 year) with a severe or profound core activity limitation (c.f. for females, over 90% (or 1.1 of the gained 1.2 years) and 58% (0.7 years) respectively; concluding the ageing of the population and greater longevity of individuals are leading to more people, especially those at older ages, with a disability and a severe or profound core activity limitation</p>
<p>Barnard, R, Campbell, D & Smith, S 2003 Understanding Active Citizen Engagement Among Canada's Information Age Generation http://www.d-code.com/pdfs/CitizenReGen2003.pdf</p>	<p>Canadian study into civic engagement including volunteering among 15-34 year-olds based on national survey findings, literature review and organisational case studies finding: 26% volunteered in 2000; most volunteer to support a cause they believed in, but are also using volunteering to learn new job-related skills and to enhance employment opportunities; they are often frustrated by what they perceive as the ineffectiveness of nonprofit organisations; concluding organisations should allow volunteers to have more say in how and when they contribute, demonstrate results, listen to and show that they have heard youthful voices, and understand the schoolwork- family pressures that may require different timetables and timeframes for young volunteers (eg more after-hours and more short-term, goal oriented</p>

	opportunities); includes innovative practice studies including an on-line initiative TakingITGlobal
Barnard, R, Campbell, D & Smith, S 2003 Understanding Active Citizen Engagement Among Canada's Information Age Generation - Appendix: Additional Innovative Practices Case Studies http://www.d-code.com/pdfs/Citizenscasestudies.pdf	additional innovative practice case examples from above research
Baines, S 2005 Making a difference: voluntary action in a community beset by economic decline ESRC Policy Brief http://www.esrcsocietytoday.ac.uk/ESRCInfoCentre/ViewOutputPage.aspx?data=v9XrjLJ6xhEnnr5fcjUPgIp976qa2%2bBALW2vklq91kL4gL62Y%2f9V38eJgPg94qoCa1ccjTP%2f3YYrHNCQrjSRvGvSnQdSNP6PTauc6kjinotw1q1aqqTfVwWYXhUemb2BsaYJpsgh3s%3d&xu=&isAwardHolder=&isProfiled=&AwardHolderID=&Sector=	discussion of UK research in a disadvantaged community (see Hardill below) concluding that although voluntary work is increasingly promoted in terms of self-improvement and skill acquisition for the workforce more traditional forms of volunteering associated with mutual support and identification with the needs of others persist, with this "fourth sector" activity much more prevalent than formal volunteering for groups likely to face social exclusion including some ethnic minorities, older people and those living in disadvantaged neighbourhoods; presents a typology of four explanations for volunteering as: mutual aid (where volunteering is a response to a problem or experience shared with recipients), philanthropy (altruism – recipients not members of the same group/community), old individualism (a form of self help, reacting to a personal need or circumstance or life event), new individualism (developing skills and experience of value in the labour market)
Barnett, G 2006 Volunteering in Australia: how can we help http://www.volunteeringwa.org.au/downloads/barnettpaper.pdf	Tasmanian Liberal Senator and Volunteering Australia paper on how governments can assist volunteers, identifying: Increased funding for equipment grants for volunteering organisations, changes to the taxation system to provide equitable relief, contribution to out of pocket expenses, encourage or provide incentives for corporate volunteering, support for the upgrading and maintenance of a volunteer register, a permanent inclusion of a volunteer question in the census and Australian Population and regular ABS updates on volunteering, the economic value of volunteering quantified and included in the national accounts published quarterly by the ABS, agree on a method to value volunteering in economic terms, a specific Volunteer Medal in the Order of Australia awards, funding for research into issues that affect volunteers and volunteering, remove red tape adversely affecting or impeding volunteering, Governments and policy makers commit and subscribe to the Principles of Volunteering, Government explicitly require and provide for an adequate budget allocation for volunteer involvement, management, recognition and reimbursement (but not through the individual volunteer) when funding service providers that rely on volunteers, monitor public liability insurance reforms (noting that major insurance companies have offered special discounts for certain public liability insurance products in states that lead the reforms and a special fund has been established in most states to assist the community and volunteer organisations who through no fault of their own cannot obtain reasonable public liability insurance cover)
Bate, J 1999 access and pathways: volunteering in Queensland	volunteer questionnaire and focus group based research by Volunteering Queensland, finding: motivations included

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<p>http://www.volunteeringqueensland.org.au/forms/second%20-%20access%20contents.pdf</p>	<p>(in order of priority) self-satisfaction, skill enhancement, social interaction, community participation & ability to gain work experience; barriers included lack of understanding and recognition of the depth of volunteering, insufficient recognition of the importance of training for volunteers, costs to volunteers, lack of an avenue for volunteers to address their concerns, costs to the organisation, lack of transport and the cost of transport (public and private), few opportunities for volunteers to come together as a broader community, insufficient protection for volunteers (legislative and other); proposed strategies include providing information on the web site (conceding the need for resources for community organisations to access the technology), encouraging corporate involvement (requiring government incentives for community/corporate partnership, lobbying, using the media (requiring training resources to develop the skills of community organisations to participate), promoting the role of volunteering in 'building community' (through volunteer recognition awards and researching volunteer recognition events such as International Year of Volunteering and National Volunteer Week; concludes any future Industry Plan must include planning and program initiatives that recognise the value of volunteering, develop a greater awareness of the depth and diversity of volunteer work, generate a greater understanding that volunteering, as an open, inclusive process is an outcome in itself, raise awareness that volunteering is a pathway to other opportunities, promote the idea that training is no less a requirement because the work is volunteer work, identify and address the costs of volunteering as barriers both for the volunteer and for the organization and support access to full and equitable participation in volunteering</p>
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<p>Bolton, A 2003 Voluntary Sector Added Value: A discussion paper http://www.ncvo-vol.org.uk/asp/uploads/uploadedfiles/1/224/addedvalue.pdf</p>	<p>UK overview of the different sorts of value voluntary organisations add and how they add it, noting voluntary organisations offer different types of value to different stakeholder groups and that the diversity of voluntary sector added value needs to be acknowledged eg voluntary organisations may add value by campaigning, by mobilizing volunteers or by bringing local people together to discuss and formulate responses to local issues and concerns, rather than or in addition to providing direct services many seek to influence behaviour or have a public education and awareness-raising role; also explores myths about the sector citing as unreasonable claims that: it is distinctive because it is value driven and that people working in the sector have morally good motives and are committed; and citing as reasonable claims that: it builds on or constitutes social capital, is good at meeting special needs or niche interests because of significant expertise, is an independent voice, fully involves stakeholders, is flexible, is innovative, can work across public sector divides, operates as a last resort of the powerless (adding value by responding both to market failure and a democratic deficit)</p>
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<p>Boyle, D, Clark, S & Burns, S 2006 Hidden work: co-production by people outside paid employment http://www.jrf.org.uk/bookshop/eBooks/9781859354674.pdf</p>	<p>New Economics Foundation research on the definition, effects and prospects for co-production (ie the process whereby clients work alongside professionals in order to be more effective) & how public service institutions and government can better recognise this contribution, finding</p>
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that: there is an emerging 'co-production' sector, where it has been happening successfully this has generally been outside nationally funded services that are supposed to achieve this, reciprocal relationship between users and organisations can broaden the social reach of the projects with 'time banks' an effective way of valuing their contribution (ie defined as mutual support systems based in the community that measure and reward the effort that participants make to support the neighbourhood – eg where participants 'deposit' their time in the bank by giving practical help and support to others and are able to 'withdraw' their time when they need something done themselves, or where volunteered services receive credits that can be exchanged for other things like attendance at community events or recreation activities, second hand computers, vouchers, training courses, etc - time banks in the UK have been shown to be able to reach the sections of society ie older people, young, minority ethnic communities and those with a record of mental health difficulties, when these are not accessible to other social systems like conventional volunteering); policy issues include developing an acceptable way of allowing people on benefits to be recompensed for their effort in the community without them losing money with a critical reform area being the benefits system so that welfare officials can positively encourage engagement with social networks; conclude distinctive feature of the co-production projects studies is their capacity to engage excluded groups and it may be that their reciprocal aspects are important in reaching parts of the community where volunteering is rare

Brauers, S & Sanchez, M 2005
 Lifelong Learning and Active
 Citizenship in Europe's Ageing Society
 (LACE) Presentation at the Learning in
 Later Life Conference, Nonnweiler,
 November 25-27 2005 [http://www.isab-
 institut.de/upload/Aktuelles/PDF/LACE
 _Presentation_Brauers_Sanchez.pdf](http://www.isab-institut.de/upload/Aktuelles/PDF/LACE_Presentation_Brauers_Sanchez.pdf)

overview of LACE project, commencing 2005, with the aim of increasing the active engagement of Europe's ageing population (ie with voluntary sector), establishing 4 pilot projects in Italy, Ireland, Spain and Slovenia

British Association of Settlements and
 Social Action Centres 2006 Contract
 culture threatens community groups,
 research finds
[http://www.bassac.org.uk/images/news/
 /bassac%20Release.doc](http://www.bassac.org.uk/images/news/bassac%20Release.doc)

overview of BASSAC 2005 member survey into how community-based organisations are performing since the 2002 Treasury review, finding: 58% said funders had reduced the number of grants used to support community-led activities in the last three years replaced by commissions contracts and service level agreements; 73% members with a decline in grant funding reported it was increasingly difficult to secure funding, 50% said their independence had been compromised, 42% reported they were becoming less community-based, 50% said the shift in funding had undermined their ability to be multi-purpose

Bruce, L 2006 Count me in: people
 with a disability keen to volunteer
 Australian Journal on Volunteering,
 11(1) 59-64

discussion of barriers people with a disability encounter in volunteering, organisational benefits of involving people with a disability, issues, and creating disability friendly organisations

Burnes, K & Gonyea, J 2005
 Expanding the boundaries of corporate
 volunteerism: retirees as a valuable
 resource
<http://www.worldvolunteerweb.org/filea>

Volunteers of America and Boston University Center for Corporate Citizenship company-interview and employee-survey based research on baby boomers and corporate volunteering, finding: many companies acknowledged as

dmin/docs/old/pdf/2005/VOA_Report_ExpandingTheBoundariesOfCorporateVolunteerism.pdf

'business need' to develop strategies on the aging workforce, to maintain ongoing good will with their retirees (eg valued status as alumni), most companies include retirees in their volunteer efforts but only a few strategically target this group for recruitment, agreement that more corporate leadership is needed to promote volunteering to local communities, employees and retirees expressed interest in receiving assistance from their companies to learn about and access volunteering opportunities in their communities (eg use of company websites and/or workshops to match interests/skills with volunteer programs), widespread interest in participating in company-sponsored volunteer programs when they retire (even though only 1 in 5 is a current participant), companies should promote volunteerism early on and throughout the employment experience for maximum impact, project based rather than community work requiring long-standing continuous involvement is preferred, general agreement there is a business case to be made for including retirees in corporate volunteering programs, only 10% of retirees advocated creating separate volunteer programs for retirees, incentives to encourage volunteerism most frequently identified were opportunities to match skills and interests (57%) and help them develop new skills and interests (40%), with 57% stating the degree of flexibility in the volunteer arrangements would influence their decision to participate; of the 22 companies surveyed 86% had a volunteer website, 1/3 have paid time off policies for employee volunteerism, 47% include retirees in their group volunteer programs, 57% of the 19 providing a clearing house function for volunteer opportunities provide access for retirees; concluding that: unlike their parents' generation, many baby boomers are expressing a strong desire to combine paid and volunteer experiences as they age and what appears to be key is that the experiences offer opportunities for personal growth - strengthening the connection between corporate volunteer programs and the retired workforce may be a valuable resource for employees as they explore how to remain civically engaged in later life; includes case study examples of retiree involvement in corporate volunteering programs

Burns, L 1999 Volunteering Across the Generations Presentation by the former President of the European Volunteer Centre and Director of Volunteer Development Scotland http://www.cev.be/generationspeech_en99.htm

general discussion of volunteering across age groups and overview of role and contribution of volunteering centres, concluding it is government's role to create policy frameworks which recognise the place of volunteering, invest in volunteering through funding programmes and through assisting the development of the networks of volunteer centres as the essential infrastructure for volunteering, developing their own in-house expertise and understanding of volunteering by creating a special unit or department to work across departments and with the sector, creating a system of regular meetings (perhaps twice a year) between senior policy makers and representatives of the sector

Business Council of Australia (n.d.) The community of business: the role of the corporation in Australia <http://www.partnerships.gov.au/pdf/co>

cites 219,100 staff hours made available by member companies of the Business Council of Australia (which represents most of the largest companies, employing 900,000 people) were contributed to volunteer and

mmunity_of_business_lr.pdf	community groups in 2001-02
Calgary Immigrant Aid Society 2005 Culturally Diverse Youth and Volunteerism: How to Recruit, Train and Retain Culturally Diverse Youth Volunteers http://www.volunteer.ca/volunteer/pdf/CS-CDYV.pdf	focus group and literature review based Canadian resource guide on recruiting, training and retaining young volunteers, including discussion of benefits, barriers and strategies
Canadian Council on Social Development 2000 What influences youth to volunteer? Canadian Centre for Philanthropy, Research Program http://www.nonprofitscan.ca/pdf/FS/CCSD-FS-English.pdf	Canadian 2000 National Survey of Giving, Volunteering and Participating analysis on 15-24 year-olds, finding they accounted for 18% of all volunteers and nearly 15% of all volunteer hours (averaging 130 hours per annum); volunteers were more likely to be fulltime students (68 c.f. 50% of nonvolunteers) and religiously active (48 & 35%); youth volunteering is strongly influenced by career considerations (with 49% saying volunteering gave them new skills that they could apply to their job and 78% of young people seeking paid work believed that volunteering would help them get a job, personal goals were relevant motivators with youth volunteers citing more personal motivations such as exploring their own strengths (71% of youth c.f. 54% of older volunteers) and because their friends volunteer (42% & 28%); concluding employment orientation may help to explain the declining rate of volunteerism among youth with labour force increasing from 61.5 to 64.4% between 1997 and 2000 and volunteering rate declining from 33 to 29% in 2000; (note: completing a specified number of hours of community service is a pre-requisite for high school graduation in some jurisdictions with 18% of youth volunteers reported that they had volunteered because they were required to by their school, employer or the government c.f. 5% of older volunteers)
Capacity Builders 2006 Consortia Projects Programme 2006-2008: Guidance for ChangeUp Consortia http://www.changeup.org.uk/documents/CapacityBuilders-ConsortiaProjectsProgramme-Guidance.pdf	UK guidelines for the ChangeUp consortia funding program (available as of 2006 to support the projects considered as a priority for encouraging the modernisation of infrastructure provision with about £9m available during 2006/07 and £8m in 2007/08) with the main aim of helping infrastructure organisations improve their support for frontline voluntary and community organisations through, for example, development of ICT, good governance, recruitment and HR policies, financing and planning; includes information on program background, principles, eligibility requirements, and application and decision-making processes
Capacity Builders 2006 Pilot grants programme: Improving Reach 2006-2008 http://www.capacitybuilders.org.uk/upload/2006-08-11%20Improving%20Reach%20Guidance%20(Final).pdf	UK guidelines for the ChangeUp pilot program targeting infrastructure development of organisations reaching a range of marginalised groups, specifically targeting black and minority ethnic groups, refugee and migrant groups, faith groups, and isolated rural groups (available as of 2006 and operating till March 2006) with £6million allocated in 2006-07 and £5million in 2007-08
Casey, J & Dalton, B 2006 The Best of Times, the Worst of Times: Community-sector Advocacy in the Age of 'Compacts' Australian Journal of Political Science, 41(1), 23-38	discussion of government & community service organisation arrangements focusing on development of written compacts
Cavallard, L 2006 Corporate	survey based research of 50 Australian companies

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<p>volunteering survey: the extent and nature of corporate volunteering programs in Australia Australian Journal on Volunteering, 11(1) 65-69</p>	<p>currently operating corporate volunteer programs in 2005 finding: 71% of programs were established between 2003-05; different types of models adopted with some underlying common principles (genuine internal support, choice and encouragement given to employees to participate, safety issues and risk management considered, genuine commitment to meaningful relationships with not-for-profit organisations); 61% allowed staff at least one day of paid work time for volunteering, 53% provided insurance coverage, 41% recognition through development plans, 27% provided safety equipment, 25% reimbursed associated costs</p>
<p>Centre for Australian Community Organisations and Management 2005 Giving Australia: research on philanthropy in Australia – Australians giving and volunteering 2004 http://www.partnerships.gov.au/pdf/volunteeringgiving.PDF</p>	<p>detailed survey research results for the Giving Australia project (see department of Family and Community Services below)</p>
<p>Centre for Civil Society & National Council for Voluntary Organisation 2001 Next Steps in Voluntary Action: An analysis of five years of developments in the voluntary sector in England, Northern Ireland, Scotland and Wales http://www.lse.ac.uk/collections/CCS/pdf/Plowden_Report%202001.pdf</p>	<p>analysis of the development and changing relationships of the voluntary sector in the UK over 5 years since the 1996 Independent Commission report on the voluntary sector, noting continuing themes in England of: government's reliance on the voluntary & community sector (VCS) in parallel with the private sector as an essential instrument in implementing government policies and delivering public services, a parallel emphasis on volunteering as a means of enhancing social cohesion, concerns in the VCS about resources in general and levels of public sector funding and the manner in which this is provided, VCS concerns about the difficulty of increasing business support and about a lack of buoyancy in giving by the public, continuing VCS concern at the weakness and incoherence of central government's own organisation for managing its relationships with the sector, concerns about the need to modernise charitable law and regulatory processes more generally and about the management and governance of voluntary organisations; new themes of VCS being taken more seriously than ever before under the Labour government, central government placing much greater emphasis on the role of the VCS in service delivery (especially services aimed at reducing 'social exclusion') and on volunteering and on encouraging 'civil' (or 'civic') society without seeming fully to recognise the connections and tensions between these or the implications for the VCS of being thus co-opted. the Compact between central government and the VCS and the supporting 'codes' are on the table and could open the way to much better mutual understanding, government has acted to try to increase the incentives to public giving, there is discussion of new forms of organisation to mobilise resources and of entrepreneurship in voluntary activity and of the involvement of the VCS in quasi-commercial activities, the VCS is increasingly being challenged to measure its performance and to think and report in terms of 'outcomes', new technology is starting to alter the relationships between VOs and the public;</p>
<p>Centre for Enterprise & Economic Development 2006 Informal economic</p>	<p>review of relative advantages and disadvantages of informal economic activity to people in deprived</p>

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<p>activities and deprived neighbourhoods http://www.communities.gov.uk/embedded_object.asp?id=1501216</p>	<p>neighbourhoods, including mutual aid (ie unpaid work by household members for members of other households) which in deprived neighbourhoods is intimately connected to coping and is more informal and one-to-one based (ie informal volunteering) than the group orientations more prevalent in better off neighbourhoods (ie formal volunteering that occurs through organisations)</p>
<p>Centre for Philanthropy and Nonprofit Studies 2006 Giving Australia: research on philanthropy in Australia Report on qualitative research http://www.partnerships.gov.au/pdf/Qualitative%20Report_final%20for%20online%20release.PDF</p>	<p>outcomes of focus group and interview-based research for the Giving Australia project (see Department of Department of Families and Community Services 2005 below), concluding: key influencers on giving of time or money generally were perceived capacity to give (ie families with school-age children report high giving of time and/or money mainly relating to supporting their children's activities, retirees especially if healthy, and those with less capacity to give perceived by others to be young people trying to establish themselves in a career, newly married couples and those with a very young family although these groups generally saw themselves as active givers especially as volunteers, with sickness and disability, and single parenthood, also appearing to dramatically constrain capacity to volunteer and donate), whether giving is valued by the individual ie a giving orientation, belonging to a network that encouraged giving (with affiliation to groups sharing strong values and beliefs such as religious groups particularly influential), and being involved with or feeling connected to a nonprofit organisation; includes additional focus-group research and recommendations on Indigenous needs and grant making, developing bequest incomes by nonprofits, capacity building by very small 'grassroots' nonprofit organisations, and the perspectives of CEOs and Board members of large businesses</p>
<p>CIVIQ, Fortis Foundation & KPMG 2005 The Marketplace toolkit http://www.cev.be/Documents/Marketplace%20Toolkit%20EN.pdf</p>	<p>toolkit for setting up marketplaces ie an innovative model of public/private partnership aimed at providing a forum where corporates, volunteer organisations and local/regional authorities can meet and build partnerships in an informal, dynamic atmosphere (lasting usually not more than 1 hour) where local community brokers try to match the 'supply' offer of one party with the 'demand' request of another, noting that the last big "Marketplace" at Eurofestation (a European conference on volunteering and participation held in 2004) resulted in agreed matches of over 1million EUR</p>
<p>Community-Government Relationship Steering Group 2002 He Waka Kotuia: joining together on a shared journey http://www.ocvs.govt.nz/documents/reports/he-waka-kotuia.pdf</p>	<p>NZ report on action in implementing the recommendations of the Community and Voluntary Sector Working Party, addressing four key areas: issues of iwi and Māori, strengthening the community sector, improving participatory processes, and resourcing and accountability arrangements, providing recommendations for further action in each area including strategies for strengthening the community and voluntary sector of building a common sense of identity and purpose, establishing a recognised place in society, building and maintaining sustainable organisations, encouraging and supporting Treaty based practices, ensuring the community sector is community-driven, and strengthening Tagata Pasifika</p>
<p>Community Matters 2003 draft response to the Government's</p>	<p>federation for community associations and similar</p>

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<p>Infrastructure Review http://www.communitymatters.org.uk/policy_and_consultation/docs/Infrastructure_Review_Response.pdf</p>	<p>organisations submission to the UK Govt. consultation document Voluntary and Community Sector Infrastructure, concluding that community organisations have specific and distinct support needs that are not always the same as the more formal voluntary sector and concern that the strategy focuses far too much on the role of the VCS in service delivery, calling for a framework for infrastructure support for the whole of the VCS including those who are unlikely to be involved in formal delivery of public services</p>
<p>Considine, M 2003 Governance and Competition: The Role of Non-profit Organisations in the Delivery of Public Services Australian Journal of Political Science, Volume 38, Number 1, p 63 - 77</p>	<p>focus group and survey based research into contracting regime using private firms and non-profit organisations to deliver employment-seeking service for government, finding that a contracting regime produced a convergence of service delivery strategies among different types of agency, higher caseloads, reduced attention to the needs of individual job-seekers and greater 'creaming' of the easiest clients at the expense of those more disadvantaged</p>
<p>Corporate Volunteer Development 2005 2005 Business Leadership Forum monograph http://www.pointsoflight.org/downloads/pdf/resources/CVDBusLeaderForum2005.pdf</p>	<p>papers by US company winners of Excellence in Workplace Volunteering program awards, including discussion of key elements of successful programs: need to be supported from bottom up and top down, communication, creating easy entry to volunteering, employee recognition</p>
<p>Corporation for National and Community Service 2005 Building Active Citizens: The Role of Institutions in Teen Volunteering http://www.worldvolunteerweb.org/fileadmin/docdb/pdf/2006/05_1130_LSA_YHA_study.pdf</p>	<p>results of the 2005 US Youth Volunteering and Civic Engagement Survey (a national survey 3,178 12-18 year old Americans, finding 55% participation rate with level of their volunteer commitment directly related to the nature of the social institutions (family, religious organisations, and school) with which they interact and which play an essential role in connecting youth to volunteer opportunities and encouraging them to become engaged in volunteering; teens volunteer fewer hours and less regularity than adults (29 & 52 hours respectively); a young person from a family where at least one parent volunteers is almost two times more likely to volunteer and nearly three times more likely to volunteer on a regular basis than if there is no family volunteering involvement; higher rates among those who attend religious services regularly (64 & 41%); 38% engaged in community service as part of a school activity with 65% engaged in service-learning related activity but only 5% attributed their volunteer activities to a school requirements; 39% are regular volunteers (c.f. 55% of adults), 35% are occasional volunteers and 27% episodic volunteers; the stronger the social ties, the more likely a teen is to be a regular volunteer (ie 3 times if a parent is a volunteer, double if regularly attending religious services, and higher among students who report doing better in school)</p>
<p>Crampton, P, Woodward, A & Dowell, A 2001 The Role of the Third Sector in Providing Primary Care Services - Theoretical and Policy Issues Social Policy Journal of New Zealand, 17:1-21 http://www.msd.govt.nz/publications/journal/17-december-2001/17_pages1_21.html</p>	<p>discussion of third sector development in New Zealand, concluding that the emergence of third sector primary care in New Zealand has been consistent with international experience with perceived failures in government policies for funding primary care, and private sector responses to these policies, resulting in lack of universal funding and provision of primary care and continuing patient co-payments.</p>

<p>Cravens, J 2006 Research on online volunteering <i>The International Journal of Volunteer Administration</i> 24(1) 15-23 http://www.cev.be/New_Folder/Online%20volunteering%20research.pdf</p>	<p>survey-based research on 11 organisations offering online volunteering named as 'outstanding' in the UN Volunteering program, finding 10 attributes of host organisations as critical success factors (eg stable infrastructure in place, openness to diversity in working style, commitment to supporting online volunteers, etc) and that international online volunteers leads to the building of certain capacities for staff at host organisations, concluding the biggest obstacle in online volunteering is the lack of an organisation's capacity to involve <i>any</i> volunteers effectively</p>
<p>Cravens, J 2006 Myths About Online Volunteering (Virtual Volunteering) http://www.coyotecom.com/volunteer/vmyths.html</p>	<p>article describing 12 common myths about online volunteering, noting that online volunteering should never be promoted as an alternative volunteering method for people who don't have time to volunteer face-to-face</p>
<p>Cunningham, C 2004 Aligning corporate goals with employee volunteerism http://www.worldvolunteerweb.org/news-views/viewpoints/doc/aligning-corporate-goals-with.html</p>	<p>article on corporate volunteering discussing issues in aligning business interests and employee interests, including case examples of successful programs eg Deloitte's Community Impact Awards which include a significant cash donation to the non-profit organisation of the winners' choice, and a new release-time pilot program for up to 20 hours of community service volunteer time annually; ExxonMobil's Individual Volunteer Grant awards offering eligible participants that volunteer at least 20 hours per calendar year to a nonprofit organisation of their choice the chance to apply for a \$500 grant for that organisation (which can be done up to four times a year, with team grants also encouraged)</p>
<p>Dalton, B & Green, J 2005 Sweet Charity and Filthy Lucre: The Social Construction of Nonprofit Business Venturing in Australia, the United Kingdom and the United States of America http://www.business.uts.edu.au/cacom/publications/wp72.pdf</p>	<p>discussion of nonprofit business venturing as creating new opportunities and new challenges for the sector, with the potential to bring innovation and an opportunity to augment scarce resources, noting the importance of nonprofit organisations to be aware of the risks of being seen by the public as more of a business than a social agency and develop ways to respond to public distrust or skepticism and for business venturing to challenge nonprofit organisational culture</p>
<p>Daly, S & Howell, J 2006 For the Common Good? The Changing Role of Civil Society in the UK and Ireland Carnegie UK Trust, Dunfermline</p>	<p>scoping study on the on the future of civil society (including voluntary and community sector, faith groups, cooperatives and mutuals) and their relationships with government, public sector, and business and market sector in England, Scotland, Wales, Northern Ireland, and Republic or Ireland, identifying themes of sector partnership (eg the Compacts), partnerships at local level, active citizenship, strengthening communities (ie taking more responsibility for their community development)</p>
<p>Davey, N 2004 Young, Free and Single: How to Get Free ICT Help in Your Local Area! http://www.it4communities.org.uk/it4c/IT4C%20and%20Volunteering.ppt</p>	<p>Presentation by the National Director IT4Communities on IT volunteering, noting over 675 projects, 500 charities and 1000 volunteers registered and £250,000 worth of support provided to UK voluntary sector to date; identifies organisation take advantage of IT volunteering best by managing it well ie not abuse/misuse it, selecting volunteers well and working within scope, making use of the support using the volunteer to leverage other help, and not using volunteers for mission critical work; notes what</p>

