

PASCAS WORLDCARE



VOLUNTEERS



LIGHT OF TRUTH

“Peace And Spirit Creating Alternative Solutions”

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VOLUNTEERS

We may consider volunteers and volunteering as an occasional activity. It is not.

In 2023, the Australian population was 26 million of which 14 million made up the Australian workforce.

In 2020, charities employed 10.5% of all employees in Australia — 1.38 million people.

In 2020, volunteer contribution was high at 3.4 million volunteers, but decreased by 220,000 on the previous period.

VOLUNTEERISM

Volunteering is a natural part of our life and it is instinctively and willingly embraced by most people in various ways throughout their pattern of living.

A Pascas Paradise Village is to typically accommodate around 1,000 people, including women, men and children and is to predominantly function through volunteerism / cooperation. Generally speaking, remuneration will not be part and parcel of activity and functioning throughout a Paradise Village. Those with acquired skills will naturally and automatically volunteer their time, experience and expertise as is appropriate and as considered required. Such services provided to outsiders of the village would be expected to pay the appropriate compensation for such services and produce.

LAW OF COOPERATION

The Law of Cooperation

James Moncrief 8 October 2022

Is to work in conjunction with (cooperating with) the Law of Compensation.

LAW OF COMPENSATION

It's a Universal Law potentially to be 'imposed' upon humanity on Earth. It is currently in 'operation' in the Mansion Worlds, ensuring everyone cooperates in a friendly way with everyone else to maintain a certain standard of life as agreed upon by all involved, that which is determined by the Mind (rebellious) or Truth (Healing) way the spirits might be living.

Currently on Earth in our rebellious states, the Laws of Compensation and Cooperation are not active. So we live with the 'every man for himself' ethic, the powerful being the successful 'winners' who dominate the not so powerful 'failures'. Whereas in the Mansion Worlds (and the rest of non-rebellious Creation), equality, so even in a rebellious state, is the Law, and so if you cross the line inflicting dominance over another causing some level of suffering, pain and hurt, you will instantly come under the workings of the Law of Compensation and have to compensate for such transgression by feeling all that pain, hurt and suffering you have caused the other spirit to feel. So naturally, Universal Law and Order is maintained by everyone honouring the Law of Compensation, no one wanting to bring its 'wrath' down upon themselves.

Then added to keeping the peace, is the Law of Cooperation, for everyone in the Mansion Worlds who are happy and content to further their rebellious mind state in worlds 1, 2, 4 and 6; or doing their Healing, starting in world 1 and moving through 3, 5 and 7. So everyone willingly feels they want to cooperate with everyone else. Therefore, in the rebellious mind worlds, all spirits willingly and 'lovingly' cooperate with all other mind spirits; and the same in the Healing worlds, together with

everyone willingly cooperating with the Healing. If you don't want to cooperate then you'll feel very bad, so everyone willingly wants to do some 'work' for the greater good of all. So there is no need for spirit money or spirit barter for any work done, because everyone willingly loves to work for other spirits, wanting nothing in return, loving giving and receiving as they feel moved to do. So for example, many spirits make spirit clothes out of the spirit material willingly and lovingly for other spirits to wear, freely giving such spirit clothes away, not wanting anything in return other than the receiving spirit being happy to wear and love their clothes. So, the Mansion Worlds function peacefully in their rebellious states – or in their Healing states.

So, now imagine if the two Laws are activated and applied to humanity on Earth... how would things change – and drastically change they would!

For example, everyone who is wilfully doing anything to make another suffer, feel hurt and pain, would cease their harmful ways, themselves feeling all that suffering, hurt and pain they've inflicted on the other person. So personally, as in personal relationship if you hit someone, emotionally, politically, socially, on all levels. If you run a business or government that is hurting people economically, socially, emotionally, spiritually, mentally, in any way causing anyone to suffer, then you're going to feel all that pain of all the people you're hurting. Even if you're doing it indirectly. If you work for a business or company and are forced to hurt others through policy of those controlling the company, no doubt you will still feel bad for what you've done, and you might leave, but if it's your only source of livelihood, then the Law of Compensation won't be as harsh or won't possibly be applied at all. So really it applies to those who are wilfully hurting, coercing or deceiving others, who will have to do their Hell Time to compensation for all suffering and pain caused.

So, imagine if suddenly everyone had to stop hurting everyone else, including all animal abuse – how would the world be?

LAW OF FORGIVENESS

Parents hurting their children are exempt from the Law, in that it will still apply, however it is suspended until the parent does their Spiritual Healing, and then it will come under the greater Law of Forgiveness. So parents doing their Healing and waking up to the truth of how badly and unloving they have treated their children, will feel all the pain of their transgressions as the Law of Compensation works upon them, however it will be a part of their Healing under the Law of Forgiveness, because the Rebellion has been thrust upon us all, and so parents won't have to do actual separate Hell Time, however they will feel like hell doing their Healing when they see and feel how unlovingly they've treated their children.

One could argue that it's not fair everyone being subjected to the Law of Compensation because we've all unwittingly and unconsciously been subjected to the horrors of the Rebellion, however once we're an adult, rebellion or not, we're still answerable for our actions. And so if you cross the line and infringe upon another's will to the degree of making them suffer pain, the Law of Compensation will apply to you.

So if the Law of Compensation is applied to Earth, one can imagine there will be many of the worlds top controlling people suddenly stricken down with all the pain of their wrongdoing, thereby leaving quite a gap in the way things get done, into which other people will have to step.

And if the Law of Cooperation is applied at the same time, then in theory the world can dispense with the need for money, so no power or wealth accumulation, everyone can have what they want, and no one will want such power over others because of the Law of Compensation – and then how does the world keep functioning when suddenly there is no need to go to work to make money to survive? Hence the need for the Law of Cooperation, because like in the Mansion Worlds, everyone will feel driven to cooperate with the whole, so people will want to go to work for the sake of working to make everything keep working. Not to earn a living, just so they can participate in the whole of making life be as everyone will want it to be, that being a pleasant, good and happy standard of living. So the companies and governments will still work if need be, however their purpose and reason for existence will be for the good of the whole, with workers volunteering to work to keep them going. A utopia heaven on Earth, even a rebellious one, just as the Mansion Worlds are called heaven.

So is the new Spiritual Age that is possibly forthcoming, heralding the end of the ‘Lawless’ Rebellion? Is humanity on Earth to move to mirror humanity in the Mansion Worlds? So can life over there be applied to life here on the physical Earth? Will people strive to continue living their rebellious ways cooperatively within the overseeing Law of Compensation, all in a ‘nice, friendly and loving’ evilness, like in the mind Mansion Worlds? Whilst other people will strive to live cooperatively doing their Healing, wanting to finally end being of the Rebellion and Default?

VOLUNTEERISM

Cooperation throughout a village community is akin to collectively universally engaging in volunteerism by all the residents throughout the village. All women, men and children respecting the capabilities and needs of each other so that intended healing and personal growth is possible while being resident within, all having a like mind.

The culture of volunteering throughout the nation is at such a high level and dynamics that stepping up to be the overarching way that a village community lives and supports each other appears to be the next and natural progressive step as we move into an age of greater cooperation between all peoples.

After the next few decades, it is understood that volunteerism will be part and parcel of the functioning of humanity as with the earthing, be it progressively or instantaneously, of the Law of Compensation will be also the Law of Cooperation, thus universally changing commerce throughout all societies. It is through this earthing of these laws already prevailing throughout the spirit Mansion Worlds that people on Earth are to experience a 1,000 years of peace, being the duration of the coming Age.

Thus, those who presently engage in volunteering will be well placed as events unfold with the opening of the new age that is now approaching.

The following introduces an outline of volunteerism throughout Australia and how volunteers and charities generally function around the world.

VOLUNTEERS

facilitate the application of the

LAW OF COOPERATION

which is in conjunction with the

LAW OF COMPENSATION

worldwide awareness being assisted with through the

GLOBAL WEALTH DISTRIBUTION PROGRAM

The New Way

The Golden rule is: Never interfere with another's will.

God's Divine Love: Pray for it, ask for it, and receive it.

Our Heavenly Parents simply desires for us to ask for Their Love.

Golden Rule: that one must always honour another's will as one honours one's own.

The New Way: learning how to live true to ourselves by living true to our feelings.

We are to express our feelings, both good and bad, at all times, and to long for the truth of them.

By living true to ourselves, true to our feelings, we are living true to God. It's that simple.

To liberate one's real self, one's will, driven by one's soul, moves one to embrace Feeling Healing, so as to clear emotional injuries and errors. With the Divine Love, then one is also Soul Healing. We are to feel our feelings, identify what they are, accept and fully acknowledge that we're feeling them, express them fully, all whilst longing for the truth they are to show us.

It is through the introduction of The New Way, the earthing of both the Law of Compensation and the Law of Cooperation, as well as the above revelations becoming globally known, that a 1,000 year period of peace may unfold, being the coming Avonal Age.

MAJOR RISE IN AUSTRALIA'S CHARITY SECTOR REVENUE AND EXPENSES

7 June 2022

<https://www.acnc.gov.au/media/news/major-rise-australias-charity-sector-revenue-and-expenses>



The latest [Australian Charities Report](#) shows a major rise in total sector revenue and expenses.

Australian Charities and Not-for-profits Commissioner Dr Gary Johns said the report, released today, illustrates Australian charities' major contribution to the economy and to thousands of communities.

Australian Charities Report 8th EDITION

“Pleasingly, the eighth edition of the Australian Charities Report shows that we have a resilient charity sector. It is hugely important economically and employed more than 10% of Australia’s workforce in the 2020 reporting period. Enormous public support for charities is clear, with donations increasing to AU\$12.7 billion. However, expenses also increased by AU\$10.2 billion,” Dr Johns said.

“It was a landmark year for the sector, starting with devastating bushfires in many parts of Australia. Charities responded to help impacted communities with the generous support of the Australian public. There was unprecedented disruption with the emergence of the COVID-19 pandemic, causing many charities to change, reduce or cease operations for varying periods. Nearly 2,000 charities did not operate, with 650 citing COVID-19 as a reason.

“The disruption may have led to charities incurring additional costs as they tried to shift and change to meet changing needs and requirements. It meant the need for sustained support was never felt as keenly as it was in 2020. There may be some bruises and scars to show for it, but there is no doubt that charities are built on a strong foundation of resilience, innovation and, importantly, public support, trust and confidence.”

The report is mainly based on data 49,000 charities submitted in their 2020 Annual Information Statements — most reporting on the 2020 calendar year or the 2019 –20 financial year. It also includes JobKeeper data supplied by the Australian Taxation Office.

JobKeeper payments to ACNC-registered charities supported an estimated 331,000 individuals between April and September 2020. This reduced to approximately 128,000 individuals between October and December 2020, and 86,000 between January and March 2021.

“JobKeeper helped relieve the financial stress brought about by the response to the pandemic for some charities. Total revenue in the sector rose to AU\$176 billion, an increase of AU\$10 billion on the previous year, which suggests many charities were able to navigate the challenges of 2020 with the support of government,” Dr Johns said.

This edition captures charity program data for the first time, giving an insight into the work of the sector across 75,000 programs. Approximately 7% of charities reported that they operate overseas, in 217 countries or regions. The five most common countries were Cambodia, the Philippines, Indonesia, Kenya and Papua New Guinea.

Explore the [interactive data](#) (including state by state figures) and download Annual Information Statement data by visiting the ACNC section on data.gov.au

Key stats

In the 2020 reporting period:

- Charities' revenue rose to AU\$176 billion — up by more than AU\$10 billion on the previous period
- Donations rose by 8% to AU\$12.7 billion
- Revenue from government rose to AU\$88.8 billion — up AU\$10.7 billion on the previous period, accounting for 50.4% of total revenue
- Other major revenue sources were goods and services (32.5%) and donations or bequests (7.2%)
- The 50 largest charities by revenue accounted for 33% of total sector revenue
- Expenses increased by AU\$10.2 billion
- Charities employed 10.5% of all employees in Australia — 1.38 million people
- There was a rise in the proportion of full-time and part-time staff
- Education charities employed the most staff — more than 330,000
- Volunteer contribution was high at 3.4 million volunteers, but decreased by 220,000 on the previous period
- 51% of charities reported no paid staff
- Environment charities reported the most volunteers — 810,000
- Approximately half of the sector's expenses were employee expenses

Charities employed



More than half of all charities



Volunteer numbers



Australian Charities Report – 8th EDITION

7 June 2022

The eighth edition of the annual Charities Report is based on information submitted in the 2020 Annual Information Statements by 49,165 charities. The Annual Information Statement collects a range of data about charities, including their programs, finances and staff.

The 2020 Annual Information Statement reporting period for the majority of charities is either the financial year of 1 July 2019 – 30 June 2020 or the calendar year of 1 January 2020 – 31 December 2020. Of the submissions analysed for this report, 31,180 charities (63.4%) had a reporting period of the financial year and 14,563 charities (29.6%) had a reporting period of the calendar year. The remaining minority had reporting periods that ended on different dates throughout the year.

The report shows that the distribution of sizes among Australia's charities remains stable. Small charities make up approximately two-thirds of all charities (65.3%), with large charities (19%) again outnumbering medium charities (15.7%).

Further analysis of charity sizes revealed that nearly one-third of all charities were 'extra small' (31.4%). Extra small charities have less than AU\$50,000 in annual revenue. This size category saw the largest increase of all the charity sizes in the 2020 reporting period. The data indicates that this increase in extra small charities was largely due to new charity registrations throughout the period. New charities often commence operation at this size before expanding into new categories over years.

This year, charity program data features in the Charities Report for the first time. In the 2020 Annual Information Statement charities reported 75,000 programs. Despite being in its infancy as a reporting requirement, charity programs have given an insight into the work of the sector. Program data is likely to continue to reveal more details about the specific work charities are doing on the ground, particularly now that charities can update their program information in real time via the Charity Portal.

In the 2020 Annual Information Statement charities reported having between 1 and 4 programs on average. The number reported increased with the size of the charity. The most common classifications for the programs we analysed correlated closely with the most common charity subtypes: religious programs and educational programs were most prevalent.

How a charity reports its programs is up to the charity. While one charity may consider several of its activities form a single program, another may consider similar activities make up multiple programs. The classifications available for charities to report programs are derived from CLASSIE (Classification of Social Sector Initiatives and Entities). CLASSIE is a taxonomy based on the Philanthropy Classification System and customised for the Australian not-for-profit sector.

The charity sector remained a significant employer. **Charities reported 1.38 million employees in the 2020 reporting period – a full 10% of the Australian workforce.** The details of employment shifted slightly, with charities reporting a drop in staff employed in casual positions and a higher proportion of staff in part-time and full-time positions. Employee expenses accounted for approximately half of the sector's expenses. Many charities accessed JobKeeper to support their operations between April 2020 and the end of their 2020 reporting period.

Consistent with the findings of previous reports, **charities with programs in education were also the biggest employers, reporting more than 330,000 employees in the 2020 reporting period.** Employee numbers were concentrated in the sector's large charities. Despite making up only 19% of charities, **large charities accounted for 93% of the employees.**

On the other end of this scale, **51% of charities reported not having any paid staff at all. Many of the sector's small charities are run entirely by volunteers.**

The 2020 reporting period saw a decrease of 220,000 in the number of volunteers. Given the effects of COVID-19, a decrease in volunteer numbers was expected. Despite the difficulties, however, **the aggregate number of volunteers in the 2020 reporting period remained strong – 3.4 million.** Charities registered with the subtype of 'advancing the natural environment' reported the largest volunteer contribution of more than 800,000.

Charity finances did show signs of a challenging reporting period. Once again, **the revenue of the sector increased, reaching AU\$176 billion in revenue.** This was an increase of more than AU\$10 billion from the previous reporting period. However, expenses also increased in the same period by approximately the same amount, up by AU\$10.2 billion. The increase in revenue came predominately from government sources, followed by contributions from donations and bequests – including donations made by the public in response to the 2019–2020 bushfires that burned millions of hectares, destroyed infrastructure and claimed lives across NSW, Victoria, Queensland, ACT, Western Australia and South Australia.

With many charities eligible for government support measures in response to the COVID-19 pandemic, revenue from government increased to AU\$88.8 billion for the sector in the 2020 reporting period. This is an increase of AU\$10.7 billion on the previous reporting period. **The rise in reported government funding meant that government accounted for 50.4% of the total revenue in the sector in the 2020 reporting period.**

Not only was there an increase in the amount of revenue from government, there was also an increase in the proportion of charities that reported receiving revenue from government. The 2019 reporting period saw 37% of charities reporting having received revenue from government, which rose to 47% in the 2020 period.

It is important to note that government support during the pandemic did not perfectly align with all charities' 2020 reporting periods. Depending on the reporting period, some eligible charities may have received government support for more of their 2020 reporting period than others. Consequently, we will continue to see the effects of this in the next Charities Report as government funding in the form of support measures spilled over into the 2021 reporting period for many charities.

Net income fell for most charities in the 2020 reporting period, with a collective decrease of AU\$1.2 billion. However, the value of assets in the sector increased in the same period. And charities continue to hold more assets than liabilities.

Donations to charities increased in the 2020 reporting period, rising 8% to AU\$12.7 billion. This was concentrated mainly in the largest charities, with the top 10 charities accounting for 17% of the entire sector's revenue from donations. The fundraising that followed the bushfires of January 2020 contributed to this increase, though the funds from that effort were directed mainly to a small number of large charities.

The 2020 reporting period saw that most charities were registered with more than one subtype. This reflects the multifaceted work that charities are engaged with. Revenue sources for charities differed according to their subtypes. Charities registered as Public Benevolent Institutions, which commonly deliver family services, disability services and community development, received the greatest proportion of revenue from government funding. In the 2020 reporting year, charities with the subtype Advancing the security or safety of Australia or the Australian public, which includes charities that

deliver emergency and disaster response safety education and crime prevention, received the greatest proportion of revenue from donations and bequests. Most of this can be attributed to one extra-large charity.

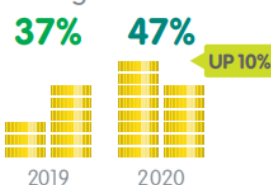
Every year many charities apply to have their registration revoked voluntarily. In doing so, they provide a reason for the decision. This edition of the Charities Report finds that there was an increase in the number of charities citing mergers as the reason for applying to have registration revoked. For large charities that sought to have registration revoked, 77% cited a merger as the reason.

Revenue and expenses grew

Charity revenue grew to \$176 billion – an increase of more than **\$10 billion**. However, **expenses** also increased by **\$10.2 billion**



Charities receiving revenue from government



Expenses increased

by **\$10.2 billion**

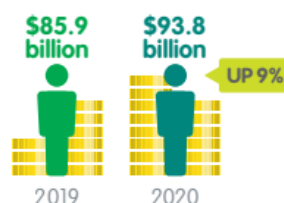
to **\$167.8 billion**

Revenue from Government

\$88.8 billion

an increase of more than **\$10.7 billion**

Employee expenses



Assets increased

by **\$37 billion**

to **\$391 billion**



Australian Government

**Australian Institute of
Health and Welfare**

Volunteers

<https://www.aihw.gov.au/reports/australias-welfare/volunteers>

Australia's welfare 2021

16 September 2021

Volunteers substantially benefit their communities through providing important services to others. They may also bring new insights to the organisations or groups for which they volunteer, increase efficiencies and improve effectiveness.