	<p>volunteers want includes an opportunity to make a difference, a chance to use their skills in a more meaningful (non-corporate environment), something to do (keep in practice), to learn something about charities and make contribution to one, a defined start and end with a fairly well planned timescale, good communication between all parties, something that will make a difference to beneficiaries (either directly or indirectly), something that will still be useful in several years time; critical features of a good volunteer IT project considered to be clear project definition, commitment throughout organisation, something which has a defined start and end, something which will make a difference to the organisation and the people it helps, something which can be managed over 1 to 50 hours (average 10 to 20), and which is sustainable without the volunteer</p>
<p>Davey, N (n.d.) Making the best of free ICT support: Making IT Happen http://www.it4communities.org.uk/it4c/cswf.ppt</p>	<p>Presentation by the National Director IT4Communities providing overview of various IT volunteering management and capacity issues including: volunteer support isn't sustainable therefore availability/flexibility is an issue, volunteers need to be managed (and need a 'single point of contact'), volunteers can't solve problems without internal support, capacity varies with location and skills needed with more technical people than strategists available, the higher the value of the job the less chance of getting a volunteer</p>
<p>Davis Smith, J 2006 Volunteering in the 21st century: opportunities and challenges Presentation to the 11th National Conference on Volunteering, Canberra 7–10 March 2006 cited FACSIA research news, issue 25, June 2006 http://www.facsia.gov.au/internet/facsinternet.nsf/via/research_news/\$file/researchnews25.pdf</p>	<p>discussion of challenges confronting the global volunteering movement and five issues for that must be addressed: challenge of the volunteering sector (ie learning to innovate and to take risks concurrent while considering the core values of volunteering), professionalisation of volunteering (ie promoting, supporting and developing volunteering as a professional activity without undermining its core values), relationship between government and volunteering with government having a role in supporting the sector (through providing a voice for volunteering, funding support, & infrastructure), better management of risks and risk taking, needs of the sector and finding better ways of valuing the contribution that volunteers make without threatening to devalue volunteering</p>
<p>Davis Smith, J & Ga, P 2005 Active ageing in active communities: Volunteering and the transition to retirement http://www.jrf.org.uk/knowledge/findings/socialpolicy/0115.asp</p>	<p>interview and literature review based study by the Institute for Volunteering Research, finding that for many older people volunteering had played an important role in the transition process from work to retirement with volunteering helping to fill the void sometimes felt upon retirement (three groups of volunteers were identified as: those who volunteer because they have always done so ie 'lifelong' volunteers; those who have come back to volunteering later in life following a break for work and family responsibilities ie 'serial' volunteers; and those who are inspired by retirement to volunteer for the first time ie 'trigger' volunteers); strategies supported by respondents: develop pre-retirement education in the future to ensure that volunteering features much more strongly in the menu of activities in retirement, 'phased retirement' schemes in which people approaching retirement are able to take time off during the working</p>

week to try out different forms of volunteering in a range of organisations (eg might start with half a day a week in the year running up to retirement and increase the time commitment as retirement gets closer), flexible management styles to take account of the varying needs and interests of older volunteers esp re types of activities undertaken and time commitment required to enable older people to fit volunteering into their increasingly busy post-retirement lives as part of a 'portfolio career', contribution to the volunteering movement in facilitating lifelong learning acknowledged as parallel systems of activity with training opportunities available in both supported by state-financed packages including free courses and incentives for retired people to take up a 'volunteering career' (eg could build on their life's experience of being parents and grandparents by studying for qualifications that are required for working with children and young people); barriers to the involvement of older people as volunteers raised included insurance restrictions, health and safety regulations, and lack of access for disabled people, and cultural obstacles eg under-representation of older volunteers from black and minority ethnic communities (attributed to lack of resources to embark on outreach work and deep-rooted issues to do with the image of volunteering); conclude findings challenge organisations to broaden their base of recruitment to include those groups of older people currently under-represented as volunteers and to structure and organise volunteering opportunities so as to enhance the benefits for all stakeholder groups, challenge government and other policy-makers to rethink both pre- and post-retirement education and the whole lifelong learning debate to ensure that volunteering is better positioned to contribute to meeting the needs of older people in retirement

Deakin, N 2002 Putting narrow-mindedness out of countenance': The UK voluntary sector in the new millennium Civil Society Working paper 4
<http://www.lse.ac.uk/collections/CCS/pdf/cswp4.pdf>

report exploring various alternative responses of state role in voluntary action such as greater reliance on the market and making a new relationship with the state through formal compacts, including discussion of key issues of financial and economic climate, efficiency in service delivery, legitimacy and the decentralisation of the state's functions

Deloitte Touche USA & Points of Light Foundation 2006 Volunteer impact study (summary)
<http://www.pointsoflight.org/about/mediacenter/releases/2006/04-24.cfm>

survey of US non-profit executives and volunteers finding 77% of non-profit executives believe that skilled volunteers could significantly improve their organisation's business practices but only 12% actually put volunteers to work on such assignments, only 19% of volunteers say they primarily apply their workplace skills in their volunteer assignments

Department of Communication, Information Technology and the Arts 2005 Information and communications technology transforming the nonprofit sector
http://www.dcita.gov.au/__data/assets/pdf_file/23751/Nonprofit_sector.pdf#search=%22%20Information%20and%20communications%20technology%20transforming%20the%20nonprofit%2

Australian Government discussion paper on current ICT capacity within the nonprofit sector, concluding: nonprofits are generally taking up ICT at broadly similar rates to business; there are a range of barriers to ICT full adoption and effective use in the sector (ie accessibility, access to ICT and technical support, technological literacy, cost, the fast pace of technological change, availability of reliable advice, and lack of overall strategic direction in some areas); smaller regional nonprofits are particularly likely to

Osector%22%22	struggle with ICT adoption; and identifying initiatives encouraging communities to go online and motivate the sector to improve its capacity (eg potential applications such as online consultation and feedback, online conferencing and networking, e-business such as fundraising or banking, online learning and training, providing social support online, garnering online support for advocacy, relationship building through newsletters and email, and enhanced internal administration); includes analysis of 21 case studies (finding critical success factors of need for a clear business plan for each project, need to align ICT to overall strategy and organisational objectives, value of strategic partnership and stakeholder collaboration, ability to connect with the stakeholder community, relationship with ICT suppliers and developers, and need for professional project management)
<p>Department of Communities and Local Government (UK) 2006 The Economies of Deprived Neighbourhoods: Summary of Research http://www.communities.gov.uk/embedded_object.asp?id=1501193</p>	<p>summaries of three rapid evidence reviews on the economies of deprived neighbourhoods including informal economy unpaid work activities (ie informal volunteering/mutual aid) and discussion of ways of incentivising and supporting people to move from informal to formal economy eg time banks, local exchange trading schemes</p>
<p>Department of Families and Community Services 2005 Giving Australia: research on philanthropy in Australia http://www.partnerships.gov.au/pdf/givingaustraliareport.pdf</p> <p>Factsheet on the Giving Australia research http://www.partnerships.gov.au/pdf/factsheets(9)%20philanthropy%20research.pdf</p> <p>Summary of key data http://www.partnerships.gov.au/pdf/summary_paper.pdf</p>	<p>collaborative research project (ACOSS, CACOM, CPNS, FIA, Roy Morgan Research) based on various sources including surveys (6,200 respondents to the national Individual and Household Survey questions on giving and volunteering, 2,700 business respondents to the Survey of Business collecting information on business donations and sponsorship and community business projects, Survey of Nonprofit Organisations and Fundraisers on their fundraising and development capacity and the resources and supports available and their uptake), over 70 focus groups and in-depth interviews with a range of businesses, and nonprofit organisations and individual donors on attitudes to giving and motivational factors, finding: a growing proportion or rate of giving including of time through volunteering by individuals, households and business with 41% of Australian individuals volunteering for nonprofit organisations during 2004 giving an estimated 836 million hours at an average of 132 hours per year per volunteer (median 44 hours) and a 16% increase in the number of hours donated by volunteers since 2000; increased giving attributed to the increasing size of the adult population, sustained economic prosperity, and possibly greater public publicity for giving, a large increase in the number of nonprofit organisations seeking donations and the use of more sophisticated appeals and fundraising methods by fundraising organisations; women are responsible for 60% of hours volunteered, more (46%) middle aged people volunteer but for fewer hours (105 p.a.), the rate is similar for income levels but hours are lower for higher income and education levels; most common recipients are community or welfare service organisations (34% of adult volunteers & 28% of hours volunteered) and educational organisations (20% of people & 12% of hours)</p>

<p>Department of Families and Community Services 2005 Giving Australia: research on philanthropy in Australia Survey of business http://www.partnerships.gov.au/pdf/Survey%20of%20Business_final%20for%20Online%20release.PDF</p>	<p>most business giving was in the form of donations (58%), with 25% sponsorship and 17% through business community projects; among the 451,600 businesses giving donations, the most common way of donating was by giving money (94%), and other sources were company products (14%), accommodation (7%), administrative help (5%) or employee time (5%); among the 148,700 businesses giving to community business projects, 36% gave money and were also likely to contribute employee time (41%) or staff training (23%); 39% of businesses encourage their employees in some way to give money, time or services to not-for-profit organisations or charities, mainly through circulating information on local charities (22%), flexible work hours to accommodate unpaid volunteering (19%) or paid time off to volunteer (4%)</p>
<p>Department of Transport and Regional Services 2005 Focus on regions No 4 Social capital Bureau of Transport economics Information Paper 55 http://www.btre.gov.au/docs/infopapers/ip55/ip55.pdf</p>	<p>discussion of development and measure of social capital including analysis of sociodemographic and other factors predicting volunteering based on the 2001 HILDA survey</p>
<p>Drake, K & Davis Smith, J 2004 Young People and Volunteering: A map of the range and scope of current opportunities in England http://uk.sitestat.com/homeoffice/russellcommission/s?docs.current_opportunities&ns_type=pdf&ns_url=%5Bhttp://www.russellcommission.org/docs/current_opportunities.pdf%5D</p>	<p>UK mapping of the range, type and numbers of UK volunteering opportunities for young people, prepared for the Russell Commission (see below), based on literature and website review, interviews and questionnaires, concluding: the extent of opportunities available is vast, with a myriad of independent organisations, faith based groups, youth services, sports facilities and branches/members of national agencies that offer opportunities, but no clear and comprehensive map of this infrastructure at all levels and a lack of coherence across the county/regional/national landscape, with implications for young people being able to find out about the full range of opportunities</p>
<p>Ellis, S & Cravens, J 2000 The virtual volunteering guidebook: How to Apply the Principles of Real-World Volunteer Management to Online Service http://www.serviceleader.org/new/documents/vvguide.pdf</p>	<p>US guidebook for online volunteering, covering establishment of a virtual program, integrating the internet into volunteer management, recruiting and managing online volunteers, evaluating and recognizing online service, dealing with online issues such as netiquette, involving people with a disability as virtual volunteers, based on outcomes of a two-year virtual volunteering pilot project</p>
<p>Employeevolunteering.org.uk (n.d) Brilliant Brokerage Guide http://www.employeevolunteering.org.uk/resources/details.asp?id=175&themeid=103</p>	<p>booklet discussing brokering in employee volunteering</p>
<p>Esmond, J 2001 Boomnet: capturing the baby boomer volunteers http://www.community.wa.gov.au/NR/rdonlyres/BB77A5F2-D270-4E64-AC6E-371A8EED8097/0/DCDRPTboomnet2001.pdf</p>	<p>WA Government commissioned interview, focus group and literature based research on aspirations and characteristics of boomers (born 1946 to 1963), finding: boomers want meaningful, interesting, creative and challenging volunteering opportunities that meet their personal (not just the organisation's) needs, through well managed organisations providing professional services and where their contribution is truly valued; this is a 'time-strapped' group with multiple commitments so flexible time-limited volunteering opportunities are critical; there were few differences between themes and issue raised by</p>

<p>Esmond, J 2002 from Boomnet to Boomnot: part two of a research project on baby boomers and volunteering: http://www.community.wa.gov.au/NR/rdonlyres/3502A126-2F4B-4BB7-89E5-C48CD52AED27/0/DCDRPTBoomnettoboomnot.pdf</p>	<p>those living in urban or rural settings</p> <p>WA government commissioned 3-year research to identify the 'motivators and barriers' for Baby Boomers to include volunteering in their plans for later years and to develop strategies to recruit and support Baby Boomers as volunteers, in urban and rural/remote areas, both now and in later years when they retire or change their work practices, with this second survey-based stage focusing on identifying those organisations in the community that utilised volunteers who had <i>thought</i> of specifically targeting Baby Boomers, who had put into <i>action</i> recruitment methods specifically targeting Baby Boomers as volunteers, and examining the recruitment methods of organisations in targeting volunteers in general; finding: that only 6% of organisations have thought of specifically targeting Baby Boomers to recruit as volunteers and only 1% have put into action some form of recruiting approach specifically targeting them (noting that only a limited number were involved in effective target marketing for any age groups and fewer had systematically developed strategies for word of mouth marketing, even though this was by far the most commonly identified recruitment method)</p>
<p>Eurofestation 2004 European roadmap to 2010: volunteering and participation in the EU http://www.cev.be/Documents/Roadmap2010def.pdf</p>	<p>priority identification and action plan to outline the further development of volunteering policy in the EU based on input from 2004 gathering of public, private and volunteering sector stakeholders, noting that: factors that influence the nature of volunteering in a country include its economic, social and political landscape as well as its stage of development, such that there is considerable diversity in the field, it is not possible to specify a single, universal model for supporting it, and what works in one country with its own unique historical background and societal issues may not work in another; research shows that government efforts to influence and stimulate volunteering by exploring possibilities for providing support are increasing; and concluding that a shared broad vision of the scope and importance of volunteering by the different European stakeholders is needed (eg the significance of volunteering for building social capital, volunteering as service delivery, operating mutual benefit organisations and being active in the political arena, volunteering as part of other formal organisations, including education and return-to-work schemes), special attention must be directed towards developing a system for officially recognising the skills and knowledge developed through non-formal learning experiences, national government need to enable and facilitate the necessary framework for volunteer support and facilitation and promote networking and information exchange</p>
<p>European Volunteer Centre 2005 Volunteering for all ages – Summit report http://www.cev.be/Documents/ConferenceReportAllAges0505.pdf</p>	<p>report of conference of 50 representatives of European volunteer centres on an inclusive approach for all age groups and reviewing best practices of members in addressing different age groups, including presentations on the Russell Commission (see below), overview of EU senior-specific volunteering programs, Romanian student councils, Italy's School and Volunteer Desk initiative, the Student Volunteering Scotland program, and other</p>

	<p>European country case examples; conclusions drawn about youth volunteering were different approaches regarding the recruitment, management and the follow-up of young volunteers are needed; student volunteering is a growing area and a good tool to reach young volunteers, organisations that want to promote volunteering amongst young people need to promote the idea: “a good volunteer - a good citizen.”; teachers should learn to work with NGOs and teach students to volunteer within their school or outside the school; it is important to identify the informal leaders of each group inside the community because they have much more influence among teenagers - “peer to peer” motivation is crucial; for young people volunteering should be attractive and modern in the same time, each age group should be approached in a different way, there is a need of a good “marketing strategy” according to their motivations; in order to get funds for projects it is important to lobby the Central Statistical Office and get more data, information and statistics required by the international institutions that provide these kinds of funds; stakeholders at different levels can make a valuable contribution to support youth and student volunteering; governments at different levels clearly need to commit themselves to actively support (ie fund) this kind of activity but businesses need to get involved too, volunteer organisations need to build strong relations with different institutions and governments; in terms of recognition, employers should take into consideration the volunteering work when employing people; networking amongst volunteer organizations is crucial when it comes to mutual support and exchange of knowledge</p>
<p>European Volunteer Centre 2004 Survey on the attitudes and priorities of volunteer organisations and non-governmental organisations vis-à-vis employee engagement in Europe: summary of conclusions and final remarks http://www.cev.be/Documents/EngageSurveyConclusions_EN.pdf</p>	<p>European volunteer organisation survey finding over half not currently involved in employee engagement, with lack of volunteer organisation capacity and lack of volunteer organisation and business interest and general awareness cited as the main barriers, concluding there is a distinct need to build the capacities of grassroots community organisations on the issue of employee engagement</p>
<p>European Volunteer Centre 2004 Voluntary activities in the United Kingdom: Facts and figures http://www.cev.be/Documents/Facts%20and%20Figures%20UK%20updated.pdf</p>	<p>England, Scotland, Wales and Northern Ireland overview of volunteer infrastructure; facts and figures on numbers of volunteers and time spent; nature of involvement (sectors and activities); volunteer profile, motivations and attitudes to volunteering; statistics on recruitment and placement of volunteers by centres and training delivered; government policy; economic analysis of volunteering; and recent developments in the sector</p>
<p>European Volunteer Centre 2004 Voluntary activity in Belgium: facts and figures http://www.cev.be/Documents/Facts&Figures_Belgium.pdf</p>	<p>overview for Belgium covering areas as above for UK</p>
<p>European Volunteer Centre 2006 Volunteering in Bulgaria: facts and figures http://www.cev.be/Documents/Facts&Figures_Bulgaria.pdf</p>	<p>overview of history of and developments in volunteering in Bulgaria, noting a lack of policies by government and volunteer agencies and a lack of data generally about volunteering in the country</p>
<p>European Volunteer Centre 2004</p>	<p>overview for France covering areas as above for UK</p>

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Voluntary activities in France: facts and figures http://www.cev.be/Documents/Facts&Figures_France.pdf	
European Volunteer Centre 2004 Voluntary action in Germany: facts and figures http://www.cev.be/Documents/FactsFigures%20Germany%20final.pdf	overview for Germany covering areas as above for UK
European Volunteer Centre 2004 Voluntary action in Ireland: facts and figures http://www.cev.be/Documents/Facts&Figures_Ireland.pdf	overview for Republic of Ireland covering areas as above for UK
European Volunteer Centre 2006 Voluntary action in Italy: facts and figures http://www.cev.be/Documents/FactsFiguresItaly.pdf	overview for Italy covering areas as above for UK
European Volunteer Centre 2005 Voluntary action in Spain: facts and figures http://www.cev.be/Documents/Facts&Figures_Spain.pdf	overview for Spain covering areas as above for UK
European Volunteer Centre 2005 Voluntary action in Poland: facts and figures http://www.cev.be/Documents/FactsFiguresPoland.pdf	overview for Poland covering areas as above for UK
European Volunteer Centre 2005 Voluntary action in Portugal: facts and figures http://www.cev.be/Documents/FactsFiguresPortugal.pdf	overview for Portugal covering areas as above for UK
European Volunteer Centre 2006 Volunteerism in Austria: facts and figures http://www.cev.be/Documents/FactsFiguresAustria.pdf	overview for Austria covering areas as above for UK
European Volunteer Centre 2003 The Information Society, Volunteerism and Europe: Perspectives and Outlook http://www.cev.be/Documents/cev_iued.pdf	perspectives on volunteerism and the information revolution in Europe including ICT use in volunteer management (eg internet recruitment, on-line volunteer training, e-mail communication), e-volunteerism, and ICT facilitated employee engagement initiatives in Europe
European Volunteer Centre 2006 Manifesto for volunteering in Europe http://www.cev.be/Documents/CEVManifesto_EN_FR_DE.pdf	manifesto targeted at European decision makers explaining the importance of volunteering and recommending actions for how representatives of EU institutions can recognise, promote and facilitate volunteering in the EU including: continuing special volunteering programs targeted at young people, and developing similar ones for other groups (eg the elderly and people with disabilities), acknowledging the role of volunteering in fostering active citizenship, acknowledging the role of volunteering in fostering skills and competencies and contributing to employability, acknowledging its on the inclusion and empowerment of traditionally excluded social groups, recognizing it as a contribution to matched funding on an equal basis to monetary support in programs and projects,

<p>European Volunteer Centre 2003 Volunteer Action Plan 2003-2005: Document for submission to WSIS http://www.cev.be/Documents/WSIS_ActionPlan2005.pdf</p>	<p>consultation based action plan identifying short-term operational and policy priorities for volunteering and ICT use in human development area</p>
<p>Evans, E & Saxton, J 2005 The 21st Century Volunteer - A report on the changing face of volunteering in the 21st Century http://www.nfpsynergy.net/reportdownload.php?pdf=nfpSynergy%20The%2021st%20Century%20volunteer%20November%202005.pdf</p>	<p>UK report prepared for voluntary organisations on the current volunteering environment, future changes, and ways in which volunteer management will need to develop in order to accommodate changes in the external environment, including discussion of volunteering trends and profiles, key social and economic trends (ie ageing population, increasing affluence, and the ICT revolution), and key emerging issues that need to be managed (professionalisation, flexible opportunities, collaboration, 'selfish' volunteers, a volunteer brand reflecting dynamism and diversity, and marketing targeting the new volunteer markets ie baby boomers, young people, employee volunteers)</p>
<p>Evans, E & Saxton, J 2003 Five trends and their impact on the voluntary sector http://www.nfpsynergy.net/reportdownload.php?pdf=5%20key%20trends%20and%20their%20impact%20on%20the%20voluntary%20sector%20May%202003.pdf</p>	<p>analysis of trends in the ageing population, changing nature of households and families, increased levels of educational qualifications, and aspirations and their impact on clients, funding, competition, staff and effectiveness of voluntary organisations</p>
<p>Evans, E & Saxton, J 2004 Touch & Go: The internet, digital TV and mobile telephony as tools for maximising the impact of charities - July 2004 http://www.nfpsynergy.net/reportdownload.php?pdf=nfpSynergy-Touch_and_Go-New_Technology_%20Briefing-July_2004.pdf</p>	<p>UK report prepared for voluntary organisations on ICT and its impacts for organisational efficiency and effectiveness, access to new audiences, and new service development, including a strategy for building infrastructure (with the elements of: a national good practice website containing policy information, case studies etc, a concentration on building up a circuit rider movement and pro-bono IT work, work with funders to raise their awareness around the costs and benefits of ICT, work with the corporate sector to develop sliding costs for charities, identification of organisations who have the capacity to provide ICT support to voluntary and community organisations at a regional and local level) and best practice examples of technologically assisted voluntary sector innovations</p>
<p>Experience Corps 2002 Recasting retirement: new perspectives on aging and civic engagement http://www.experiencecorps.org/images/pdf/Recast_Retire.pdf</p>	<p>US focus-group based research on experiences and perceptions of retirees linked to community service motivations, finding that the descriptors that seemed to be most relevant and appealing to people had less to do with age than with credibility and the acknowledgement of accumulated wisdom and life experience, and strong positive responses around describing the retirement movement being terms such as renewal, reconnecting, bridging etc; concluding key messages to present to appeal to this group are: life as continuing journey to grow and learn, new bridges being built between generations, valuing of their wisdom and experience, their freedom and autonomy will not be compromised, and opportunity to re-experience the satisfaction of relationships with a purpose</p>
<p>Fahrenthold, L 2003 Family Volunteering and Youth Engagement in the Non-Profit Sector: An Analysis of Benefits</p>	<p>discussion of youth volunteering rates in US and the correlation between family and youth volunteering and between youth and lifelong volunteering, concluding that family volunteering practice is typically largely informal</p>

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<http://www.serviceleader.org/new/managers/2004/06/000242.php>

and heavily used by organisations that are more likely to not have a volunteer manager (eg religious organisations); concluding that effective family volunteer program will ultimately benefit both families and non-profits that use volunteers but the challenge lies in designing family volunteer programs that will address concerns and provide the necessary variability needed to complement the varying family types in today's society

Ferrier, F, Roos, I & Long M 2004
Passion, people and appreciation:
making volunteering work for young
people
[http://www.facs.gov.au/internet/facsinternet.nsf/VIA/youthpubs/\\$File/passions_people.rtf](http://www.facs.gov.au/internet/facsinternet.nsf/VIA/youthpubs/$File/passions_people.rtf)

National Youth Affairs Research Scheme survey and interview-based research into volunteering among 16-24 year old Australians, including overview of reasons for, nature of activities, benefits and barriers, finding: wider definition held (includes informal volunteering activities); positive attitudes towards getting involved by most; five main factors having a positive effect on their participation ie compulsory community service, role models, previous volunteering experience, religious belief or activity, and advertising; barriers both those connected to their individual characteristics, capabilities and commitments and external barriers such as social attitudes, the formal structure and arrangement of volunteering and inadequate information about volunteering opportunities; 3 aspects commonly considered when deciding to participate in volunteering activities generally ie those engage their passions and interests and give them opportunities to put their values and convictions into action, that involve other young volunteers and/or young people as the object of the volunteer activity (youth programs, camps, care for young people with disabilities), those where they can see that their help is needed and their efforts have an impact); issues when considering whether to take part in a specific activity reflected their individual characteristics and circumstances eg where they live, age, gender, career goals, personal development needs, etc; five main types of individual benefits were identified ie satisfaction and affirmation, social engagement, personal growth and development, acknowledgement and appreciation, and career benefits, and positive experience gained (which were perceived to be more likely to occur when working with or for other people especially other young people, being able to work in teams rather than alone, having a variety of interesting tasks, having some control over what tasks are done and how they are done, having input into goals and objectives and being able to work toward them, having opportunities to use skills and creativity, having opportunities to gain new skills, being given appropriate levels of responsibility, being given opportunities to move upwards through an organisation to new responsibilities, being welcomed into an organisation by other workers or volunteers, being able to see the results of their efforts, and being appreciated and rewarded); organisations that are the most successful in attracting and retaining young people appear to be those that recognise the lifestyle issues that young people face particularly the demands on their time, keep training short and provide opportunities for young people to move quickly from training to active involvement, offer young people opportunities to participate in activities that suit their skills and enthusiasm, talk to young people in language that is familiar to them and that they can understand, and have charismatic

	<p>leaders with a high media profile or offer opportunities for young people to meet and work with high profile groups or individuals; concluding that: young people are community-minded, some young people face barriers to volunteering, young people value some types of community/volunteer activities above others, young people benefit from volunteering especially when the volunteering experience is a positive one, young volunteers are valued by volunteer organisations, some volunteer organisations are more attractive to young people than others, action to encourage young people to participate in volunteering, and to increase the benefits they gain from it would be particularly effective if it was concentrated on addressing the barriers to volunteering and ensuring that participation in community/volunteer activities is a positive experience</p>
<p>Flick, M, Bittman, M, & Doyle, J 2002 The community's most valuable [hidden] asset - volunteering in Australia http://www.sprc.unsw.edu.au/reports/Volunteering%20Report.pdf</p>	<p>overview of volunteering research including characteristics of volunteers, motivation, trends, and projections to the years 2011 and 2021 (based on 1995 ABS data and showing a trend towards increased participation but not definitive conclusions as to whether this will be sufficient to meet demand), key current issues (significance of free choice, payment for volunteer activity, action on informal assistance); and outcomes of focus group research</p>
<p>Foundation for Good Governance 2003 Development of an Integrated Governance Strategy for the Voluntary and Community Sector http://www.governance-works.org.uk/pdfs/ACU%20Report%20Main-2.pdf</p>	<p>UK Home Office commissioned report on improving governance in voluntary sector organisations, addressing training and development, information and advice, funding, culture change, and monitoring and regulation</p>
<p>Freudenheim, E 2005 The Boomers' Guide to Good Work http://www.civicventures.org/publications/booklets/boomers_guide.cfm</p>	<p>guidebook for post-retirement work by boomers, including volunteering</p>
<p>Fryar, A 2005 Is it time we redefined volunteering? http://www.worldvolunteerweb.org/news-views/viewpoints/doc/is-it-time-we.html</p>	<p>description of the 10,000 hours show (whereby volunteers contributing at least 10 hours with an approved organisation can attend a free rock concert only open to these volunteers) see website description below) as an evolutionary step in volunteering</p>
<p>Gaskin, K 2004 Young people, volunteering and civic service http://www.russellcommission.org/docs/review_literature.pdf</p>	<p>literature commissioned by the Russell Commission (see below) on young people and volunteering, covering volunteering statistics, image, pathways, motivations, benefits, barriers, and including case examples of international civic schemes, concluding that: the key features of an effective and successful youth service program should include partnerships of multiple stakeholders and providers; building on and expanding existing structures and capacities; great variety in types of work and opportunities; choice, flexibility and room for experimentation; strong emphasis on youth-initiated and youth-led activities; time built in for reflection and review of participants' experiences; targets that measure quality as well as quantity; and inclusiveness, with sufficient resources to engage, support and reward all types of young people; it should be part of an overall youth volunteering 'metastrategy' which enables young people to have a volunteering career which begins in school (secondary or even earlier) and offers opportunities at every juncture as they progress through their teens and</p>

	<p>into adulthood, encompassing fulltime, part-time and occasional volunteering, team-based and individual, local, national and international volunteering, and e-volunteering; this strategy should have six guiding principles: an image make-over for volunteering with young people instrumental in its re-branding; multiple promotion and marketing with a message that hits the right notes for young people; easy and inclusive access through institutional gateways, referral networks and the internet; incentives to attract and reward participants and remove barriers; youth ownership to maximise personal growth and civic responsibility; and full and adequate resourcing, particularly for socially excluded and marginalised young people</p>
<p>Gaskin, K 2005 Getting a grip: risk, risk management and volunteering – a literature review http://www.volunteering.org.uk/VolunteeringEngland/Core/RecordedResource.aspx?resource=12E83026-21BC-4271-BD84-63A4CD01F75F</p>	<p>literature review of risk & risk management practices in voluntary sector organisations, concluding that practice of risk management is very variable in the UK with large organisations and umbrella bodies adopting extensive risk management policies and systems but smaller volunteer-involving organisations often having much less or no formal risk management and many saying they do not fully understand what it involves; strategies include: coordination and dissemination of risk management guidance and/or the production of straightforward guides, scope for better communication and leadership among major stakeholders, (government, VCS, legal profession, insurance industry and judiciary) to educate key players about the real nature of volunteer-involving organisations and create greater mutual understanding particularly between the sector and the insurance industry, developing an insurance mutual or collective purchasing, developing more mediation and rehabilitation mechanism and regulating the claims management industry (eg through legislation)</p>
<p>GHK Consulting 2006 Evaluation of the Young Volunteer Challenge Pilot Programme http://www.dfes.gov.uk/research/data/uploadfiles/RR733.pdf</p>	<p>UK evaluation of the impact of the YVC pilot program (ie a 9-month fulltime volunteering commitment where young people, mainly aged 18 and 19 received a weekly income and end-of-program lump sum, operating in 9 UK sites), finding no significant impact on volunteering outcomes amongst young people from low-income backgrounds but positive support from participants</p>
<p>Governance Works (n.d.) Review and evaluation of governance and participation practice http://www.co-opunion.co.uk/live/images/cme_resources/Users/G&P%20Files/G&P%20Research%20Report.pdf</p>	<p>overview of current governance and participation practices in the UK charitable, voluntary, community, co-operative and wider social enterprise sector based on case studies, in-depth interviews and postal survey, recommending: a peer training and support program to encourage and support organisations to review and develop their systems of participation</p>
<p>Graff, L 2004 Making a Business Case for Employer-supported Volunteerism http://www.volunteer.ca/volcan/eng/resource-eval/index.php?resource=pdf/ESVThinkPiece.pdf</p>	<p>Canadian overview of research and business literature on employer-supported volunteer programs focusing on benefits such as increased employee motivation and loyalty, increased investment, more media attention, lower absenteeism, and higher productivity</p>
<p>Graham, C 2003 Formal Volunteering by the Elderly: Trends, Benefits, and Implications for Managers</p>	<p>US overview discussing reasons for using older volunteers (ie maturity, availability, skills, loyalty, and pure numbers), rates and predictors of volunteering (noting that health</p>

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<p>http://www.serviceleader.org/new/managers/2004/06/000240.php</p>	<p>status is perhaps the most dominant predictor for this group), volunteer groups for the elderly, benefits to the volunteers, and management issues specific to working with the elderly population (ie understanding the level to which an individual is capable of performing tasks, effectively targeting and recruiting this particular population, new mindsets among baby boomers, addressing barriers such as transportation</p>
<p>Grantmaker Forum on Community and National Service 2003 Cost of a volunteer http://www.worldvolunteerweb.org/fileadmin/docs/old/pdf/2003/03_04_08USA_costvolunteer.pdf</p>	<p>discussion of nonprofit sector's concerns and issues about absorbing an influx of new volunteers following the President's call for more Americans to volunteer, including a literature review on value of volunteering and survey and interview based research with agencies operating quality volunteer programs, finding that volunteer programs are more likely to be funded by philanthropy than by government and that few have a dedicated budget for their programs, includes case example program profiles</p>
<p>Grimm, R 2006 Building active citizens: The role of social institutions in teen volunteering</p>	<p>discussion of US youth volunteering and the relationship between teen volunteer (ages 12 to 18) behaviour and their social networks of family, religious organisations, and schools (based on the Corporation for National and Community Service survey – see above), concluding fostering environments that encourage volunteer activities are critical to creating a commitment to service and community involvement that will remain with them for their lifetime</p>
<p>Hahn, C 2003 Best Practices in Employee Volunteerism: Corporate Volunteer Councils, Volunteer Centers, and Nonprofit Organizations Partner to Strengthen Communities and Improve Performance http://www.serviceleader.org/new/managers/2004/06/000245.php</p>	<p>discussion of volunteering as a corporate citizenship investment and the role of Business/Corporate Volunteer Councils (coalitions of businesses who either have active employee and/or retiree volunteer involvement program or are interested in starting such a program), first established in New York in the early 1970s and numbering over 100 nationally in 2003, includes case examples</p>
<p>Hall Aitken 2001 E-enabling the Voluntary and Community Sectors http://www.itshere.org.uk/resources/researchpublications/EEnablingtheVoluntarySector.pdf</p>	<p>UK-government commissioned report on ICT related matters based on survey of nearly 2,000 voluntary & community organisations and focus groups, finding: agreement on high importance of internet and perceived benefits in terms of effectiveness in service delivery (including new modes of service delivery eg online mutual support groups, video conferencing in rural areas, and new types of learning opportunities, esp. for organisations dealing with particular client groups eg disability, job seekers, where uses of ICT are of great and immediate benefit - which has implications for VO as partners in delivering e-government services to the hardest to reach groups), internal efficiency gains (although few are yet making extensive use of functions such as online purchasing, web based donations, recruitment, electronic tendering etc), and wider networking benefits (eg some evidence that organisations are beginning to communicate with each other to develop new ways of working and exchange best practice to an extent that was previously too costly and time consuming); however, overall the level of ICT infrastructure in the sector is poor and this prevents many of these gains being achieved (eg only 49% of VCOs use the internet for promotion and 35% for recruitment c.f. 79% & 41%of businesses); barriers to</p>

	<p>greater ICT use are lack of resources, sector attitudes (esp senior management not recognising its benefits), lack of support and training; recommends assistance to the sector through a program of awareness raising of the uses, benefits and barriers to ICT in the sector, a program of training and related support to assist them integrate ICT into their operations and meet organisational service delivery objectives, a program of assistance to secure funding for equipment, internal networking and fast Internet connectivity, that government support be developed and delivered in consultation with the wide range of sector support and coordinating bodies and build on the organisations that are already providing ICT support to the sector, and that the funding element of any support should only be provided in the context of technology plans for applicant organisations that identify benefits relating to the organisation's purpose, costs and savings, and plans to finance ongoing support and upgrade costs after the first year</p>
<p>Hall, M, McKeown, M & Roberts, K 2001 Caring Canadians, Involved Canadians: Highlights from the 2000 National Survey of Giving, Volunteering and Participating http://collection.nlc-bnc.ca/100/201/301/statcan/caring_canadians/2000.pdf</p>	<p>results of the 2000 Canadian National Survey of Giving, Volunteering and Participating, finding a decline from 1997 in the formal volunteering rate (27% aged 15 or over c.f. 31%) but an increase in the average amount of time contributed (162 c.f. 149 average hours per year), with charitable and non-profit organisations were relying on a somewhat smaller core group of people to provide the bulk of volunteer hours</p>
<p>Hardill, I 2006 Doing One's duty: A Case Study of Volunteering in a Deprived Community: research report http://www.esrcsocietytoday.ac.uk/ESRCInfoCentre/ViewOutputPage.aspx?data=v9XrjLJ6xhEnnr5fcjUPgv6Xjq0uhG1HUEMUghEBHoiCiJeBNyOVmvP5ECwbY2bJE3BE9f%2bmoi0IzDFSHCIg4m%2bNSNQ2T59IVC5NOQyw21SVIPuB4dTsaJqQJjaxufra1P5MAcMQk%3d&xu=&isAwardHolder=&isProfiled=&AwardHolderID=&Sector</p>	<p>UK research based on four case studies examining volunteer activity within organisations and groups in a social deprived community in East Midlands that has suffered severe loss of employment, finding: a strong element of household/family volunteering; motivations rarely expressed in terms of labour market aspirations or skill development and more in mutual aid and philanthropy terms; a strong personal factor of entry to volunteering as a reaction to a milestone event eg retirement or change in family circumstance; a blurring of paid and unpaid work roles in some cases; increasing confidence often cited as an important outcome; three key management issues identified were the need for reliable volunteers, managing volunteer expectations, and need for short and long-term commitment to balance finding issues and continuity of service; concluding that there is an important role of informal volunteering and a link between individual and collective benefits of volunteering</p>
<p>Hardy, R 2004 Employer-supported volunteering and giving: Findings from the 2001 Home Office Citizenship Survey http://www.homeoffice.gov.uk/rds/pdfs/04/hors280.pdf</p>	<p>UK 2004 survey and key informant based research, finding 1 in 5 employees worked for employers that supported schemes for volunteering and of these employees two-fifths participate; appx.1.5 million employees participate in employer-supported volunteering schemes in England and Wales, contributing around 68 hours each per year with an equivalent value of around £1.1 billion; once employees had access to volunteering schemes demographic and other characteristics of employees did not play a large role in determining participation; 44% of employees who had access to such schemes stated that their employers expected them to carry out volunteering in their own time and 33% that they</p>

were expected only to be involved in projects relevant to their employer's businesses; 40% of all employees cited volunteering in work time as an incentive to participate in volunteering schemes, with other reasons cited being able to choose the areas of their activity (28%), volunteering as a group with other employees (33%), improving their skills (29%) and experiencing career benefits (23%); conclude employers should do more to increase the attractiveness of these schemes to employees; employee-identified incentives for participation included greater willingness on the part of employers to commit resources principally employees' paid time (volunteering in work time was the top incentive) but also use of employers' resources, greater attentiveness on the part of employers to employees' interests and enthusiasms (choosing activities) and to their career progression (improving skills and experiencing career benefits), the opportunity to volunteer as a group with colleagues, and more information about the opportunities on offer; employer-identified incentives were reliable and easy-to-measure business and community benefits, financial incentives (eg further opportunities for tax relief), and non-financial incentives (eg late payment of VAT, flexibility in filling in tax returns, and a kitemarking scheme with awards for organisations that signed up to best practice with regard to employees, suppliers, clients or customers and the environment); identified facilitators were brokerage bodies, internal champions, support bodes (which would allow them to share information and experiences, disseminate good practice, encourage partnerships, provide role models, and deal with the media), and flexible schemes; barriers identified were resources and organizational culture; includes overview of other international research

Harrow, J & Bogdanova, M 2006 *Sink or swim: towards a twenty-first century community sector*
http://www.bassac.org.uk/uploads/File/SWiM_report.pdf

literature review and case-study based report on the growth, achievements and implications of working through clusters (ie collaborative working arrangements for service delivery across several organisations) in the UK Voluntary and Community Sector, including case studies of three initiatives led by volunteer centres

Harvard School of Public Health & MetLife Foundation 2004 *Reinventing aging: baby boomers and civic engagement*
<http://www.hsph.harvard.edu/chc/reinventingaging/Report.pdf>

US overview of baby boomers and engagement with a particular focus on volunteers, including an analysis of trends and characteristics of baby boomers and their implications for volunteering, key issues relevant to attracting and retaining this group including the need to build appropriate community infrastructure, highlighting the role of intergenerational projects and informal helping; recommending large scale media efforts, including appropriate language and terms to 'frame a new vision for ageing, creating diverse opportunities for social engagement that include informal volunteering, educational institutions revise their curricula to meet the needs of older adults, establishment of mediating institutions to play a role in professional volunteer management, developing community-wide service opportunities and forums to mobilise boomer papers

Herefordshire In Touch Voluntary & Community Sector 2004 *Herefordshire in Touch Voluntary & Community*

ICT strategy for building the ICT capacity of voluntary & community organisations in Herefordshire to improve efficiency and effectiveness, developed by the

Sector ICT Strategy 2005-2008
<http://www.itshere.org.uk/resources/researchpublications/ICT%20Survey%20Full%20Report%20VCS%202004.pdf>

Herefordshire In Touch Project, based on a 2004 research survey findings, a 2002-2005 project evaluation and involvement with regional and national ICT developments; includes: focus on supporting the sector, raising awareness of the value and potential of ICT for strengthening the sector, promoting its use to support professional development and collaborative working and partnership development, etc; activities such as ICT advice and support (in the form of independent consultancy services focusing on ICT management and planning, networks & internet access, and website development; online ICT support services eg online bookings and enquiry systems for training and events, setting up local communities online directory; low-cost technical support services to small and medium sized organisations; open source computer recycling project), awareness raising, training and skills development (through short courses and on ICT good practice in key target areas such as information security, website development and e-service delivery; improving publicity on the HIT support project; an annual ICT conference), research, policy and strategic development (eg internet telephony, voluntary and community sector portal, national networks

Hext, H 2006 *Improving Employee Volunteer Programs -A View From Both Sides*
http://www.philanthropy.org.au/pdfs/HaleyHext_ImprovingEmployeeVolunteerPrograms.doc

Australian interview based research on benefits and challenges of employee volunteering, concluding that the major difficulty in corporate/community partnerships is the difference in cultures and the different needs of each, finding that the main challenge of corporate employee volunteering identified by Not for Profits were: finding volunteering opportunities and matching the needs of both organisations, continuously developing opportunities that will interest volunteers and benefit clients, articulating what the NFP needs and saying no to offers of help that are not needed or beneficial, volunteers not turning up on the day and resource costs involved and disappointment of recipients, managing expectations of community service managers and non-profit clients, negotiating who will pay for the costs involved in volunteering, calls from a corporate who want large numbers of employees to volunteer on the same specific day at short notice ie unrealistic expectation, finding motivated volunteers who want to be there ie quality not quantity, having enough time and resources to manage volunteers and ensure that projects run smoothly and are successful, deciding and predicting if the investment of time and effort in organising volunteering opportunities is worth the outcome i.e. where is this relationship heading, corporate volunteers making a commitment to a project and then not attending, corporates offering volunteers as an alternative to financial contributions is a backward step for the non-profit sector; challenges identified by corporates were: finding volunteering opportunities that match the needs of both organisations, continuously developing opportunities that are new and relevant that will interest employees and benefit NFPs, having enough time and resources to organise volunteering opportunities and ensuring that projects run smoothly and are successful, motivating employees at all levels to participate, driving a culture change to enable all levels of staff to embrace the concept

	and support it, managing expectations of employees of what types of activities are available and achievable within NFP organisations, managing the costs of volunteering with limited or no budgets, OH&S and insurance issues, creating good policies and procedures to protect employees and ensure the success of the volunteer programs
Home Office & HM Treasury 2002 <i>Next steps in volunteering and giving in the UK: a discussion document</i>	UK Government discussion paper on volunteering and giving including discussion of government's role as an enabler, a stated commitment to ensuring a strong local infrastructure of volunteer support, overview of initiatives such as time banks and Millennium Volunteers, and future policy focus directed to priority areas of youth volunteering, promoting employee volunteering, increasing participation among disadvantaged communities, and supporting a culture of volunteering in public services
HM Treasury 2002 <i>Cross cutting review of the role of the voluntary and community sector in service delivery</i> http://www.changeup.org.uk/document/s/RoleofVCSinServiceDelivery-CrossCuttingReview.pdf	UK Government review report making 42 recommending measures on strengthening the support and assistance available to voluntary and community organisations in relation to effective engagement between government and the sector, a partnership approach to local service delivery, developing a shared capacity building strategy, government funding processes, and Compact implementation issues
IAVE 2001 <i>IAVE Universal Declaration on Volunteering</i> http://www.iave.org/resources_udecl.cfm	International Association for Volunteer Effort declaration
ICT Hub 2005 <i>ICT Hub Business Plan July 2005 to March 2007</i> http://www.icthub.org.uk/cms/opencms/icthub/about/business_plan_Sept_05.doc http://www.icthub.org.uk/cms/opencms/icthub/about/Appendices_1-7_Sept_05.doc http://www.icthub.org.uk/cms/opencms/icthub/about/Appendices_8-16_Sept_05.doc http://www.icthub.org.uk/cms/opencms/icthub/about/Appendices_17-25_Sept_05.doc	2005-07 business plan for ICT Hub (a coalition of 32 UK voluntary and community sector organisations) for achieving: a telephone ICT Hub HelpDesk available for organisations without significant ICT capability; a wide range of reference material, including basic support and signposting on ICT issues, best practice information, "how to" guides accessible by an ICT Hub site; strategic analysis of new developments in ICT accessible via the web and other formats, including the new media technology agenda and an additional benchmarking exercise; a common awareness of the costs and benefits of ICT among organisations enabling them to make informed choices about their use through a series of workshops, publications and briefings; affordable and relevant support models with user friendly and relevant ICT advice available, including volunteering and circuit rider support; based on sector wide consultation and assisted through government developmental funding with a commitment of funding of up to £4 million to implement the plan
ICT Hub 2006 <i>IT funding for charities survey</i> http://www.icthub.org.uk/cms/opencms/icthub/research/IT_Funding_for_Charities_Survey.pdf	UK 2006 online survey of 550 charities on their experience of seeking IT funding, finding 88% stated their planned IT spending this year was insufficient, most IT is funded through core or project costs with only 38% successful in gaining specific IT funding, and greater difficulty reported in getting funding for IT support contract and staff as opposed to the more visible elements of IT equipment for use by clients; with key lessons identified for voluntary organisations (ie clear explanation of relevance between

	the technology and organisational objectives; understand and budget full cost of running IT infrastructure) and funders
IcVolunteers (n.d.) <i>Cyber volunteers</i> Program brochure http://www.icvolunteers.org/files/cyber_brochure_en.pdf	description of the cyber volunteer program including application processes, partners, program management structure, and project examples
Independent Commission on the Future of the Voluntary Sector in England 1995 (Joseph Roundtree Foundation summary) http://www.jrf.org.uk/knowledge/findings/socialpolicy/SP9.asp	Independent Commission report on the voluntary sector, including several key issues such as the nature of relationships with the Government, recommending single source of policy thinking about the voluntary sector in central government, concordant drawn up as code of practice, charity definition reformed based on public benefit concept, business/voluntary organisation (VO) collaboration encouraged through a demonstration program, company & VO long-term partnerships should be developed, all funders recognise independence of VOs, funders support VO infrastructure and core costs, VOs make standards explicit & develop quality measures involving users
Independent Sector 2001 <i>Giving and Volunteering in the United States: Key Findings</i> http://www.independentsector.org/PDFs/GV01keyfind.pdf	seventh US biennial national surveys on trends in charitable behavior (based on phone survey of 4,261 adults), finding: 44% of adults (aged over 21) in 2000 volunteered with a formal organisation, with 63% volunteering on a regular basis (monthly or more often), averaging 24 hours per month (3.6 hours per week), and producing an estimated 15.5 billion hours at a value of US\$239 billion; higher rates for women (46% c.f.42%); volunteers more likely than non-volunteers to belong to a religious organisation (75.6% c.f. 58.0%); no difference in number of monthly hours volunteered based on youth experiences, religious attendance, household giving patterns, age category, gender, race, or ethnicity; 10% of people with Internet access (60% of respondents) used the Internet to search for volunteer opportunities, learn about volunteer organisations, or engage in other similar activities, 3% of those with Internet access reported volunteering over the Internet (doing such things as mentoring, tutoring, or website development); 71% volunteered when asked and 29% even though not asked
Independent Sector 2003 <i>Experience at Work: Volunteering and Giving Among Americans 50 and Over</i> (summary) http://www.independentsector.org/programs/research/experience.html	overview of results from the national survey above for the 50+ age group, concluding that more of this group will be available to volunteer more often
Inspire Foundation 2002 <i>Act Now Pilot North Sydney: evaluation report</i>	evaluation of the Act Now project (see website description below), piloting an online volunteer recruitment approach targeting young people in partnership with Go Volunteer, operating in the North Sydney in May and June 2001, which matched 258 young volunteers to organisations over the eight week period, concluding the project was highly successful in increasing the number of young volunteers for community organisations using an easy and effective online approach to recruitment
Institute for Volunteering Research 2004 <i>Volunteering for all? Exploring the</i>	UK research (based on literature review, stakeholder organisation consultations, survey and case studies) into

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<p><i>link between volunteering and social exclusion</i> http://www.ivr.org.uk/socialexclusion/fullreport.pdf</p>	<p>volunteer experiences of 3 social exclusion groups (disabled people, black and minority ethnic groups, and exoffenders) finding: most organisations confirmed volunteer under-representation among these groups; volunteers tended to identify psychological barriers to volunteering (eg public image of volunteering, perceptions of time and fear of over-commitment, lack of confidence, attitudes of other people, and fear of losing welfare benefits), while organisations focus on practical barriers (eg difficulty finding out about volunteer opportunities, overly formal recruitment procedures, poor follow-up of new recruits, physical inaccessibility of volunteer environments, and inability to meet costs of volunteering); includes examples of strategies by organisations to overcome these barriers</p>
<p>Inter-university Consortium for Political and Social Research 2001 <i>International Social Survey Program (ISSP): Religion II, 1998</i> http://prod.library.utoronto.ca:8090/datalib/codebooks/icpsr/3065/cb3065.pdf</p>	<p>results of the 1998 International Social Survey including frequency of undertaking voluntary work (defined as charitable activities such as helping the sick, elderly and poor) in 32 countries, showing a higher rate for Australia than many countries (41% compared to 39% USA, 23% in Great Britain, 45% NZ) and higher proportions doing so 6 or more times during the year</p>
<p>Investing in volunteers (n.d.) <i>Investing in volunteers standard</i> http://iive.investinginvolunteers.org.uk/NR/rdonlyres/66065842-6D90-4F5D-A2D9-34E4E16E7838/0/FullIIVEStandard.doc</p>	<p>UK best practice standard comprising 10 indicators of volunteer management best practice and provision of support to organisations in its implementation</p>
<p>Ironmonger, D 2002 <i>Valuing Volunteering: The Economic Value of Volunteering in South Australia</i> http://www.ofv.sa.gov.au/pdfs/%20ValuingVolunteering-4.pdf</p>	<p>SA government commissioned research on the economic value of volunteering in SA finding that the value of volunteering through organisations increased by more than 90% to about \$1,810m in 2000 from \$948 million in 1995; women contributed about \$945 million dollars worth of time c.f. \$865 million by men; middle-aged people gave about \$1,132m; those in full-time work \$563m and those not in market work about \$830m; about \$455m was undertaken for religious groups; informal volunteering was estimated at \$1,325 million in 1992 and \$2,356 million in 2000</p>
<p>Johns, G & Rosham, J 2004 <i>The Protocol: Managing Relations with NGOs</i> http://www.partnerships.gov.au/pdf/managing_relations_with_NGOs.pdf</p>	<p>Institute of Public Affairs interview-based research on the nature of relationships between government and NGOs concluding that although extensive efforts have been made by Departments to engage with NGOs, there is little transparency about the nature of Department/NGO relationships, recommending a system of public disclosure and reporting ie a protocol is implemented in Australia</p>
<p>Johnson, D, Heady, B & Jensen, B 2005 <i>Communities, social capital and public policy: literature review</i> Melbourne Institute of Applied Economic and Social Research Policy research paper no. 26 http://www.facs.gov.au/research/prp26/prp_no_26.pdf</p>	<p>literature review on assessing community strength and social capital including volunteering, finding that at 45% Australia has the second highest (to NZ) participation rate of the 15 countries in the ISSA 1998-99 survey</p>
<p>Johnson, D, Kalb, G & Evans, M 2002</p>	<p>overview of Australian families research including</p>