Volunteering broadens people's networks and professional skills, and serves as an indicator of wellbeing and social cohesion (see [Australia's welfare Indicators 2021](#)). It also has links to the economic and health status of a nation. By volunteering, people can become more outwardly focused, which may strengthen social interactions or even reduce anxiety (AIHW 2019; Head to Health 2019).

People can volunteer formally through an organisation ('volunteering'), or informally through the provision of unpaid work and support to non-household members, excluding family members ('informal volunteering'). Informal volunteers and informal carers may be involved in similar forms of unpaid work, however, while some informal carers care for people living in the same household, informal volunteers do not. For information on people who are informal carers, see [Informal carers](#).

Data about people in Australia who volunteer are primarily drawn from the Australian Bureau of Statistics (ABS) 2019 General Social Survey (GSS). In this survey, volunteering is defined as providing unpaid help (time, service or skills) to an organisation or group, excluding work done overseas (ABS 2018).

3 in 10 people are volunteers

Almost one-third (29%) of Australians aged 15 and over participated in unpaid voluntary work through an organisation or group in 2019. Over a 12-month period, volunteers contributed an estimated 596.2 million hours to the community.

Who volunteers?

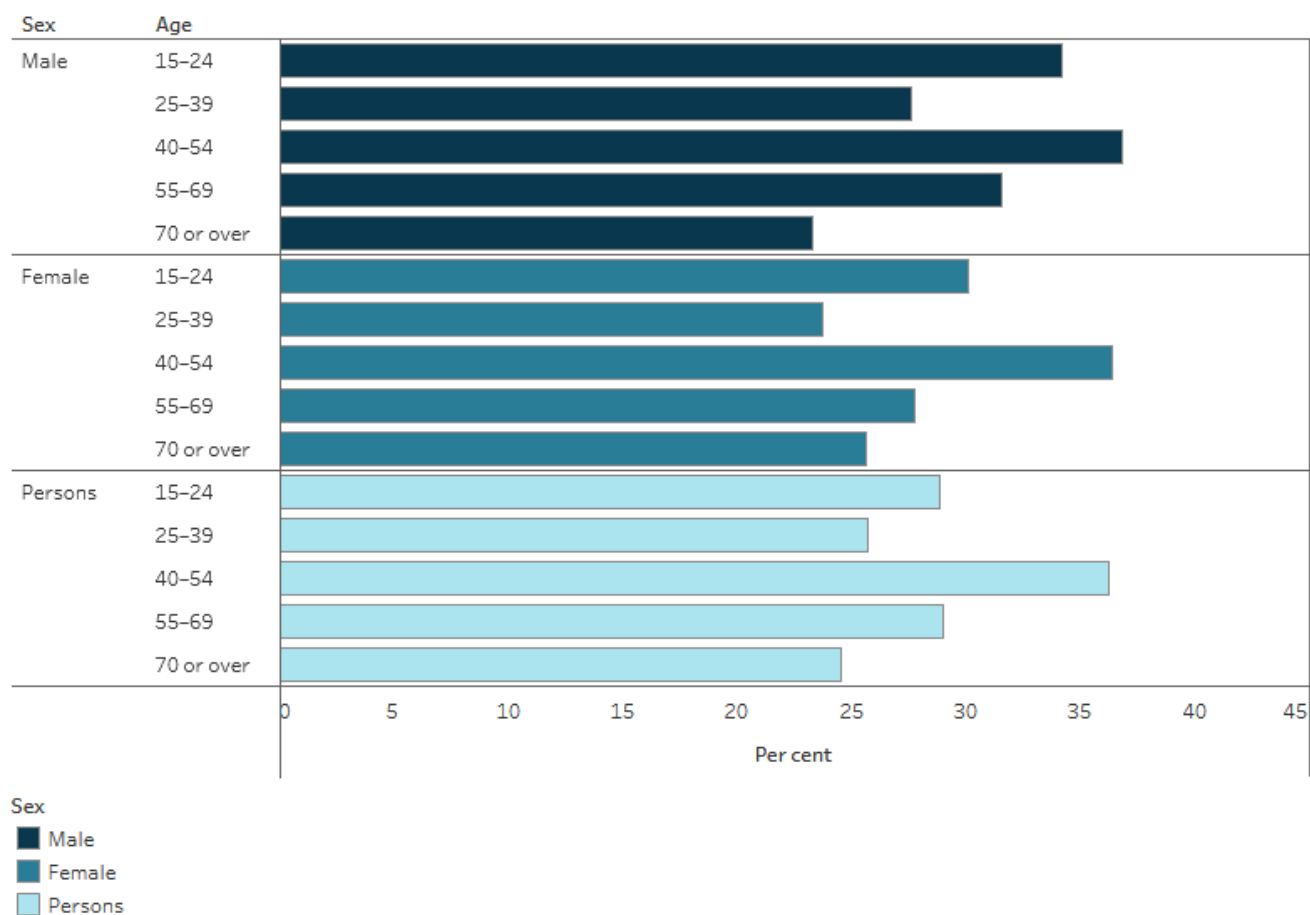
In 2019, almost 5.9 million people participated in voluntary work through an organisation. A similar proportion of males and females participated in voluntary work (31% of males and 29% of females), and the proportion of people volunteering fluctuated with age. People aged 40–54 were most likely to have participated in unpaid voluntary work through an organisation (36%) followed by people aged 55–69 and 15–24 (both 29%) (Figure 1).

Figure 1: Proportion of people aged 15 and over who undertook voluntary work (last 12 months) or informal voluntary work (last 4 weeks), by age and sex, 2019

Period

12 months

4 weeks



The horizontal bar chart shows the proportion of people who undertook voluntary work (either volunteering or informal volunteering) in the relevant period. The values are the proportion of people male and female (or total persons) in each age group involved in voluntary work, either volunteering (in the last 12 months) or informal volunteering (in the last 4 weeks), which can be selected via a button. The chart shows that the greatest proportion of people volunteering, male or female, are aged 40–54. The chart indicates that informal volunteers tend to be younger, with the greatest proportion of people aged 25–39. The greatest proportion of female informal volunteers were aged 25–39, while the greatest proportion of male informal volunteers were aged 15–24.

The proportion of people who participated in voluntary work in 2019 was higher for people who had attained a Bachelor degree or above, or an advanced diploma (33% and 32%, respectively), compared with those who had a primary or secondary school qualification (25%).

Couples with children were more likely to volunteer than other family compositions, such as single individuals (37% compared with 23%).

People living in households with higher incomes were also generally more likely to volunteer. The proportion of people who participated in voluntary work was highest for people living in households in the third and fourth quintile of gross household income (both 33%), and second highest for the highest quintile of income (30%), compared with those in the lowest and second lowest quintiles (23% and 26% respectively).

How often and where do people volunteer?

Volunteers in Australia are generous with their time. In 2019, 30% of people who volunteered in the previous 12 months had contributed 21 to 99 hours during that period, and over a quarter (28%) contributed 100 or more hours. Almost 2 in 5 (38%) volunteers had been volunteering for more than 10 years, and women were more likely than men to have been volunteering for that period of time (43% compared with 33%).

In 2019, almost two-thirds (61%) of people who volunteered did so for one organisation, 25% for 2 organisations and 15% for 3 or more. The most common types of organisations were sports and recreation (39%), religious groups (23%), education and training (22%), and welfare/health (12%). The most common reason for people's first involvement with unpaid voluntary work was that they knew someone involved or were asked to volunteer.

Informal volunteering

In addition to voluntary work for organisations, people may participate in informal volunteering, which is the provision of unpaid work and support to non-household members, excluding family members. Examples of informal volunteering include providing transport or running errands, unpaid childcare for a friend or neighbour, and providing emotional support. About one-third (33%) of the Australian population aged 15 and over participated in informal volunteering in the four weeks prior to the GSS 2019.

For the purposes of the GSS, unpaid work undertaken for anyone within a person's household falls outside the scope of informal volunteering and is referred to as informal caring (ABS 2018). Formal volunteering is distinct from informal caring, but informal volunteering can be closely related to informal caring. For more information on informal caring, see [Informal carers](#).

Impact of COVID-19 on volunteers

The coronavirus disease 2019 (COVID-19) pandemic has limited the communal and social activities of many Australians. To reduce the risk of infection, different levels of formal restrictions have been in place, and these may have affected how or when people volunteer.

The proportion of Australians volunteering has declined since the onset of COVID-19. In April 2021, close to 1 in 4 (24%) people had undertaken voluntary work in the previous 12 months, compared with 1 in 3 (36%) people in late 2019 (ANU 2021). This study also reported that social contact is one of the key motivators for people to volunteer (opportunities for which were severely limited during the pandemic), and that people who stopped volunteering during the pandemic had greater reductions in life satisfaction than people who had not volunteered.

The Household Impacts of COVID-19 Survey conducted by the ABS also indicated a decline in volunteering because of COVID-19. In March 2021, over 1 in 5 (21%) respondents had participated in unpaid voluntary work for an organisation or group in the last 12 months, compared with 26% of respondents before March 2020. More than 1 in 3 (36%) respondents did not undertake unpaid voluntary work because of COVID-19 restrictions. Reasons included that people could not participate in person, were not sure how to volunteer, and their previous volunteering group had stopped or reduced their operations due to COVID-19 (ABS 2021).

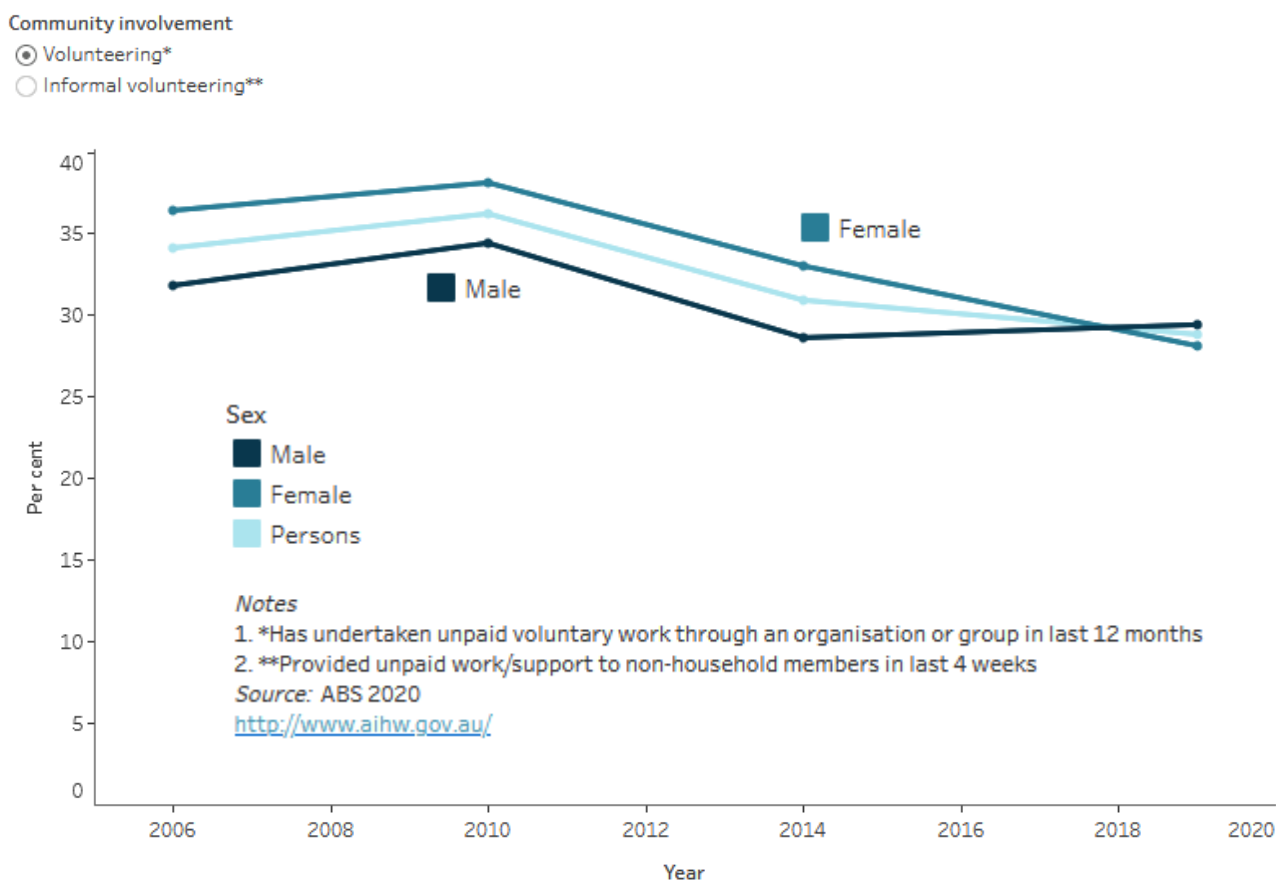
In the four weeks before March 2021, people aged 18 and over were more likely to participate in informal volunteering than volunteering through an organisation or group (27% and 15%, respectively). More than 2 in 5 (43%) people aged 18 and over provided unpaid help to people living outside of their own household. Of those who could not provide unpaid help, 15% wanted to minimise their exposure to people to protect their health and others.

New COVID-19 outbreaks in 2021 are likely to have similar impacts on volunteering as seen in 2020. For information and advice on volunteering during the COVID-19 pandemic, see the [Volunteering Australia website - external site opens in new window](#) and the [Household Impacts of COVID-19 Survey - external site opens in new window](#).

Trends

Overall, the proportion of Australians who participate in voluntary work has fluctuated over time. Between 2006 and 2010, more than 1 in 3 (34%–36%) people aged 18 and over reported volunteering through an organisation in the previous 12 months. In 2019, this decreased to 29%. On the other hand, people providing informal volunteering (unpaid work or support to people living outside their household) in the 4 weeks prior to the survey increased from 49% in 2010 to 53% in 2019 (Figure 2).

Figure 2: Proportion of people aged 18 and over who undertook voluntary work in the last 12 months, by sex, 2006 to 2019



The line chart shows the male-to-female trend of people aged 18 and over, who had some form of community involvement from 2006 to 2019. The values are the proportion of people male and female (or total persons) across 2 categories of community involvement, either volunteering (in the last 12 months) or informal volunteering (in the last 4 weeks), which can be selected via a button. The chart shows that there is a decline in people volunteering, and that the difference between males and females has narrowed. The chart also shows that the proportion of people participating in informal volunteering has increased, with females being more likely than males to provide unpaid work / support to non-household members.

The decrease in volunteering through an organisation reflects the broader changes noted in the GSS: there has been a decrease in the time and opportunity that Australians have for recreation and leisure, and social and community interaction. Between 2010 and 2019, the proportion of people involved in social, community support and civic / political groups has decreased (ABS 2020, ABS 2014).



Communities and Vulnerable People

<https://www.dss.gov.au/communities-and-vulnerable-people/programmes-services/volunteer-management>

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Volunteer Management

The objective of the Volunteer Management Activity is to create a thriving, inclusive and diverse volunteering culture, which meets the changing demands for capable and committed volunteers in communities across Australia.

The Volunteer Management Activity aims to increase opportunities for people to participate in the social and economic life of their broader community through volunteering.

On 30 June 2021, all funding agreements under the previous Volunteer Management Activity ceased.

The redesigned Volunteer Management Activity commenced on 1 July 2021.

Organisations currently funded under the Volunteer Management Activity are listed on the [DSS Grants Service Directory](#). You can search the directory by program name, state/territory, region or postcode, or a combination of these.

Review of the Volunteer Management Activity

In November 2017, Matthews Pegg Consulting (mpconsulting) was commissioned to conduct an independent review into the appropriateness, effectiveness and efficiency of the Volunteer Management Activity program.

The Final Report was received by the Department of Social Services (the Department) in October 2018.

On 13 February 2020, the Minister for Families and Social Services, Senator the Hon Anne Ruston, released the [Report on the Review of the Volunteer Management Activity](#) (the Review).

The Review provided the Department with recommendations on ways to significantly improve volunteer management across Australia.

The Review recommended that the Australian Government:

1. Continue to invest in volunteer management, but clarify its interest in volunteer management including the focus and objective of its investment, and

2. Work with stakeholders over the coming 12 months to co-design a new program (including the performance framework) that focuses the Australian Government's investment on building the capacity of Volunteer Involving Organisations to effectively recruit and manage volunteers.

The Review noted the importance of Volunteering to the Australian Society, including contributing significant value to the economy, community cohesion and individual wellbeing.

The Review also highlighted the important role Volunteering plays in Service Delivery across a wide range of sectors, including aged care, disability, family and community services, disaster resilience, environmental management, sports, arts and culture.

The redesigned Volunteer Management Activity

From 1 July 2021, the Australian Government will distribute up to THIRTY-THREE POINT FIVE MILLION DOLLARS (\$33.5m) (excluding GST) over FIVE (5) Years under the redesigned Volunteer Management Activity to the state and territory volunteering peak bodies.

An additional SIX POINT SIX MILLION DOLLARS (\$6.6m) was provided through the 2021-22 Budget to support a smooth transition to the redesigned Volunteer Management Activity during the first year.

The Redesigned Model focuses on volunteering peak bodies developing and implementing strategies to build the capacity of Volunteer Involving Organisations, through online volunteer management services, and breaking down barriers to volunteering for identified priority groups.

These priority groups include:

- People with Disability
- First Nation Peoples
- Newly Arrived Migrants

Please see the attached for information:

- [Volunteer Management Activity Summary](#)
- [Volunteer Management Activity Frequently Asked Questions](#)

Last updated: 2 March 2022

Volunteer decline – long-term or temporary?

<https://www.nextda.com.au/new-volunteering-numbers-reveal-challenging-times-ahead-for-nfps/>

26 September 2022



The first batch of 2021 Australian Census data has been released, with important findings highlighting a long-term decline in volunteer numbers.

The eighteenth Census of Population and Housing in Australia was taken on 10 August 2021, when we were in the second year of the COVID-19 coronavirus pandemic.

The first release of Census data encompasses topics such as age structure, household types, education levels, incomes, cultural diversity, disability and health, housing tenure and unpaid work.

Reversals to previous upwards trends are a notable feature of this Census. They include a decline in Australia's unpaid workforce.

Changes to Australia's unpaid workforce

Some key statistics on unpaid work between the 2016 and 2021 Census counts include:



- Volunteering rates have decreased from 19.0% in 2016 to 14.1% in 2021, a decline of 26%.
- Those volunteer rates have declined across all age brackets, with the decline most pronounced in the 35–54 age bracket.
- The number of people over 55 looking after children not their own (e.g. grandchildren) has declined. Around one in eight (12.6%) of Baby Boomers are looking after children not their own (e.g. grandchildren)

Lindsay Dawson, Philanthropy Research & Insights Manager at Perpetual Limited, has analysed the Census data on volunteers as part of the Perpetual Limited report, ‘Census 2021: Numbers that matter’.

Dawson notes “First we need to remember – and celebrate – how crucial volunteers are in everything from sport to the arts to life-saving and life-altering social services.”

Covid restrictions have certainly impacted volunteering, and Dawson questions whether the disruption is more than temporary.

Dawson also points out that financial pressures also hurt volunteer engagement. “Financial stress is a factor. According to the Census, the number of mortgages with payments exceeding AU\$5,000 a month increased 60% since 2016. Pressures on the home balance sheet mean more people are working full-time; however, research tells us that women working part-time do a vast amount of volunteering.”

Charities and their volunteer base

For those charities and NFPs (not-for-profits) that rely on volunteers, the decline of the unpaid workforce will have an ongoing impact.

Reports from Volunteering Australia and ANU Centre for Social Research and Methods show similar patterns to the Census data, finding that “the total number of hours of volunteering is estimated to have fallen by around 293 million hours over a 12-month period since COVID” and suggesting that “voluntary work has been impacted harder by the COVID-19 recession than paid work”.

Data from the Australian Charities and Not-for-profits Commission (ACNC) also corresponds with the Census information. The ACNC Australian Charities Report identified a consistent volunteer decline over several reporting periods. “3.4 million volunteers helped deliver services in the 2020 reporting period. While the total number remains high, it is a decrease of approximately 220,000 on the previous reporting period. This follows a similar decrease in the reporting period before last.”

The many smaller charities that make up the sector are vulnerable, especially as the majority rely solely on volunteers. “More charities operated without paid staff (51%) than with paid staff (49%),” according to the ACNC.

Reviving our unpaid workforce

A year on from the August 2021 Census, cost of living pressures (mortgages, inflation, fuel prices) have only intensified. At the same time, employment opportunities have increased throughout Australia. With these conditions prevailing, many families prioritise paid work over volunteer work.

At this critical point, any organisation that depends on volunteers to function would benefit from a financial review and advice. Strategies to increase organisational resilience in the future include financial restructures to bolster staffing and upgrade technology, adapting initiatives to smaller pools of volunteers and prioritising volunteer drives.



Types of volunteering

<https://www.nidirect.gov.uk/articles/types-volunteering>

Volunteering can be very rewarding and provides new areas of interest. Volunteering opportunities are diverse.

Contents

- [Volunteering to work with animals](#)
- [Volunteer for a community project](#)
- [Sports volunteering](#)
- [Volunteering in hospitals](#)
- [Green volunteering](#)

There is a network of volunteer support centres across Northern Ireland that can give information on volunteering opportunities in your area.

- Volunteer offices

You can access the Be Collective platform a Northern Ireland wide database providing details of volunteering opportunities. Organisations also advertise their volunteering opportunities.

You can also contact your local council for information about projects supported in your area.

- Local councils in Northern Ireland

Volunteering to work with animals

Volunteering to work with animals can be a hobby or give you the confidence and skills to help you change career. Opportunities include:

- dog walking and kennel duties
- looking after injured animals
- working at a community farm
- monitoring local wildlife
- working with stray and feral cats
- helping at the zoo

You can also volunteer for roles which don't involve working with animals, for example, many wildlife and animal charities need help organising events or with photography and fundraising.

Commitment

Think about the level of commitment you are willing to give. Looking after animals can be demanding, physical work and you may need some training. For example, if you want to work as a volunteer at a local wildlife rescue centre you should be able to recognise the symptoms of sick animals and request specialised help.

The majority of animal rescue centres will not expect you to be an animal specialist but it helps if you are keen to learn and have a love of animals.

Volunteer for a community project

You can make a difference in your local area by donating just a few hours each week. From helping with a community-based recycling scheme through to providing support over local health issues, there are many ways to help.

Many local projects also offer 'commitment free' options for people with limited time. For example, if you have a free day one weekend, you can go to a footpath clearance project and spend a few hours helping out. No pre-existing skills or training are required and everyone 'mucks in' with the tasks.

Seeing the difference

Many community volunteers pick local projects so they can actually see the difference their time makes. Physical changes, such as improving parks and open spaces will make the environment a better place to live. Also, social changes can be seen from assisting those who are socially deprived. This may help to build confidence and skills.

Sports volunteering

You don't need to be good at the sport in which you wish to volunteer. Some of the most important attributes include enthusiasm and interest.

Your sports organisation should put you through any qualifications that you need to carry out your role. Most people volunteer on average two or three hours a week but there are also opportunities to volunteer more or less often.

Coaching

To become involved in coaching in a particular sport, a coaching qualification may be required. Many sports organisations run coach development courses regularly. For more information on sports coaching, visit the Sport Northern Ireland website.

Administration

This includes many roles such as acting as a secretary for a sports club, managing registrations for an event or managing club membership.

Officiating

This includes a variety of roles such as acting as a referee, umpire or another adjudicator at sports events. It can also include marshalling or registering participants.

Committee work

Committee members in a sports organisations carry out a range of roles; coordinating areas such as communications, coaching, recruitment or regulations.

Organising events and competitions

Successful sports events often rely on the help of volunteers in the run up to the event, on the day itself and afterwards.

Volunteering in hospitals

Contact your local Health and Social Care Trust and ask about hospital volunteering opportunities. Your local Trust is the organisation that runs healthcare services in your area. Many Trusts have a voluntary service manager or a team of people responsible for co-ordinating volunteers.

- [Health and Social Care Trusts](#)
- [Northern Ireland Ambulance Service HSC Trust](#)

Applying for a volunteering role in a hospital

Individual trusts will advise but may expect you to fill in an application form.

You must be over 16 to volunteer in a Health and Social Care Trust except in the Belfast Trust where volunteers must be at least 18. If you have a criminal record you will be asked to declare this. You may be asked to get a criminal records check.

Following submission of an application form you may be asked to have a short informal meeting with health and social care trust staff. You may also be asked to give references.

Types of volunteering roles in hospitals

There are many roles open to volunteers. Some involve working with hospital staff, while others involve spending time with patients. For example, you might help staff with administrative tasks or you might sit with a patient during an eye operation. Often volunteers spend time talking to patients who don't have friends or family members to visit them.

It is up to you how much time you spend volunteering each week or month. However, individual trusts may ask you to commit to volunteering for a certain period of time, for example six months. Normally, volunteers are asked to be available at the same time each week or month. This allows the hospital staff to know before how much help they will have each day.

Benefits of volunteering in a hospital

As well simply wanting to help other people, it is a good way to gain experience if you're interested in a career in healthcare. People who volunteer can find it boosts their confidence.

Green volunteering

There are different ways to get involved through volunteering, including community work and initiatives such as:

- wildlife conservation
- environmental education projects
- supporting international aid work
- recycling
- taking part in your nearest community group which works on environmental or global issues

Your local volunteer centre can provide information about local volunteering and the following organisations also have volunteering opportunities:

Ulster Wildlife

The Nature Reserves team based at the Crossgar office is always looking for additional volunteers to help at the Trust's 20 nature reserves across NI. Conservation work includes:

- monitoring species
- compiling flora / fauna lists for each site
- project work
- bird box building
- compiling tool inventories
- completing risk assessments

If you are interested contact Ulster Wildlife.

National Trust Northern Ireland

There are different ways for volunteers to get involved in conservation work with the National Trust:

- working holidays
- long-term volunteering
- joining a local volunteer group

National Trust volunteers work with wardens on the coast and in the countryside completing bird, mammal and butterfly surveys and building traditional dry stone walls.

Other volunteering work could include gardening, forestry, tour guiding, fencing or hedge laying.

Royal Society for the Protection of Birds (RSPB)

RSPB volunteers can get involved with practical management on the reserves, guarding nest sites and surveying seabirds, farmland birds and wildlife.

Irish Whale and Dolphin Group

The Irish Whale and Dolphin Group (IWDG) operates a scheme where members of the public, birdwatchers, skippers, captains, deck-hands, surfers, divers, pilots and whale-watchers can report any sightings of whales, dolphins or porpoises in Irish waters.

Woodland Trust

The Woodland Trust (WT) welcomes volunteers across its 53 sites in NI. Volunteers play an important role in conserving and protecting WT woods for future generations and are closely involved in a wide range of interesting and fun tasks.

Volunteers act as wardens of WT woods, monitoring the woodland and its inhabitants, keeping the woods free of litter, encouraging biodiversity, helping with tree planting and guided walks, and acting as WT's 'eyes and ears' on the ground. For further information, contact the Woodland Trust.

Conservation Volunteers

Conservation Volunteers Northern Ireland is an environmental charity involving people in practical projects to improve the environment.

A typical day's volunteering could range from dry stone walling with the Conservation Action Team to coppicing hazel trees with the Biodiversity team.

Eco-Schools Scheme

The Eco-Schools Scheme is a world-wide, green education programme which encourages environmental awareness among children through the school curriculum.

TIDY Northern Ireland operates the Eco-Schools Scheme in Northern Ireland. There are over 870 schools in Northern Ireland registered with this green programme.

When a school follows a defined environmental learning and action programme, they receive a Green Flag award.

Countryside volunteering

If you are interested in volunteering in the countryside, visit your local council's website to find out more.

- Local councils in Northern Ireland

Volunteerism, Psychology of

<https://www.sciencedirect.com/topics/social-sciences/volunteerism>

M. Snyder, in

[International Encyclopedia of the Social & Behavioral Sciences, 2001](#)

Volunteerism is a form of helping in which people actively seek out opportunities to assist others in need, make considerable and continuing commitments to provide assistance, and sustain these commitments over extended periods of time, often at considerable personal cost. Several features mark it as a distinctive form of helping. Unlike the helping that occurs spontaneously in response to emergencies, volunteers typically seek out opportunities to help. Unlike the obligated helping that occurs in the context of ongoing relationships, volunteers typically do not know those they help in advance and have no prior bonds of obligation to help them. To understand the psychology of volunteerism, researchers have identified diverse personal and social motivations served by volunteering, have developed inventories to assess these motivations, and explored their role in the processes by which people initiate and sustain their involvement in voluntary helping. Theoretically, the study of volunteerism is informative about forms of helping that are planful, sustained, and that occur in the absence of bonds of obligation. Practically, it can inform the practice of volunteerism, specifically the ways that organisations can enhance the recruitment, placement, and retention of volunteers.

What is Volunteerism?

A Guide to the History & Benefits

<https://www.initlive.com/blog/what-is-volunteerism-a-guide-to-the-history-benefits>

17 December 2021



Many people all over the world face different challenges and problems. These issues include climate-related disasters, diseases, poverty, and other problems that present major roadblocks to peace and prosperity. This is why volunteerism has played such a major role throughout history.

In this guide, we'll take a broad look at volunteerism to explore its history and benefits. Then, we'll review how your organisation can promote volunteerism in your community and manage volunteers effectively. We'll cover:

- Volunteerism Definition
- History of Volunteerism
- Types of Volunteerism
- Why is Volunteerism Important?
- How to Incentivise Volunteerism

At its core, volunteerism is the engagement and mobilisation of groups of people to support others or fight for a worthwhile cause. Volunteer programs take place worldwide, and volunteer help has improved the lives of many. Let's take a closer look at this phenomenon!



Volunteerism Definition

Volunteerism is the act of contributing free labour to conduct community service or support a non-profit organisation. It is the principle of donating time and energy towards a greater cause. Volunteers help change the lives of those in their community as a social responsibility rather than receiving a financial reward.

Volunteering is important because it enables people to help and serve others in a selfless way. When individuals take the initiative to help people in the community and support philanthropic causes, it can improve the community as a whole by creating tighter bonds and forming lasting relationships. Plus, non-profit organisations can utilise these groups of passionate volunteers to help achieve goals in making the world a better and safer place.



History of Volunteerism

Today, volunteering is recognised as a highly effective form of “giving”, but how did it all begin? There is a fascinating history behind how a simple act of kindness became so popular around the world.

Volunteering has been traced back to Britain in medieval times where there was an urge to aid the poor and sick.

In the 19th century, organised forms of volunteering start to pick up steam, such as the YMCA (“Young Men's Christian Association”), which began in 1844 in London. The 20th century saw the birth of many more voluntary organisations committed to making a positive impact. One example is the Rotary Club, which was formed as a place for people of different backgrounds, cultures, and beliefs to come together and exchange valuable ideas, create friendships, and make a change.

The internet has provided the greatest boost yet to the popularity of volunteering. The internet allows people to communicate with others from all around the world, spreading awareness of volunteering without having any restrictions due to physical barriers. This has contributed to the growth of volunteering.

Offering virtual volunteer opportunities helps many non-profit organisations connect with new audiences and grow their reach beyond their local communities.

Now, with the help of volunteer management software, organisations can build even more bridges to connect with their volunteers, enhancing their engagement with a variety of different tools and features to make the volunteering journey run as smoothly as possible.

Check out our favorite volunteer management system!

[Learn more about InitLive!](#)



Volunteerism has a long and storied history, in both the United States and the world as a whole. Let's take a look at some fun facts about the history of volunteerism:

- The verb “volunteer” first originated in 1755.
- Volunteerism in the United States stems all the way back to the Revolutionary War when civilians chipped in to support the war effort.
- The American Red Cross, one of the most influential humanitarian organisations in the world, was founded by Clara Barton in 1881.
- The Great Depression saw a mass mobilisation of volunteers to assist the unemployed and impoverished.
- 64.4 million American adults contributed volunteer hours in 2017.
- According to the US Census Bureau, the top four national volunteer activities in the U.S. are fundraising or selling items to raise money (36%), preparing or distributing food (34%), collecting and distributing goods or clothing (26.5%), and mentoring youths (26%).

Hopefully, this provided you with some great knowledge on the history of volunteerism! If you're interested in learning more, explore InitLive's full rundown of volunteer statistics for more information on the state of volunteerism today.



Types of Volunteerism

There are many different types and forms of volunteerism, and anyone can be a volunteer. That's one of the best things about volunteering; there are a variety of ways for individuals to make an impact according to their interests and skills.

As a volunteer coordinator, it's important to learn about the different types of volunteerism so you can learn more about your pool of prospective volunteers. For instance, if you help recruit volunteers for a school, you must understand what type of volunteers you need and how to connect with them.

Let's take a look at some of the different volunteer types to give you a better understanding of where volunteers come from and what types of skills they bring to the table.



- **Corporate:** Corporate volunteerism involves employees contributing their time and talents to assist non-profits and other charitable organisations. Businesses often promote corporate volunteerism among their employees by offering paid time off to volunteer or volunteer grants. Volunteer grants are a type of corporate philanthropy initiative that involves businesses contributing donations to non-profit organisations after their employees have volunteered with those organisations for a certain amount of time.
- **Student:** Many students are required to volunteer for a certain number of hours to fulfil requirements for their classes or clubs. In addition, many high school and college students participate in service-learning projects, which combine elements of education and volunteerism. These opportunities teach students valuable skills while allowing them to contribute their time and energy to help worthy causes.
- **School-Based:** Schools often rely on volunteer support to care for their students. Many schools have parent-teacher associations (PTAs), which are alliances between parents and school staff members to complete projects that benefit students. Volunteers also contribute in other roles such as helping with after-school programs or chaperoning field trips.
- **Community:** These volunteers can be anyone looking to help out and contribute their time and efforts to improve their community. This can include those who volunteer at food banks, hospitals, animal shelters, nature centres, and any other community organisations.
- **Virtual:** With the rise of online volunteer opportunities, virtual volunteerism is growing in popularity. Virtual volunteerism offers a safer alternative to in-person activities during the pandemic, and it offers convenience to volunteers because they can work from home. Anyone with an internet connection can be a virtual volunteer.
- **Emergency Relief:** Emergency or disaster relief volunteers come into play after a major, devastating event, such as an earthquake or hurricane. These volunteers offer healthcare services, clean-up services, and other forms of support during an emergency, such as passing out food, water and other supplies.
- **Event:** Many volunteers choose to help out with major events, such as concerts, festivals, conferences, and non-profit fundraisers. You may need a larger team for this type of volunteering.

No matter what type of volunteering your organisation offers, ensure you provide your volunteers with constant support and encouragement! Your volunteers make a major difference in your community and deserve to be recognised for their contributions.



Why is Volunteerism Important?

Volunteers offer crucial support during times of crisis and times of peace. Certain organisations, such as many non-profits, wouldn't be able to remain in operation without the help of volunteers. Plus, volunteer time is incredibly valuable — the estimated value of each volunteer hour contributed in the United States is \$28.54 (AU\$40.00)!

Volunteerism doesn't just offer benefits to non-profits and other community organisations. It also benefits volunteers themselves. Volunteering is linked to improved mental and physical health outcomes. It can also offer other benefits like:

- **Strengthening communities after a crisis.** As a volunteer manager, you know the importance of building a better community with the help of your volunteers! Your volunteers are dedicated to offering their time and skills to support your organisation, even during crises. Volunteering after a crisis can help bring the community together and lend a helping hand to those who need it most. This can help build a stronger, more resilient community in the long run.
- **Teaching volunteers valuable life skills.** Volunteering allows participants to gain new skills and knowledge in areas that interest them most. They can network with new people and practice important skills that can be helpful in the workplace. Volunteers can develop leadership skills, project planning, and task management. Plus, volunteer positions look great on volunteers' resumes and will help them prepare for any future opportunities.

Still considering your options for the perfect volunteer management system?

[Download Our Free Buyer's Guide](#)



- **Gain new knowledge.** Your volunteer programs can create opportunities to bring like-minded people together and learn from those who come from different walks of life. This is an excellent way to expand your volunteers' understanding of others who come from diverse backgrounds. It also helps you, as a volunteer manager, to learn along the way as well!
- **Boost donations.** Offering an effective volunteer program where your volunteers are motivated, happy, and engaged can help you boost donations and get volunteers more involved in your non-profit's mission. When volunteers have a great experience, they'll be much more likely to contribute monetary donations alongside the gift of their time and energy.



How to Incentivize Volunteerism

Offering incentives is a great way to increase morale and participation. Incentives can go a long way in making your volunteers feel encouraged to continue volunteering with your organisation. There are a variety of incentive options you may consider to get your volunteers excited and interested.

If you're a volunteer coordinator or non-profit professional looking for volunteers to help support your mission, there are a few simple things you can do to inspire greater volunteerism in your community. Let's take a look at a few:



- **Make it easy for volunteers to find your opportunities and register.** Get your opportunities in front of the right audience with a strong marketing strategy. Use your volunteer management system to offer a streamlined sign-up process for new volunteers.
- **Offer tangible benefits.** Promote the things that set your volunteer program apart, such as the benefits you offer participants. These benefits might include valuable training opportunities, leadership development, social / networking events, or free merchandise, such as t-shirts.
- **Make your volunteer program inclusive.** Reduce volunteers' barriers to participation by making your opportunities as inclusive as possible. Prioritise the accessibility of your in-person and virtual events and reach out to volunteers to ask how you can help make your opportunities more accessible and convenient.

- **Say thank you often.** Let volunteers know how much you appreciate their support by sending frequent thank you emails and letters. Check out this guide to volunteer appreciation tips for more ideas.

These are all effective ways to make your volunteers feel special! From offering a seamless registration process to giving tangible incentives and expressing appreciation for your volunteers' hard work, there are plenty of ways to ensure your volunteers feel content and satisfied.

An advertisement featuring a laptop and a smartphone displaying volunteer management software. The text reads: "Get started with the top volunteer management software." Below the text is a yellow button with the text "Book a Chat".