<p><i>Economic and Sociological Analyses of Families: Existing Research Findings</i> Report to Department of Families and Community Services by Melbourne Institute of Applied Economic and Social Research http://melbourneinstitute.com/labour/Social%20Policy%20Contract/8_Families-reduced_FinReport.pdf</p>	<p>involvement in volunteer work, finding increases in participation rates and hours contributed (based on ABS and ISSA survey results) and independent influences of diverse social forces in multivariate analyses ie religiosity, especially churchgoing, is a prime motivator of volunteer work both in Australia & USA, education enhances the propensity to volunteer both in Australia & USA but other social-class related differences are negligible for Australia; age has a curvilinear relationship with volunteer rates increasing steadily over the 20s, 30s, and 40s, leveling in the 50s, and declining in the 60s; rural upbringing, National Party allegiance, and female gender all have small but significant effects enhancing engagement in volunteer/ charity work</p>
<p>Kawashima, N 1999 <i>The emerging voluntary sector in Japan: issues and prospects</i> http://www.lse.ac.uk/collections/CCS/pdf/IWP7nobuko.PDF</p>	<p>overview of the Japanese third sector with a particular focus on organisational issues including discussion of future implications and policy issues, concluding that public attention to and interest in voluntary activities has grown rapidly especially since the 1994 earthquake in Kobe-Awaji and developments in this area (noting 4 major types of volunteering in Japan - traditional or new and institutionalised or non-institutionalised dimensions</p>
<p>Kendall, J 2000 <i>The mainstreaming of the third sector into public policy in England in the late 1990s: Whys and wherefores</i> Civil Society Working Paper 2 http://www.lse.ac.uk/collections/CCS/pdf/cswp2.pdf</p>	<p>literature review and interview based examination of roles and structures and policy issues, including discussion of the Compact as a significant policy milestone and analysis of the drivers for change</p>
<p>Kendall, J 2001 <i>The third sector and the development of European public policy: Frameworks for analysis</i> Civil Society Working Paper 19 http://www.lse.ac.uk/collections/CCS/pdf/CSWP/CSWP%2019.pdf</p>	<p>discussion of third sector policy development issues in a European context and emergence of 'horizontal' European policy toward the voluntary sector described in terms of a multi-level process involving nations and supra-national institutions</p>
<p>Kendall, J & Knapp, M 2002 <i>The third sector and welfare state modernisation: Inputs, activities and comparative performance</i> Civil Society Working Paper 14 http://www.lse.ac.uk/collections/CCS/pdf/CSWP/CSWP_14.pdf</p>	<p>discussion of economic contribution of the third sector in the UK and in a comparative international context including a conceptual framework for analysing sector performance in welfare states in terms of effectiveness, equity, advocacy, choice and participation</p>
<p>Kendall, J 2005 <i>The third sector and the policy process in the UK: ingredients in a hyper-active horizontal policy environment</i> http://www.lse.ac.uk/collections/TSEP/OpenAccessDocuments/5%20TSEP.pdf</p>	<p>analysis of UK third sector development, concluding a combination of political and social factors have contributed to the pattern of development including: existence of a specialized policy community (with its common law legal and national bases both within and outside of government being a necessary but not a sufficient condition for mainstreaming to occur), a coalitional policy entrepreneurship backed by the sector's own resources, political will from New Labour in the context of a relatively centralised system of government, persuasion in relation to the sector's claimed core values, a particular style of bureaucratic working to foster the transition, recognition of supportive public opinion towards the sector in a context of political sensitivity towards declining level of trust in governments, and the legacy of earlier reforms that sought</p>

	to limit the role of the state in direct service provision
KPMG 2005 <i>Lack of time is the main obstacle to volunteering, KPMG research shows</i> http://www.kpmg.co.uk/news/detail.cfm?pr=2251	summary of KPMG/YouGov survey of 2245 UK adults in May 2005, finding: 45% of those who do not volunteer blame lack of time not apathy for preventing them getting involved in volunteering activities, other barriers include 7% feeling they lack suitable skills and 5% not knowing how to find out about volunteering opportunities; 22% of employed people stated they would like their employers to offer schemes such as volunteering, recycling programmes and payroll giving, and 15% of employed people are already actively involved in these activities
Kuti-Klara Cziki, E 2005 <i>Citizens' Donations and Voluntary Activities</i> http://www.cev.be/Documents/CITIZENS%20DONATIONS%20AND%20VOLUNTARY%20ACTIVITIES.pdf	survey on donation habits and voluntary activities in Hungary, finding 40% of the population aged 14 or over were involved in voluntary activities in 2004
Levy, M 2006 <i>Volunteering for the dole: good or bad?</i> Australian Journal on Volunteering, 11(1) 38-49	overview of issues around including volunteering in the mutual obligations framework
Lopez, M 2004 <i>Volunteering Among Young People</i> http://www.civicyouth.org/PopUps/FactSheets/FS_Volunteering2.pdf	US analysis of volunteering statistics, concluding: volunteering rates among young people are generally higher than they are among those aged 26 and older; there is a growing volunteer rate among young people in recent years; rates peak at age 20 when a large number of these students were in college
Loza, J & Ogilvie, S 2005 <i>Corporate Australia Building Trust and Stronger Communities? A Review of Current Trends and Themes</i> Report to the Prime Minister's Community Business Partnership http://www.partnerships.gov.au/pdf/Corporate%20Australia%20Building%20Trust%20and%20Stronger%20Communities.pdf	discussion of corporate social responsibility in Australia including corporate volunteering in a capacity building context
Lyons, M 1998 <i>Defining the Nonprofit Sector: Australia</i> The Johns Hopkins Comparative Nonprofit Sector Project Working Paper http://www.jhu.edu/ccss/pubs/pdf/australi.pdf	analysis concluding Australia has many nonprofit organisations, but no recognised nonprofit sector, despite the fact that collectively these organisations constitute one of the larger sectors in the world, considered to possibly pose a significant burden on the sector's continued development as long as the public perceives the organisational world in terms of only the government and business sector
Maher, A 2005 <i>The definition and principles of volunteering: What's all the fuss about?</i> The Australian Journal of Emergency Management, vol. 20, no. 4 http://www.ema.gov.au/agd/ema/rwpattach.nsf/VAP/(63F21BC6A4528BAE4CED2F9930C45677)~NovMaher.pdf/\$file/NovMaher.pdf	overview of definitional issues and rationale underlying Volunteer Australia's adopted definition
Mayer, P 2003 <i>The Wider Economic Value of Social Capital in South Australia</i>	SA government commissioned research on the broader value of volunteering, finding direct and indirect economic value and significant social capital multiplier effects in the

http://www.ofv.sa.gov.au/pdfs/mayer_report.pdf	literature, concluding that the economic multiplier effects of increased levels of volunteering have a positive effect on health, crime prevention and education
McCrindle, M 2006 <i>New generations at work: Attracting, retraining and training Generation Y</i> http://www.mccrindle.com.au/wp_pdf/NewGenerationsAtWork.pdf	description of generation X (aged 27-41) and generation Y (aged 12-26) characteristics based on Australian generational research (including study below) and ABS statistics
McCrindle, M 2006 <i>New generations at work: From builders and boomers to Xers and Y's</i> http://www.mccrindle.com.au/wp_pdf/BuildersBoomers_X_Y.pdf	research based on survey of 3,000 Australians and focus groups to compare generation X and Y against older groups in work motivations etc; discusses four shifts that have radically redefined the workforce and recruitment, retention, and training strategies (ie the ageing population, the transitioning generations, increasing options for workers, and changing tenure) and provides pointers for engaging generation X and Y in the employment arena
McKinsey & Company 2001 <i>Effective Capacity Building in Nonprofit Organizations Effective Capacity Building</i> Venture Philanthropy Partners http://venturephilanthropypartners.org/learning/reports/capacity/full_rpt.pdf#search=%22%20%22Effective%20Capacity%20Building%20in%20Nonprofit%20Organizations%20Effective%20Capacity%20Building%20%22%22	US report on strengthening sustainable capacity in nonprofits, including lessons from case studies of 13 organisations that have engaged in successful capacity building ie resetting aspirations and strategy, good management, and patience
Merrill Associates 2005 <i>The new unaffiliated volunteers</i> http://www.worldvolunteerweb.org/news-views/viewpoints/the-new-unaffiliated-volunteers-1218/lang/en.html	article outlining the growing trend of vigilante volunteers (ie volunteers who do not feel obligated to volunteer through established channels, taking matters into their own hands and creating ad-hoc organisations or finding personal ways of doing what they want to do) and case examples of where vigilante volunteers have provided valuable services in times of need and led to the creation of many new non-profit organisations
Merrill Associates 2000 <i>Exploring contemporary trends</i> http://www.merrillassociates.net/topic/2003/05/exploring-contemporary-trends/	article examining volunteering trends from 1989-1998, including volunteer burnout, professionalisation, new forms of volunteering, diversity, technology impacts
Merrill, M 2005 <i>The community building potential of volunteerism</i> http://www.worldvolunteerweb.org/news-views/viewpoints/doc/the-community-building-potential.html	brief overview of the community building potential of volunteerism, noting volunteerism is an individualized, private, self-induced activity, which may be being promoted by redesigning volunteer work into more short term individualised, episodic opportunities
Merrill, M 2005 <i>Technology and long distance leadership in volunteer management</i> http://www.worldvolunteerweb.org/resources/how-to-guides/manage-volunteers/doc/technology-and-long-distance.html	brief overview of benefits of IT applications in the voluntary sector, recommending recruiting a technology volunteer to assist in improving effectiveness with using technology for long distance management
MetLife Foundation/Civic Ventures 2005 <i>New Face of Work Survey</i> http://www.civicventures.org/publications/surveys/new_face_of_work/new_face_of_work.pdf	American survey finding: half of those age 50 to 70 want to continue to work in retirement; this group wants work that contributes to the greater good now and in retirement and want careers that are about people, purpose, and community; concluding that this group want to focus their accumulated time, talent, and experience on work that

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	directly contributes to social renewal and call on nonprofit organisations and government agencies to expand opportunities for boomers to volunteer their services in fields such as public health, education, social services, aging, and youth development so as to better capture the potential contributions of this experience-rich generation
Mex, C, Richards, B & Lambert, K 2004 <i>Government and Community Partnerships</i> Paper presented at the 10 th National Conference on Volunteering 'Volunteering evolution, devolution or revolution?' Melbourne, 2-4 June 2004 http://www.ozvpm.com/resourcebank/documents/C085-OFVpaperongovtvolunteering.pdf#search=%22%20%22Government%20policy%20on%20volunteering%22%22	overview of roles of government and SA policy on volunteering
Mitchell, L 2006 <i>Volunteering and work/life balance</i> Australian Journal on Volunteering, 11(1) 72-75	consultation and online survey-based research by Volunteering Australia with 273 organisations and 134 volunteers on themes of work/life balance impacting volunteering (ie increased working hours, work intensification, casualisation of employment, unpaid work, childcare and other carer impacts), finding: 42% of volunteers have carer responsibilities; 60% of organisations identified paid & unpaid work demands as impacting negatively on their ability to recruit volunteers, 81% of organisations reported having volunteers who stopped volunteering because of these demands, 58% of volunteers surveyed had stopped/reduced volunteering commitments because of these demands; strategies identified include: offering volunteers flexible hours (strongly endorsed by 58% of volunteers); short-term, one-off, episodic and virtual volunteering were also endorsed; family volunteering was suggested by some organisations; 39% of organisations supported workplace volunteering
Mitchell, L 2006 <i>Policy wrap: Volunteering Australia</i> Australian Journal on Volunteering, 11(1) 70-71	update on VA policy input, including industrial relations reform submission noting concerns about impact on volunteering; consultation on a community care underwriting agency proposal, policy consultation framework
Moore, D & Fishlock, S 2006 <i>Can do! Volunteering: A guide to involving young disabled people as volunteers</i> http://www.leonard-cheshire.org/files/canDOweb.pdf	guide focusing on how to involve young disabled people (aged 16–25) in volunteering programmes, recognising that involving young disabled people as volunteers is part of a wider issue of inclusive volunteering, including benefits to organisations and volunteers, strategies for recruitment, and case studies
Morgan, D 2001 <i>Volunteering - its place in community capacity building</i> Paper presented at the MAQ State Conference, 15-16 September 2001, Cairns http://www.maq.org.au/programs/conf01/proceedings/dimorgan_print.html	overview of changing trends in volunteering and challenges for not-for-profit community organisations (ie demand for increased professional skills and accountability of volunteer managers, public accountability, community capacity building (individual, community and social development versus volunteers as a simply cheap human resource), future impact of information technology, public image of volunteering, response to change and uncertainty in all aspects of society)

<p>Murphy, D 2001 <i>Working with older volunteers</i> Presentation by the Director RSVP (Retired and Senior Volunteer Program) at the National Volunteer Managers Forum 'Diversity and Social Exclusion'</p> <p>http://www.csv.org.uk/csv/Templates/CSVGenericTemplate.aspx?NRMODE=Published&NRORIGINALURL=%2fVolunteer%2fSenior%2bVolunteers%2fRSVP%2bDirectors%2bspeech%2b2001%2ehtm&NRNODEGUID=%7b3C55B4D1-6FBA-44A4-B8D2-A330929B4AAA%7d&NRCACHEHINT=NoModifyGuest#Barriers</p>	<p>overview of the RSVP (Retired and Senior Volunteer Program), including RSVP research that shows barriers were very similar for older volunteers and people with a disability eg transport, expenses, attitudes of organisations that have volunteering opportunities</p>
<p>Murphy, J & Thomas, B (n.d.) <i>Employee Volunteering - A Profitable Venture for Business and Communities</i></p> <p>http://www.communitybuilders.nsw.gov.au/download/employee_volunteering.pdf</p>	<p>overview of corporate volunteering noting around 90% of big companies in the U.S. and 30% in the U.K. have employee volunteer programs</p>
<p>Murphy, R, Wedlock, E & King, J 2005 <i>Early findings form the 2005 Home Office Citizenship Survey</i></p> <p>http://www.homeoffice.gov.uk/rds/pdfs05/rdsolr4905.pdf</p>	<p>Home Office report on early findings from the 2005 Citizenship Survey on levels of volunteering and participation and perceptions of racial discrimination and community cohesion, finding: 50% rate of (formal and informal) volunteering on at least a monthly basis c.f. 47% in 2001 & 50% in 2003, and 76% at least once in the previous year (c.f. 74 & 72% in 2001 & 2003), 29% volunteered formally monthly (c.f. 28 & 27% previously) and 44% at least once a year (c.f.42 and 39% previously); minority ethnic groups less likely to participate in formal volunteering at least once a month (24 c.f. 29%), people with educational qualifications more likely (33 c.f. 16%), people with limiting long term illness less likely (23 c.f. 30%), women more likely (31 c.f. 27%), older people (75+) least likely (21%) and 16-19 and 35-49 year-olds most likely at 32% each</p>
<p>Murray, V & Harrison, Y 2002 <i>Virtual volunteering: current status and future prospects</i></p> <p>http://www.nonprofitscan.ca/files/iyv/murray_sr2_english_web.pdf</p>	<p>Canadian centre for Philanthropy survey-based research report on virtual volunteering, finding: one-third of 494 surveyed volunteering organisations reported having openings for virtual volunteers; virtual volunteers tend to be new to volunteering; virtual volunteers were deemed by volunteer managers to be no different to their on-site counterparts on dependability of quality of work; concluding that the potential of virtual volunteering is considerable</p>
<p>National Association for Voluntary and Community Action 2003 <i>CVS working with BME groups</i></p> <p>http://www.navca.org.uk/NR/rdonlyres/14DB417B-1A8D-45E9-8EF8-2EC79DDFB95D/0/goodpractbme.pdf</p>	<p>Good Practice in Action leaflet on community and voluntary sector work with Black and minority ethnic groups, including case studies</p>
<p>National Centre for Culture and Recreation Statistics 2003 <i>Australia's Sports Volunteers 2000</i> Australian Bureau of Statistics Report to the Recreation and Sport Industry</p>	<p>presents a more detailed analysis of characteristics of volunteers involved in sporting organisations from the ABS 2000 Voluntary Work survey and data from the 2000-01 Sports Industries Survey, showing a participation rate for sports involvement of 6.8% for Queensland and 8.2%</p>

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<p>Statistics Group http://www.ausport.gov.au/fulltext/2003/scors/Volunteers_2000.asp</p>	<p>nationally and the same breakdowns as available for the ABS survey but only presented at the national level</p>
<p>National Centre for Volunteering 1996 <i>Involving volunteers from underrepresented groups</i> (Joseph Rowntree Foundation summary) http://www.jrf.org.uk/knowledge/findings/socialpolicy/sp105.asp</p>	<p>National Centre for Volunteering interview-based research on involving volunteers from under-represented groups (ie young people, older people, unemployed people, disabled people and people from black and other minority ethnic communities) finding: main reasons for under-representation were the image and culture of volunteering (which was perceived as a predominantly white, middle-class activity) and practical barriers such as not being able to finance voluntary activities themselves; organisations studied identified effective strategies in recruiting people from the five groups to be specifically targeting recruitment strategies at particular group, highlighting the personal benefits of volunteering, adopting a policy of not rejecting potential volunteers, demonstrating a commitment to equal opportunities (eg by employing paid staff from a diverse range of backgrounds); case study organisations sought to retain them in a variety of ways eg providing volunteers with challenging and enjoyable roles, paying out-of-pocket expenses, organising transport where necessary, providing appropriate training and support; concluded most barriers to involvement can be overcome through adopting practical measures but some require broader policy change, particularly the inconsistent interpretation of benefit legislation affecting unemployed people and disabled people who wish to volunteer</p>
<p>National Committee on Volunteering 2002 <i>Tipping the Balance</i> http://www.worldvolunteerweb.org/fileadmin/docs/old/pdf/2002/02_10_01IRL_tipping_the_balance.pdf#search=%22%20%22Tipping%20the%20Balance%22%22</p>	<p>consultation and commissioned research-based report to Republic of Ireland government by the National Committee on Volunteering established in 2000 to report on recognition and accreditation of voluntary, volunteer training, measures to widen the pool of volunteers, and the range of supports needed to promote, sustain and develop volunteering, recommending: a Volunteer Charter, development of a national policy on volunteering that is integrated with other social policies and contains specific strategies, protection of volunteers and financial support be provided by the State, as well as active promotion of, and removal of barriers to volunteering</p>
<p>National Council for Voluntary Organisation & Centre for Civil Society a 2001 <i>Coming Apart or Coming Together?</i> http://www.lse.ac.uk/collections/CCS/pdf/ncvo_quarterly.pdf</p>	<p>survey data based analysis of changing levels of trust, participation and confidence resulting in fundamental changes in British society, including the role of the voluntary sector and discussion of policy implications</p>
<p>National Volunteer & Philanthropy Centre Singapore 2004 <i>National Volunteerism Survey Singapore</i> http://www1.nvpc.org.sg/resources/uploads/main/survey2004.pdf</p>	<p>Singapore national survey on volunteering finding a 15% participation rate (c.f. 15% in 2002 and 9% in 2000) with participation of 15-24 age group up to 25% from 17% in 2002, with the preferred approach being with friends (50% c.f. family volunteering at 18%, alone at 37% and with colleagues at 14%), and including analysis of reasons for leaving, returning to, or not taking up volunteering, concluding there is a trend toward occasional volunteering and that good volunteer management is important in recruiting, retaining, and re-attracting volunteers</p>
<p>New Economics Foundation 2000</p>	<p>review of social enterprise (ie organisations sitting</p>

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<p><i>Homeopathic Finance – Equitable Capital for Social Enterprises</i> http://www.neweconomics.org/gen/uploads/Homeopathic%20finance%20final%2031%20May%202001.doc</p>	<p>between charities and the private sector) in the UK focusing on the lessons learnt, barriers faced by the sector faces, how the sector is financed, and what support structures will aid development, concluding the social economy is growing significantly in the UK but the growth of social enterprise is held back by a lack of finance and appropriate legal forms; includes case examples of innovative practice</p>
<p>Newman, C (n.d.) <i>New Relations Between the French State and NGOs The “State Association Charter”</i> http://www.worldvolunteerweb.org/fileadmin/docs/old/pdf/2002/FRA020501_charter_state_ngo.pdf</p>	<p>overview of France’s government-NGO agreement signed in June 2001, granting public recognition to the NGO sector as a key social actor in French society, and identifying commitments by the State (ie promotion of volunteer work; improvement of public financing mechanisms, including better transparency; improvement of participation of NGOs in legislation drafting and decision making processes within their spheres of competence; promotion of charitable giving through greater tax incentives; promotion of understanding of the NGO sector by government officials, in schools, and in universities; promotion of the European statute for NGOs) and commitments by the NGO sector (ie respect of democratic principles within their governing organs; defining programs and projects in accordance with the needs of beneficiaries and members, taking into consideration the quality of relational service instead of the economic ends; developing methods for evaluations of projects; developing ethical financing practices, through greater transparency, diversification of funding, and the non-distribution constraint; establishing representative coalitions to ease the dialogue with public authorities)</p>
<p>nfpSynergy 2005 <i>Virtual promise 2005 - the power of the internet for charities: full results</i> http://www.nfpsynergy.net/reportdownload.php?pdf=Virtual_Promise_2005-Full_Results.pdf</p>	<p>UK survey based report on the extent of use of ICTs by charities, including data on their website functionality and use of the web, other internet use, planned future facilities and functions, staffing and budget allocations, perceived benefits, etc reporting five-year trends of annual surveys between 2000 and 2001</p>
<p>Northampton Volunteering Centre 2006 <i>Developing A Sustainable Funding Framework For Volunteer Centres</i> http://www.fundingframework.org.uk/files/Sustainable%20Funding%20Framework%20Consultation.doc</p>	<p>UK consultation paper on funding of volunteer centres discussing components, outcomes and formula of a sustainable funding framework for quality accredited volunteers, discussing core functions for volunteer centres as: brokerage, marketing volunteering, good practice development, developing volunteer opportunities, policy development and campaigning, and strategic development of volunteering;</p>
<p>Northumberland VCS Infrastructure Steering Group 2005 <i>Developing the voluntary and community sector infrastructure in Northumberland: Changeup investment plan 2005</i> http://66.102.7.104/search?q=cache:ABm46qSgsJ:www.vonne.co.uk/issues/infrastructure/plans/Northumberland%2520Plan%2520v2.doc+volunteer+%22primary+infrastructure+%22&hl=en&I=au&ct=clnk&cd=3</p>	<p>example of a UK area’s investment plan for central government changeup funding, including an infrastructure mapping analysis, gap analysis, priorities for improvement, and description of proposed activities under Changeup funding eg establishing a learning consortium, equality and diversity infrastructure development, etc</p>
<p>NSW Premier’s Department Employee</p>	<p>NSW guide on corporate volunteering including checklists</p>

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<p>Volunteering Working Group <i>Employee volunteering guide</i> http://www.volunteering.com.au/downloads/cvkn/VolunteeringGuide.pdf</p>	<p>UK guide on homeless and volunteering, outlining benefits of volunteering and roles and responsibilities of volunteering organisations, noting reasons homeless individuals do not volunteer include: feeling they have nothing to offer because they lack of work experience or qualifications, many organisations having rules that state that individuals who have accessed services must wait two years before they can volunteer with the organisation, and stress of taking a volunteer position that involves work linked to their own experiences</p>
<p>Off the Streets and into Work 2004 <i>Off the streets and into work (OSW) volunteering guide: A resource for people who are homeless or at risk of becoming homeless</i> http://www.osw.org.uk/pdf/OSW_Volunteering_Guide.pdf</p>	<p>UK Govt. survey of support and resource needs in the voluntary and community sector, finding: 52% felt that their organisation currently practices good governance to a great extent and a further 44% to some extent; 50% felt that they/their organisation's trustees had access to the resources and services they needed to carry out good governance to some extent and 43% to a great extent; 91% had made use of printed materials from the Charity Commission or similar organisations, 90% information found on websites, 81% used handbooks, briefings or other guidance supplied locally, 41% telephone helplines, 36% networks with other Chairs; 61% of chairs said they would definitely or probably want to participate in a structured programme of training or learning in relation to any of the aspects of their role; 42% of trustees stated they were not offered enough opportunities to learn about their role; trustees were most likely to have taken advantage of printed materials (85%), websites and online materials (79%) and networking with other trustees (64%); the main barriers to trustee and board learning and development identified by organisations were lack of time (cited by 37% as the main barrier) and too many other priorities (29%); when asked which materials and services their organisation would find most useful, the most frequently given answers were online materials to download and print (67%), sharing experience with other boards/trustees (44%), and presentations and discussion material (42%)</p>
<p>Office of Public Management 2006 <i>Support and resource needs of Trustees and Chairs in voluntary and community organisations: Interim survey findings</i> http://admin.governancehub.org.uk/ClientServerAPI/GetFile.ashx?table=Documents&objectID=d082ffd5-1559-4398-945f-5eed4fc1b115&column=File</p>	<p>NZ Cabinet paper on government actions to ensure greater recognition and valuing of volunteering by government, including endorsement of the Government Policy on Volunteering</p>
<p>Office of the Minister for the Community and Voluntary Sector 2002 <i>Volunteers and Volunteering Policy Project Cabinet Paper One: Recognition and Valuing of Volunteering</i> http://www.ocvs.govt.nz/documents/work-programme/paper-one-recognition-and-valuing.pdf</p>	<p>NZ Cabinet paper reviewing a range of issues related to protection and good practice and supporting and enabling volunteering, specifically supporting community sector-led development of national standards for volunteer management, scoping of options to address liability and insurance issues, including issues affecting volunteers in the next review of the Injury Prevention, Rehabilitation and</p>

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	<p>Compensation Act 2001, determining circumstances where honoraria might be treated as reimbursement of expenses and therefore tax-free, investigating options for joint-agency regional seminars on key legislation which impacts on volunteers, considering priorities for further investment in volunteer training, developing a project to enhance youth volunteering, recommending noting of action in these areas</p>
<p>Office of the Minister for the Community and Voluntary Sector (n.d.) <i>Volunteering and tangata whenua (Māori)</i> http://www.ocvs.govt.nz/documents/papers/volunteering-and-tangata-whenua.pdf</p>	<p>summary of comments and advice received from tangata whenua (Māori) during policy development on volunteering as part of the NZ Volunteers and Volunteering Policy project, concluding tangata whenua do not necessarily see their voluntary activity as 'volunteering', with voluntary activity more often about working within a group for the mutual benefit of group members; barriers to tangata whenua becoming involved in mainstream organisations include lack of appreciation from mainstream organisations of tangata whenua's commitment to whanaungatanga and the hierarchal structures in many mainstream agencies; Government needs to recognise the role of voluntary activity in maintaining and developing the institutions, cultural activities, and communities of tangata whenua; greater recognition is required of the costs associated with volunteering such as transport (particularly in rural areas) and childcare costs which can become a significant barrier to volunteering; Government needs to acknowledge, recognise and value the in-kind and intellectual contribution that tangata whenua make to the community through having input to specific projects, coordinating consultation between government agencies and the community, and enhancing community events; employers could do more to recognise the special status of kaumatua, kuia and other tangata whenua, through such avenues as special leave; there needs to be greater research into tangata whenua volunteering and fulfilment of cultural obligations; there are information gaps relating to health and safety legislation, ACC, liability and insurance that need to be addressed. Information should be accessible, widely distributed, and available in te reo Māori</p>
<p>Office of the Minister for the Community and Voluntary Sector (n.d.) <i>Volunteering and Pacific peoples</i> http://www.ocvs.govt.nz/documents/papers/volunteering-and-pacific-peoples.doc</p>	<p>issues and suggested solutions identified by Pacific peoples during consultation on the NZ Volunteers and Volunteering Policy Project concluding: volunteering is a foreign concept in the traditional cultures of Pacific peoples; there are gaps in the information available to Pacific peoples on volunteering (esp. on legislation, best practice, and training); better access to volunteer training and workforce development is needed; there is a perceived trend of a decline in volunteering amongst young Pacific people which is of concern to some Pacific people; Pacific peoples are seeking improvements in the way government agencies consult with Pacific communities</p>
<p>Office of the Minister for the Community and Voluntary Sector (n.d.) <i>Volunteering and Ethnic Peoples in New Zealand</i></p>	<p>summary of issues identified by ethnic peoples as impacting on their 'volunteering' and 'fulfilment of cultural obligations' during policy development on volunteering as part of the NZ Volunteers and Volunteering Policy project,</p>