Get started with the top
volunteer management
software.

Book a Chat

In Conclusion

Now that you've explored what volunteerism is, its history, the different types of volunteerism, and why it's important, it's time to start brainstorming how you can provide an excellent experience for your volunteers that they will remember for a lifetime! Remember, using an efficient volunteer management solution is the best way to continue promoting volunteerism and managing volunteers effectively. These platforms help grow your reach, increase volunteer retention, and even help you transform volunteers into donors using inspiring outreach campaigns.

When your volunteers enjoy their time volunteering with your organisation, they'll want to continue putting their best foot forward and donating their time. This is why it's essential to plan out your volunteer program effectively and offer the type of experience your supporters are looking for. Good luck!



Australia's largest source of volunteer opportunities



https://www.volunteer.com.au/?tracking=SEM-GGL-SRC-Volunteer-Remarketing-7917&gclid=CjwKCAiAjPyfBhBMEiwAB2CCInkLw2vuOfnY0pabO_pZOJEzFomzcxjx5Qzhv51vmYK6C48IlcF5hoCVMwQAvD_BwE&gclsrc=aw.ds



Get matched to an opportunity sooner using your SEEK Profile (Australia)

<https://www.volunteer.com.au/advice-and-tips/get-matched-to-an-opportunity-sooner-using-your-seek-profile>

The time from when you are inspired to volunteer, to when you actually volunteer, can sometimes be frustratingly long. This is often because organisations face challenges in assessing whether you have the right skills, experience and credentials for the role.

To help you put your best foot forward and to enable organisations to more easily assess your suitability, you can now share some of the information in your [SEEK Profile](#) when applying.

How it works

We know that 70% of people applying on SEEK Volunteer already have a SEEK Profile. If you are one of these people, when using SEEK on a web browser, all you need to do is create a link by clicking 'Create link' on the 'Share your SEEK Profile' widget on the upper right-hand side of your [SEEK Profile](#) page. You can then share a summary version of your SEEK profile by copying your shareable link and including it in an optional field on the SEEK Volunteer application form.

Given it's a live link, any updates you make to your SEEK Profile will automatically be accessed through the link by the organisation. We encourage you to review the information to ensure it's up to date. Only those people with the link can access your information and the link is not searchable by the general public. You can also control access through your SEEK Profile visibility settings.

87% of opportunities on SEEK Volunteer need further information from applicants to help assess their suitability, so it makes perfect sense to share this additional information up-front to speed up the process.

What information is shared?

When you share your SEEK Profile via a shareable link, those with the link will be able to see your:

- Name
- Personal Summary
- Career History
- Education
- Licenses and Certifications (including your COVID-19 vaccination status and any Certsy verified credentials)
- Skills and languages

Can I still apply for a volunteer opportunity without a SEEK Profile?

Yes, sharing a link to your SEEK Profile is completely optional. We know that not everyone has a SEEK Profile and it's not relevant for all volunteering opportunities.

However, to help you start volunteering sooner, we do encourage you to create a [SEEK Profile](#) and add your sharable link to your volunteer applications. More information is available in the [SEEK Volunteer - SEEK Profile sharable link FAQs](#).



Why is volunteering important? Here are 7 benefits it offers

<https://www.happiness.com/magazine/personal-growth/why-volunteering-is-important-benefits/>

- [RELATIONSHIPS](#)
- [PERSONAL GROWTH](#)
- [SCIENCE & PSYCHOLOGY](#)
- [HEALTH & BODY](#)
- [ART & CULTURE](#)
- [INSPIRATION & SPIRITUALITY](#)

Are you considering volunteering? It's an important way to help individuals and communities in need. And, as **Calvin Holbrook** writes, the benefits of this altruistic act are proven by science. (Not that science is needed, our feelings express this with joy!)

With most of us leading super busy lives, the idea of **volunteering** – giving your time and energy to a cause without financial reward – may seem an impossible task. I mean, how can we fit anything else into our already jam-packed schedules?

However, volunteering is important for many reasons and doesn't have to take up too much time. And, in fact, the benefits of volunteering are vast for the volunteer – not just the community, individual or organisation receiving their assistance.

Indeed, it's these benefits that could partly explain the rise in popularity of volunteering over the past few years. During 2012-13, twenty nine percent (29%) of adults in England, UK, said they had formally volunteered at least once a month. The figure in the **United States is not far off, at around twenty five percent (25%)** (with slightly more women volunteering than men).

Promisingly, an increasing number of these people are young adults. In the UK, figures show that two point nine million (2.9m) people in the **16 to 25-year-old age group volunteered during 2015**, compared to one point eight million (1.8m) in 2010: that's a whopping fifty percent (50%) increase.

So, why the interest in volunteering? The Greek philosopher Aristotle once said that the essence of life is **“to serve others and do good,”** and it seems an increasing number of us are starting to wake up and see why volunteering is important. People are starting to understand how serving and helping each other and different communities benefits not just others but ourselves, too.

Why is volunteering important?

Volunteering is important as it offers essential help to worthwhile causes, people in need, and the wider community. Indeed, many Organisations and Charities rely on the generosity of Volunteers as often they're only Part-Funded through Government or Local Councils, and cannot afford to pay salaries for all their staff. In fact, many companies depend almost solely upon teams of volunteers to help them thrive and do their work.

So, what are the benefits of volunteering?

Of course, the benefits of volunteering for those receiving help are clear. Whether it's providing kids in a Third World Country with FREE English classes or litter picking at your local beach, the benefits to the receiver and the wider community are usually part of the reason why you decide to volunteer in the first place.

But did you realise just how important volunteering could be for the person doing it? In fact, volunteering is beneficial to the doer for a whole host of reasons, including stress reduction, combating depression and providing a sense of purpose.

“Volunteering is important as it offers essential help to worthwhile causes, people in need, and the wider community.”

And while studies do show that the more you volunteer, the more benefits you’ll experience, volunteering doesn’t have to involve a long-term commitment. Even giving in simple ways can help those in need and improve your overall health and happiness. So, let’s take a closer look at just why volunteering is important with seven key benefits of this altruistic act.

1. Volunteering connects you with others

If you’re feeling lonely, isolated, or simply want to widen your social circle, volunteering in your local community is an important – and often fun – way to meet new people. In fact, one of the best ways to make new friends and strengthen existing relationships is to commit to a shared activity together, and volunteering lets you do just that.



Volunteering is an important connection tool. © Professional/Shutterstock

If you’ve recently moved to a new city or country, volunteering is an important and easy way to meet new people and it also strengthens your ties to that local community and broadens your support network. Furthermore, it connects you to people who have common interests and passions and who could go on to become great friends.

In fact, volunteering is an important and interesting way to meet people who you might *not* normally connect with: people from different age groups, ethnicities or social groups. Because volunteering is open to everyone, it allows you to meet a wide variety of people from all sorts of walks of life, something that can only open your eyes further.

2. Volunteering builds self-confidence and self-esteem

Doing good for others and the community helps to create a natural sense of accomplishment. And working as a volunteer can also give you a sense of pride and identity, helping to boost your self-confidence further by taking you out of your natural comfort zone and environment.

Indeed, volunteering helps you to feel better about yourself, which you can then take back to your ‘regular’ routine, hopefully creating a more positive view of your own life and future goals.

If you’re shy or fearful of new experiences, cultures and travel, volunteering overseas could be an important and insightful way to help you build self-confidence in this area too (not forgetting the other benefit of this type of volunteering – a chance to see a bit of the world at the same time!).

Research shows that volunteering could be particularly useful and important in boosting the self-esteem and confidence of adolescents who are just starting out on their life journey. A 2017 study from the University of Missouri and Brigham Young University that included almost seven hundred (700) 11- to 14-year-olds examined how sharing, helping and comforting others affected self-confidence. The study found that altruistic behaviours may indeed raise teens’ feelings of self-worth and that adolescents who assisted strangers reported higher self-esteem one year later.

“If you’re feeling lonely or simply want to widen your social circle, volunteering in your local community is an important – and fun – way to meet new people.”

And a National Youth Agency report seemed to corroborate this evidence. In it, young people aged eleven (11) to twenty five (25) “repeatedly stressed that volunteering had increased their self-confidence, self-esteem and self-belief.” This self-confidence boost was shown to be strongly linked to improved communication skills, especially amongst young volunteers who were previously nervous about meeting new people.

3. Volunteering is important for physical health...

Interestingly, volunteering has distinct health benefits that can boost your mental and – perhaps more surprisingly – *physical* health. Indeed, a growing body of evidence suggests that people who give their time to others might benefit from lower blood pressure and a longer lifespan.

A 1999 study showed that **'high volunteers'** (helping out at two or more organisations) had a sixty three percent (63%) lower mortality rate than non-volunteers. And more recent research (2013) from Carnegie Mellon University found that adults over fifty (50) who volunteered regularly were less likely to develop high blood pressure (hypertension) compare to non-volunteers. Hypertension is an important indicator of health as it contributes to stroke, heart disease and premature death.



Volunteering has many important health benefits © shutterstock/Dragon Images

Lead study author Rodlescia Sneed said that carrying out volunteer work could increase physical activity among those who aren't normally very active, and that it could also reduce stress: ***"Many people find volunteer work to be helpful with respect to stress reduction, and we know that stress is very strongly linked to health outcomes."***

Importantly, volunteers seem to notice these health benefits too. Indeed, a 2013 study from UnitedHealth Group and the Optum Institute of over three thousand three hundred (3,300) U.S. adults revealed that seventy six percent (76%) of those in the United States who volunteer said it makes them feel physically healthier. Also, around twenty five percent (25%) said that volunteering had been important in helping them manage a chronic health condition.

4. ...and mental health

When it comes to volunteering being important for mental health, the benefits are clear. It can help counteract the effects of stress, depression and anxiety. Indeed, the social contact aspect of helping others can have a profound effect on your overall psychological well-being.



Volunteering keeps you in regular contact with others and helps you develop a solid support system, which in turn combats against feelings of loneliness and depression. Volunteering with animals has also been shown to improve mood while reducing stress and anxiety.

The social aspect of volunteering boosts mental health © Rawpixel/Shutterstock

Finally, volunteering boosts mental health simply because carrying out an altruistic act makes you happier; the so-called **'helper's high'**. Human beings are hard-wired to give to others, and by measuring so-called brain activity and happiness hormones, researchers have found that being helpful to others can deliver great pleasure.

A 2008 study from the London School of Economics examined the relationship between volunteering and happiness in a large group of American adults. The researchers found that the more people volunteered, the happier they were. Compared with people who never volunteered, the odds of being **'very happy'** rose seven percent (7%) among those who volunteer monthly and twelve percent (12%) for those who volunteer every two (2) to four (4) weeks.

5. Volunteering is important for a sense of purpose

Because volunteering means choosing to work without receiving monetary compensation, people often choose to give their time to issues or organisations they feel are important or have a special connection to.

For example, if you're a big animal lover you may want to volunteer at a pet shelter. Or, perhaps you've living with or have recovered from an illness and want to dedicate some of your spare time to a charity that helps others living with the same condition. Volunteering like this helps address a social problem that is meaningful to you and in turn helps to **build a sense of purpose**, which furthermore boosts your own happiness.

“When it comes to volunteering being important for mental health, the benefits are clear. It can help counteract the effects of stress, depression and anxiety.”

You can try volunteering at any age to help build a sense of purpose, but it's often particularly common in older adults – those that have retired or maybe lost a partner or friends. Whatever your age of life story, volunteering can be an important technique to help give your life new meaning and direction!

6. Volunteering helps you forget your own problems

One other benefit of volunteering is that focusing on others can give us a deeper sense of **perspective and help distract us from negative thoughts and help stop rumination**. Volunteering often involves helping those in need and can be useful in showing us that, in fact, our own lives are not as bad as we thought they were.

7. Volunteering is important for your career

In an increasingly competitive job market, volunteering experience can be incredibly useful. It shows potential employers that you can take initiative and that you're willing to give your own time to improve the world for other people.



Furthermore, volunteering gives you the opportunity to practice important common skills used in the workplace, such as communication, teamwork, problem solving, planning and organisation. Indeed, if you haven't had a full-time job before then volunteering is an essential way to prove your skills when you do go for work interviews.

Boost job prospects as a volunteer © shutterstock/Monkey Business Images

Also, if you've just graduated or looking for your first job, volunteering is an important and relatively easy way to get a foot in the door of a company you'd like to work with. Even if there's no immediate chance of employment afterwards, volunteering can help you to make connections for the future.

Alternatively, if you've already had jobs and are considering a change of direction, volunteering is an important and fun way to try out different career options, especially if you're not quite sure of where you want to go next. Indeed, volunteering offers you the chance to try out a new career without making a long-term commitment!

Conclusions: the importance of volunteering

It's clear the benefits of volunteering are huge – improved physical and **mental health**, new friends and avoiding loneliness, a sense of purpose and deeper self-confidence. In turn, *all* of these things will help to boost your overall happiness: a win-win situation for all involved.

If you're considering volunteering, ask yourself a few questions before taking the plunge.

Firstly, really think about which causes you're passionate about – it means you're more likely to enjoy and stay committed to the work.

Secondly, are you looking for regular volunteering opportunities or would you prefer a one-off project?

Thirdly, what skill set can you offer and what can you hope to gain from volunteering?

Good luck when you finally get going, and make sure you have fun – volunteering is important – the benefits are clear – but it's important to enjoy it too!

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Have you ever or do you still volunteer now? What are the benefits for you? What did you enjoy most about it? The happiness.com community would love to hear your story below...



Written by [Calvin Holbrook](#)

Calvin edits our online magazine, makes art and loves swimming, yoga, dancing to house/techno, and all things vintage!



What makes a good volunteer?

The 10 qualities to look out for when recruiting

<https://www.rosterfy.com/blog/what-makes-a-good-volunteer-the-10-qualities-to-look-out-for-when-recruiting#>:

[Alice Turnbull](#) 16 September 2021

VOLUNTEER MANAGEMENT [VOLUNTEERS](#)

As you begin creating a volunteer recruitment plan, you may be thinking, *'the more, the merrier'*. But it's worth spending some time getting to know your potential volunteers during the recruitment process to ensure you find volunteers with the right qualities to add real volunteer value to your team.

Being able to recognise a good volunteer in the making will help improve your retention rate and ensure you onboard committed and reliable volunteers, ultimately ensuring your organisation can deliver an even greater impact.

So what makes a good volunteer? Here are ten qualities of a volunteer to look for when recruiting volunteers for your organisation.

Are you a volunteer? Read about the [15 volunteer skills that can help you land your dream job](#).

1. What makes a good volunteer? #1 quality is Passion

Passionate people have probably got your organisation to where it is. So to keep up the momentum, it's important to find people who share your organisation's values, goals and mission.

People that are passionate about your cause will want to share your mission with everyone they know, encouraging others to get involved and motivated to give. You may even find extra-passionate volunteers who have a personal attachment to the cause and the project's mission. That's why passion is the most important part of any volunteer personality.

Question to ask potential volunteers: "What do you already know about what we do?"

2. Reliability

Many non-profits simply couldn't operate without their volunteer army. For most, finding a good volunteer who is reliable and committed is the difference between achieving goals or not. During the recruitment process, make sure you clearly define the time commitment you expect and ensure volunteers have the available time and tools (such as a car, or childcare) to be able to attend volunteer shifts.

Question to ask: Ask long-term volunteers if they know anyone that would be interested in volunteering.

3. Teamwork

Teamwork makes the dream work. Recruiting people who work well with others is one of the key qualities that makes a good volunteer. The best volunteers are comfortable working in ever-changing teams, with people from all different walks of life, and taking on both the leader and the follower role at different times.

Finding ways to create and nurture friendships (through social events, social media groups or rewards and recognition) will go a long way to improving your organisation's team culture.

Question to ask: "What role do you normally take when working in a team?"

4. Patience

An endless reservoir of patience is one of the important qualities of a good volunteer. Most charities and non-profit organisations are juggling a hundred things at once, so not everything moves as quickly as expected. So it's important to find volunteers who are willing to be patient, stick it out, and never stop persisting. Patience is also important for volunteers who will be interacting with children, older adults or community members with special needs.

Question to ask: "What qualities or skills do you possess that make you a good volunteer?"

5. Creativity

Recruiting volunteers who are open-minded and creative will bring a fun and exciting spirit to your organisation. Whether volunteers are running camps for children or selling raffle tickets, injecting a dose of creativity into the role will put a smile on everyone's face. While maybe not as imperative to the job as other qualities on our volunteer skills checklist, creativity is a great bonus.

Question to ask: "What do you do to fuel your creativity?"

6. Energetic

Many volunteer roles are physically and mentally exhausting, so make sure your team is full of energetic and enthusiastic volunteers. Certain roles will be more physical than others, so it's important to include that in the volunteer job description to recruit volunteers who are up to the task. Don't forget, one of the surprising benefits of volunteering is the massive upside it has on physical and mental health.

Question to ask: "How would you rate your physical fitness?"

7. Positive attitude

Volunteers are often pushed out of their comfort zone as they learn new skills and face new challenges. They may also be volunteering with vulnerable members of the community who have been through adversity, so it's important to recruit volunteers who are able to stay positive and remain focused on the task at hand. A positive volunteer personality will have a wonderful impact on your team and the community.

Question to ask: "How do you deal with adversity?"

8. Willingness to help

Finding volunteers who are willing to help out, regardless of the task, will make your job as a volunteer manager so much easier. A willingness to change roles at the last minute, show a new volunteer how to check in using volunteer software, or stay an extra hour to help pack down are priceless qualities that really make a good volunteer, however, it's also a tricky quality to recruit for. Keep an eye out for volunteers who reply to emails promptly, complete training modules ahead of time and those that apply for multiple volunteer roles.

Top 5 ways to recruit volunteers for non-profits - Rosterfy

<https://www.rosterfy.com/blog/top-5-ways-to-recruit-volunteers-for-nonprofits/>

[Alice Turnbull](#) 26 November 2020

[VOLUNTEER MANAGEMENT](#) [VOLUNTEERS](#) [FINDING VOLUNTEERS](#) [NON PROFIT RECRUITMENT](#) [EVENTS](#)
[COMMUNITY ENGAGEMENT](#) [SCHEDULING](#) [TRAINING](#) [AUTOMATIONS](#) [SCREENING](#)

Volunteers are the backbone of non-profits and with demand on non-profits greater than ever, ensuring that you have a strong volunteer management program in place is essential to your organisation's success. But where to start?

Finding the right volunteers for your organisation can be a tad overwhelming. The team at Rosterfy have put together the Top 5 Ways to Recruit Volunteers specifically for non-profits.

1. Communicate

Make it loud and clear that you are recruiting volunteers! You'd be surprised just how many people out there are looking for volunteer opportunities but simply can't find them.

Communicate your volunteer requirements across all of your communication channels including:

- **Non-profit website.** Create a dedicated page on your website reserved for volunteers with information including how to register, types of roles on offer, locations and skills required as well as a link to your volunteer registration page.
- **Social media.** Spread your message far and wide through the power of social media! Incentivise your current members and volunteers to also share and drive recruitment through their own personal social media accounts.
- **Newsletter.** Communicate volunteer opportunities both internally and externally to your staff and subscribers / members encouraging them to volunteer!
- **Media.** Reach out to local media to share your story with a call to action to volunteer.

2. Utilise external recruitment websites

As referenced in our [Where to Post Volunteer Opportunities](#), there are a host of external recruitment websites that can be used for free to help you recruit volunteers including Volunteer Match, Idealist.org and SEEK.

These websites allow you to post volunteer opportunities with specific tags so that you can attract the right volunteers, specific to your non-profits requirements.

3. Be informative

If someone is going to give up their time, they're going to want to know what they're doing. Be specific when it comes to advertising your volunteer shifts and roles with detailed information including:

- Non-profit mission – how will volunteering impact your non-profit and the work that they do in the community?
- Job description – what will the role entail and what exactly will your volunteers be doing? Check out our 'Guide to writing a volunteer job description' [here](#).
- Shift details – start and finish times including specific locations.
- Skills required – a detailed description of specific skills required and an explanation as to why this is required?

- Kit and apparel – let your volunteers know what they will receive as part of their volunteer experience (i.e., lunch, drink bottle, volunteer t-shirt, etc.)

4. Make it simple using technology

Who has time for complex processes? We can answer that! No one. From start to finish, we can't stress enough the importance of making the user experience simple and easy to use for your volunteers.

Technology is the best way to make even the most complicated processes simple. From recruitment through to screening, scheduling and training right through to communications the volunteer experience needs to be simple.

By employing technology to make things simpler, not only do administrators save time and money but volunteers are guaranteed a seamless volunteer experience that will strengthen engagement, retention and encourage your volunteers to bring along friends, family and colleagues to join them.

5. Engage with your volunteers

Time and time again, organisations make this mistake of thinking only about what their volunteers can do for them rather than what they can provide for their volunteers. Always remember that volunteers are giving up their time to help you so anything you can do to 'give back' to your volunteers is great for engagement and retention.

Speak to your volunteers and understand their motivations for volunteering. This can help you to create shifts and roles that are exciting and attract the right sorts of volunteers who are motivated to give it their all.



Volunteers World Wide



The Center for the Study of the Individual and Society – Department of Psychology
<https://csis.psych.umn.edu/projects/understanding-effectiveness-volunteers>

Understanding the Effectiveness of Volunteers

Stephan J. Motowidlo - *Rice University*

E. Gil Clary - *College of St. Catherine*

Mark Snyder - *University of Minnesota*

Job performance is arguably the single most important concept in industrial and organisational psychology. Much of the research and practice in this field focuses on employee selection, training and motivation with the ultimate goal of improving human performance by encouraging behaviour that contributes to organisational effectiveness and discouraging behaviour that detracts from organisational effectiveness.

Recent efforts to bring order to research on job performance distinguish two broad types of performance. They differ according to the reason that behaviour subsumed under each type helps or hinders organisational effectiveness. One type is called task performance because it refers to behaviour that directly helps or hinders the organisation transform raw materials into finished goods and services. It involves activities such as selling merchandise in a retail store, operating a production machine in a manufacturing plant, teaching in a school, performing surgery in a hospital, and cashing cheques in a bank. The other type is called contextual performance because it refers to behaviour that helps or hinders organisational effectiveness through its effects on the psychological, social, and organisational context of work. It involves activities such as volunteering to carry out task activities that are not formally a part of the job, persisting with extra effort when necessary to complete tasks successfully, helping and cooperating with others, following organisational rules and procedures even when personally inconvenient, and endorsing, supporting, and defending organisational objectives.

Behaviour in the domain of task performance is usually recognised as a formal requirement of an individual's job. Job descriptions often explicitly stipulate that the jobholder must perform these activities, people who perform them effectively are often rewarded, and people who neglect their task duties or perform them ineffectively are often punished. Behaviour in the domain of contextual performance, however, is less likely to be recognised as a formal job requirement. Employees might be rewarded or punished in some fashion for volunteering or refusing to volunteer to do more than formally stipulated in their job descriptions, for helping or refusing to help others in ways not specifically called for in their formal job duties, or for persisting or refusing to persist beyond some minimum level when confronted by difficult obstacles. By and large, however, such rewards and punishments are not as likely to be formally sanctioned as a matter of organisational policy as are rewards and punishments for effective or ineffective task performance. In this sense, therefore, contextual performance refers to behaviour that often goes above and beyond formal job expectations.

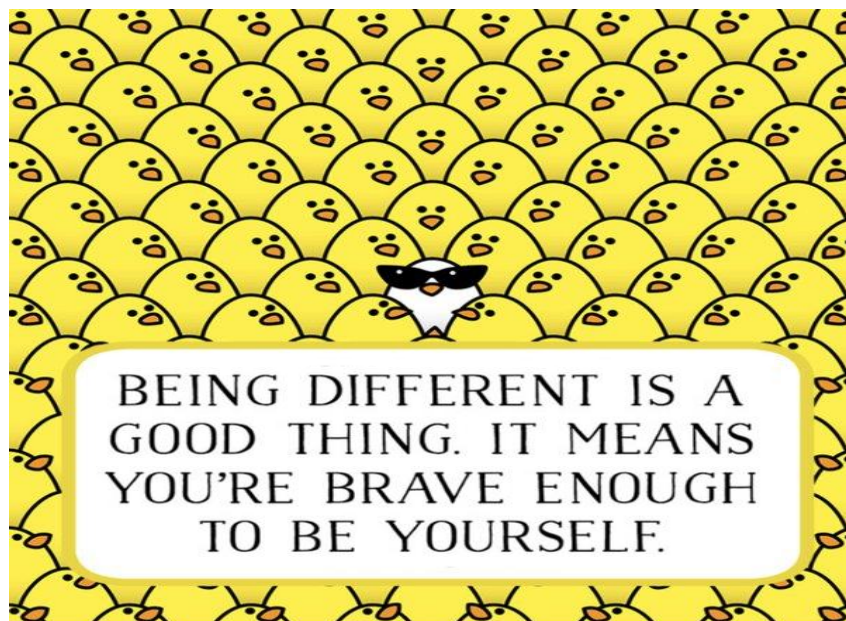
Elements of contextual performance that reflect volunteering to do more than required, helping others, cooperating as a responsible team-player, and showing loyalty and commitment to the organisation have important implications for effective functioning in formal work organisations that people join and participate in for pay. But they also resemble many aspects of behaviour that are relevant for participation in volunteer organisations. Just as effective contextual performance refers to doing more than is required in an organisation, being a volunteer involves doing more than is required of individuals in society. And, just as effective contextual performance can be thought of as acts that

contribute to the social capital of an organisation and provide the psychological glue that holds the organisation together, volunteerism can be thought of as acts that contribute to the social capital of society and provide the psychological glue that holds society together.

This underlying similarity between the concepts of conceptual performance and volunteerism points to the possibility of extending research on contextual performance in formal work organisations to performance in volunteer organisations. We have begun this extension by conducting a job analysis to identify specific patterns of behaviour that are especially helpful or disruptive in volunteer organisations. We asked volunteer supervisors and administrators to describe occasions when they saw a volunteer work with someone who needed help and was either especially helpful or unhelpful in providing the help that was needed. Their reports revealed three dimensions of volunteer helping performance that we labelled work effort (showing persistence, resourcefulness, and initiative in carrying out work tasks; volunteering to perform tasks that go beyond the call of duty), professionalism (following rules and directions appropriately; maintaining appropriate professional boundaries with clients), and personal skill (showing warmth, tact, sympathy, sensitivity, and concern for clients and coworkers; working well with others; cooperating and helping enthusiastically). Further analysis of these volunteer performance dimensions suggest that the personality trait, conscientiousness, is associated with volunteer effectiveness in the areas of work effort and professionalism and agreeableness is associated with volunteer effectiveness in the area of personal skill.

This study is the first step toward identifying behavioural patterns and personal characteristics that distinguish highly effective from less effective volunteers. We plan to conduct further research along these lines to develop a base of knowledge that will lead to the development of procedures for identifying and recruiting people most likely to serve effectively in volunteer roles and suggest ways to develop and motivate individuals to become more effective in volunteer roles, through specialised coaching or mentoring, for instance, skilled supervision, or incentive programs that appeal to the particular motivations and needs that volunteers bring to the organisation. In sum, volunteer organisations present an exciting opportunity to apply and extend the research methods and knowledge of job performance, especially contextual performance, that have been developed in the field of industrial and organisational psychology. This research direction promises advances in our understanding of behavioural expressions of both contextual performance in formal work organisations and volunteerism in volunteer organisations.

The principal investigators for this project are Stephan J. Motowidlo of Rice University, E. Gil Clary of the College of St. Catherine, and Mark Snyder of the University of Minnesota.



How to create a best-in-class Corporate Volunteering program - virtually

<https://benevity.com/en-gb/corporate-volunteering-guide>



What is Employee Purpose and how Corporate Volunteering fits in?

First, let's go back to basics. Employee Purpose is all about enabling and encouraging employees to bring Purpose to their professional environment and working life. A purpose-driven workplace is one where employees have the opportunity to work on what is meaningful for them. A corporate volunteering program is a concrete and powerful way to bring Purpose to life at work.

Some examples might include:

- Volunteering (online or physically) to develop their skills and give back
- Monetary and goods donations for causes that matter to them
- Taking care of their physical wellbeing and mental health
- Trying new habits to be more sustainable to protect our planet or support a more inclusive society
- Freedom to choose causes that matter on an individual level.

"During times of crisis, individual purpose can be a guidepost that helps people face up to uncertainties and navigate them better, and thus mitigate the damaging effects of long-term stress."

McKinsey & Company

What is a Corporate Volunteering Program?

Corporate volunteering is a way for businesses to enable their employees to give back and contribute to communities. It's usually accompanied by volunteering time off (VTO) or other policies that empower employees to work with a larger purpose outside of their world of work. Corporate volunteering is a pillar of a company's corporate social responsibility (CSR) and/or employee engagement strategy.

1. Start with your company's core purpose and values

You probably already have these documented in your mission or purpose statement. But, if you don't, now is the time to do it. The objective of Corporate Volunteering programs is to contribute to profit, people, and the planet (the so-called "triple bottom line"), and is often linked to both your CSR and HR (human resources) strategies.

It's an effective, authentic way to show your shareholders, customers and employees that you share values and that you take action on those values. When you set your core program principles, be as open and transparent as possible with your organisation about your why. This will help eliminate any scepticism. Show your employees that they can count on your support in leading purpose-driven lives.

Which causes to act on and support?

There are a few ways to select what cause to support. This can be top-down, where you and senior management can choose the causes. Alternatively, you can survey or talk to your employees to see which causes they want to support or are already supporting. Either way, make sure you share the why behind the causes you want to support.

The best way to go is usually a combination of both: you can have some central campaigns focused on "top-down" causes, while also empowering your employees to choose what causes to support at a local level (or "bottom up") as well.

Remember your stakeholders including employees, suppliers, customers, and communities and find out which issues matter to them and which you can authentically act on.

2. Set your goals

Clear and measurable goals are key to launching a successful Corporate Volunteering program. Consider how your program goals can contribute to your company's overall strategy and identify metrics to translate these objectives into measurable outcomes.

Here are some examples for inspiration:

- Reducing turnover
- Improving employee engagement
- Improving employee wellbeing and mental health
- Improving your employer brand / gaining recognition as a great place to work or a responsible company
- Increasing positive impact in the community
- Increasing participation in your existing giving and volunteering program.

Millennials value social responsibility by default and prefer to work in a purpose-driven workplace than one that pays more. Your workplace volunteering and giving program can become a key factor in recruiting and retaining the best talents in your industry.

Questions to ask at this stage

- What are your company's short- and long-term goals for a Corporate Volunteering program?
- Who are your internal stakeholders, and what are their goals?
- How are you collecting the data / information on stakeholder goals?
- How will you inform and involve employees in these goals?



LIGHT OF TRUTH

3. Setting up the framework and action plan

Now that our Purpose and goals are clear, the next steps are to map out our action plan. How are we going to get employees to engage with our program?

Will we launch an annual campaign on a specific (or flexible) date per office? Or will it be an ongoing program? Or ideally, a combination of both?

If our corporate social responsibility (CSR) strategy is tied to the UN Sustainable Development Goals (SDGs), for instance, we can tie these into our program. As inspiration: we could launch themed campaigns linked to different SDGs. That way, our Employee Purpose program will be clearly tied to our Purpose or CSR strategy.

"82% of employees feel that purpose is important, but only 42% believe their organisations' purpose statements drive impact." McKinsey & Company

Questions to ask at this stage

- Is it important that we tie our CSR goals into our Corporate Volunteering program?
- How can we tie our Corporate Volunteering program to our CSR goals?
- What about our HR goals?
- How will employees participate in the program?
- Will employees be able to participate year-round? Or will it be specific campaigns? Or a mix of both?



4. Engage the right teams

Setting up a Corporate Volunteering program is a common effort, and it's important to involve the right teams from the get-go. It has been found that buy-in from the following teams is particularly important:

Company leadership

Executives need to set the tone and lead by example. They should act as role models by contributing and engaging their teams in the program. When the executive team shows they're purpose-driven, employees will believe in the program more.

Remember: Leadership will usually push for a plan that best meets business objectives. It's important to address them, but also to balance them with the needs of employees, the community and non-profit partners.

Human Resources

This team will help create a framework for our company's Corporate Volunteering program. This might be our team, in which case, consider what policy we will put in place to support our employees, and at which moments during the employee experience we'll embed this program (such as during onboarding of new hires, donation matching, Dollars for Doers, rewards / incentives, or offering paid time off to volunteer...).

Internal Communications

This is vital to ensure clear and aligned communications with employees. With teams spread out across a lot more locations, it's all the more important to communicate through the right channels to reach them.

Corporate Social Responsibility (CSR) / Sustainability Team or Company foundation

This might be your team! This team will ensure the program fits in with your overall CSR strategy. Do you have existing non-profit partners? Are there particular causes to champion? What other CSR initiatives do you have in place?

IT

It's the era of remote and virtual programs. IT will be important for a smooth launch from a technical standpoint, such as compatibility and whitelisting.

Legal

Involve them to review data security and privacy requirements, or other legal concerns.

https://issuu.com/alaya-benevity/docs/ebook-volunteering_guide/14

Questions to ask at this stage

- Who are the key stakeholders involved?
- Who can be responsible or the representative from each department?
- What are the goals of each department?

5. Engage key internal champions

- In addition to engaging leadership, communications and HR teams with the program, start looking for key champions at all levels of our organisation. This is particularly important for global programs, so we can best adapt the initiatives to each culture. Their role is to support and advocate for the program internally, to help us to put the program into practice and to adapt it to the local culture.
- They may even be able to help us understand the team: would some healthy competition help motivate them? Or might this particular team prefer to collaborate toward a shared purpose? Let them help us understand our employees' culture at a local level.
- Look out for colleagues who are committed, passionate about the program, willing to promote it among other employees, and ready to collect feedback and ideas to improve the program. Let them know that this is a valuable growth opportunity to develop their leadership skills in a fun, meaningful way.
- This can be our first communication about the program. Reach out to teams: ask people managers to nominate people on their teams, send out a survey for volunteers in the company, or to start making their teams aware that we'll need their support.

A well-organised and engaged network of champions to support the program before and during the launch can increase participation in the first 3 months by up to 77%.

Tip: *Spread out across multiple locations? As a rule of thumb, having **at least one champion per office** is a good rule of thumb when developing our program.*

- This will also save us time, as champions can help us educate and answer any questions from employees.
- Be sure to train them before the launch, so they are equipped to support our program in the best way. This can be through workshops, webinars, and training videos made available on-demand. If we're working with a technology partner, this training can sometimes be provided to help us kick-off our program.
- In the era of remote working, online volunteering opportunities are even more important than before. So make sure our ambassadors are familiar with online opportunities and knowledgeable enough to be able to help and inspire others to use online tools as well.

6. Find a digital tool or platform to use

In pre-2020 employee engagement programs, having a virtual option was a nice-to-have. But today, it's not as simple as meeting up for a teambuilding activity anymore. It's important to offer an online option. Finding a way to make it accessible to everyone, regardless of where we are, is a good way to show our dedication to the cause. There are strong digital platforms to help host and manage our Employee Purpose program, and even more purpose-driven activity opportunities online.

A partner can help us find the right causes that are aligned with our company values.

A digital platform lets us reach both desk and non-desk workers.

Plus, online solutions let everyone involved see everything that's happening in real time.

An online solution has numerous benefits: our employees can easily access and browse through projects, we can centralise and manage the whole program in one place, and we can track the impact of our program and share the results with our organisation.

An online platform also boosts employee engagement, because it makes it easy to log in from anywhere and follow projects in real time even when our teams work remotely. It brings the options to our employees and makes participation easy.

Further benefits of online platforms:

- Easy way to track employee participation, including volunteer hours
- Keeps donation counts and hours volunteered up-to-date
- Track how many people participated
- No need to manually work through spreadsheets
- Manage events (physical and virtual) online.



7. Expand our engagement options

There are plenty of opportunities available for our Corporate Volunteering program. Below, find both online and in-person ideas we can implement. Many initiatives expand beyond traditional volunteering, which have become popular ways for employees to engage, near or far.

Online, skills-based volunteering is a flexible and impactful way for our employees to help non-profits, regardless of where they're located. Here are a few examples of projects that can be managed 100% online and that are in high demand from non-profits. Some of these are also possible as team activities in the form of an online brainstorming session or even over longer term group work:

- Preparing communications like external newsletters or designing a brochure
- Virtual coaching or mentoring
- Translating documents or a website
- Creating a financial plan
- Finding new fundraising sources or preparing grant proposals
- Conducting an IT audit of technology used.

Field volunteering involves going out to physically help a non-profit organisation and is also a great way to combine team building with community impact. For example:

- A Trash Challenge, where employees go to a local park, beach side, or another community area and pick up trash, and leave it better than they found it!
- Helping local farmers to maintain their pastures, or cleaning a riverbed to support the ecosystem
- Hosting a workshop to coach people with a migrant background find a job.

Other activities that support employees' mental and physical wellbeing can be particularly effective, when dealing with change, creating connections among colleagues while encouraging positive habits:

- Weekly online meditation class to our colleagues to relieve stress and improve focus
- 15-minute workout break for the whole office in the afternoon
- Online cooking class or book reading for employees' kids to entertain the whole team's kids, so they can focus on work
- Fun, everyday Challenges that teams can do together virtually, like planking every day for a week, or going meatless. There are many benefits of **planking** as planks are an excellent abdominal and core exercise.

And lastly, we can organise initiatives to help the community as a whole:

- Giving blood
- Collecting food donations or delivering them
- Helping elderly and risk populations with their pharmacy runs and grocery shopping.

8. Prepare your launch

A well-planned communication strategy is key to engaging our employees from day one. And it can all be done online. We've found that the most impactful launches are ones where companies have a specific campaign to show their support and is well worth the investment to launch our program on the right foot.

Here are some ideas for launch activities:

Collect testimonials

Get testimonials from champions or the management team (or both!) and share them through our social media and internal communications channels. Nothing will convince our employees to participate better than a positive comment from a colleague or leader.

Introduce the program via online workshops

Share the objectives of the program. Why would employees want to participate? Include fun activities to get our employees motivated to start contributing to our program.