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<p>http://www.ocvs.govt.nz/documents/papers/volunteering-and-ethnic-peoples.doc</p>	<p>concluding: volunteering is a concept that is not necessarily recognised by, or significant to, all cultures; formal volunteering can be an important avenue for refugees and migrants to gain work experience, become familiar with the New Zealand work environment, practise their New Zealand English skills, and meet people outside their family and cultural group; barriers include prejudice against people with limited language skills, some voluntary organisations do not have the capacity to support refugee and migrant volunteers adequately and may therefore avoid involving them, there may be cultural barriers for people wishing to work in a mono-cultural New Zealand workplace, some refugees and migrants are unfamiliar with volunteering in a New Zealand context, some organisations have bureaucratic and intimidating processes or an organisational culture that cannot accommodate cultural diversity, or deal with challenges to mono-cultural ways of doing things; difficulties in affording the costs involved in volunteering and fulfilling their cultural obligations</p>
<p>(OSISDC) Outer Suburban/Interface Services and Development Committee, Parliament of Victoria 2006 <i>Building new communities</i> http://www.parliament.vic.gov.au/osisd/c/inquiries/newcommunities/OSISDC-Report_NewCommunities_2006-08-08.doc</p>	<p>report of the Victorian Parliamentary Inquiry, established in 2005 to inquire into and report on issues relating to strengthening communities through improved community engagement in outer urban areas, with terms of reference including examining the role of volunteers and volunteer organisations in strengthening local communities, concluding that volunteering can be made more inclusive for young people, culturally and linguistically diverse communities, people with disabilities and older people, and making specific recommendations about volunteer training, police checks, YouthCentral website improvements to facilitate access to local volunteering opportunities, support to volunteer peak bodies to promote local volunteering, and development of a practical guide for organisations in involving disabled volunteers,</p>
<p>Palmer, S 2003 <i>Engaging Disengaged Youth in the 21st Century: A Guide for Understanding the Trends & Meeting the Challenges</i> http://www.serviceleader.org/new/managers/2004/06/000243.php</p>	<p>general discussion of US youth engagement including volunteering – limited discussion of volunteering issues</p>
<p>Parliamentary Joint Committee on Corporations and Financial Services 2006 <i>Corporate responsibility: Managing risk and creating value</i> http://www.aph.gov.au/Senate/committee/corporations_ctte/corporate_responsibility/report/report.pdf</p>	<p>outcome of federal government report into corporate social responsibility issues and related legislative and reporting issues, including discussion of corporate volunteering, concluding: government could do more to encourage and facilitate corporate responsibility (such as by providing leadership in best practice primarily through its own agencies and activities eg voluntary sustainability reporting targets for government agencies); increased involvement in education of company directors, investors, and other stakeholders by developing educational materials to promote the benefits of corporate responsibility for the institutional investment and the not-for-profit sectors; providing financial incentives to encourage corporate responsibility such as regulatory relief to corporations which voluntarily undertake specified corporate responsibility activities or introducing inflated write-off arrangements for the year-one costs of initiating</p>

	sustainability reports; removing barriers such as insurance and OH&S issues for corporate volunteering, fringe benefits tax on fleet vehicles, and tax treatment of superannuation which encourages those nearing retirement age not to extend their life of work)
<p>Passey, A & Lyons, M 2004 <i>Government Initiatives to Develop The UK Social Economy</i> ACCORD Paper No. 12 http://www.accord.org.au/publications/ACCORD_paper12.pdf</p>	<p>overview of UK reform initiatives and analysis in terms of three broad policy themes of: philanthropy (ie initiatives designed to stimulate the giving of time and/or money of 3 main types – a range of initiatives to encourage greater charitable giving by the British public and to boost corporate philanthropy eg tax system adjustments, measures designed to build confidence in fundraising and fundraisers, and volunteer initiatives eg Millennium Volunteers focusing on people aged 16 to 24 and the Experience Corps on those aged 50 and over); voluntary and community sector initiatives (designed to stimulate the development of sector organisations themselves and to build the organisational infrastructure of the sector) and government and social enterprise initiatives (designed to stimulate a broader range of social enterprises eg social businesses, co-operatives, and friendly societies, and to support social entrepreneurs)</p>
<p>Personal Social Services Research Unit & The Volunteer Centre 1995 <i>The determinants of volunteering</i> (Joseph Rowntree Foundation abstract) http://www.jrf.org.uk/knowledge/findings/socialpolicy/sp75.asp</p>	<p>overview of UK Personal Social Services Research Unit & The Volunteer Centre research into key factors determining involvement in voluntary work, finding based on a 1991 survey: people on higher incomes and with greater educational attainments are more likely to volunteer but this is not true of informal volunteering in community care where people in lower income groups are more likely to be involved; volunteering participation reaches a peak in middle age and declines sharply after retirement; people from black and minority ethnic groups were found to be those most likely to volunteer in community care work but were less likely to volunteer overall; volunteers who received full out-of-pocket expenses were more likely to volunteer on a regular basis and put more time into their volunteering; people who were motivated by the need to meet people or to make friends were more likely to become regular volunteers than those motivated by a connection with their paid job or because they have been asked to help</p>
<p>Points of Light Foundation 2004 <i>The Changing Nature of the Volunteering Field. Observations from the Volunteering Front Line</i> http://www.pointsoflight.org/downloads/pdf/resources/research/Frontline1.pdf</p>	<p>US overview of how volunteering has changed over time, based on an online survey of over 15,000 individuals involved in or concerned about volunteering, finding the trends most frequently cited (of 17 trends given) as the most important changes were: more people interested in episodic volunteering (by over 40% of respondents), the internet as a resource for volunteering, more organisations seeking volunteers, and volunteering becoming a requirement</p>
<p>Points of Light Foundation 2004 <i>Business Leadership Forum on workplace volunteering</i> http://www.worldvolunteerweb.org/fileadmin/docs/old/pdf/2005/050302USA_cs.pdf</p>	<p>presentations by 2004 award-winning companies on effective practices in workplace volunteering</p>
<p>Points of Light Foundation 2004 <i>50+</i></p>	<p>US program guide to recruiting and sustaining volunteers</p>

<p><i>volunteering: working for stronger communities</i> http://nationalserviceresources.org/filemanager/download/WorkingForStrongerCommunities.pdf</p>	<p>aged 50 and over, specifically discussing baby-boomer generation trends and volunteer management issues, identifying specific challenge areas as lack of promotion and inadequate volunteer management</p>
<p>Power, G 2006 <i>Personal politics: democracy, participation and collective action</i> Carnegie UK Trust, Dunfermline</p>	<p>UK overview of trends in democratic engagement, including cultural and social trends and UK policy responses affecting collective social action and citizen engagement (which includes volunteering)</p>
<p>Policy Research Initiative 2005 <i>What We Need to Know About the Social Economy: A Guide for Policy Research</i> http://www.policyresearch.gc.ca/doclib/Soc_Eco_Guide_E.pdf#search=%22%20%22What%20We%20Need%20to%20Know%20About%20the%20Social%20Economy%22%22</p>	<p>Canadian overview of the social economy (ie citizen-led, community-based organisations that deliver goods and services locally using a combination of market (sales revenue and paid labour) and non-market (government funding, private philanthropy, and volunteer labour) resources to produce and deliver goods and services in the marketplace based on a combination of the common interests of members and concern about the well-being of others), discussing its scope, role, recent government initiatives in the area, and funding options; identifying policy-relevant research areas and information sources; and citing best practices for governments and social economy enterprises</p>
<p>Prime Minister's Community Business Partnership (n.d.) <i>Partnerships – making them work</i> http://www.partnerships.gov.au/pdf/cbp-web-manual%201-8-01.pdf</p>	<p>overview of community business partnerships including benefits, issues, partnership management, and case studies</p>
<p>Public Sector Management <i>Guidelines for Public Sector Agencies working with Volunteers</i> 2003 http://www.dpc.wa.gov.au/psmd/pubs/p srd/volunteer/volunteers.pdf</p>	<p>WA guidelines and advice to public sector agencies on involving and managing volunteers in their work</p>
<p>Purdon, K 2003 <i>Including the Developmentally Disabled in Traditional Volunteer Programs: Why Organizations Should Do It, and How to Get There</i> http://www.serviceleader.org/new/managers/2004/06/000239.php</p>	<p>general discussion of issues and benefits (individual and organisational) related to volunteering among developmentally disabled people, concluding that this group is heavily under-utilised in volunteer programs, despite their many potential contributions</p>
<p>QCROSS 2006 <i>Creating a future for our sector: a consultation paper</i> http://www.qcross.org.au/upload/1171_ _Microsoft%20Word%20-%20Creating%20a%20Future%20for%20our%20Sector%20Consultrn%20PaperFINAL_Printed.pdf</p>	<p>consultation paper seeking views on common values in the sector, key issues of concern, and potential methods of collaborate to achieve common goals as part of the <i>Future of the Sector Project</i> currently being undertaken by a collaboration of state-wide peaks and networks on how the sector can be more proactive in building a positive future and to enable the sector to speak with a collective voice on issues of common concern; incorporates a list of current societal trends and their impact on the sector derived from earlier work which includes: new service models, increasing and changing demand, sustaining/ resourcing the sector and workforce (including specific reference to difficulty in attracting and maintaining volunteers), sector legitimacy, etc</p>
<p>Raynes, N, Clark, H & Beecham, J 2006 <i>The report of the Older People's Inquiry into 'That Bit of Help'</i></p>	<p>outcomes of the Older People's Inquiry into 'That Bit of Help' which documents the experiences of older people and professionals working together to identify gaps in</p>

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<p>http://www.jrf.org.uk/bookshop/eBooks/9781859354612.pdf <i>Evidence submitted to the Older People's Inquiry into 'That Bit of Help'</i> http://www.jrf.org.uk/bookshop/eBooks/9781859355022.pdf</p>	<p>service provision for older people living in their own homes, concluding that many organisations rely upon the unpaid contributions made by older volunteers; includes case examples of programs and services for the isolated elder and how volunteers participate; also summary of evidence submitted to the Inquiry</p>
<p>Reilly, C 2005 <i>Annual digest of volunteering in Scotland: Discussion paper</i> http://www.vds.org.uk/docs/ad2006/AnnualDigestDiscussion.pdf</p>	<p>supplementary overview of data in the <i>Annual Digest of Statistics 2006</i> produced by Volunteer Development Scotland that draws on annual surveys from 2003-05, finding: participation rates of 38-43%; similar rates for men and women; significant reduction in the 16-24, 25-34 and 35-44 age groups since 2004; correlation between volunteering and socio-economic group with those from managerial or professional groups being more likely to volunteer; most people volunteer for up to five hours per month, with those aged 65 and over most likely to volunteer for over thirty-six hours per month; 16% stated they would not know where to go for information about volunteering if they wanted to become involved, with non volunteers most likely to use their local library, while volunteers would go direct to an organization; 81% of adults in Scotland volunteer informally; key demographic differences between formal and informal volunteering with those aged 16-24 more likely to volunteer informally than any other age group</p>
<p>Reilly, C 2006 <i>The nature of volunteering</i> http://www.vds.org.uk/information/docs/reports/pdf2RFSNo9(Word).pdf</p>	<p>Volunteer Development Scotland bulletin on outcomes of a three-year studentship interview and survey based research project on the nature of volunteering in four Scotland case study sites, analysing characteristics of volunteers and voluntary activity including an analysis of rural-urban site differences, (finding that rural volunteering can largely be characterised as <i>broad</i> and urban volunteering as <i>deep</i> ie higher percentages of rural than urban residents are current volunteers and they are more likely to be involved with multiple organisations but their involvement is less likely to be for more than four hours per week), of affluent and deprived areas (finding deprived areas are best characterised as <i>routine</i> ie with multiple organisations on a regular basis and affluent locations as <i>diffuse</i> ie with fewer organisations and on a less frequent basis)</p>
<p>Rethink Group (n.d.) <i>Best practices for engaging youth as volunteers</i> http://www.rethinkgroup.ca/articles/</p>	<p>Canadian guide for organisation in engaging young people as volunteers</p>
<p>Reinholdt, S 1999 <i>Managing change within the emergency services to ensure the long-term viability of volunteerism</i> Australian Journal of Emergency Management http://www.ema.gov.au/agd/EMA/rwpatach.nsf/viewasattachmentpersonal/(C86520E41F5EA5C8AAB6E66B851038D8)~Managing_change_within_the_emergency_services.pdf/\$file/Managing_change_within_the_emergency_services.pdf</p>	<p>Australian Emergency Management Volunteers Forum report discussing factors such as population growth, rural and urban mobility, and increasing cultural diversity as challenges to service providers, increasing the demands for, and the complexities of, service delivery by volunteers, and creating complex management issues; key population trends identified were: mobile and volatile population distribution, rapid population growth in suburban areas, tourist centres and coastal areas, and many rural areas experiencing periods of population decline; key economic and industry trends identified were: pressure on rural communities from regional restructuring and rationalisation of services, economic change as a result of government policy on deregulation and competition, more</p>

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	<p>post-secondary qualifications are being attained, increasing numbers of women participating in the paid labour force, people in full-time employment working longer hours, rising unemployment levels, growing numbers of single parent families, an ageing population, increased ethnic diversity</p>
<p>Rhenborg, S, Fallon, C & Hierfeld, J 2002 <i>Investing in Volunteerism: The Impact of Service Initiatives in Selected Texas State Agencies</i> http://www.serviceleader.org/new/documents/articles/2003/04/000196.php</p>	<p>analysis of the volunteer service and community engagement efforts of 18 selected Texas public sector agencies, finding more than 200,000 Texans serve the state through structured service opportunities providing contributions in time, in-kind contributions, and donations of \$35 million value; centralised models appear to be most effective in leveraging broad large-scale citizen participation initiatives; key challenges to greater volunteer involvement include staff availability to supervise and support volunteers and staff understanding of the roles and functions volunteers can perform</p>
<p>Rieffel, L & Zalud, S 2006 <i>International volunteering: smart power</i> Brookings institute Policy Brief no. 155 http://www.worldvolunteerweb.org/fileadmin/docdb/pdf/2006/pb155.pdf</p>	<p>policy brief by the US Global Economy and Development Center on the role American volunteers in promoting cross-cultural dialogue and the benefits of scaling up international volunteer programs in terms of national security and economic wellbeing (noting limited government funding in these areas with funding for international volunteering programs almost invisible in the federal budget context), identifying policy options of raising public awareness, strengthening existing programs, tackling specific obstacles, measuring effectiveness, promoting what works, linking service and study, and helping to build capacity in the volunteer programs of other countries</p>
<p>Rochester, C, Hutchison, R, Harris, M & Keely, L 2002 <i>A review of the Home Office older volunteers initiative</i> http://www.homeoffice.gov.uk/rds/pdfs2/hors248.pdf#search=%22%20%22European%20Network%20of%20Older%20Volunteers%22%22</p>	<p>UK government 4-year evaluation of the Home Office Older Volunteer Initiative, launched in 1999 and delivered through a grant funding program that provided £1.476 million to 26 projects aimed at improving the number and quality of volunteering opportunities for people aged 50; finding that: older people from a variety of backgrounds could be attracted into volunteering if efforts were made to recruit them; older volunteers could play their part in a wider range of activities than was expected of them; organisations whose mission or purpose is to promote the well-being of older people have a considerable advantage in involving older people as volunteers; the extent to which volunteering is a recognised and central feature of an organisation's work is an important factor in its ability to involve older volunteers quickly and effectively; older people from black and minority ethnic communities with little or no tradition of formal volunteering are more likely to volunteer within their own communities than in "mainstream" organisations; the contribution of older people is likely to be especially valuable in working with frail and isolated older people, intergenerational activities with school-age children and in helping other people with long-term health problems to manage their condition; and providing a range of recommendations for organisations aiming to involve older volunteers on vision and commitment, planning programs of activities, operational issue (such as recruitment, selection, training, offering diversity of opportunities, and overcoming barriers) , for</p>

	<p>government (ie need for ongoing promotion, strategic funding for initiatives on employee volunteering and promoting good practice in volunteer-involving organisations, involving older people in specific areas of service provision (ie as providers of services to other older people, in intergenerational activities with schools, as participants or leaders in developing active communities and neighbourhood renewal)</p>
<p>Roundtable on Volunteerism and Social Development 2000 <i>Below the Waterline of Public Visibility</i> http://www.worldvolunteerweb.org/fileadmin/docs/old/pdf/2000/00_11_29NLD_hague_below_waterline.pdf</p>	<p>outcomes of a roundtable discussion of a small group of experts in The Hague in 2000 of volunteerism in a social development context, including discussion of why volunteerism is important in a public policy context and how government's can maximise volunteering's contribution to society (ie development of an integrated national strategy for action that establishes an enabling fiscal and legislative framework, raises public awareness of volunteering's contribution to the general welfare and promotes volunteering amongst excluded segments of the population, with decentralisation of resources and authority a centrepiece in any strategy, and governments providing their voluntary partners with the appropriate resources and access to information)</p>
<p>Ruston, D. 2003 <i>Volunteers, Helpers and Socialisers; Social capital and Time Use</i> Office for National Statistics http://www.statistics.gov.uk/articles/nojournl/Time_Use_Volunteers_helpers_socialisers.pdf</p>	<p>analysis of Government Office for National Statistics data on time use from the first UK survey in 2000 in a social capital context finding: of the average 5 hours and 26 minutes (23 %) of daily free time available to UK residents, less than 4 minutes (0.5%) is spent in formal volunteering and 8 minutes (1%) in 'helping others'; on any given day, around half of people do no volunteering, helping or socialising; during the week, people aged 45 and over, and people not in employment are more likely to volunteer or help, women spend more time helping than men</p>
<p>Russell, L & Scott, D 1997 <i>The impact of the contract culture on volunteers</i> (Joseph Rowntree Foundation abstract) http://www.jrf.org.uk/knowledge/findings/socialpolicy/sp119.asp</p>	<p>research identifying changes in the role of volunteers in service delivery agencies which have implications for the future recruitment of volunteers and for the management of the voluntary sector</p>
<p>Russell Commission 2005 <i>A national framework for youth action and engagement</i> http://uk.sitestat.com/homeoffice/russellcommission/s?docs.Final_report&ns_type=pdf&ns_url=http://www.russellcommission.org/docs/Final_report.pdf</p>	<p>outcome of UK Commission established in 2004 to develop a new national framework for youth action and engagement, with a focus on how to achieve a better diversity in the type of young people volunteering and more and better quality opportunities, involving consultation with over 6,000 young people and 700 organisations, recommending: enhancing the quality and quantity of opportunities on offer (ie a more widely available range of volunteering choices was proposed, making the most of after-school opportunities such as IT classes, out of hours clubs, or peer mentoring; new opportunities for young people to volunteer in the public sector; young volunteers able to choose between a range of time commitments depending on their situation and experience; more funding for short-term volunteering (such as 'taster' sessions and local 'task force' activities), part-time volunteering, and full-time opportunities of around 30 hours per week; more opportunities be created by the voluntary sector which needed to develop its ability</p>

to develop and train young people; establishment of new Volunteer Development managers to help advise and support voluntary sector organisations in doing so; new Volunteer Development managers to help advise and support voluntary sector organisations in this; a weekly living allowance for food and to offset the additional costs of volunteering for young people participating in the full-time volunteering opportunities; volunteering opportunities to offer real development opportunities for young people, particularly providing currently under-represented and disadvantaged groups with a new route to skills and qualifications; raising awareness among young people of the value of volunteering by an accessible 'portal', or point of contact (via web, phone, and face-to-face local interfaces) for those seeking information and advice on volunteering; this portal would also maintain a nationwide database of opportunities (building on the existing UK database called Do-It) and working closely with local volunteering bodies to deliver opportunities, advice, and guidance; a better emphasis on recognising the achievements of young volunteers, including through certificates, awards and vocational qualifications; far more importance should be attached by educational institutions and among employers to the positive role that volunteering activity can play in young people's personal and skills development.

Russell Commission 2004 *Consultation on youth action and engagement: consultation document*
http://www.russellcommission.org/docs/Russell_Report.pdf

UK consultation paper for submissions to Russell Commission inquiry (see above), including overview of benefits, barriers, proposed strategies for comment, and case study examples

Russell Commission 2005 *Consultation on youth action and engagement: analysis of findings*
<http://www.russellcommission.org/docs/mori.pdf>

MORI analysis of outcomes of the consultations for the Russell Commission (see above), with findings including: a general consensus that volunteering has an 'out-of-touch' image for young people; twice as many young people say they would volunteer because it is youth-friendly, fun, beneficial to their career, or a good training opportunity than in order to receive 'perks'; widespread calls from across the voluntary and community and youth sectors to create more diverse, flexible and varied volunteering opportunities; also presents strategy suggestions in response to these findings in areas of engaging young people, and improving volunteering opportunities and outcomes

Russell Commission 2005
Toolkit 1: How to create and support youth-led volunteering projects
<http://www.russellcommission.org/docs/toolkits/ME%20REG%20RUSSELL%20YOUTH%20ACTION%20TOOLKIT.pdf>
Toolkit 2: How to create and deliver 'taster' volunteering opportunities
<http://www.russellcommission.org/docs/toolkit2.pdf>
Toolkit 3: How to create and deliver full-time volunteering opportunities
<http://www.russellcommission.org/docs>

six toolkits developed to implement recommendations of the UK Russell Commission on youth volunteering, providing guidance and best practice information to support practitioners in delivering high quality volunteering opportunities to young people

/toolkit3.pdf

Toolkit 4: How to assess the quality of your volunteering opportunities

<http://www.russellcommission.org/docs/EC%20WEB%20NEW%20QUALITY%20TOOLKIT.ppt>

Toolkit 5: How to accredit young people's learning through volunteering

<http://www.russellcommission.org/docs/toolkits/ME%20REG%20RUSSELL%20ACCREDITATION%20TOOLKIT.pdf>

Toolkit 6: How to raise money from the private sector to support youth volunteering

<http://www.russellcommission.org/docs/EC%20WEB%20NEW%20PRIVATE%20SECTOR%20TOOLKIT.ppt>

Russell Commission 2006 *Russell Commission funding 2005-06 small grants program: final report*
<http://www.russellcommission.org/docs/smallgrants/grants-round-final-report.pdf>

evaluation of the UK Russell Commission 2005-06 grant funding round of 45 organisations to assist in implementing the Commission's recommendations on youth volunteering (see above), including a brief overview of the programs and services provided under these funded initiatives to be funded and lessons learnt for engaging previously under-represented groups

Salamon, L, Hems, L & Chinnock, K 2000 *The Nonprofit Sector: For What and For Whom?*
<http://www.jhu.edu/ccss/pubs/pdf/forwhat.pdf>

initial results from the Impact Analysis portion of data on 17 countries (including Australia) collected through the Johns Hopkins Comparative Nonprofit Sector Project, finding: nonprofit organisations are performing a wide variety of service, innovation, advocacy, expressive and community-building roles in diverse fields throughout the world and doing so with far fewer vulnerabilities than often assumed, although the sector still experiences some vulnerabilities (eg resource insufficiency, amateurism, and particularism) were significantly present in nearly two-thirds of countries)

Salamon, L & and Toepler, S 2000 *The Influence of the Legal Environment on the Development of the Nonprofit Sector*
<http://www.jhu.edu/ccss/pubs/pdf/ccsswp17.pdf>

paper on legal enabling factors for the nonprofit sector, presenting a transaction cost-based theoretical framework for understanding possible impacts of law on nonprofit development; developing a nonprofit law index on the basis of this framework; and testing for a relationship between the size of the sector and the degree of legal enablement in a cross-section of countries (including Australia which falls around the midpoint of the nonprofit legal enablement score)

Salamon, L, Sokolowski, S & List, R 2003 *Global Civil Society An Overview*
<http://www.jhu.edu/~ccss/pubs/pdf/globalciv.pdf>

summary of the basic empirical results of the latest phase of the Johns Hopkins Comparative Nonprofit Sector Project into the scope, structure, financing, and role of the nonprofit sector in 13 additional countries in Africa, the Middle East, and South Asia

Salamon, L & Wojciech, S 2001 *Volunteering in Cross-National Perspective: Evidence From 24 Countries*
<http://www.jhu.edu/ccss/pubs/pdf/cnpwp401.pdf>

analysis of data on volunteering in 24 countries collected through the Johns Hopkins Comparative Nonprofit Sector Project, finding: considerable cross-national variation in the total amount of volunteering and in the distribution of volunteering across service fields (suggesting that volunteering is not just an individual choice but is affected by larger social and institutional forces such as class

	structure, government policies, and organised religion), a strong positive correlation between high levels of government social welfare expenditure and high volunteering levels (with Australia sited near the midpoint of this crossover)
Saxton, J & Game, S 2002 <i>Virtual Promise: are charities making the most of the Internet revolution</i> http://www.itshere.org.uk/resources/researchpublications/VirtualPromiseReport.pdf	UK survey and interview-based research on the ways in which not for profit organisations are using the Internet, concluding there is a need to revolutionise the voluntary sector's use of the internet and that there is great potential for collaborative action is doing so
Social Planning and Research Council of British Columbia 2005 <i>What motivates low income volunteers?</i> http://www.kdc-cdc.ca/attachments/sparc_report.pdf	interview-based research into volunteer motivations and experiences of low-income individuals in two Canadian communities (Vancouver and Prince George), finding: barriers cited of time pressures, lack of transportation (esp. for those who are disabled or in poor health), and not feeling respected by organisations; motivators included feelings of self-worth and self-efficacy derived from their volunteer activities, the hope of obtaining paid employment, building social relationships, gaining access to resources (eg a phone or meals), filling spare time, gaining access training and skills, and receiving other benefits; and identifying various recruitment, retention, and recognition strategies
Social Propriety Ltd 2006 <i>Queensland social services sector mapping report</i> http://www.qcross.org.au/upload/658_QCOSS%20sector%20mapping%20report%20final_v2.pdf	QCOSS commissioned report on the size, composition, employment, revenue and expenditure of the community services sector in Queensland
Solidar 2005 <i>NGO Social Service Providers facing the Challenge of the Future – Competition, organisational development, quality management</i> Conference report http://www.solidar.org/english/pdf/Report%20Paris%202005%20EN.pdf	conference outcome report of Paris 2005 conference on third sector issues, including CSV discussion on volunteering and social capital
Soupourmas, F. and Ironmonger, D. 2002 <i>Giving Time: The Economic and Social Value of Volunteering in Victoria</i> http://www.dhs.vic.gov.au/pdpd/pdfs/givingtime.pdf	ABS and specific survey based research into volunteering in Victoria including analysis of its economic value, concluding: there has been a significant increase in informal volunteering (including a 34% increase by 18 to 34 year olds over the five-year period); many Victorian volunteers are motivated by altruistic reasons (the most common reason given nominated by 47% - 42% of younger volunteers and 54% of older aged volunteers) but they are also motivated by self interest with life stage affected the emergence of self interest motivations such as the need for a sense of personal satisfaction; the economic value of volunteering in Victoria is estimated at \$10 billion per year; there is also substantial social value contributed through volunteering
Spigelman, A & Evans, E 2004 <i>Virtual Promise - From Rhetoric to Reality' - A report on charities' use of the internet between 2000-2004</i> http://www.nfpsynergy.net/reportdownload.php?pdf=Virtual%20Promise%20-%20From%20Rhetoric%20to%20Reality	update UK research on the ways in which not for profit organisations are using the Internet (see Saxton & Game above) finding increased website use reported, with the vast majority of respondents agreed that the internet has changed the way their charity works; the least wealthy charities agreed most strongly

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Stannard-Friel, J 2005 *Sparking the Interest of the Employee Volunteer*
http://www.onphilanthropy.com/site/News2?page=NewsArticle&id=5808&security=1&news_iv_ctrl=1046

general discussion of strategies for keeping employees motivated to volunteer, noting ease of access and variety are key, projects that allow employees' family members to take part are also popular