Some examples of fun and inspiring activities could be:

- An interactive online presentation from a non-profit
- A “pub quiz” about some of today’s environmental issues

Create a video

Get together with the leadership team and champions and create a teaser video to get our employees excited about the launch

Empower everyone to pick a cause with a voting campaign

Give our employees a voice in our program to truly engage them from Day 1, by letting them vote for a cause, for example, from a selection of projects related to our corporate purpose. This works particularly well for donations, which we can also tie in with a donation matching campaign. If you have a grant budget, it’s well worth it!

Match donations over our launch period

We can also combine our voting campaign with donation matching, by offering to match donations made during our launch to show our support. As an example, if an employee decides to donate \$20 to a non-profit close to their heart, the company commits to donate \$20 as well, to the same non-profit. There are lots of variations with a similar objective, to boost awareness and participation by offering meaningful rewards and incentives to our employees.

For example:

- Offer a randomly-assigned donation credit: Employees are randomly assigned a donation credit and find out upon creating their account.
- Offer donations for platform signups.
- Plant a tree for good actions taken: Some platforms have built-in gamification elements like a virtual points system that accumulates as teams take action.
- We can associate a certain number of points with a tree planted to encourage action!
- Step count challenge: Combine wellbeing and positive impact by matching every step taken by your employees with a donation.

Match volunteering hours with donations (aka Dollars for doers)

Support employee volunteering with a Dollars for doers initiative (this can also be a year-long policy), where each hour of volunteering made by an employee is matched with a set donation from our company. For example, for every 1 hour of volunteering, our company can offer \$10 for the same non-profit. If you'd like to encourage volunteering, this is a meaningful way to show employees we care about what they care about.

Reward your early volunteers with meaningful goodies

Many non-profits produce goods like ethically-sourced tea, sustainable notebooks, reusable water bottles, and even upcycled bags! Champion sustainable consumption and offer your first X volunteers these rewards. Not only are we supporting a good cause, and boosting participation, we're also raising awareness about the causes through their products!

Key takeaways

A Corporate Volunteering program is a powerful way to engage employees while making an impact. The launch phase is a key moment for us to set the stage in our organisation. Remember to plan carefully, think about how it links to our business, and structure our program launch so we can make the most of it from Day 1.

Build up to it, and eventually we'll have a meaningful, sustainable program. With the right technology, we can build a robust, impactful and engaging program that can be a real differentiator for our brand and business.

Have questions? We're here to help.

www.benevity.com



Volunteering and its Surprising Benefits

<https://www.helpguide.org/articles/healthy-living/volunteering-and-its-surprising-benefits.htm>

27 February 2023

Volunteering can help you make friends, learn new skills, advance your career, and even feel happier and healthier. Learn how to find the right volunteer opportunity for you.

Why volunteer?

With busy lives, it can be hard to find time to volunteer. However, the benefits of volunteering can be enormous. Volunteering offers vital help to people in need, worthwhile causes, and the community, but the benefits can be even greater for you, the volunteer. The right match can help us to find friends, connect with the community, learn new skills, and even advance our career.

Giving to others can also help protect our mental and physical health. It can reduce stress, combat depression, keep you mentally stimulated, and provide a sense of purpose. While it's true that the more we volunteer, the more benefits we'll experience, volunteering doesn't have to involve a long-term commitment or take a huge amount of time out of our busy day. Giving in even simple ways can help those in need and improve our health and happiness.

Benefits of volunteering: 4 ways to feel healthier and happier

1. Volunteering connects us to others.
2. Volunteering is good for our body, mind and soul.
3. Volunteering can advance our career.
4. Volunteering brings fun and fulfilment to our life.

Benefit 1: Volunteering connects us to others

One of the more well-known benefits of volunteering is the impact on the community. Volunteering allows us to connect to our community and make it a better place. Even helping out with the smallest tasks can make a real difference to the lives of people, animals, and organisations in need. And volunteering is a two-way street: It can benefit us and our family as much as the cause we choose to help. Dedicating our time as a volunteer helps us make new friends, expand our network, and boost our social skills.

Make new friends and contacts

One of the best ways to make new friends and strengthen existing relationships is to commit to a shared activity together. Volunteering is a great way to meet new people, especially if we are new to an area. It strengthens our ties to the community and broadens our support network, exposing us to people with common interests, neighbourhood resources, and fun and fulfilling activities.

Increase our social and relationship skills

While some people are naturally outgoing, others are shy and have a hard time meeting new people. Volunteering gives us the opportunity to practice and develop our social skills, since we are meeting regularly with a group of people with common interests. Once we have momentum, it's easier to branch out and make more friends and contacts.

Volunteering as a family

Children watch everything we do. By giving back to the community, we'll show them firsthand how volunteering makes a difference and how good it feels to help other people and animals and enact change. It's also a valuable way for us to get to know organisations in the community and find resources and activities for our children and family.

Benefit 2: Volunteering is good for our body, mind and soul

Volunteering provides many benefits to both mental and physical health.

Volunteering helps counteract the effects of stress, anger and anxiety. The social contact aspect of helping and working with others can have a profound effect on our overall psychological well-being. Nothing relieves stress better than a meaningful connection to another person. Working with pets and other animals has also been shown to improve mood and reduce stress and anxiety.

Volunteering combats depression. Volunteering keeps us in regular contact with others and helps us develop a solid support system, which in turn protects us against depression.

Volunteering makes us happy. By measuring hormones and brain activity, researchers have discovered that being helpful to others delivers immense pleasure. Human beings are hard-wired to give to others. The more we give, the happier we feel.

Volunteering increases self-confidence. We are doing good for others and the community, which provides a natural sense of accomplishment. Our role as a volunteer can also give us a sense of pride and identity. And the better we feel about ourself, the more likely we are to have a positive view of our life and future goals.

Volunteering provides a sense of purpose. Older adults, especially those who have retired or lost a spouse, can find new meaning and direction in their lives by helping others. Whatever our age or life situation, volunteering can help take our mind off our own worries, keep us mentally stimulated, and add more zest to our life.

Volunteering helps us stay physically healthy. Studies have found that those who volunteer have a lower mortality rate than those who do not. Older volunteers tend to walk more, find it easier to cope with everyday tasks, are less likely to develop high blood pressure, and have better thinking skills. Volunteering can also lessen symptoms of chronic pain and reduce the risk of heart disease.

I have limited mobility—can I still volunteer?

People with disabilities or chronic health conditions can still benefit greatly from volunteering. In fact, research has shown that adults with disabilities or health conditions ranging from hearing and vision loss to heart disease, diabetes or digestive disorders all show improvement after volunteering.

Whether due to a disability, a lack of transportation, or time constraints, many people choose to volunteer their time via phone or computer. In today's digital age, many organisations need help with writing, graphic design, email, and other web-based tasks. Some organisations may require us to attend an initial training session or periodical meetings while others can be conducted completely remotely. In any volunteer situation, make sure that you are getting enough social contact, and that the organisation is available to support you should you have questions.

Benefit 3: Volunteering can advance your career

If we're considering a new career, volunteering can help us get experience in our area of interest and meet people in the field. Even if we're not planning on changing careers, volunteering gives us the opportunity to practice important skills used in the workplace, such as teamwork, communication, problem solving, project planning, task management, and organisation. We might feel more comfortable stretching our wings at work once we've honed these skills in a volunteer position first.

Teaching you valuable job skills

Just because volunteer work is unpaid does not mean the skills you learn are basic. Many volunteering opportunities provide extensive training. For example, you could become an experienced crisis counsellor while volunteering for a women's shelter or a knowledgeable art historian while donating your time as a museum docent.

Volunteering can also help you build upon skills we already have and use them to benefit the greater community. For instance, if we hold a successful sales position, we can raise awareness for our favourite cause as a volunteer advocate, while further developing and improving our public speaking, communication and marketing skills.

Gaining career experience

Volunteering offers us the chance to try out a new career without making a long-term commitment. It is also a great way to gain experience in a new field. In some fields, we can volunteer directly at an organisation that does the kind of work we're interested in. For example, if we're interested in nursing, we could volunteer at a hospital or a nursing home.

Your volunteer work might also expose you to professional organisations or internships that could benefit your career.

When it comes to volunteering, passion and positivity are the only requirements

While learning new skills can be beneficial to many, it's not a requirement for a fulfilling volunteer experience. Bear in mind that the most valuable assets you can bring to any volunteer effort are compassion, an open mind, a willingness to pitch in wherever needed, and a positive attitude.

Benefit 4: Volunteering brings fun and fulfilment to your life

Volunteering is a fun and easy way to explore our interests and passions. Doing volunteer work we find meaningful and interesting can be a relaxing, energising escape from our day-to-day routine of work, school, or family commitments. Volunteering also provides us with renewed creativity, motivation, and vision that can carry over into our personal and professional life.

Many people volunteer in order to make time for hobbies outside of work as well. For instance, if you have a desk job and long to spend time outdoors, you might consider volunteering to help plant a community garden, walk dogs for an animal shelter, or help out at a children's camp.

How to find the right volunteer opportunity

There are numerous volunteer opportunities available. The key is to find a position that we would enjoy and are capable of doing. It's also important to make sure that our commitment matches the organisation's needs. Ask yourself the following:

- Would you like to work with adults, children, animals, or remotely from home?
- Do you prefer to work alone or as part of a team?
- Are you better behind the scenes or do you prefer to take a more visible role?
- How much time are you willing to commit?
- What skills can you bring to a volunteer job?
- What causes are important to you?

Consider your interests

We will have a richer and more enjoyable volunteering experience if we first take some time to identify our goals and interests. Think about why you want to volunteer. What would you enjoy doing? The opportunities that match both your goals and your interests are most likely to be fun and fulfilling.

What are our volunteering goals?

To find a volunteer position that's right for you, look for something that matches your personality, skills, and interests. Ask yourself if there is something specific you want to do or achieve as a volunteer.

For example, you might want to:

- Improve your neighbourhood.
- Meet new people with different outlooks or experiences.
- Try something new.
- Do something rewarding with your spare time.
- See new places or experience a different way of living.
- Try a new type of work that you might want to pursue as a full-time job.
- Expand on your interests and hobbies.

Consider several volunteer possibilities

Don't limit yourself to just one organisation or one specific type of job. Sometimes an opportunity looks great on paper, but the reality is quite different. Try to visit different organisations and get a feel for what they are like and if you click with other staff and volunteers.

Where to find volunteer opportunities

- Community theatres, museums and monuments.
- Libraries or senior centres.
- Service organisations such as Lions Clubs or Rotary Clubs.
- Local animal shelters, rescue organisations, or wildlife centres.
- Youth organisations, sports teams, and after-school programs.
- Historical restorations, national parks, and conservation organisations.
- Places of worship such as churches or synagogues.
- Online directories and other resources.

How much time should you volunteer?

Volunteering doesn't have to take over your life to be beneficial. In fact, research shows that just two to three hours per week, or about 100 hours a year, can confer the most benefits—to both you and your chosen cause. The important thing is to volunteer only the amount of time that feels comfortable to you. Volunteering should feel like a fun and rewarding hobby, not another chore on your to-do list.

Getting the most out of volunteering

You're donating your valuable time, so it's important that you enjoy and benefit from your volunteering. To make sure that your volunteer position is a good fit:

Ask questions. You want to make sure that the experience is right for your skills, your goals, and the time you want to spend. Sample questions for your volunteer coordinator might address your time commitment, if there's any training involved, who you will be working with, and what to do if you have questions during your experience.

Make sure you know what's expected. You should be comfortable with the organisation and understand the time commitment. Consider starting small so that you don't over commit yourself at first. Give yourself some flexibility to change your focus if needed.

Don't be afraid to make a change. Don't force yourself into a bad fit or feel compelled to stick with a volunteer role you dislike. Talk to the organisation about changing your focus or look for a different organisation that's a better fit.

If volunteering overseas, choose carefully. Some volunteer programs abroad can cause more harm than good if they take much-needed paying jobs away from local workers. Look for volunteer opportunities with reputable organisations.

Enjoy yourself. The best volunteer experiences benefit both the volunteer and the organisation. If you're not enjoying yourself, ask yourself why. Is it the tasks you're performing? The people you're working with? Or are you uncomfortable simply because the situation is new and unfamiliar? Pinpointing what's bothering you can help you decide how to proceed.

VOLUNTEER
THE CHANGE MAKERS

3 Ways to Improve Efficiency in Volunteer Management

<https://www.rotundasoftware.com/blog/volunteer-scheduler-pro/3-ways-to-improve-efficiency-in-volunteer-management>

If your organisation is like most others, resources are limited. In these situations, the key to efficiency is ensuring that each resource is used to its fullest potential. And, as we all know, one of the most important resources is time. This is especially true in volunteer management, since a volunteer's time is a gift and should never be taken for granted. To ensure you're using volunteer time wisely, consider the following three ideas to increase efficiency.

1. Evaluate your tools

Take inventory of the tools you use when managing volunteers and programs to ensure they're not outdated, inefficient, or simply slowing everyone down. This applies to everything from hardware to software.

Start by talking to your volunteers to identify pain points with current tools. Next, make a list of the categories of tools you need. For example, you may need a better volunteer scheduling software or an online database for storing volunteer training materials.

Once you've identified the type of tools you need, start exploring what's available. Consider exploring tools from software review sites such as [Capterra](#) or [G2](#). Another option is to read listicles as a launching pad for your research, like those available on the [Keela](#), [Wild Apricot](#), and [TechNetworks of Boston](#) sites, which lists tools that are helpful — and sometimes free!

If you're part of an association, find out what tools they recommend for your sector and specific needs. Associations often collaborate with sector-specific companies and have discounts for products and services available to association members.

2. Communicate effectively

Clear communication is key to ensuring your volunteer programs run smoothly. To increase productivity, be sure to periodically audit your organisation's communication with volunteers to identify if communication could be better, and if so, where it gets stuck. Ask questions such as:

How many channels of communication are available?

Is it clear when to use which channel?

When and where do messages get lost?

When and why does communication get bottlenecked?

Talk to volunteers to find points of friction they experience when communicating within your organisation. List them. Once the issues are identified, start crafting solutions to tackle the most common or costly issues first and then move on to the less costly later.

One potential solution is to unify communication channels. While some diversity of communication tools is nice, it can become disorienting and inefficient if not kept under control. For example, if some volunteers rely on email, others use social media, while still others use text, it's easy for messages to get lost or forgotten. Establish one [tool for communication](#) so that everyone knows where to send messages, share documents, and make requests.

What's more, if communication is getting bottlenecked around one person, such as a busy administrator, determine if an assistant could increase efficiency. This could even become a new

volunteer position. An assistant could filter incoming emails and calls to keep communication rolling at a steady pace.

However, if an assistant isn't an option, establish a workable plan to help the team member field incoming questions and requests in a more efficient manner. It may just require identifying a helpful tool to use or setting up a protocol for how communication should flow.

3. Remove roadblocks

One of the biggest hindrances to productivity is waiting on others to complete tasks. Cut down on roadblocks by delegating.

Start by examining your organisation's volunteer workflows. Talk to your volunteers about where their tasks commonly get stuck. Investigate whether distributing responsibilities more evenly would alleviate some of the stalls your team is experiencing. If you find room for improvement, identify ways to delegate more and create systems that allow for a smoother flow and increased productivity.

Start by identifying which volunteers have the bandwidth to take on additional responsibilities. Then determine which tasks would fit their knowledge and skill sets. Ensure that expectations are clear, such as whether or not there is an end date and when they should feel comfortable reaching out for questions or feedback, then set a time to check back and debrief.



Volunteering Boosts Your Productivity and Performance. Here's How

<https://www.prialto.com/blog/volunteering-boosts-your-productivity-and-performance.-heres-how>

29 November 2018

If you think you don't have time to volunteer, the act of doing so will likely change your mind. A Wharton professor found that people who volunteer feel like less strapped for time than those who don't. This is because when you use your time to support causes you care about, it feels more abundant than when you focus solely on your own life.

What's even better is that the sense of abundance extends beyond feeling fulfilled and has a proven positive impact on your productivity. Thus, when you invest time in your community, you're able to reap a broad range of personal and professional benefits.

Here are four ways that volunteering boosts your productivity.

1) Expand Your Skill-set by Solving New Problems

A Deloitte survey found that 92% of HR executives believe that volunteering improves employee leadership and job skills. Donating time to organisations is a fantastic professional development opportunity because it lets you hone your skills while supporting a cause you're passionate about.

Most small and medium-sized non-profits cannot afford enough staff to carry out all of their basic operations let alone teams of professionals to keep their website design up-to-date, produce effective marketing materials, collect and utilise data, etc.

Thus, there is an abundance of opportunities to use your skills to help non-profits achieve goals that they wouldn't be able to on their own. Working on pro-bono projects comes with unique challenges and criteria that allow you to expand your skill-set in ways that you likely wouldn't be able to achieve within your organisation.

If you're a manager, you can also encourage your employees to take on pro-bono projects to help assess their leadership potential. Small non-profits often lack experienced staff to oversee pro-bono volunteers. This gives your employees the opportunity to lead projects and transfer those skills to your organisation.

2) Lower Your Stress Levels While Supporting Your Community

High-powered professionals often only volunteer a couple of times a year, if at all, because they feel like they can't take on more projects. If you think that, what you probably don't realise is that volunteering improves your mental and physical stamina so that you can tackle more. Research shows that volunteering improves your mood and lessens stress – both of which have a profound impact on your productivity.

Prolonged workplace stress is negatively correlated with performance, and it increases the frequency and duration of common illnesses such as the cold and flu. Between your increase in sick days and reduced ability to focus, you must proactively prevent stress from hindering your performance.

An added benefit is that, unlike other coping strategies, volunteering supports causes you care about and gives you a deep sense of fulfilment.

3) Strengthen Workplace Relationships and Communication

You spend more time with your colleagues than with your friends and family. Having strong relationships at work is critical to your ability to enjoy your time in the office, maintain clear lines of communication and not be distracted by personality conflicts. All of these factors affect your happiness and thus productivity because research shows that you're 20% more productive when you're happy.

Volunteering is one of the most effective ways to strengthen your workplace relationships. Surveys show that 64% of people feel closer to their colleagues after volunteering together. It's great because it gives your team an opportunity to spend time together outside of work and, unlike other bonding activities like team dinners and golf, it doesn't feel like a forced social interaction.

Depending on the size of your team, you can either have everyone who's interested sign up for an open volunteer shift (most non-profits have limited spaces) or reach out to non-profits to arrange a private event for your group. Most non-profits love having business groups come in since they can have your team tackle larger projects that they haven't had time to do themselves. Opting to schedule an event directly with a non-profit also gives you more flexibility to choose a time that works well for your team.

4) Enhance Your Job Satisfaction

If you've worked in the same field for a decade or more, it's common to stop enjoying what you do and instead get caught up in the day-to-day grind of planning projects and meeting deadlines. This can lead to burnout if your work isn't interesting enough to keep you engaged. To be a top performer, it's imperative that you don't let this happen.

According to Gallup, when you're engaged at work, you're 21% more productive and 27% more likely to perform well.