Strategic Volunteering Advisory Group & Mori 2001 *The Strategic Volunteering Report*
<http://www.vcn.bc.ca/skillsco/svreport.htm>

participatory action research project to identify the characteristics of volunteering in a disadvantaged area of Canada, identifying themes that emerged as particularly important as: volunteers' perception of not being treated respectfully; volunteering as a learning experience; the heavy work load of volunteer co-ordinators; the influence of an environment of poverty, substance use and housing problems in the area; and volunteering as a way of forming and keeping relationships within the community

Student Volunteering England *The national survey 2005*
http://www.studentvol.org.uk/inform/National_Survey.pdf

2005 english national survey finding that 42,000 students volunteer through organised volunteering programmes at their HEIs, student volunteers give 3,459,653 hours to their communities, contributing £42 million to the economy; each student volunteer gives on average 82 hours per year to their community

Ticher, P & Davey, S 2004 *Herefordshire in Touch Voluntary & Community Sector ICT research survey report*
<http://www.itshere.org.uk/resources/researchpublications/ICT%20Survey%20Full%20Report%20VCS%202004.pdf>

organisation survey-based research on current and planned use of ICT in Herefordshire & Worcestershire voluntary sector

Ticher, P & Eaves 2004 *Report on the baseline research and evaluation framework*
http://www.ictHub.org.uk/cms/openCMS/ictHub/research/Baseline_research.pdf

UK ICT Consortium research showing that the voluntary and community sector is struggling with basic ICT such as carrying out backups and networking computers

Ticher, P, Maison, A & Jones, M 2002 *Leading the Way to ICT success: The report of a study of the issues affecting the use of ICT in the voluntary and community sectors*,
<http://www.itshere.org.uk/resources/researchpublications/BaringsICTReport.pdf>

UK research report on the issues affecting the use of ICT in the voluntary & community sectors, including discussion of a model for successfully introducing ICTs within the sector

Toepler, S 2002 *Does the Focus on Paid-Staff Nonprofits Skew the True Scope of Voluntary Action? Evidence from a Case Study in Arts and Culture*
<http://www.jhu.edu/ccss/pubs/pdf/ccsswp20.pdf>

US community case-study based analysis comparing small-scale groups to larger organisations on the use of volunteers compared to paid staff, finding the highest average volunteer hours in medium than small or large organisations

Torres, G 2003 *The Future of Volunteering: Children under the age of 14 as Volunteers*
<http://www.serviceleader.org/new/managers/2004/06/000244.php>

discussion of volunteering among children under the age of 14 including benefits (ie promotes healthy lifestyle and choices, enhances development, teaches life skills, improves the community, and encourages a lifelong service ethic), options for involving children in volunteering and examples of volunteer programs designed for children (through programs for individual children, groups of children, family teams, and non-related intergenerational

	teams), management considerations (especially training, orientation, supervision and recognition), and concluding this age group is an underutilised volunteer resource
United Nations General Assembly 2005 <i>Follow-up to the implementation of the International Year of Volunteers</i> http://www.worldvolunteerweb.org/fileadmin/docdb/pdf/2006/2005_12_IYVfollowup_res.pdf	UN General Assembly resolution (A/RES/60/134) co-sponsored by 84 Member States and adopted on 16 December 2005 that recognises the contribution of volunteering, encourages governments to establish partnerships with civil society in order to build up volunteer potential at the national level, and other resolutions
United Nations General Assembly 2002 <i>Recommendations on support for volunteering</i> http://www.worldvolunteerweb.org/fileadmin/docdb/pdf/2002/a56r038-e.pdf	UN General Assembly resolution (A/RES/56/38), co-sponsored by 126 Member States and adopted on 5 December 2001, recommending on how governments and the United Nations system can support volunteering, such as by governments creating an enabling environment through increasing public awareness of the value of volunteering, measures to encourage, facilitate, prepare, training and recognise volunteers, encouraging and undertaking research, creating an enabling fiscal environment, ensuring citizen access to information on volunteering opportunities, addressing possible impacts of general social and economic policy on volunteering, etc
UN Volunteers (n.d.) <i>Developing a volunteer infrastructure: a guidance note</i> http://www.worldvolunteerweb.org/fileadmin/docdb/pdf/2005/DVI_01.pdf	overview of volunteering concluding there is no common model of volunteering that works in every country but there are common elements that in combination form the core elements of an effective volunteer infrastructure that strengthens volunteerism as a strategic resource for development ie reaching a common understanding of volunteerism and a shared appreciation of its value; establishing and nurturing an enabling environment (ie by a favourable policy and regulatory framework, recognition and promotion of volunteerism for development, and committed national leadership); adopting a diversity of approaches to mobilizing and facilitating volunteerism; and ensuring sustainable funding; including recommendations for governments, civil society, the private sector, and development cooperation agencies to forward each of these four areas, such as establishing or supporting national and regional volunteer centres and setting up national investment funds for volunteering to cater to the common needs of organisations concerned (training in the management of volunteers, sharing of volunteer experiences and information, and infrastructure for online volunteering)
Urban Institute 2004 <i>Volunteer Capacity Management Study</i> http://www.worldvolunteerweb.org/resources/research-reports/doc/volunteer-capacity-management-study.html	research findings from a national study of volunteer management capacity among 1,753 charities and congregations, finding: 4 in 5 charities use volunteers; most report volunteers are beneficial to their operations in a number of ways; more than nine in ten organisations are ready to take on more volunteers at their present capacity (a median of 20 new volunteers); the greatest challenges that charities and congregations face is an inability to dedicate staff resources to and adopt best practices in volunteer management, also operational issues such as recruiting volunteers during the workday
v 2006 <i>vhelpful information & guidance notes</i> <i>Youth Volunteer development</i>	UK guidance on grant applications under the v20 funding programs, including information on the roles of Youth Volunteer development managers and advisors, sample

<p><i>Voluntary Sector Initiative (n.d.) A Shared Journey: Midterm Reflections on the Voluntary Sector Initiative</i> http://www.vsi-isbc.ca/eng/about/shared_journey/shared_journey.pdf</p>	<p>report of the first 2 and a half years work of the Canadian Voluntary Sector Initiative, citing as achievements the Accord between government and the sector, the codes of good practice on funding and policy dialogue, and over 60 projects designed to build policy capacity within the voluntary sector as either finished or underway</p>
<p><i>Voluntary Sector Initiative 2003 Voluntary Sector Task Force Final Report</i> http://www.vsi-isbc.ca/eng/about/vstf_report/vstf_report.pdf</p>	<p>report outlining the history of the Canadian Voluntary Sector Initiative</p>
<p><i>Voluntary Sector Initiative 2003 Building on Strength: Improving Governance and Accountability in Canada's Voluntary Sector</i> http://www.vsr-trsb.net/pagvs/Building_on_Strength.htm</p>	<p>outcomes of the Canadian VSI Panel on Accountability and Governance on restoring and building new capacity in the sector, with four priority actions of developing and disseminating a good practice guide, creating a new Voluntary Sector Commission by the federal government, establishing a legislated definition of which organisations qualify for tax benefit status, and negotiation of a compact of good practice between government and the sector</p>
<p><i>Voluntary Sector Initiative 2002 Building A Stronger Voluntary Sector</i> http://www.vsi-isbc.ca/eng/about/pdf/building.pdf</p>	<p>overview of work by the Canadian VSI in areas of building a sustainable relationship between the federal government and the voluntary sector; strengthening the capacity of the voluntary sector; improving the rules and regulations within which the voluntary sector operates; and achieving greater inclusion and developing networks</p>
<p><i>Volunteer Canada 2001 Volunteer connections: the benefits and challenges of employer-supported volunteering</i> http://www.volunteer.ca/volunteer/pdf/ESVEnglish.pdf</p>	<p>Canadian overview of employee volunteering including discussion of benefits from an organisational perspective, strategies and case studies</p>
<p><i>Volunteer Canada (n.d.) Family volunteering: a discussion paper</i> http://www.volunteer.ca/volunteer/pdf/FamilyEng.pdf</p>	<p>Canadian discussion paper on family volunteering (ie volunteering activities carried out by members of a family as a joint activity), covering definition, trends, participant characteristics, barriers, issues for organisations, and strategies, noting research showing that individuals who engaged in volunteering activity as a child or who observed their parents volunteering have a much higher probability of being a volunteer in their adult years eg 49% volunteered if a parent had volunteered c.f. 29% if a parent had not</p>
<p><i>Volunteer Zone Bénévoles 2005 Final report</i> http://www.volunteer.ca/volunteer/pdf/VZB_report.pdf</p>	<p>outcomes of a 2005 Volunteer Canada hosted 3 day discussion by 75 leaders, expert practitioners and others who play significant roles in furthering voluntary action in Canada, with stated goals of redefining volunteerism, identifying actions to overcome current challenges, and recommending actions to support and relieve the stress of volunteer programs, agreeing on four priority areas of public policy and advocacy (ie volunteering considered each time public policy is articulated and representatives being involved in the policy discussions, single source reference point for governments with voluntary sector, establishing sector-wide collaboration on policy dialogue, and research based policy input), organisational capacity (esp. making better use of technology), volunteer</p>

engagement (ie sharing information about already available successful youth models, renewing and reengaging volunteers through the life course, linking immigrants, grass roots volunteering through a community development model), and movement building (eg articulating the value of volunteering, employee volunteering, school curriculum development, leveraging key funders) as crucial building-blocks for action, with demographic shifts an important consideration for each of these

Volunteering Australia 2004
Supporting volunteering in Australia
http://www.volunteeringaustralia.org/files/PWE274MWGM/SupportingVolunteeringinAustralia_000.pdf

paper prepared for the major political parties outlining Volunteering Australia's proposals for increased government support to strengthen and support volunteers, volunteer involving organisations and volunteering, providing an overview of volunteering, describing core functions of the volunteering infrastructure (ie strategic development of volunteering to meet human, social and environmental need; policy advice and advocacy on volunteering issues; promotion and support of best practice in volunteer involvement through the development or provision of tools, resources and training for the sector; promotion of volunteering and its principles to ensure that volunteers are protected and the activity of volunteering is sustainable; brokerage through the provision of information and referral services to prospective volunteers); emerging trends and critical issues (ie legislative issues eg volunteer protection and compensation, resource issues eg for volunteer training and reimbursement of out-of-pocket expenses, supply and demand issues eg matching volunteer opportunities to the needs of the volunteer population given changing demographics and expectations); role of government (ie funding the developing of volunteering infrastructure at national and local levels; establish a policy and legislative framework which creates a facilitating and enabling environment in which volunteering can flourish; being a role model by encouraging public sector staff to become involved in volunteering and by stimulating public debate on the importance of volunteering, forming partnerships with the not for profit and private sectors and foster conditions that will encourage community-business partnerships that are mutually beneficial; gathering intelligence and knowledge on volunteering through research and using this to generate publicity and promotion of volunteering; providing public recognition of the contributions volunteers make to national life), recommending Government support should have four elements of support for volunteering infrastructure (with separate components of base infrastructure funding, ongoing program funding, and one-off project funding), for volunteer involving organisations, for volunteers, and for an information technology system that would support the other three

Volunteering Australia 2004
Submission on the study of economic implications of an ageing Australia
<http://www.volunteeringaustralia.org/files/J4LR59D9LE/ProductivityCommissionsubmission041025.pdf>

submission to Productivity Commission outlining the impact of an ageing population on volunteering, discussing major themes of the volunteering sector's experience of working with older volunteers, the relationship between employment and volunteering, and the characteristics of the baby boomer cohort; citing

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	<p>organisational barriers (such as an ageist culture and/or a lack of appropriate support and training for older volunteers), individual impediments (such as a lack of confidence, transport, costs, health and mobility issues), and structural issues such as difficulties accessing adequate insurance to cover volunteer's activities; concluding the ageing population presents a range of opportunities and several challenges to the sector, particularly in the emergency service sector (where an ageing population poses serious questions around sustainability and the adequacy of services delivered to rural and regional populations) and specific types of organisations (eg sporting bodies) that strongly feature volunteering by younger age cohorts</p>
<p>Volunteering Australia 2005 <i>Submission on information and communications technology</i> http://www.volunteeringaustralia.org/files/4RDJLN3F4R/VolunteeringAustraliaICTSubmission.pdf</p>	<p>submission to two Dept. of Communications, Information Technology and Arts discussion papers (see above), outlining the current role and potential of information and communication technology in the volunteering sector, and barriers constraining the effective use of ICT, submitting that ICTs make a positive contribution to the community and access to affordable broadband internet is a critical basic infrastructure matter; there are policy and social barriers to building social capital through ICTs (eg some nonprofits resisting ICTs because this is not part of the accepted way of doing things); ICT is widespread but concentrated in larger more established and better resourced organisations; barriers to effective use of ICTs include organisations not using ICT, adopting inferior technology, duplications in service delivery, replication of manual systems, poor management information; government's role in supporting nonprofits with ICT is offering funding at a level enabling nonprofits' use of ICT to be more consistent with private and government sectors, recognising that changes in government reporting requirements may require organisational systems changes, contribution to the sector's ICT education</p>
<p>Volunteering Australia 2005 <i>Response to "Patterns of volunteering in emerging communities"</i> http://www.volunteeringaustralia.org/files/YQ2CCT9U2E/DVCEmergingCommunitiessubmission.pdf</p>	<p>response to the Department for Victorian Communities' discussion paper, providing an overview of Volunteering Australia's experience of the patterns of volunteering in culturally and linguistically diverse communities, motivations of CALD volunteers, barriers, and strategies; noting this is a largely under-researched areas; recommending a coordinated approach to engaging CALD communities</p>
<p>Volunteering Australia (n.d.) <i>Corporate Shares – community profits: a guide to engaging your employees</i> http://www.partnerships.gov.au/pdf/booklet-corp.pdf <i>Corporate Shares – community profits: a guide to engaging corporate volunteers</i> http://www.partnerships.gov.au/pdf/booklet-org.pdf</p>	<p><i>brochures on corporate volunteering based on learnings from a Pilot Employee Team Challenge by Volunteering Australia in 2003, providing an overview of benefits, issues, etc for corporates and not-for-profit organisations respectively</i></p>
<p>Volunteering Australia 2006 annual survey results http://www.volunteeringaustralia.org/ht</p>	<p>first annual national volunteering survey of 373 volunteers and 341 volunteer-involving organisations (including 73 and 62 respectively in Queensland) conducted by</p>

<p>ml/s02_article/article_view.asp?id=372 &nav_cat_id=-1&nav_top_id=-1&dsa=1312</p>	<p>Volunteering Australia, finding: 97% of organisations rate volunteer recruitment as an issue of importance to their organisation but only 44% said they had accessed quality information about volunteer recruitment and 16% said they require more information about recruitment; 81% of volunteers 'would personally appreciate' having their volunteer work recognised in the form of opportunities to develop their skills (with 80% of organisations stating they recognize volunteers in this way); 72% of organisations recognised volunteers through organisational awards with plaques or certificates); 79% of volunteers identified flexible volunteering hours as important to them (with 68% of organisations saying they have used this as a volunteering management strategy; 67% or organisations have used short-term volunteering and 56% once-off volunteering opportunities; 39% of organisations have provided volunteering for those aged under 18, 17% family volunteering, 28% workplace/ corporate volunteering, and 15% virtual volunteering; 23% of organisations stated their organisation had implemented the National Standards for Involving Volunteers in Not for Profit Organisations; 42% of volunteers stated they did not have a clear, written job description for their role; 20% of volunteers feel they do not get the information and support they need to perform their role and 16% not enough training; 29% cannot claim reimbursement for out of pocket expenses; 15% said the organisation they volunteer with does not involve them in decisions that affect them and their work; 28% of volunteers said that they have been aware of confusion, uncertainty or conflict between the roles of volunteers and paid employees in their organisation; 79% of organisations consider ICT in their organisation is adequate; 84% have a written volunteer policy; concluding that many 'best practice' volunteer management strategies are being adopted by volunteer-involving organisations, but that for many organisations there is some way to go in terms of ensuring volunteers experience the full benefits of these approaches</p>
<p>Volunteering Australia 2006 <i>Toolkit – Volunteering: what it's all about</i> http://www.volunteeringaustralia.org/files/3QWJV7ELCY/Volunteering%20-%20what_s%20it%20all%20about-%2030-06-06.pdf</p>	<p>resource kit to assist presenters to develop an inspiring information session on volunteering, including sections on definition and benefits of volunteering, principles and code of practice issues, etc</p>
<p>Volunteering Australia 200 (reprint 2006) <i>A national agenda on volunteering</i> http://www.volunteeringaustralia.org/files/S5XIQ4Y0XT/National%20Agenda.pdf</p>	<p>Australian national agenda document outlining definition and principles of volunteering, six strategic goals and outcomes sought for each</p>
<p>Volunteering Ireland <i>Family volunteering</i> http://www.volunteeringireland.ie/page.php?id=24&dl=nmqypuyaynqagdn</p>	<p>overview of family volunteering including benefits, ideas for, tips and hints for families, recommending considering one-off or short-term opportunities before making a long-term commitment</p>
<p>Volunteering Ireland <i>Virtual volunteering</i> Fact Sheet 13 http://www.volunteeringireland.ie/page.php?id=24&dl=kwylmmpkwcwqcqll</p>	<p>overview of virtual volunteering as two broad types (ie technical assistance eg website design, language translation, database management, etc & direct client contact eg email visitor contact, distance learning,</p>

	moderating a chatroom, etc); including virtual volunteer management issues, noting virtual volunteers tend to be younger and relatively new to volunteering
Volunteering Queensland Inc 2003 <i>Engaging Queenslanders together</i> Response to Queensland State Government's Policy on Volunteering http://www.volunteeringqueensland.org.au/forms/FINAL%20PROPOSAL%20240903.pdf	Volunteering Queensland submission, discussing: the changing environment in which the sector is operating which has resource substantial resource implications for voluntary organisations; the link of volunteering to citizenship and the diversity of volunteers providing a method for creating strong communities; and issues integral to the development of policy being volunteer management strategies, training, research, work conditions, equal opportunity in programs, volunteering to encourage social inclusion and democratic engagement, protecting volunteers, recognition of value, promotion, recruiting and sustaining volunteers, and cost); specifically recommending appointment of a Minister for Volunteering, development of whole-of-Government protocols for volunteer management, establishment of formal consultative processes, an IDC engaging volunteers and VQ as the peak body, sustainable partnerships between government and the sector for implementing policy on volunteering, supporting VRCs in regional and rural areas, developing and resourcing strategies to support implementation of the National Standards, and resourcing development and maintenance of a statewide recruitment database and internet training and education resources
Volunteering SA (n.d.) <i>Volunteering – vital to South Australia</i> http://www.volunteeringsa.org.au/media/documents/Volunteers%20Are%20Vital.pdf	overview of Volunteering SA position on sustainable infrastructure and other issues (including calls for government action in these areas), such as: embedding the roles and responsibilities of volunteer resource centres within existing infrastructure is preferable to a proliferation in their number, that volunteering be factored into service delivery rather than considered as an optional extra, and that project based volunteering as opposed to the program based volunteering opportunities that exist in many of established organisations will be needed to recruit and retain next generation volunteering; also describes launching of a Volunteer Community Trust in 2006 for business sector contributions as a way to foster a sustainable income stream
Volunteering Secretariat 2004 <i>Guide to employee volunteering – an evolving resource for WA public sector agencies</i> http://www.community.wa.gov.au/NR/rdonlyres/B8AE60EB-D40A-437A-BA34-A5932097ECA6/0/DCDGUIEmployeeVolunteering.pdf	resource guide on employee volunteering, providing an overview of: models of employee volunteering (flexible working conditions, fund-raising, release time, matched giving, one-off events, matching, targeted programs, mentoring, board membership, pro bono services, virtual volunteering, project secondments, fellowships, and retiree/redeployee programs); program development, implementation and management issues; and 5 Australian public sector case study examples
Volunteering Secretariat 2003 <i>The volunteer training scene in Western Australia: a resource guide for agencies</i> http://www.community.wa.gov.au/NR/rdonlyres/764BBDD2-D490-491E-95E4-291A15557A4A/0/DCDGUIVolunteerTrainingDecember2003.pdf	overview of training information relevant to volunteering agencies, noting need for making training available in ways that are more flexible and responsive than the traditional “classroom” environment, or “on the job” training with which most agencies are familiar eg self-paced programs available in packages or on the Internet, participation in regional training, video linked to the local area using the Telecentre network

Volunteering Secretariat 2004 <i>Booming recruitment: an action research project</i> http://www.community.wa.gov.au/NR/rdonlyres/88027C0F-D8A9-4ECF-B326-B8E1A288898A/0/DCDRPTBoomingrecruiting2004.pdf	guide for volunteer recruitment based on outcomes of a WA government commissioned research project to identify, trial and implement recruitment ideas and strategies to recruit Baby Boomer and other volunteers into a range of organisations, through six 1-day workshops and supportive coaching methods with 21 organisations
Volunteering Tasmania Inc <i>Prospectus 2006</i> http://www.voltasinc.com/file.php?id=179	prospectus seeking to attract investment in Volunteering Tasmania Inc from the business sector of Tasmania in funding or in-kind goods or services, noting involvement with Volunteering Tasmania Inc. promotes social responsibility in the corporate sector investment in volunteering and enhances triple bottom line and the business's community profile
Volunteering WA 2001 <i>Guiding the spirit of communities: the ABCs of VCRs</i> http://www.volunteeringwa.org.au/vrc_guide/downloads/VRCGuide.pdf	WA community guide to assist communities in WA to set up their own Volunteer Referral/Resource Centre
VOLT Network 2006 <i>Diversify</i> http://www.volunteeringireland.ie/page.php?id=24&dl=mzwyjmqrkcxsd	Volunteering Ireland working group interview and survey based research on cultural diversity and inclusion in volunteering, identifying profiles, barriers, and strategies, including guidelines and tools
Walker, C & Fisher, A 2002 <i>Growing into giving: Young people's engagement with charity</i> http://www.jrf.org.uk/knowledge/finding/s/socialpolicy/n22.asp	Charities Aid Foundation survey-based research into views of a range of young people on getting involved with charity finding: young people define 'charity' and 'giving' widely, focusing more on engagement through active involvement than donating money; 'helping' others in the community informally is also seen as an important charitable act; the real level of young people's engagement with charity in the wider sense is being underestimated by traditional giving surveys and narrow approaches to measurement that rarely include the type of activities mentioned by the young people; 16-24 year-olds are particularly likely to fall through the net of existing opportunities for engagement with charities; many feel that there are insufficient opportunities to give their time to charity; most young people do not know how to get more involved with charities; the vast majority think that they will be engaged, giving both money and time in the future
Weaver, L 2001 <i>Canadian Code for Volunteer Involvement</i> http://www.volunteer.ca/volcan/eng/resource-eval/index.php?resource=pdf/CodeEng.pdf	Canadian guide developed to provide voluntary and not-for-profit organisations with a philosophical framework for volunteer involvement including values, principles, and standards for effective volunteer practices
Weaver, L 2001 <i>Volunteer Management Audit: Canadian Code for Volunteer Involvement</i> http://www.volunteer.ca/volunteer/pdf/ManagementAuditEng.pdf	Canadian guide developed as an ancillary tool to the code document above for non-profits to assess their volunteer resources program.
Wideman, A 2005 <i>Volunteering in EU Policies and its Interrelation with the Policy of Member States – a Comparison of Approaches in the UK and Germany</i> (summary)	Masters thesis research on UK and Germany policy, program and strategy documents in the field of volunteering considered in the wider European context – overview of method only

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<http://www.cev.be/Documents/AnnetWiedermaannMATHesis.pdf>

Wilcox, D & Pearl, M 2002 *Civic and community technology* Journal of the Communication Network
<http://www.makingthenetwork.org/docs/journal2.htm>

discussion of role of internet in organisations (including charities and community groups) & of some UK initiatives where ICT is used to mobilise volunteers, call on government grants, and develop professional nonprofit services; concludes barriers to effectiveness of integrating technology within the mainstream of organisational activity are: a major skills shortage across both the public and voluntary sectors; lack of adequate and structured training for staff, users and board/elected members particularly by voluntary organisations; inadequate consultation and involvement of users in developing e-strategies, inadequate systems of data collection and integration, and controlling approach to information and its ownership; also notes research citing poor record of IT organisations in relation to corporate social responsibility

Wilkinson, J & Bittman, M 2002 *Volunteering: the human face of democracy* Social Policy research Centre discussion paper 114
<http://www.sprc.unsw.edu.au/dp/DP114.pdf>

discussion of volunteering in the context of civic participation and democracy including information about time spent in volunteering from 1974 to 1997 (including projections of supply and demand for volunteer time described above under Flick et al above)

Wills, M 2006 *A new agenda: labour and democracy* Institute for Public Policy Research (UK)
http://www.ippr.org.uk/ecomm/files/a_new_agenda_labour_and_democracy.pdf

discussion on the UK Left's future arguing that the Government requires radical renewal to win a fourth term and as a starting point for this process, a program of reform needs to be developed driven by the 'moral community' which is not necessarily defined by geography or class but by shared sentiments of mutual and reciprocal respect and obligation, characterised by a sense of duty and trust that others will also do their duty, noting that volunteers make a formal and informal contribution to a wider moral community and that a fundamental task for the Left is to construct the political mechanisms to sustain such a moral community

Wilson, C 2001 *The changing face of social service volunteering: a literature review*
<http://www.msd.govt.nz/documents/publications/csre/changingfaceofsocialservice.pdf>

New Zealand Ministry of Social development literature review into how the introduction of the 'contract culture' has influenced volunteering in voluntary social service organisations and changes in the nature and level of volunteering and their reasons and potential consequences within these organisations

World Summit on the Information Society 2003 *Volunteering and ICTs: Establishing the framework for action*
<http://www.worldwidevolunteer.org/wsis2003/REPORT.PDF>

outcome of the International Conference on Volunteering and the New Information and Communications Technologies in Geneva in 2003 (which dealt with mobilisation of volunteers to build human capacities on the ICTs, e-volunteering, reinforcement of cooperation with the private sector, governments, etc in both formal and informal volunteer activities) presenting key issues relating to volunteerism and ICTs, outlining the essential role volunteers have already played in the development of the information society, and inviting participants to include volunteerism in their vision of the information society; includes an overview of the activities of the Volunteer Family (a network of organisations working with volunteers also including volunteers working with ICTs), case study examples of volunteerism and ICTs in various countries, and the Volunteering Action Plan 2003-05 on ICT-

	volunteering matters in a human development context
World Summit on the Information Society 2003 <i>Volunteering Action Plan 2003-05</i> http://www.cev.be/Documents/WSIS_ActionPlan2005.pdf	action plan presented to the World Summit on the Information Society providing broad strategies at operational and policy level on what is needed to expand ICT for Volunteering in a Human Development context
World Volunteer Web 2006 <i>Standards for corporate volunteering programme released</i> http://www.worldvolunteerweb.org/browse/volunteering-issues/corporate-volunteering/doc/standards-for-corporate-volunteering.html	article on release of 9 US standards for corporate volunteering by LGB Associates ie strategy, infrastructure, communication, leadership, education and training, recognition, employee engagement, effective partnerships, and evaluation and measurement
Zappala, G & Lyons, M 2005 <i>Strengthening nonprofit organisations survey report</i> http://www.partnerships.gov.au/pdf/Nonprofit%20Report_final%20for%20online%20release.PDF	survey of about 500 nonprofit organisation research for the Giving Australia project (see Department of Families and Community Services 2005 above) into the extent to which nonprofit organisations mobilise resources through fundraising, partnerships with business, commercial ventures and volunteer recruitment, types of resources and support used in doing so, reasons for not undertaking these activities, and factors that would improve the organisational capacity and ability to do so, finding: 72% of the nonprofit organisations attempted to recruit volunteers in 2003-04; 39% had at least one partnership with a business organisation, most between 1-5 years duration with 20% indicating their partnerships were ongoing, and 'philanthropic' styles of partnerships predominating consisting primarily of financial or product contributions with only less than one-quarter of partnerships having an employee volunteering component; concluding that a significant reason why organisations did not undertake one or more mobilisation activities was a lack of financial and human resources particularly for fundraising, volunteer recruitment and partnerships, as well as a lack of knowledge about how to form partnerships with business, with nonprofit organisations that had undertaken one or more of the four resource mobilisation activities indicating that a key factor that would increase their capacity was having increased financial resources while those that had not undertaken such activities also identified 'knowledge' factors such as having a greater understanding of how to undertake some of the resource mobilisation activities as being important to improving their organisational capacity in the future

Websites reviewed

The websites reviewed below include specific volunteering sites and more general sites providing information or services relevant to voluntary organisations or activities, accessed through links from these volunteer-specific sites or identified through web-searching on relevant terms. Descriptions are drawn from information posted on the site, other publications by the organisation, and other relevant reports providing additional relevant information.

AbilityNet

<http://www.abilitynet.org.uk>

UK national IT and computing charity assisting disabled adults and children to use computers and the internet by adapting and adjusting their ICT, supporting 490,000 people in 2005, and a member of the ICT consortium to support community and voluntary organisations, with roles that include specialised training for ITCH volunteers (see below)

act now

<http://actnow.com.au/>

Australian web-based service to assist young people to take action on social issues that affect them and their community, with the objective of increasing engagement, which lists action opportunities that include volunteering, and various volunteering resources and links in the toolkit section

Action without borders

<http://www.idealists.org/kt/index.html>

US nonprofit organisation providing information about youth volunteering, including the online Volunteer Resource Centre and Idealist database that provide information such as the mission, contact details, volunteer opportunities, internships, resources, and services provided by about 45,000 nonprofit organisations from around the world, including family volunteering opportunities

American Association of Retired persons

<http://www.aarp.org>

US foundation, with a membership of over 3 million, providing advocacy, research, and information services, including on volunteering

ampersand

<http://www.ampersand.org.au/>

Ampersand Network Inc. (a not-for-profit group) initiative helping students find Australian and overseas volunteering opportunities by providing access to opportunities listed with Volunteering Australia (see below) and Conservation Volunteers, searchable online by location, type of organisation, position type, and time commitment (any, one-off, ongoing)

Association of Non-Governmental Organisations of Aotearoa

<http://www.angoa.org.nz/news.php>

NZ association of NGO member organisations, providing information to members on public policy issues, organising conferences and forums, facilitating networking (eg through the Community Sector Roundtable and Community Sector Research Forum)

Association of Charitable Foundations

<http://www.acf.org.uk/>

UK membership association for grant-making trusts and foundations, includes various publications on voluntary organisation good practices

Association of Chief Executives of Voluntary Organisations

<http://www.acevo.org.uk/main/index.php?content=main>

UK professional body for the third sector's chief executives, with 2000 members, and mission of connecting, developing and representing the sector's leaders, in order to increase the sector's impact and efficiency, includes various publications on voluntary organisation good practices

at your service

<http://www.atyourservice.org.au/>

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SA web portal for searching Home & Community Care volunteer positions and matching volunteers and customers of the Home & Community Care program (ie services designed to help frail older people and people with a disability to live independently at home)

Australia and New Zealand Third Sector Research

<http://www.anztsr.org.au/>

incorporated association network of people interested in pursuing or encouraging research into the Third Sector in Australia and New Zealand, launched in 1993, conducting and publishing Australian third sector research

Australasian Association of Volunteer Administrators

<http://www.aava.asn.au/>

professional association for individual community members involved in managing volunteer programs in Australia and New Zealand, operating a training and professional development scholarship program

Australian Centre for Co-operative Research and Development

<http://www.accord.org.au/>

joint venture of the Sydney University of Technology [and Charles Sturt University](#), established in 1999 and closed in 2005, conducting and publishing Australian social economy research

Australian Council of Social Service

<http://www.acoss.org.au>

peak council of the Australian community services and welfare sector operating since 1956, responsible for the Giving Australia research project into volunteering and donations by individuals and businesses in Australia

Australian Emergency Management Volunteers Forum

<http://www.aemvf.org.au>

national forum with the role of representing the volunteer emergency management sector, facilitating better communication between the organisations within it, and providing advocacy for the sector

Australasian Volunteer Program Management

<http://www.ozvpm.com/>

Australian resource, consultancy and training company specialising in volunteerism, founded in 2002, also providing a free online resource bank, newsgroups and discussion forums

Australian Volunteer Search

<http://www.volunteersearch.gov.au/>

Australian site managed and maintained by the Commonwealth Department of Employment and Workplace Relations, providing online searching of volunteer opportunities nationally (with 7,240 opportunities current in September 2006 including 1,693 in Queensland), searchable by local area, online registration of volunteer profile for volunteers aged 15 and over, online registration of organisations offering opportunities, a Volunteer hotline for volunteer organisations and volunteers who may not have convenient access to the Internet

British Association of Settlements and Social Action Centres

<http://www.bassac.org.uk/>

membership organisation that represents and supports a national network of organisations, who provide services, community development support and host smaller community initiatives

Business Community Connections

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<http://www.bcconnections.org.uk>

UK charity providing support services to other charities in gaining help from businesses, providing information and resources about corporate social responsibility and operating an online broker-bank directory

Business in the Community

<http://www.bitc.org.uk/index.html>

UK independent business led charity whose purpose is to inspire, engage, and support and challenge companies, to continually improve the impact they have on society, with over 750 company members, responsible for Cares - the main business led employee volunteering programme in the UK launched in 1999, operating through Cares partnerships in 28 locations with over 350 active companies, over 200,000 volunteer in the past 2 years (54% are first time volunteers) and over 100,000 hours contributed (in the past year) to a range of projects such as homelessness, community theatre, reading in schools, etc to over 700 participating community organisations, with over £1 million raised from private sector funding to support its development and a similar amount provided by government to fund specific initiatives

Capacity Builders

<http://www.capacitybuilders.org.uk/>

UK agency launched in June 2006, funded by but independent of government, responsible for continued implementation of the ChangeUp program (see below) and providing a focus for accountability and ownership of the program, take forward fund management, ensure the program is joined-up and co-ordinated, mainstream diversity issues, and ensure learning and evaluation is successfully implemented; also operates several grant funding programs including Improving Reach to build capacity of organisations reaching marginalised groups

Center for Philanthropy and Nonprofit Leadership

<http://www.nonprofitbasics.org/>

US organisation operating the Philanthropic and Nonprofit Knowledge Management Initiative information, providing a range of materials to support nonprofits, including the Nonprofit Good Practice Guide and volunteer management preferred practice tips, training essentials and about 500 searchable resources on volunteer management

Centre for Australian Community Organisations and Management

<http://www.business.uts.edu.au/cacom/>

Established in 1990 with a mission to enhance the Australian community sector and its management through research, training, publications, seminars and conferences, including responsibility for the Australia non-profit database

Centre for Civil Society

<http://www.lse.ac.uk/collections/CCS/Default.htm>

London School of Economics Department of Social Policy research and teaching unit, established initially as the Centre *for* Voluntary Organisation, which has produced and published research on the UK voluntary sector for over 20 years

Centre for Volunteering

<http://www.volunteering.com.au>

NSW peak body for volunteering, providing referral, training, resource development, information and education services, including corporate volunteering programs, a Corporate Volunteering Knowledge Network, and a Student Community Involvement Program

Centre of Philanthropy and Nonprofit Studies

<http://www.bus.qut.edu.au/research/cpns/>

Queensland University of Technology centre conducting and publishing research on philanthropy and non-profit organisations

Changeup

<http://www.changeup.org.uk/sitemap.asp>

UK government capacity building time-limited partnership program with the voluntary and community sector to develop infrastructure and build capacity for the sector, including a joint government and community sector vision for how capacity building support and infrastructure should develop in the next ten years, setting out high level objectives to address key capacity needs of frontline organisations to improve performance, develop their paid and unpaid workforce, make better use of ICT, improve their governance, improve their ability to recruit and develop volunteers and fund their activity; also operates grant funding programs for capacity building initiatives but not core funding, with overall government investment in the program of £80 million over 2003/04 – 2005/06 in developing ChangeUp and an Early Spend program and £72 million remains to support implementation (£66 million revenue and £16 million capital to be invested by March 2006)

Charity channels

<http://charitychannel.com>

Subscription-based worldwide network of nonprofit organization professionals, providing forum discussion lists, e-newsletters, updated news links, book reviews, interviews, job postings, consultants listings, product/service listings, resource guides and other publications

Charity IT Resource Alliance

<http://www.citra.org.uk/>

UK collaborative technology alliance of eight key charity sector bodies to help improve access to relevant and trusted IT information, people and resources for their members and the UK not for profit sector as a whole, providing a community site for peer-to-peer information exchange on technology and related issues

Charity Trustee Networks

<http://www.trusteenet.org.uk/>

UK mutual support network established in 1998 to support charity trustees by providing for peer-to-peer information exchange about governance issues

Civic Ventures

<http://www.civicventures.org/>

US foundation funded think-tank for reframing the debate about aging in America and redefining the second half of life as a source of social and individual renewal through research, publishing, conferences, and media outreach - operates the Experience Corps, a national service program for Americans over 55 (see below)

Civic youth

<http://www.civicyouth.org/quick/volunteer.htm>

US Center for Information and Research on Civic Learning and Engagement clearinghouse founded in 2001 providing research and practice information and resources including on youth volunteering

Communit

<http://www.communit.info/>

Australian project auspiced by CISA (see below) providing a range of IT related services to the community, non-profit and small business sectors to increase their information and communication technology capacity, through providing ICT Healthchecks and Audits to assist organisations in developing ICT plans, conducting workshops and seminars on key ICT issues for not-for-profits, and maintaining the website offering information on ICT issues of specific interest to not-for-profits and links to a wide range of products and services to assist organisations to make savings

Community builders

<http://www.communitybuilders.nsw.gov.au>

NSW community information and resource site, including research and practice reports on volunteering

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Community Information Strategies Australia

<http://www.cisa.asn.au/cgi-bin/wf.pl>

SA peak community information organisation providing essential community services information through its database of community services information that is available free of charge to the public on the web, as well as information management services including software, consultancy and training

Community Leadership Online

<http://www.volunteeringqueensland.org.au/leadership/index.html>

Volunteering Queensland and QUT joint initiative providing community leaders with a range of practical resources and tools, designed specifically for working in community settings

Community Matters

<http://www.communitymatters.org.uk/>

UK National Federation for Community Organisations of 1100 member organisations, operating since 1945, with the mission of supporting and developing the capacity of community organisations and representing their interests at a national level, responsible for managing the Millennium Volunteers project (a UK-wide initiative to encourage, support and recognise 16 - 24 year old volunteers)

Community Service Volunteers

<http://www.csv.org.uk>

UK's largest volunteering and training organisations operating since 1962 with 194,736 volunteers in 2004-05 contributing 5 billion hours, providing listings of full-time (4-12 month) volunteering opportunities with on-line application, targeted programs such as the Young Volunteer Challenge and a Retired and Senior Volunteer Programme, one-off weekend volunteering opportunities through the Go London scheme, and specific interest projects (eg media projects), and offering a (not-for-profit fee-based) recruitment service and employee volunteering scheme that includes team tasks (one-day task projects) and school partnerships involving mentoring including e-mentoring, training and other consultancy services (eg volunteer policy development) for organisations, and citizenship education; also hosts and provides secretariat function for international groups such as the Third Sector European Network and for Volonteurope (a European network of approximately 1,200 agencies working in the field of social action)

communitywebs

<http://www.communitywebs.org>

joint SA Office for Volunteers and University of SA initiative where volunteer groups that do not currently have a website are matched to a student enrolled in 'Multimedia Project' and provided with website design and incorporation onto a host site free of charge for 12 months, with on line support and mentoring provided during this period aimed at giving each group the skills and confidence required to edit and manage their sites independently; as at September 2006, 266 organisations have participated, 145 websites are under development and 121 are being hosted on the communitywebs site

Corporate Citizenship Company

<http://www.corporate-citizenship.co.uk>

UK company specialising in corporate citizenship initiatives formed in 1997 providing offers research and consultancy services to businesses and publications on corporate social responsibility matters

Corporation for National and Community Service

<http://nationalserviceresources.org>

US nonprofit organisation, operating The Resource Centre which provides a range of online publications, tools, information and resources for volunteer and service programs, including a database of effective practices in a range of areas including volunteer management

Cranfield Trust

<http://www.cranfieldtrust.f2s.com/>

UK trust brokering free providing free management support (business or strategic planning, IT, marketing, human resources, project management, financial controls and logistics) to voluntary organisations involved in issues of poverty, disability or social exclusion through a register of over 600 volunteers from the commercial sector, with over 1,000 projects delivered, also providing a free internet-based advice service on personnel issues through an expert panel of HR practitioners

cyberseniors

<http://www.cyberseniors.org>

US nonprofit organisation providing services to promote ICT use among older Americans through 28 volunteer-operated learning centres and project activity such as Cyberseniors Cyber teens (an intergenerational partnership to oversee the quality of the program and ensure local sustainability and extend its outreach)

cybervolunteers

<http://cyber.icvolunteers.org/>

IcVolunteer program (see below) with UNESCO patronage, launched in 2005, that recruits (on-line registration provided for on the site), trains and coordinates volunteers with information and communication technology skills to participate in local, regional and international projects for a period of several weeks or months in areas such as web or software development, system administration, content generation, training course design and train the trainer training, and both online and onsite technical assistance

DIAL UK

<http://www.dialuk.info/>

UK national organisation for a network of approximately 130 local disability information and advice services run by and for disabled people, including volunteer recruitment

Directory of Social Change

<http://www.dsc.org.uk/>

established in 1975 as an independent source of information and support to voluntary and community sectors worldwide, providing courses, training events, news and information services

do-it

<http://www.do-it.org.uk/>

UK on-line search facility (by interest area and postcode) and online application process, offering almost 70,000 volunteering opportunities and receiving on average of 110,000 visitors per month in 2003

Employeevolunteering.org.uk/

<http://www.employeevolunteering.org.uk/>

UK support site providing a range of resources for individuals, business, public sector body, charity or community groups wanting to get involved in employee volunteering, established by Volunteering England with three year funding from the Active Community Unit at the Home Office

e-mentor pro

<http://www.e-mentoring.net>

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UK secure e-mail mentoring system provided by e-Mentoring Ltd, established in 2002, using specialist subcontractors and associated companies to provide and support the service

ePhilanthropy Foundation (USA)

<http://www.ephilanthropy.org/site/PageServer?pagename=homepage>

a nonprofit education organisation based in Washington providing educational services via conferences, live eTour seminars, an eZine newsletter, and offering over 50 online eLearning courses to assist nonprofit organisations learn to use Internet practices and services to build and enhance relationships with supporters, to raise money, and to build trust among donors in their use of the Internet to aid in various philanthropic endeavours

European Volunteer Centre

<http://www.cev.be/>

European umbrella association of 38 National and Regional Volunteer Centres in over 20 countries, established in 1990, providing a central forum for the exchange of policy, practice and information on volunteerism. advocacy in the EU, supporting members networking among its members, and organising conferences, seminars, workshops and research activities

Every Action Counts

<http://www.everyactioncounts.org.uk/>

UK initiative of supporting community groups, community workers and voluntary and community sector organisations in taking action on promoting environmental sustainability

Executive Service Corps Affiliative Network

<http://www.escus.org/>

US network of 34 nonprofit consulting groups, with services performed for nonprofits by volunteer consultants who have retired from senior level positions in business, government, and nonprofits, providing volunteer services such as business plan development, financial management, organisational assessments, and a range of other professional services

Experience Corps

<http://www.experiencecorps.org/>

US program for over 55 age group where they serve as volunteer tutors and mentors to children in urban public schools and after-school programs to help teach children to read and develop confidence and skills, launched in 1995, and currently the largest AmeriCorps network of national service program focused on engaging older adults (1,800 corps members in 14 cities, providing over 466,000 hours of tutoring and mentoring services to more than 20,000 students 2004-05), and independently evaluated as showing positive effects both for the academic and social progress of the children served and for the health and well-being of the tutors and mentors

Foundation for Good Governance

http://www.governance-works.org/fgg/foundationforgg_home.html

an independent UK charity that encourages and influences the debate on governance through research, responsible for the "Developing an integrated governance strategy for the voluntary and community sector" project commissioned by the Home Office as part of the development of a capacity building infrastructure framework

go volunteer

<http://www.govolunteer.com.au/>

Australia's first volunteer recruitment website providing free Internet advertising for not-for-profit community organisations looking for volunteers, an on-line database that volunteers can search without needing to register personal details, and on-line application for advertised volunteering opportunities, operated by Volunteering Australia

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good company

<http://www.goodcompany.com.au/>

free service for matching skilled professional volunteers and community groups, focusing on involvement of young professionals, which also runs networking events and provides online assistance and advice for volunteers and community groups, and has facilitated over \$5 million of pro bono services, with 4,100 volunteers helping over 480 groups since 2001 and currently piloting an employee volunteering program for medium-sized (100-800 employee) corporations

Governance Hub

[http://www.governancehub.org.uk/Home/What%20is%20the%20Hub\(63\).shtml](http://www.governancehub.org.uk/Home/What%20is%20the%20Hub(63).shtml)

UK partnership of eight organisations working to improve the levels of good governance throughout the voluntary and community sector in England, set up by the Home Office Active Community Unit with funding for two years, offering a range of services and information exchange through the website and a partnership programme with local and regional organisations

Hands On Network

<http://www.handsonnetwork.org/>

US network of 58 national and international volunteer organisations that act as entrepreneurial civic action centres, establishing collaborative partnerships with more than 12,000 nonprofits, schools and other community organisations, managing about 500,000 projects annually with 500,000 volunteers, providing online search capacity for local volunteer opportunities by postcode, volunteer leader training, (network affiliates offer accommodating scheduling, commitment flexibility and team-based programs, allowing volunteers to serve with colleagues, friends and family, or to make new friends serving with like-minded volunteers)

Human Interaction Research Institute)

<http://www.humaninteract.org/reports/pcbrdatabase.asp>

promotes exchange and use of information about nonprofit capacity building among foundations, capacity-building service providers, nonprofits, intermediary organisations, researchers, evaluators and academic institutions since 2002, responsible for the Philanthropic Capacity Building Resource (PCBR) Database, a free-standing information and referral resource containing 368 descriptions of capacity-building programs being carried out by U.S. foundations and 21 profiles of intermediary organisations that serve as bridges between foundations and nonprofits

ICT hub: Delivering ICT Resources for the Voluntary and Community Sector

<http://www.ict hub.org.uk/cms/opencms/ict hub>

UK government funded initiative of a consortium of 32 voluntary and community organisations, launched mid-2006, to provide ICT support and information to the sector, including an on-line knowledge base, information about seminars and training events, a discounted deals listing for ICT purchases, and a range of free resources (such as writing effective funding proposals), including online information about IT volunteering and hosting events on how to become a successful volunteer; hosts the ICT Connect scheme (which enables voluntary and community organisations to explore their ICT needs by visiting another organisation that is using ICT well or in an innovative way) and an exchange visit program (between ICT providers to the sector where ICT Hub covers travel expenses and gives the organisation visited a consultancy fee of £150 for hosting the exchange visit, requiring a brief report on good practice lessons learnt) – site includes case study examples and links to volunteer matching site it4communities (see below)

ICT support for Voluntary and Community Groups in Herefordshire and Worcestershire

<http://www.itshere.org.uk/index.shtml>

UK central government funded support services providing free advice, support and training on all Information and Communications Technology matters to voluntary organisations, community groups and social enterprises in two UK areas

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ICVolunteers (International Conference Volunteers)

<http://www.icvolunteers.org/>

international non-governmental organisation that recruits, trains and coordinates volunteers (1,500 active volunteers in 100 countries) providing free conference support services for non-profit conferences and events such as language and logistic services and writing and editing of conference reports, and includes coordinating the cypervolunteering program (see above), providing on-line registration and listing of volunteer opportunities

imagine Canada

<http://www.imaginecanada.ca/>

Canadian national program launched in 2005 by the Canadian Centre for Philanthropy (CCP) and the Coalition of National Voluntary Organizations (NVO) to promote public and corporate giving, volunteering and community support, promoting public awareness, providing good practice resources and tools, research and advocacy for the sector, and operating a national corporate citizenship initiative (Caring Company) and several award schemes including a general business and community partnership award program, and two awards open to the financial service sector

Independent Sector

<http://www.independentsector.org>

US forum of 550 charities, foundations, and corporate giving programs, operating the Giving and Volunteering Research Clearinghouse

Indigenous Community Volunteers

<http://www.icv.com.au/>

independent, not-for-profit company that offers support to Indigenous communities to pursue their community development goals, providing a matching service of skilled volunteers with approved short to medium term projects (with communities and organisations choosing the most suitable volunteer for their project), operating a cultural awareness program (that all volunteers are required to attend), providing support to volunteers through a cultural mentoring system, and monitoring the progress of each project throughout its term

Information Technology Can Help (ITCH) Network

<http://www.itcanhelp.org.uk/>

a network of over 250 UK volunteers providing free local computer assistance to disabled people in their homes and at other locations such as day centres, that is a program of the British Computer Society founded in 1994, helping more than 5,000 disabled people overcome computer-related problems

Institute for Volunteering Research

<http://www.ivr.org.uk/>

joint Volunteering England and University of East London initiative conducting and publishing research on volunteering

Institute on Governance

<http://www.iog.ca/>

Canadian non-profit organisation founded in 1990 to promote effective governance, providing research and analysis, advisory services, professional development, conferences, workshops and study tours, and publications

International Association for Volunteer Effort

<http://www.iave.org/>

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international non-governmental organisation founded in 1970 with members in 80 countries that promotes, celebrates, and strengthens volunteerism worldwide, including publishing a range of resources on good practice and research in volunteering and a directory of national volunteer centres

International Society for Third Sector Research

<http://www.istr.org>

international association promoting research and education in the fields of philanthropy, civil society and the nonprofit sector, founded in 1992, conducting and publishing international research and conference reports

investing in volunteers for employers

<http://iive.investinginvolunteers.org.uk>

UK best practice in employer supported volunteering site launched in June 2006, managed in England by Volunteering England and funded through the government's ChangeUp program, to help improve the management and outcomes of employer supported volunteering programs, including a standard of 10 indicators of volunteer management best practice and provision of support to organisations in its implementation

iT4Communities

<http://www.it4communities.org.uk/it4c/index.jsp>

UK national IT volunteering program launched in 2002, providing a matching service that introduces skilled, professional volunteers to voluntary and community sector organisations looking for help with IT projects with a database of over 3000 volunteers and 1000 charities, promoting volunteering among IT professionals and companies, and providing presentations, workshops and freely available best practice resources on IT Volunteering, delivering over £600,000 worth of IT support to the sector through more than 1300 volunteer projects over three years

John Hopkins Centre for Civil Society Studies

<http://www.jhu.edu/~cnp/>

website on the Comparative Nonprofit Sector Project which provided a comparative analysis of volunteering in 26 countries

Joseph Rowntree Foundation

<http://www.jrf.org.uk/>

UK social policy research and development charity, commissioning and disseminating research on the causes of social difficulties and how to address them, including on volunteering

Kids for Community

<http://kidsforcommunity.org/>

US website providing search facility for volunteering opportunities for young people in New York City (currently 312 listed), searchable by location, interest area, age, and whether a group volunteering opportunity, operated by the Children For Children Foundation

LASA

<http://www.lasa.org.uk/>

UK charity development and resource agency for advice and information providers, and one of the IT4communities group (see above), providing IT information and consultancy services to voluntary organisations since it commenced in 1984, a knowledgebase on ICT information, and an online advice service, hosting the UK Circuit Rider steering group and been responsible for the development and support of circuit riders who assist the voluntary and community sector and provide consultancy and project management services

Media Trust (Helping charities communicate)

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<http://www.mediatrust.org/>

UK service matching media and communications professionals to voluntary and community organisations, publishing on-line guides on communication and media issues for charities, providing media training and video production at not-for-profit rates

Millennium Volunteers

<http://www.millenniumvolunteers.gov.uk/>

UK national volunteering program for young people aged 16 to 24 where volunteers are presented with an Award signed by the Minister for Skills and Vocational Education after 100 hours of volunteering and an Award of Excellence signed by the Secretary of State after 200 hours, with 130 MV projects, mostly based in local volunteering centres, schools or colleges (accessible through an on-line search facility for finding local projects) and facilitated through project coordinators

Ministry for Social Development

<http://www.msd.govt.nz/>

NZ government department with policy responsibility for volunteering issues, including government policy, research and good practice reports on volunteering, also administering the Office for the Community and Voluntary Sector site (see below)

myVolunteerPage

http://web.volunteer2.com/Public/Login/VolunteerLogin.aspx?cookie_test=true

Canadian site providing a direct digital link to organisations with volunteering opportunities allowing registered users to update contact information, sign up for new volunteer activities, view their volunteer schedule, advise the Volunteer Manager of availability, and log volunteer hours performed

National Association for Voluntary and Community Action

(previously National Association of Councils for Voluntary Service)

<http://www.navca.org.uk/>

English national body of local voluntary and community sector infrastructure workers with local community groups and voluntary organisations, providing members with information, advice, networking and learning opportunities, support and development services, including good practice publications with volunteering case examples, toolkits and sample policies and procedures, and lists of funding resources

National Council for Voluntary Organisations

<http://www.ncvo-vol.org.uk/>

UK umbrella body for the voluntary sector in England, with 3,400 member organisations, providing information, advice and support to others working in or with the voluntary sector, through publications, briefing papers and guidance notes, conferences and seminars, practitioner forums, and forty consultation networks (including the Computer Support Workers Forum) which meet regularly to discuss emerging issues

National Volunteer & Philanthropy Centre Singapore

<http://www.nvpc.org.sg/>

Singapore national body for volunteerism and philanthropy, established in July 1999, providing online matching of volunteers to volunteering opportunities (as well as donations) searchable by categories of sectors/causes, types of beneficiaries, nature of activity, location, date range, and type of volunteer (individual, family, corporate, school, or generic) or by viewing/searching the NPO directory and contacting the non-profit organisation directly; also providing facilities support, training and consultancy, a resource library, and two grant funding programs (Non-profit sector Training Grants to encourage and support capability and skill development in the non-profit sector and New Initiative Grant of up to S\$100,000 to set up initiatives that will meet a need in the community)