Volunteering is an effective way to boost your job satisfaction and productivity because using your skills to support a cause you care about can remind you why you chose your profession. People who participate in skills-based volunteering (providing pro-bono services) are 47% more likely to be satisfied with their jobs than those who don't.

Getting to see the difference that your skills make is a humbling and rewarding experience that can encourage you to continually improve your expertise.

Even if you opt for shift-based volunteering as opposed to skills-based, you can still reap these benefits thanks to the positive impact that it has on your overall mood.

Save Time with an Inbox Management System

Download our free guide for creating an inbox management system that dramatically reduces the amount of time you spend on email and prevents important messages from slipping through the cracks. In it you'll learn:

- How to choose a sorting approach
- Best practices for creating clear sorting rules
- Tips for implementing your inbox management system + productivity hacks
- [Pro Tip] How to delegate your inbox management to an assistant

How organisations benefit from volunteers

<https://www.open.edu/openlearncreate/mod/oucontent/view.php?id=81610§ion=1.3.1>

Knowhow Nonprofit (2016) highlight how involving volunteers adds value to organisations and helps them to achieve their objectives. They say that involving volunteers can help organisations to:

- Engage a more diverse range of skills, experience and knowledge
- Reach more beneficiaries
- Raise awareness about the organisation's cause, its profile and what it does
- Build relationships within the community and contribute to supporting others in the community. Providing volunteering opportunities, provides opportunities for social inclusion, skills development and potential routes to employment. There is also evidence that volunteering can help to improve health and wellbeing for individuals
- Inform the development and delivery of activities, projects or services by bringing in new opinions, ideas or approaches. This can help organisations to adapt, stay relevant to what their beneficiaries and community need as well as identifying opportunities to improve what they do
- Deliver service or projects in a more effective and efficient way which can help to save money and resources. However organisations do have to invest in supporting volunteering for this to work effectively.

Starting point for recruiting

How organisations recruit volunteers will inevitably differ based on size, budget available for advertising, how formal they want to be about the process, which activities they are seeking help with and so on. Volunteers are not part of any workplace legislation or the Equality Act so there are no legal requirements relating to recruitment as with paid work: there is no requirement to interview volunteers, for example, although it is good practice to do so even if it is described as an informal meeting rather than an interview. It is also good practice to address issues of diversity.

Some organisations have formal procedures for recruiting volunteers and have written job specifications and advertise for these roles. Smaller, informal self-help groups may not necessarily recruit to specific roles and will match volunteers to the work that needs doing.

However, before organisations go ahead with recruitment, they need to bear in mind that traditional volunteering routes are changing and there is increasing competition amongst organisations for the pool of available people. People donating their time want to know that it is time well spent, that activities are well organised and that their contribution will be valued (Knowhow Nonprofit, 2016).

Methods for recruiting volunteers

There are many ways of recruiting volunteers and the use of social media such as Facebook and Twitter has become more important. However, many groups realise that not all potential volunteers use social media or have access to computers, so printed adverts or flyers are still important. The following list includes some typical methods of recruitment.

- Word of mouth: current volunteers encourage friends or family to volunteer, which often works particularly well as existing volunteers can be enthusiastic and realistic about what it is like to work with the organisation.
- Organisations' own websites usually include a section on volunteering, advertising specific roles or general appeals for help.

- Umbrella organisations (most towns have a council for voluntary service) advertise vacancies for their members.
- National websites such as www.do-it.org.uk advertise roles for large and small organisations.
- Local magazines or newspapers, organisations' membership magazines and newsletters can carry advertisements. Features on a particular organisation in the press or on television often bring in volunteers as they draw attention to a cause or issue.
- Libraries, doctors' surgeries, hospitals and community meeting places will often display advertisements, as well as around the organisation itself (offices and other venues).
- Social media such as Twitter, Facebook and Instagram can reach a wide range of the public.
- Recruitment open days at the organisation itself can be effective, as are big volunteer recruitment events or charity fairs where different organisations group together.

Activity 4

Timing: Allow about 5 minutes.

If you are currently volunteering, or have volunteered in the past, which of the methods above were used to recruit you? Did you respond to an advert / feature or did you actively go looking for a role and if so, how did you approach it? If you are not volunteering, which of the methods do you think would most appeal to you and why?

Most organisations use a mix of methods to recruit volunteers, depending on the role in question and the budget available for advertising. In the past, many organisations' adverts have been quite general, perhaps saying something like 'We need volunteers' and listing some activities or roles. However, many have changed their approach in order to appeal to more people, particularly where they have found it difficult to recruit or want to recruit different types of people. In these cases, they often focus on the reasons *why* people volunteer: for example, learning new skills, getting work experience, meeting new people, making a difference, getting out in the fresh air, health benefits and so on.

Focusing on what the organisation is looking for, as well as what the person will get from volunteering, is also more commonplace today. It is considered a good way to involve more young people who may not have thought about volunteering before. It also gives people a better idea of what they are applying for, and what their expectations of the role might then be.

This website has much more information – consider visiting.

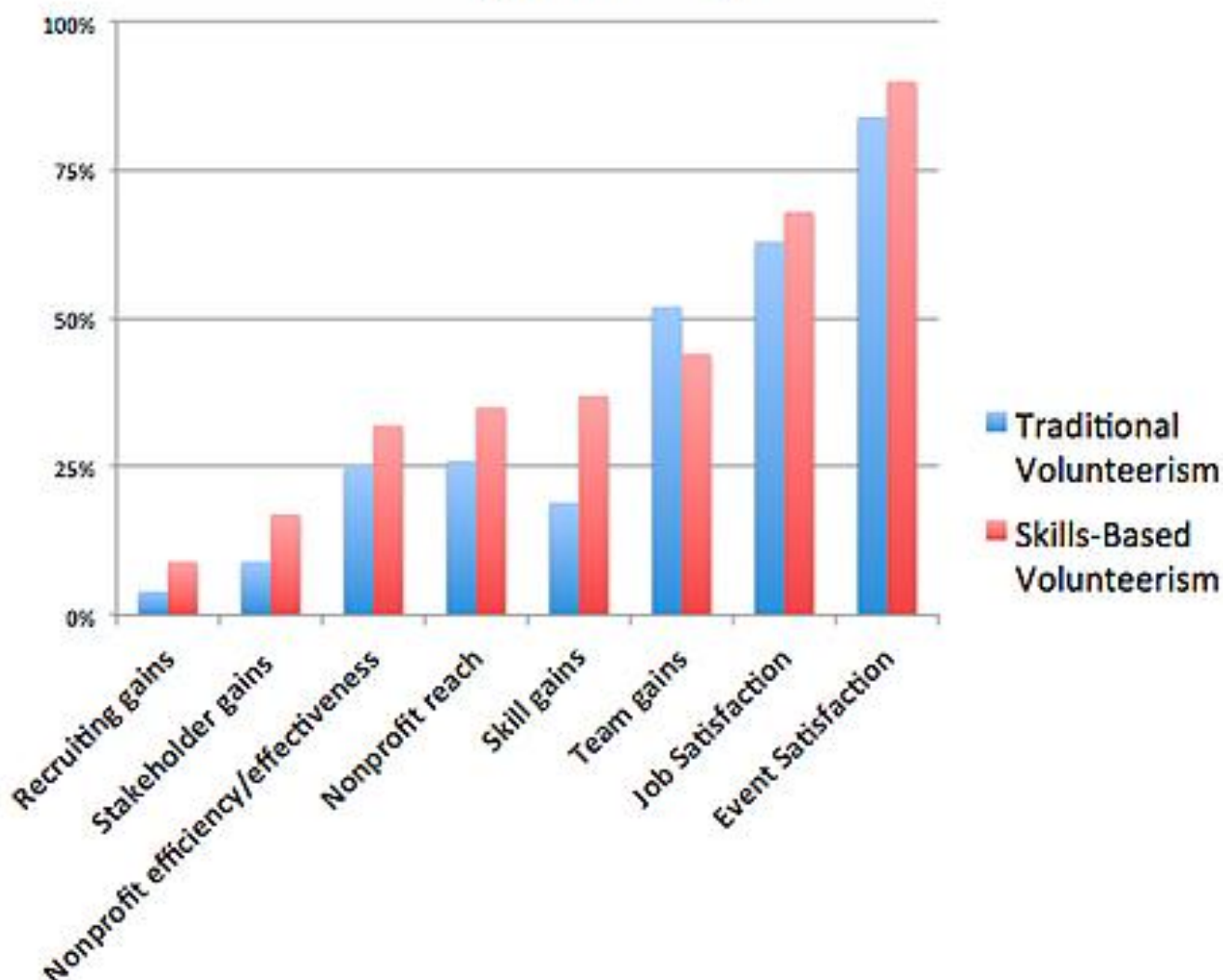
Benefits of Skills-Based Volunteerism: ROI Tracker Findings

<https://www.trueimpact.com/social-impact-resources/bid/75953/benefits-of-skills-based-volunteerism-roi-tracker-findings>

So, what are the actual, bottom-line benefits of skills-based volunteerism?

Since 2010, True Impact has collected volunteerism impact data from thousands of employees across dozens of companies and organisations. And while fewer than 15% of volunteers engaged in activities designed to leverage professional skills (as compared to traditional, hands-on volunteerism), we found that these volunteers generated significantly more value across nearly all social, employee and business categories.

Social, Employee, and Business Impacts by Volunteer Type



Social Value

Volunteerism provides non-profit's with free services that they might otherwise have had to pay for. From this perspective, sorting food bank donations provides a service equivalent to US\$11.28 per hour (US Bureau of Labor Statistics mean wage database), while pro bono management consultants provide a service equivalent to US\$43.38 per hour.

But beyond that, our data show that skills-based volunteers were significantly more likely than traditional, hands-on volunteers to increase the organisational capacity of the non-profits they were serving, by 35% (increasing non-profit reach) and 28% (increasing non-profit efficiency and effectiveness).

Professional Development

Pro bono and skills-based volunteer projects help build new, job-related skills and experiences—by offering greater management responsibility, increasing client or stakeholder interactions, or exposing volunteers to new subject matter, for example—at 95% the rate of traditional volunteer projects.

Sales, Recruitment and Stakeholder Relations

Community involvement influences employee recruitment by increasing the visibility of a company's social mission and generating relationships with new talent. Skills-based volunteers were 125% more likely to report recruitment gains than traditional volunteers.

Skills-based volunteers were also significantly more likely to create and strengthen relationships with regulators, legislators, advocacy groups, or other stakeholders (+89%), and similarly build or strengthen sales-related relationships (+40%). These magnified business benefits, which at their core are about relationship development, may be due to the longer-term nature of skills-based programs' activities: skills-based volunteers served an average of 25 hours, compared to traditional volunteers' 12 hours.

These findings provide a strong argument in favour of greater skills-based volunteerism in order to increase social and business impacts.



Why Volunteers Are More Important Than Ever Before

<https://www.nonprofitpro.com/post/why-volunteers-are-more-important-than-ever-before/>

13 August 2021



E Duke Haddad, Ed.D. [Author's page](#)

Duke Haddad, Ed.D., CFRE, is currently associate director of development, director of capital campaigns and director of corporate development for The Salvation Army Indiana Division in Indianapolis. He also serves as president of Duke Haddad and Associates LLC and is a freelance instructor for Nonprofit Web Advisor.

The Salvation Army Indiana Division is like thousands of non-profits at this time of year. It is gearing up for 2021's fourth quarter madness. The organisation has a small staff of professionals that must depend on many volunteers of all ages to fully execute successful community programs. Examples of where The Salvation Army Indiana Division needs volunteers in the next five months include a capital campaign, Coats for Kids, Angel Tree Program, WIBC-FM Radiothon Event and Red Kettle Program. I am certain your organisation is in the same boat.

In normal years, volunteers are a precious resource. Think about 2021, when more than 90% of volunteering in the United States virtually shut down in the early days of the COVID-19 pandemic, according to VolunteerMatch. The question is: Can you bring these volunteers back into the fold? This involvement will continue to be a combination of virtual and in-person volunteering.

An Independent Sector study found that volunteers are important to the foundation of civil society. They help their neighbours, their communities and provide expertise to others in need of their services. As of April 2021, the estimated national value of each volunteer hour was US\$28.54 (AU\$40.0). For many non-profit's, these organisations save millions of dollars a year by having volunteers work in place of paid employees.

There are many statistics that show the importance of volunteerism. VolunteerHub cited these 10:

1. One out of four Americans volunteer.
2. Individuals between the ages of 35 and 54 are most likely to volunteer.
3. Volunteers are almost twice as likely to donate.
4. Volunteerism in the United States has an annual value of more than US\$184 billion.
5. Volunteerism improves personal health and reduces stress in participants.
6. 60% of hiring managers view volunteerism as an asset when making recruiting decisions.

7. Volunteers, on average, spend 50 hours per year donating their time to the greater good.
8. More than 71% of volunteers work with only one organisation each year.
9. There are more than 1.8 million active non-profit's in the United States with volunteer needs.
10. Women currently volunteer more than men by 6%.

Galaxy Digital cited one volunteer trend is the use of technology to promote volunteerism. Apps and services are now being used to increase accessibility for volunteers and the non-profits that use these tools. Another trend is the increased use of smartphones to make donations, register volunteers, show volunteer impact and communicate through email. The use of text messaging to engage volunteers continues to increase as well.

The dramatic use of social media is employed to educate and stimulate volunteer engagement. Video is the choice of non-profits for marketing, fundraising and volunteer showcase campaigns. One area of shift for non-profits is to focus on immediate community needs and telling stories that provide emotion and reality. Since many people continue to stay at home, virtual volunteerism opportunities must continue to exist. There must be a renewed focus to engage corporations and businesses to provide funds, talent and plenty of employees eager to follow a non-profit's mission. Non-profits act as community hubs and connect the private sector, donors, volunteers, stakeholders and decision-makers. In 2021 and beyond, organisations should have the tools to ensure relationships are recruited and maintained in a positive fashion.

According to Civic Champs, organised volunteering that dropped 93% has already rebounded by 50%. The mission of the organisation, serving community needs and utilising a specific skill are three of the biggest reasons people are volunteering today. On the contrary, government regulations, income concerns and fear of exposing others or being exposed to illness are keeping people from volunteering. Volunteers are expressing an interest in short-term assignments though, so use volunteering to engage your donors. Reassess your volunteer needs and capacity. Determine what has changed in your volunteer world and make appropriate adjustments to rebuild your volunteer program over time.

Tobi Johnson and Associates indicates the top volunteer trends for 2021 are continued investments into technology infrastructure for better productivity and data collection. Volunteer training, orientation and support will continue to be introduced online. Volunteers will be asked to become community advocates to seek government support for their non-profit organisations. Organisations will be held accountable for greater volunteer diversity and equity. Volunteer talent will be given greater recognition as an organisational strategic asset as their value has grown dramatically in importance. A surge in pro-social human behaviour will continue to shine a light on volunteer growth and development.

Volunteerism is continuously changing as the pandemic has transformed how organisations attract, engage and retain qualified volunteers, according to a Sterling Volunteers blog, reflecting on 2021. These individuals want more short-term projects and flexibility. Volunteers like technology and virtual opportunities. Organisations are looking at best-of-class options for future development. Volunteers are now more cause driven than organisationally driven. Smart organisations are providing a blend of in-person and virtual volunteer opportunities in addition to creating projects that require a cross section of ages and talents.

A crystal ball by Volunteer Matters states that non-profits must be better at recruiting younger volunteers due to growing health concerns by older volunteers. These organisations must be mobile and virtual in scope. Volunteerism is getting more streamlined, so continued communication with volunteers, using a variety of tools, is critical for ongoing success. Volunteerism must be an important future focus to bring in new supporters and turn a "customer" into a passionate supporter.

An sgENGAGE article directs non-profit's to seek answers to these four questions regarding volunteers within their organisation:

1. What is your priority philanthropy issue?
2. What are your barriers to employee volunteering?
3. What role did volunteer programs play in ensuring a strong company culture?
4. Did your volunteer opportunities support your company in addressing issues of racial equity?

Skills based volunteering is the all-purpose player in the changing landscape of volunteerism.

You do not appreciate something until you lose it. The non-profit sector lost volunteers in 2020 (due to coronavirus Covid-19 pandemic) and boy they were missed. For a variety of reasons, non-profit volunteers are more important than ever before. Take the proper steps to strengthen your volunteer program. Think outside the box. Seek to recruit and retain the best skilled volunteers you can find that will become committed to your institution. With 2021 organisational revenue and expense fluctuations plus an unstable employee base, we need a best-of-class volunteer program — beginning today. We have no other choice.

Pascas Kitchen



Declining rate of volunteering heralds ‘collapse in community life’: Australian minister

<https://www.smh.com.au/politics/federal/declining-rate-of-volunteering-heralds-collapse-in-community-life-minister-20220812-p5b9ek.html>

15 August 2022

Community and charity groups are dealing with plummeting rates of volunteering, and Australian Charities Minister Andrew Leigh is on a mission not only to stem the drop-off but halt the crisis in community participation.

Reports compiled by the Australian Charities and Not-for-profits Commission (ACNC) show the number of volunteers has been steadily falling each year. It estimated there were 3.3 million volunteers in 2020, and the census found just over 2.9 million people had done voluntary work in 2021, or about 14% of those who answered.



Charities Minister Andrew Leigh wants to tackle what he sees as a collapse in community life. *Credit: Rhett Wyman*

At crisis helpline Lifeline, the search for volunteers is a constant and has been exacerbated by the coronavirus Covid-19 pandemic.

“Our phones are ringing, 24/7, obviously, and tech service now is 24/7 – and [we have] around 3,000 phone calls a day. So we always need more volunteers at Lifeline, that’s for

sure,” acting chief executive Robert Sams said.

Lifeline had experienced a small peak of people looking to help out in the early days of the pandemic when they suddenly weren’t working or going out, but that had dropped away again.

“We hear across the sector, and definitely here at Lifeline, that, for one, their availability, volunteers are affected [by illness] like all of us, and two, I think people are genuinely tired and fatigued. There’s been a lot in the last two years to cope with,” Sams said.

As well, volunteering tended to be a discretionary thing for people and thus was one of the things they dropped as they looked for more space in their life.

But Leigh says the problem is broader than volunteerism. Australians are now less likely to be a member of a community organisation, go to religious services, be a union member, play a team sport, give blood, and don’t have as many friends or know as many neighbours as they used to.

“I’m trying to use the charities portfolio as a community-building portfolio to deal with what I think is one of the biggest challenges that Australia faces, which is the collapse of community life,” he said.

There are more than 46,000 charities registered in Australia with the national watchdog and Leigh has aspirations to meet them all – or as many as he can.



Lifeline experienced a small peak of people looking to help out in the early days of the pandemic but that has dropped away again. *Credit: Kate Geraghty*

He'll make a start over the next fortnight with a series of roundtables planned in every capital city, before expanding to regional areas. The minister

wants to hear from the sector about what government can do to help rebuild the civic community.

“This stuff has typically been regarded as not the job of government. But I reckon it absolutely is. And I think reconnecting community is just so fundamental to building a better nation,” Leigh said.

ACNC data shows revenue to charities increased by about AU\$10 billion in 2020 – including many donations made in response to the Black Summer bushfires – but expenses increased by AU\$10.2 billion in the same period. Donations account for about 7% of all revenue and are concentrated mainly in the largest charities.