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net aid

<http://www.netaid.org/>

provides information targeted at educating young people about global poverty and international development, and provides opportunities (including online training) for them to take concrete actions through the Global Citizens Corps by mobilising their peers, raising awareness, and generate media attention about the issue; up to 2004 operated an on-line volunteering service now run by the UN (see Online Volunteering below)

net:gain

<http://www.net-gain.org.uk/>

UK government funded program designed to bring about a step-change in the ICT capability of the voluntary and community sector to be delivered through 2000 UK online centres operating in the voluntary and community sector in England to assist with ICT planning and support, designed specifically for VCO managers and trustees, and providing workshops and local, peer-to-peer support backed up by online mentoring, focusing on organisational strategic direction rather than specific technical issues

network for good

<http://www.networkforgood.org/>

US site for volunteering and making donations online, providing an online search tool for finding volunteer opportunities (searchable by interests and geographic location and whether kids, teens, seniors or group volunteering opportunities) and searching for an organisation by name; online capacity for organisations to post volunteering opportunities and update their organisational profiles; volunteer matching (through the Volunteer Match site, USA Freedom Corps Volunteer Network, UN Online Volunteering link, and Youth Volunteer Network – see below); an online tool (Volunteer Record Service) for making a private journal of own volunteer time and experiences

nfpSynergy

<http://www.nfpsynergy.net/home/?PHPSESSID=b11ea283b527159c5a9b83b4724d030a>

UK company founded in 2002 as part of the Future Foundation group, providing research, analysis and consultancy services to not-for-profit organisations, including published research reports on volunteering

Northern Ireland Council for Voluntary Action

<http://www.nicva.org/index.cfm>

umbrella body for voluntary and community organisations in Northern Ireland, providing advocacy, research and advisory service fro the sector, operating a resource and information services that includes information on volunteering including posted opportunities

Office for the Community and Voluntary Sector

<http://www.ocvs.govt.nz/>

NZ government office within the Ministry for Social Development, established in 2003 to address overarching issues affecting the community and voluntary sector and to raise the profile of the sector within government, providing research and good practice information (eg online toolkits providing guidance to government agencies on funding provision and developing relationships with non-profit organisations), policy development (eg the Funding for Outcomes project), operating a knowledge bank, and undertaking sector capacity building projects

Office for Volunteers

<http://www.ofv.sa.gov.au/>

SA Government office responsible for promoting and facilitating volunteering, building partnerships between the Government and corporate and voluntary sectors, policy advice, and implementing a coordinated approach across Government on volunteering policy and support; operating several grant funding programs (including a new Volunteer Support fund announced in 2006 for up to \$3000 for

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small equipment funding etc, volunteer management scholarships, and a volunteer management development subsidy), the 100 hours project (a matching service for skilled business volunteers and not-for-profits to assist community groups by engaging volunteers who can transfer their business skills to community organisations in short term assignments of up to 100 hours), a joint initiative offering free website design and support (see communityweb above), a recognition scheme of volunteer certificates; and providing a range of resources (eg risk management tool kits) and information sharing activities

Online Volunteering service

<http://www.onlinevolunteering.org/>

UN Volunteers program established in 2000, connecting volunteers with organisations working in or focusing on developing countries, providing information about online volunteering, online registration and submission of volunteering assignments by registered organisations, online applications by volunteers (with the registered organisation is responsible for selecting from among applicants), and a searchable database of organisations and opportunities (890 online volunteering groups and 175 online volunteering assignments at 31 August 2006),

onPhilanthropy

<http://www.onphilanthropy.com/site/PageServer>

USA free global resource for non-profit and philanthropy professionals publishing reports and newsletter articles on topics of interest to the non-profit community, including volunteer recruitment, corporate giving, governance issues, etc

Philanthropy and the Third Sector

<http://www.asianphilanthropy.org/index.html>

project of the Asia Pacific Philanthropy Consortium, an informal network of like-minded organisations dedicated to promoting the flow and effectiveness of philanthropy in the region, commencing in 1994, including publication of major research works and country specific data from other projects

Philanthropy Australia

<http://www.philanthropy.org.au/>

national peak body offering representation, networking, services and information to members and others in the non-profit sector, including publications, training workshops, consultancy and research on philanthropy (giving of money, goods and time)

Philanthropy UK

<http://www.philanthropyuk.org/>

UK initiative of the Association of Charitable Foundations to widen participation in the giving community and help develop new philanthropy by promoting and disseminating knowledge and best practice to all those involved in giving, including publishing quarterly newsletters on developments in philanthropy and a handbook for philanthropists

Points of Light Foundation & Volunteer Center National Network

<http://www.pointsoflight.org>

a US 'non profit, non partisan organisation with a mission of engaging more people more effectively in volunteer community service to help solve serious social problems, providing a national index of volunteer centres

Prime Minister's Community Business Partnership

<http://www.partnerships.gov.au>

Australian group of prominent community and business sector representatives appointed by the Prime Minister to advise and assist the Government on issues concerning community business collaboration, launched in 1999, providing advocacy, facilitation and recognition of corporate social responsibility and partnerships between business and community organisations, including an award scheme, events and promotions, commissioned research, and downloadable resources and publications on corporate volunteering

ProBono Australia

<http://www.probonoaustralia.com.au/new/default.asp>

a commercial company established Australian Not for Profit sector portal started in 1999 to facilitate and increase the level of philanthropy and to give Not for Profit organisations the resources they need to run effectively, providing a volunteer matching service, listings of self-selected charitable organisations seeking funding, a product and supplier listing, e-newsletters, job search facility, events listing, discussion forum, and sector survey and polling

professionals 4 free

<http://www.professionals4free.org.uk/>

UK collaborative project (produced by Business in the Community, National Council for Voluntary Organisations, Business Community Connections, and Time Bank) brokering free professional services to voluntary and community organisations, providing an online search facility to identify brokers by geographic area and type of service, as well as a range of resources and information

ProHelp

<http://www.bitc.org.uk>

UK national network of over 1,000 professional firms (collectively the largest UK provider of pro bono support and a leading programme of Business in the Community), established in 1989, providing professional advice and strategic support free of charge to community groups and voluntary organisations in their local area, giving support valued at over £6million per year, operated through 40 local ProHelp groups supported by a manager who acts as a broker matching the services of the firm with the community group needing support,

Project Scotland

<http://www.projectscotland.co.uk/>

Scottish site offering full-time volunteer placements (30 hours a week minimum lasting between 3 and 12 months) for young people aged 16-25, providing on-line search and update notification facility, and support whilst volunteering through a line manager, a mentor and money for living expenses

Queensland Community Organisations Online Resources

<http://www.qld.gov.au/qcoor/>

Queensland Government on-line resources for community organisations

Queensland Council of Social Service

<http://www.qcross.org.au/>

Queensland peak body for community services and welfare sector organisations, publishing research and practice reports, including work on the Future of the Sector Project

RADAR

<http://www.radar.org.uk/radarwebsite/>

UK national network of disability organisations and disabled people, funding 14 member organisations through the Department of Health's Opportunities for Volunteering programme, with the website calling for volunteers to assist in a range of duties specified as including research into a policy area (internet and phone) and assisting with member research as well as more routine administrative tasks

Retired and Seniors Volunteer Program

<http://www.csv-rsvp.org.uk/>

UK free standing volunteer-led program within Community Service Volunteers started in 1988 targeting those aged fifty plus, with unpaid organisers responsible for local groups varying in size from 10 to 50 or more and around 20 volunteer Regional Co-ordinators responsible for about 350 project organisers and 10,000 volunteers

Russell Commission

<http://www.russellcommission.org>

UK commission established in May 2004 to develop a new national framework for youth action and engagement to increase youth volunteering and civic service and reporting in 2005, resulting in establishment of the v20 charity (see below)

Scottish Executive (voluntary issues)

<http://www.scotland.gov.uk/Topics/People/Voluntary-Issues>

Scotland government site on voluntary issues and developments, including the Compact and the Voluntary Issues Unit, which is responsible for monitoring and developing the capacity of the voluntary sector

Senior corps

www.seniorcorps.org

US Corporation for National and Community Service program established in 1994 linking over 500,000 Americans to service opportunities through three programs of Foster Grandparent (working with disadvantaged and disabled children), the Senior Companion program (volunteer visiting and assistance to adults living in the community who need assistance with day-to-day living tasks), and RSVP (offering "one stop shopping" for all volunteers 55 and over who want to find volunteering opportunities in their local communities)

Service Leader

<http://www.serviceleader.org/new/virtual/>

US Centre for Philanthropy and Community Service project providing online information and resources, including extensive research material on virtual volunteering as well as online volunteer manager resources such as guides, template volunteering assignments, etc

Student Community Action in Wales

<http://www.studentvolwales.org.uk/english/index.html>

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Welsh student led organisation, based in the students' unions in higher education, whose groups (directed by the students) work in partnership with their communities to services for local people through volunteer labour

Student Volunteering England

<http://www.studentvol.org.uk/>

English student volunteering organisation supporting over 420,000 student volunteers, providing an information service of publications (such as guides for employers in involving student volunteers), toolkits, news updates and personal support, hosting the Student Volunteer Network (a national network meeting 3 times a year which provides opportunity to meet students from Universities around the country, share project ideas, start up student led projects, put on regional events and be a part of the national movement of student volunteers) and an online forum for members of the network to share ideas and information between meetings

Student Volunteering Scotland

<http://www.studentvolscotland.org.uk/>

Scottish student volunteering organisation established in 2002 to support, promote and develop student volunteering in Scottish Further and Higher Education Institutions, operating an award scheme (Student Volunteering Scotland Gold Awards) and organising Student Volunteering Week, conferences and other events

Telemonitoring centre

<http://www.telementor.org/>

US based International Telemonitoring Program, facilitating electronic mentoring relationships between professional adults and students worldwide, described as the leader in the field of academic based mentoring, operating since 1995 with over 15,000 students in nine countries receiving support, encouragement, and professional guidance through corporate volunteers, evaluated as making a measurable difference for students

the 10,000 hours show

<http://www.10000hours.org/show.php>

US initiative, produced by The James Gang (a non-profit community organisation, and the Public Project (a University of Iowa student group), run by volunteers (all under the age of 25), where live rock concerts, that can only be attended by volunteers contributing at least 10 community hours with an approved organisation, are staged after a target of 10,000 hours is reached, with the first concert in 2004 held in Iowa City (following 13,572 volunteer hours performed by 876 registered volunteers with over 50 participating organisations), the second with 20,009 volunteer hours, 1,684 registered volunteers, and over 140 organisations and the third held in Des Moines (with 38,123 volunteer hours, 4,195 registered volunteers, and over 300 organisations), provides on-line registration for organisations, searchable volunteer opportunity database (including Service and Sampler opportunities with the former providing the full 10 hours with the same organisation and the latter providing one-off sessional events that can be aggregated for the 10-hour requirement) and recording of volunteer hours on-line through a Volunteer Management Account

The Volunteer Centre in Denmark

<http://www.frivillighed.dk/Web/Site/English>

Danish volunteering national body established in 1992, providing free consultancy services to volunteers and voluntary organisations, training and education courses, and maintaining a knowledge bank on volunteering

Third Sector European Network

see Community Service Volunteers above

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Timebank

<http://www.timebank.org.uk/>

UK national charity inspiring and connecting people to share and give time, attracting over 220,000 people and matching interests and skills of individuals with opportunities that suit their lifestyles through a nationwide network of more than 400 TimePartners, providing online services that help volunteers connect with each other, a comprehensive volunteer welcome pack, a dedicated helpline and email service, and staff to answer questions and assist volunteers in making the most of their experience, and monthly email updates containing one off and other innovative volunteering opportunities so that volunteers can stay involved as their interests or circumstances change

United Nations Volunteers

<http://www.unvolunteers.org/>

UN organisation administered by the United Nations Development Programme to promote volunteerism and mobilise volunteers (8,400 in 2005), including an online volunteering program (see Online Volunteering service above)

UNITeS

<http://www.unites.org/>

United Nations Information Technology Service, a global volunteer initiative launched in 2000 promoting volunteer involvement as fundamental to efforts focused on information and communications technologies for development (ICT4D), with volunteers working directly with people and institutions in developing countries to build their capacity on the applications of ICT to human development (and does not promote volunteer involvement on ICT tasks that do not also have a capacity-building element), delivered through the UN Volunteering program (see above)

Value Volunteering Voice

<http://www.vvvolunteer.org.uk/>

a UK network for volunteers to exchange views on issues of policy and principle that impact or might impact on volunteers or on volunteering generally

Voluntary Sector Initiative

<http://www.vsi-isbc.ca/eng/>

Canadian 5-year joint Government-voluntary sector initiative, launched in 2000, to explore three areas of common concern (building a new sector/government relationship, strengthening the voluntary sector's capacity, and improving the regulatory environment in which the voluntary sector operates), delivered through seven Joint Tables, each comprised of equal numbers of representatives from the voluntary sector and government, providing task force reports, good practice codes, research reports, and tools and other resource material for use by sector organisations

Voluntary Sector National Training Organisation

<http://www.ukworkforcehub.org.uk/>

UK organisation providing development and training support for voluntary and community organisation paid staff

Volunteer Canada

<http://www.volunteer.ca/volunteercanada/>

Canadian national volunteering body, established in 1977 as the Canadian Association of Volunteer Bureaux and Centres, supporting volunteerism and civic participation through ongoing programs, special projects, and providing an information and resource centre for volunteering, including the Corporate Challenge on Volunteering (a Volunteer Canada and Home Depot partnering initiative calling on Canadian businesses of all sizes to engage and support their employees in volunteer activity and aiming to raise more than 150,000 hours of volunteer work within communities across the country through an online registration process)

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Volunteer Centre Network Scotland

<http://www.volunteerscotland.info/index.php>

Scottish network of 42 volunteer centres, providing information, operating the Volunteer Scotland database, and online search facility searchable by centre, type of work and interest area, with over 25,000 registered volunteers in 2006 (almost three times the number in 2003) 6,616 organisations registered, offering a total of 9,090 volunteering opportunities

Volunteer Centres Northern Ireland

<http://www.volunteernow.co.uk/VolunteerCentres.aspx?Page=VolunteerCentres>

Irish online database of volunteering opportunities, searchable by town, postcode, area of interest, activity, as well as a keyword search

Volunteer Development Agency of Northern Ireland

<http://www.volunteering-ni.org>

membership organisation of 350 members with the mission of strengthening communities through the promotion and development of volunteering, providing training, help and advice, newsletters and publications on volunteering, volunteer management, child protection and voluntary management committees, and administering several grant programmes on behalf of the Department for Social Development (Community Volunteering Scheme and Volunteer Bureaux Initiative) and the Department of Education (Millennium Volunteers)

Volunteer Development Scotland

<http://www.vds.org.uk/default.aspx>

Scottish peak body providing information, research, policy advocacy, and training and consultancy support to volunteering organisations

Volunteer Match

<http://www.volunteermatch.org>

US volunteer matching service providing online services used for volunteer recruitment by over 40,000 nonprofit organisations, with 25% of volunteer users being first time volunteers and 50% under 30, providing on-line search and matching services, tracking of activities for individuals and organisations through a personal 'my account' section for registered users (through which users can receive emails personalised to their volunteer interests and location, are able to view their volunteer referrals, manage and update their volunteer résumé, invite groups to volunteer, etc), corporate volunteering programs, and listings of virtual volunteering opportunities by 28 categories (with about 5,000 listing at September 2006)

Volunteer Match (Australia)

<http://www.volunteermatch.com.au/>

a free service for matching skilled professional volunteers(eg lawyers, accountants, IT and marketing support etc) and Not for Profit organisations through on-line registration of details, operated by ProBono Australia (see above)

volunteer net

<http://volunteernet.ecn.cz/>

network of 29 members from 19 countries (mainly former communist countries), established in 1999, providing information exchange and networking opportunities

Volunteer now

<http://www.volunteernow.org.nz/>

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Volunteering New Zealand (see below) initiative, targeting 'young seniors' (ie those aged over 50), providing information about volunteering and a searchable database of volunteering opportunities

Volunteer Resources Online

<http://www.community.wa.gov.au/Communities/volunteers/>

WA Volunteering Secretariat of the Office for Seniors Interests and Volunteering site, providing information, resources and tools (such as template certificates of appreciation, guides and manuals, etc); commissioning and publishing research; and operating the Thank a Volunteer Day grants funding program (up to \$500 to support metropolitan and regional communities in thanking their local volunteers), the WAVE resource and information program on volunteer management for small volunteer-run organisations

volunteer squared

<http://www.volunteer2.com/>

Canadian company Affirmative Communications Inc's fee-based service providing volunteer management and communications software allowing volunteer matching, tracking and reporting of volunteer hours, etc

Volunteering ACT

<http://www.volunteeract.com.au/>

ACT peak body for volunteering, providing matching referral services, accredited skills training courses for volunteers, volunteer manager workshops and other training and consultancy services (eg in areas such as volunteer policy development, strategy planning, program evaluation, risk management, national standard implementation), regular Learning Circles for Volunteer Managers (an informally structured session to discuss topics of interest, share skills and knowledge, and benefit from the experiences of others, and provide mutual support)

Volunteering Australia

http://www.volunteeringaustralia.org/html/s01_home/home.asp?dsb=307

Australia's national peak body for volunteering in Australia, representing the diverse views and needs of the volunteering movement and promoting volunteering as an activity of social, cultural and economic value; operating Go-Volunteer (a web-based national matching service with over 46,500 searches during January 2005) and the National Volunteer Skills Centre (a learning and skills development hub for the sector)

Volunteering England

<http://www.volunteering.org.uk/>

English national volunteer development agency formed in 2004 through the merger of the National Centre for Volunteering, Volunteer Development England and the Consortium on Opportunities for Volunteering, providing good practice information and research, policy development and advocacy, national events and forums and other practitioner networking, awareness campaigns, strategic support to volunteering organisations (eg accredited quality frameworks for volunteering management), and operating the Opportunities for Volunteering grants funding program

Volunteering for health

<http://www.health.wa.gov.au/volunteers/>

WA Department of Health volunteer website, providing information and a range of downloadable volunteer management resources such as guidelines, offers of enlistment and application form templates, and volunteer management databases

Volunteering In Third Age

<http://www.vitavolunteering.org.uk/>

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UK site promoting volunteering in the over-65 age group, providing support and information to organisations who want to recruit older people and a range of publications and resources

Volunteering India (or the People's Institute for Development and Training)

<http://www.volunteerindia.org/volunteer/>

Indian action research institute, providing information and research, a discussion forum on volunteering issues, an online volunteer registration facility, and posting of volunteering opportunities (for within the organisation only)

Volunteering Ireland

<http://www.volunteeringireland.ie/>

originally the Republic of Ireland's first volunteer centre established in 1997, launched as an independent membership based organisation in 2001, providing training and consultancy services to member organisations, volunteer management good practice information and other publications, and national online volunteer matching and (for Dublin city area only) placement services, also operating the VOLT network (a network of volunteer coordination managers currently focusing on encouraging and facilitating cultural diversity and inclusion in volunteering)

Volunteering Queensland

<http://www.volunteeringqueensland.org.au/>

Queensland peak body for volunteering, an independent community based non-profit organisation operated largely by volunteers launched in 1982, providing volunteer recruitment services, education and training, volunteer advocacy, support, promotion and capacity building activities and resources

Volunteering New Zealand

<https://www.my.kit.net.nz/home.asp>

New Zealand national peak body, incorporated in 2001, providing research and good practice information, training and other networking events, and operating the volunteer.now website (see above)

Volunteering SA

<http://www.volunteeringsa.org.au/>

SA peak body on volunteering, providing training for volunteers and volunteer managers, a searchable data base of volunteer opportunities, matching and referral services (with a particular focus on increasing levels of youth volunteering), publications and information resources, and promotional campaigns

Volunteering Tasmania

<http://www.voltasinc.com/>

Tasmania's peak body on volunteering, providing referral services (Volunteer Link where potential volunteers are interviewed to identify appropriate volunteer placements and referred to volunteer positions); education, training, and consultancy services to volunteering and community organisations (including a Volunteer Management Project for Home and Community Care funded organisations that involve volunteers); a range of services designed to assist Tasmanian business to develop corporate volunteering strategies (including conducting workshops and forums on business volunteer programs and strategic alliances with the community)

Volunteering Victoria Inc

<http://www.volunteeringvictoria.com.au/index.asp>

Victoria's volunteering peak body, providing resources and support to 20 regional volunteer resource and referral agencies by providing information and referral services, through the Volunteer Information Service where trained volunteer information officers assist potential volunteers to access information, clarify areas of interest and discuss volunteer opportunities and the VIKTOR database for matching

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and referral (online but requiring password access); online advertising of volunteer opportunities; consultation, education, and training programs; resource material on volunteer management for members and other agencies; tools (eg the VIRA volunteer management database allowing volunteer involving agencies to record information about their volunteers such as personal details, volunteer contribution in hours and services provided, recognition, reimbursement and training, as well as run a range of reports from this information); the Volunteering Research Network and a discussion forum for raising issues relevant to volunteering

Volunteering Wales

<http://www.volunteering-wales.net/index.html>

Welsh volunteering recruitment and matching service managed through Volunteering Wales (see below), with 4,387 current volunteering opportunities listed in September 2006, searchable by area, and providing opportunity for organisations to register volunteer opportunities online

Volunteering Western Australia

<http://www.volunteeringwa.org.au/>

WA's peak body for volunteering, providing online volunteer registration, listing of volunteer positions, advice and consultancy services to member organisations, training courses and events, a volunteer manager network, access to resource material (such as the Volunteer resource Manual), and operating a YVolunteer Program (see below), CALD (Culturally And Linguistically Diverse) Services program identifying the issues of CALD volunteers and agencies and developing volunteer support services via recruitment and promotion to address these issues, the Assisting Rural Communities (ARC) project aimed at helping rural communities to become skilled in managing their visiting volunteer resources enabling them to deliver a range of services in the community, and the Enhancing Access project supporting people with disabilities to access volunteering positions in the community and supporting community organisations to provide positive volunteering experiences for people with disabilities (scheduled to commence in July 2006)

Volunteers in Police Service

<http://www.policevolunteers.org/about/>

a USA Citizen Corps program, providing an online directory of existing law enforcement volunteer programs that potential volunteers can search to connect with a program in their community, resource guides for agency volunteer program, an online library and model policy, regional training and networking opportunities and technical assistance, and a discussion group for registered VIPS Programs to share information

Volunteers of America

<http://www.voa.org/>

US national, nonprofit, spiritually based organisation operating thousands of local human service programs providing and volunteering opportunities for individual and community involvement, assisting nearly 2 million people in over 400 communities, involving 95,000 volunteers, providing an online search facility

Volunteer's Resources Online

<http://www.community.wa.gov.au/Communities/volunteers/>

WA government site on volunteering including publications and resources, and information on grants and funding, relevant policy and legislation (including downloadable forms for police checks), the Volunteering Secretariat and relevant policy, projects and initiatives

V20

<http://www.wearev.com/>

UK independent charity launched in 2006 as an outcome of the Russell Commission (see above), responsible for funding organisations to create new opportunities for young people (through a grants scheme where government matches private sector contributions), developing tools and infrastructure

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improvements with the voluntary sector and promoting greater awareness and understanding of volunteering amongst young people, which has an advisory board of 20 young people 4 of whom are also on the Board of Trustees

Wales Council for Voluntary Action

<http://www.wcva.org.uk>

Welsh peak body representing voluntary organisations, volunteers and communities in Wales, providing information and good practice resources, training and development; operating grant schemes (eg the Wales's Council For Voluntary Action's Volunteering in Wales Fund which provides funding for part-time coordinators, to the value of £25,000 in the first year with opportunity to apply for second and third year funding of up £12,500 and £6,250 respectively, and is intended to help voluntary organisations recruit new volunteers and provide support and training) and loan packages disbursed through grant panels (through funding from charitable trusts, the Millennium Commission, the National Assembly for Wales, New Opportunities Fund and the European Structural Funds); the Volunteer of the Year Award; producing and publishing research and policy briefings; hosting the Wales Voluntary Sector Research Network and an online policy forum; and maintaining the Volunteering Wales site (see above)

Who Offers What: The Resource Guide for Community Organisations

<http://www.wowguide.com.au/>

Pro Bono Australia (see above) auspiced site linking Not For Profit and community organisations and those wishing to offer product, services and special rates to the sector

World Summit on the Information Society

<http://www.itu.int/wsis/index.html>

site for the UN initiated World Summit including resources and papers from the events

World Volunteer Web

<http://www.worldvolunteerweb.org/>

global clearinghouse for information and resources on volunteerism

Worshipful Company of Information Technologists

<http://www.wcit.org.uk/Home>

UK organisation of 650 senior IT practitioner members, providing pro bono advice (usually at a strategic level) to the voluntary sector on IT related issues, and establishing the it4communities group (see above)

Youth in Philanthropy

http://foundationcenter.org/focus/youth/kids_teens/youth_getinvolved.html

US site focusing on youth philanthropy and volunteering, providing information and resources

Youth Service America

<http://www.ysa.org/index.cfm>

USA resource centre that partners with organisations committed to increasing the quality and quantity of volunteer opportunities for young people (ages 5-25) founded in 1986, providing public policy and awareness campaigns, a recognition and incentive scheme, information and educational resources, and information exchange and learning forums, and grant funding (eg up to \$2,000 to become a Lead Agency for National & Global Youth Service Day; a joint program with the Civil Society Institute of \$500 under the Red, White & Green Climate Change Grant to implement a service-learning project about climate change; jointly with the Department of Justice, the YouthRising grant program offering \$2,000 for organisations to engage high risk and/or gang-involved youth in volunteer service)

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Youth Volunteer Network

<http://www.networkforgood.org>

US jointly operated Network for Good and YouthNOISE site providing online search capacity for volunteering opportunities for young people through Volunteer Match and youth-oriented material promoting volunteering (such as the 'what-if game', on-line quizzes, and 'Top 10 Ways to Earn Cool Points From Your Parents' through volunteering activity

YVolunteer

<http://www.yvolunteer.org.au/index.html>

Volunteering WA auspiced site co-funded by the Department of Education and Training targeting young volunteers aged 13-17, launched in March 2006, providing information on volunteering and downloadable resources for teachers, students and community organisations to assist with successfully placing students in volunteer positions, including under the Department of Education's new Community Service Program in which up to 17,000 young people in Years 10-12 each year must do 20 hours per week of community service

Policy documents (publicly available resources)

The following policy documents, derived from publicly available sources, have not been specifically referenced in the annotated bibliography above. Other policy documents provided on a confidential basis or in draft format for the purpose of informing this report are not listed.

Queensland Government *Engaging Queenslanders: a Queensland Government draft policy and discussion paper on volunteering 2001*

Department for Community Development (WA) 2004 *Revisiting the vision 2004: valuing volunteering – a shared vision 2005-2007 goals* <http://www.community.wa.gov.au/NR/rdonlyres/B23D6036-1F98-4BD2-8EA6-A210C286CECE/0/DCDRPTRVisitingtheVision2004.pdf>

Government of South Australia 2003 *Advancing the Community Together*

Government of Tasmania *Partnership agreement between Tasmanian Government and Volunteering Tasmania (Inc) First year report May 2004*
<http://www.dpac.tas.gov.au/divisions/policy/partnerships/documents/FirstYearVolunt2.pdf>

Ministry of Social development New Zealand 2002 *Government policy on volunteering*
http://www.worldvolunteerweb.org/fileadmin/docs/old/pdf/2003/03_01_14NZL_policy.pdf