The Labor political party now in power (2022) has a target to double philanthropy in Australia by 2030.

It also wants to cut red tape for charities by making sure every state and territory has the same laws for fundraising, especially online drives, which Leigh says will free them up to spend more time and money on recruiting volunteers. Treasury will also advise on other ways to boost productivity for charities.

**WHERE WILL
VOLUNTEERING
TAKE YOU?**

MEDIA RELEASE

Monday 17 October 2022



Towards a
**National Strategy
for Volunteering**



[New landmark research to guide the future of volunteering](#)

Volunteering Australia has today published landmark research presenting a full picture of volunteering in Australia as told by volunteers and organisations. The Volunteering in Australia 2022 reports provide insights into why volunteering is declining and how we can address the challenges facing volunteering and explore opportunities to reimagine a future where volunteering in Australia thrives. As part of the development of the National Strategy for Volunteering, Volunteering Australia has been leading the Volunteering in Australia research project. This seminal research will serve as a core evidence base on contemporary volunteering in Australia, and will inform the development of the National Strategy.

“This major research project provides new and exciting insights into the contemporary state of volunteering in Australia,” said Mark Pearce, CEO of Volunteering Australia. “The two reports released today, undertaken by leading researchers from across Australia, are based on major surveys of individuals and organisations, and will provide rich insights that will inform the new National Strategy for Volunteering.”

“The research reveals that more is needed to help volunteering recover from the impact of COVID-19 and to reverse the long-term decline in volunteering. There are, however, grounds for optimism. This includes opportunities to get people engaged in volunteering for the first time and to support the return to volunteering for those who have participated before. The new National Strategy for Volunteering will provide the roadmap to reinvigorate volunteering into the future,” Mr Pearce said.

A concerning finding was that most organisations have recruitment challenges. Demand for volunteers was high, with most respondents (83%) reporting that their organisations need more volunteers immediately or in the near future. 60% of organisations reported that they expected to need more or significantly more volunteers in five years’ time, and only 8% reported that fewer volunteers would be necessary.

“Our research shows that more volunteers will be needed and this anticipated increase in demand is concerning in light of the long-run decline in volunteering participation. This is an important finding for the new National Strategy for Volunteering to address as we explore opportunities to grow volunteering,” Mr Pearce said.

The new research indicates the challenges of volunteering when the cost of living increases. Amongst those who had stopped volunteering due to COVID-19 in 2020, the findings show that those people who reported financial difficulties were less likely to have recommenced volunteering compared to those who did not report financial difficulties (38.2% compared to 49.4%).

The research found the most common reason for not volunteering was work / family commitments, given by 40.8%. However, about one-in-eight (14.7%) said that they did not volunteer because there were “no suitable opportunities” and a similar proportion said it was because “nobody asked” (13.9%).

“To address the decline in volunteering it is imperative to understand the reasons why people don’t volunteer and the barriers for those who have not returned. The research findings indicate there is a potential untapped pool of volunteers, which is an exciting opportunity to connect with more Australians as they start or recommence their volunteer journey,” Mr Pearce said.

The research also provides further evidence on the wellbeing effects of volunteering. Those who continued volunteering during the COVID-19 period reported higher life satisfaction than average, while those who said they had stopped volunteering due to COVID-19 and were not volunteering as of April 2022 reported lower life satisfaction than average.

“As the October Federal Budget draws closer this research further supports our advocacy for the inclusion of volunteering in wellbeing frameworks and budgets. If volunteering participation increases, there will be a wellbeing dividend. A thriving volunteering ecosystem means a better future for Australia,” Mr Pearce said.

[Volunteering in Australia 2022](#)

- [Volunteering in Australia 2022: The Volunteer Perspective](#), by the Australian National University Centre for Social Research and Methods
- [Volunteering in Australia 2022: The Organisation Perspective](#), by a consortium of researchers from Curtin University, Griffith University, and the University of Western Australia

[About the Volunteering in Australia research](#)

The Volunteering in Australia research is a series of four reports that will serve as a core evidence base on contemporary volunteering in Australia, which will inform the development of the National Strategy for Volunteering.

The Volunteering in Australia reports were developed by the Australian National University Centre for Social Research and Methods, and a consortium of researchers from Curtin University, Griffith University, and the University of Western Australia.

[About the National Strategy for Volunteering](#)

Volunteering Australia is leading the development of a [National Strategy for Volunteering](#), which will be designed and owned by the volunteering ecosystem and will provide a blueprint for a reimagined future for volunteering in Australia.

The National Strategy for Volunteering project comes at a critical time. Environmental factors such as the changing nature of work, our ageing population, rising costs of living, and increasing digitisation all impact volunteering. These factors, and others, will have both positive and negative implications for volunteering. Despite the challenges facing volunteering, opportunities also exist to do things differently. Volunteers, organisations, and the Australian community have shown great resilience and adaptability during recent crises. The National Strategy for Volunteering project, including the Volunteering in Australia research, provides an historic opportunity to collaboratively co-design a shared vision for the future of volunteering.

[About Volunteering Australia](#)

[Volunteering Australia](#) is the national peak body for volunteering, working to advance volunteering in the Australian community. The seven State and Territory volunteering peak bodies work to advance and promote volunteering in their respective jurisdictions and are Foundation Members of Volunteering Australia.

Volunteering Australia’s vision is to promote a strong, connected, and resilient Australian community through volunteering. Our mission is to lead, strengthen, and celebrate volunteering in Australia.

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MEDIA BACKGROUNDER

Monday 17 October 2022

Volunteering in Australia 2022



Towards a
National Strategy
for Volunteering



<https://www.volunteeringaustralia.org/wp-content/uploads/MEDIA-RELEASE-New-landmark-research-to-guide-the-future-of-volunteering.pdf>

Volunteering Australia has today published landmark Volunteering in Australia research providing insights into the contemporary state of volunteering across the nation.

These new reports follow the early findings releases in May and August of this year and present the full picture of volunteering in Australia from the volunteer and organisation perspectives.

- **[Volunteering in Australia 2022: The Volunteer Perspective](#)**, by the Australian National University Centre for Social Research and Methods
- **[Volunteering in Australia 2022: The Organisation Perspective](#)**, by a consortium of researchers from Curtin University, Griffith University, and the University of Western Australia

Key findings:

- **COVID-19 is having a lasting impact on volunteering.** The proportion of adults who volunteered through an organisation or group (formal volunteering) declined from 36.0% in 2019 to 26.7% in April 2022. Whilst there was a small increase in volunteering rates in the last year, the decline equates to around **1.86 million fewer volunteers** at the start of 2022 compared to pre-COVID-19.
- **Volunteering was declining well before COVID-19 hit.** Rates of formal volunteering have been gradually declining from around one-third of adults in 2002 to around one-quarter currently. Notably, the rate of youth volunteering had been gradually increasing – with an increase in volunteering amongst young people (15-24 years) between 2006 to 2016. However, participation rates for this age group suffered a big drop between 2016 and 2021, which includes the impact of COVID-19.
- **COVID-19 is having a lasting impact on volunteer involving organisations.** In 2022, the challenges associated with COVID-19 remain persistent for most organisations with 88% of survey respondents reporting that COVID-19 was a significant driver of change.
- **Organisations face ongoing challenges.** Other important drivers of change that were significant for organisations included shifts in volunteering styles (with 27% reporting this was a driver of change), population changes (26%), and technological changes (23%).
- **Volunteering rates differ depending on where you live.** There are large geographical differences in volunteering. Analysis of Census data, which allows for detailed geographic analysis, reveals large differences in volunteering rates between areas. In 2016, the lowest volunteering rate was 7.9% and the highest was 53.3%. In 2021, the lowest volunteering rate was 5.1% and the highest was 45.6%.
- **The research reveals more about the nature and prevalence of ‘informal volunteering’** (volunteering that takes place outside of organisations). Those born overseas in a non-English speaking country were more likely to have undertaken informal volunteering than those born in Australia. Females and older Australians were more likely to have undertaken informal volunteering than males and younger Australians, respectively. For example, 51.3% of females had undertaken informal volunteering compared to 41.5% of males in the four weeks preceding the data collection period. Combined, over half (57%) of Australians had undertaken either formal or informal volunteering over the relevant periods as of April 2022.
- **Who has returned to volunteering after COVID-19 restrictions varies.** Amongst those who had stopped volunteering due to COVID-19 in 2020 women were more likely than men to have recommenced

volunteering in 2022 (50.9% compared to 39.3%); those born overseas in a non-English speaking country were less likely to have recommenced volunteering compared to those born in Australia (35.6% compared to 49.7%); and those who reported financial difficulties were less likely to have recommenced volunteering compared to those who did not report financial difficulties (38.2% compared to 49.4%), indicating the challenges posed by the increased cost of living in 2022.

- **People have a variety of reasons for not volunteering.** The most common reason for not volunteering was work / family commitments, given by 40.8% of respondents. However, about one-in-eight (14.7%) said that they did not volunteer because there were “no suitable opportunities” and a similar proportion said it was because “nobody asked” (13.9%). This is indicative of a potential untapped pool of volunteers.
- **The research provides further evidence on the wellbeing effects of volunteering.** Those who continued volunteering during the COVID-19 period reported higher life satisfaction than average, while those who said they had stopped volunteering due to COVID-19 and were not volunteering as of April 2022 reported lower life satisfaction than average. If volunteering participation increases, there will be a wellbeing dividend.
- **Many people intend to increase their volunteering in the future.** More people (29.1%) say they intend to increase their future volunteering than who say that intend to reduce their future volunteering (20.1%). If these intentions accurately reflect future volunteering, there is likely to be an increase in hours of volunteering, but the number of hours are still likely to be below pre-COVID levels.
- **Volunteering costs most people money.** Just over half (54%) of volunteers incurred out-of-pocket expenses through their volunteering role. Amongst volunteers who incurred expenses, only 14.5% were reimbursed in full and 13.0% were reimbursed in part. By contrast, 41.0% of volunteers who incurred expenses through their volunteering role indicated that reimbursement was not available or offered. The remaining 31.5% of volunteers who incurred expenses did not apply for reimbursement even though it was offered.
- **Volunteering is mainly undertaken face-to-face, but online volunteering is also prevalent.** Over two-thirds (69.4%) undertook volunteering in person at the organisation they volunteer for, and four-in-ten (41.5%) undertook volunteering in person in the field. Over the internet and over the phone were also quite prevalent modes of volunteering with 30.2% and 16.9% respectively volunteering using these modes.
- **There is a disconnect between the level of commitment that volunteers prefer compared to the commitment that organisations require.** Most organisations reported that they still require volunteers on an ongoing, regular basis whilst also acknowledging that volunteers are committing less time. Organisations overwhelmingly (92%) indicated that they involved volunteers in ongoing roles performed regularly (e.g., weekly, fortnightly). However, a large number of organisations engaged volunteers in episodic roles for specific events or activities that occur once or infrequently (63%), or in micro-volunteering roles (28%).
- **Most organisations have recruitment challenges.** Demand for volunteers was high, with most respondents (83%) reporting that their organisations need more volunteers immediately or in the near future. 60% of organisations reported that they expected to need more or significantly more volunteers in five years’ time. Only 8% of organisations reported that fewer volunteers would be necessary. This anticipated increase in demand is concerning in light of the long-run decline in volunteering participation.

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The Decline of Formal Volunteering in Australia (2001–2020): Insights from the HILDA Survey

Rong Zhu

September 2022



Towards a
National Strategy
for Volunteering



About the Volunteering Research Papers Initiative

The Volunteering Research Papers aim to capture evidence on a wide range of topics related to volunteering and outline key insights for policy and practice. The Volunteering Research Papers are peer reviewed, and insights will directly inform the development of the National Strategy for Volunteering.

The Volunteering Research Papers are an initiative of the National Strategy for Volunteering Research Working Group.

For more information contact policy@volunteeringaustralia.org

The Decline of Formal Volunteering in Australia (2001–2020):

Insights from the HILDA Survey¹

Rong Zhu²

Key insights

- Volunteering participation in Australia generally declined from 2001 to 2020, corroborating analysis of data from the Australian Bureau of Statistics' General Social Survey by Volunteering Australia.
- These declines in participation were most noticeable among Australians aged 45–60, women, and those without a university degree.
- Volunteers' hours of unpaid work per week, however, were either stable or increasing with some fluctuations across the sample or sub-samples.
- Quantitative evidence also suggests that the COVID-19 pandemic negatively affected the provision of volunteer work in Australia.

1 I am grateful to two anonymous reviewers for very helpful comments. This paper uses unit record data from the Household, Income and Labour Dynamics in Australia (HILDA) Survey. The HILDA Project was initiated and is funded by the Australian Government Department of Social Services (DSS) and is managed by the Melbourne Institute of Applied Economic and Social Research (Melbourne Institute). The findings and views reported in this paper, however, are those of the author and should not be attributed to either DSS, the Melbourne Institute or Volunteering Australia.

2 College of Business, Government and Law, Flinders University, Adelaide, Australia, and Institute of Labor Economics (IZA), Bonn, Germany. E-mail: rong.zhu@flinders.edu.au.

1 Introduction

As a widespread social activity, volunteering contributes fundamentally to the functioning of society. Many communities and not-for-profit organisations rely on unpaid labour for essential and productive resources. Approximately 6 million Australians commit their time, energy, and expertise to voluntary activities annually. Around 489.5 million hours of unpaid work were contributed by volunteers to the Australian society in 2020.³ In addition to the benefits for recipients, volunteers also benefit from unpaid labour supply in terms of their expanded social networks,⁴ increased self-esteem,⁵ better health,⁶ and greater subjective well-being.⁷ As volunteering provides substantial benefits to individuals, communities, and the country at large, it is important that all Australians encourage, support, and recognise it.

The purpose of this paper is to examine the prevalence and intensity of formal voluntary work provided through an organisation in Australia from 2001 to 2020, using long-run nationally representative data from the Household, Income and Labour Dynamics in Australia (HILDA) Survey. I show that volunteering participation among Australians declined over the last two decades, which confirms the finding of *Volunteering Australia* using data from the Australian Bureau of Statistics (ABS) General Social Survey (GSS).⁸ The decline in the rate of volunteering participation in Australia is also consistent with the recent significant reduction in volunteer numbers in the global volunteering sector.⁹ However, the amount of time volunteers devoted to unpaid work per week either remained stable or increased over the same period. Additionally, using data from the COVID-19 section of HILDA Wave 2020, this paper complements Biddle and Gray (2021) in providing quantitative evidence that the COVID-19 crisis discouraged Australians from undertaking voluntary work.¹⁰

The remainder of the paper is organised as follows. Section 2 discusses the HILDA data and variables. Section 3 presents the main findings of this analysis. Lastly, Section 4 concludes and discusses policy implications.

3 Australian Bureau of Statistics, 2020

4 Wilson and Musick, 1997

5 Olun et al., 1998

6 Kumar et al., 2012

7 These benefits are achievable when there is a fit between a volunteer and the volunteer role/organisation. See Magnani and Zhu, 2018; Appau and Awaworyi Churchill, 2019

8 *Volunteering Australia*, 2022

9 United Nations Volunteers (UNV) programme, 2018; 2021

10 Biddle and Gray, 2021

2 Description of the HILDA Data and variables

This paper draws on individual-level data from the longitudinal Household, Income and Labour Dynamics in Australia (HILDA) Survey. The HILDA household survey was launched in 2001 and collects annual information on labour market dynamics, life events, health, and economic well-being for Australians aged 15 years and over. The data used in this study are the 20 Waves (2001–2020) of the HILDA unit record data. The total sample size for this analysis is 250,742, of which 201,920 observations come from non-volunteers and 48,772 observations come from volunteers.

Table 1: Summary statistics

All		Volunteer	
		No	Yes
Provision of formal voluntary work: Participation in volunteering (%)	19.45	0.00	100.00
Hours of volunteering per week	1.01	0.00	5.20
Age:			
Average age	44.89	43.65	50.00
Aged 15–40 (%)	44.33	47.64	30.63
Aged 41–65 (%)	39.30	37.46	46.96
Aged 66+ (%)	16.36	14.90	22.41
Gender:			
Male (%)	46.72	48.00	41.44
Female (%)	53.28	52.00	58.56
Education:			
Less than university education (%)	75.57	77.46	67.76
University education (%)	24.43	22.54	32.24
State/territory:			
NSW (%)	29.47	29.51	29.29
VIC (%)	24.80	24.31	26.82
QLD (%)	21.00	21.62	18.48
SA (%)	9.24	9.02	10.17
WA (%)	9.50	9.58	9.17
TAS (%)	3.21	3.23	3.11
NT (%)	0.67	0.65	0.79
ACT (%)	2.10	2.08	2.18
Observations	250,742	201,920	48,772

Note: Data are from HILDA Waves 2001–2020.

HILDA respondents were asked how much time they spent on formal volunteer work or charity work (for example, canteen work at the local school; unpaid work for a community club or organisation) in a typical week in every wave. I calculate two indicators based on this information: one measuring participation in volunteer work and another measuring the number of volunteer hours per week (among volunteers). In the first variable, I examine the engagement in volunteer work, while the second one examines the intensity at which people volunteer.

Table 1 summarises the variables used in the analysis, including volunteer work provision as well as age, gender, qualification, and state/territory of residence. Approximately 19 per cent of observations come from HILDA respondents who provide formal volunteer work on a regular basis. During 2001–2020, volunteers worked an average of 5.2 hours per week. Furthermore, the average age of volunteers was 6.5 years older than that of non-volunteers. Around 37 per cent and 15 per cent of those who did not volunteer were aged 41–65 and 66+, respectively. In contrast, the two analogous figures for volunteers were 47 per cent and 22 per cent. Table 1 also shows that volunteers were more likely to be female and have higher education levels than non-volunteers. Lastly, the distribution of states/territories of residence was similar between volunteers and non-volunteers.

3 Empirical analyses

3.1 How have Australians changed their volunteering during 2001–2020?

Using the HILDA data, I describe the changes in (i) the participation in formal volunteering and (ii) the hours of formal volunteering per week performed by volunteers over the period of 2001–2020. First, I examine the patterns for the whole sample, and then I look at subgroups stratified by age, gender, education, and state/territory of residence.

Table 1 shows that during 2001–2020, the average rate of formal volunteering among Australians was about 19 per cent, as shown by the horizontal dashed line in the upper part of Figure 1. It is clear in Figure 1 that the participation rate fluctuated over time. An overall trend of declining voluntary work provision was observed, which is similar to the finding in *Volunteering Australia* using data from the Australian Bureau of Statistics (ABS) General Social Survey (GSS).¹¹ As of 2020, the rate was 14.33 per cent, down from 23.2 per cent in 2001. The lower part of Figure 1 shows a more encouraging pattern. While there was a decreasing proportion of Australians who were willing to be volunteers, the average number of hours of unpaid work performed by volunteers increased over time with some fluctuations. In most years following 2006, the average weekly hours of volunteering were higher than the average for the two decades between 2001 and 2020.

In both parts of Figure 1, there was a big drop in volunteering from 2019 to 2020. This is speculated to be a consequence of the COVID-19 pandemic, which will be discussed in Section 3.2.

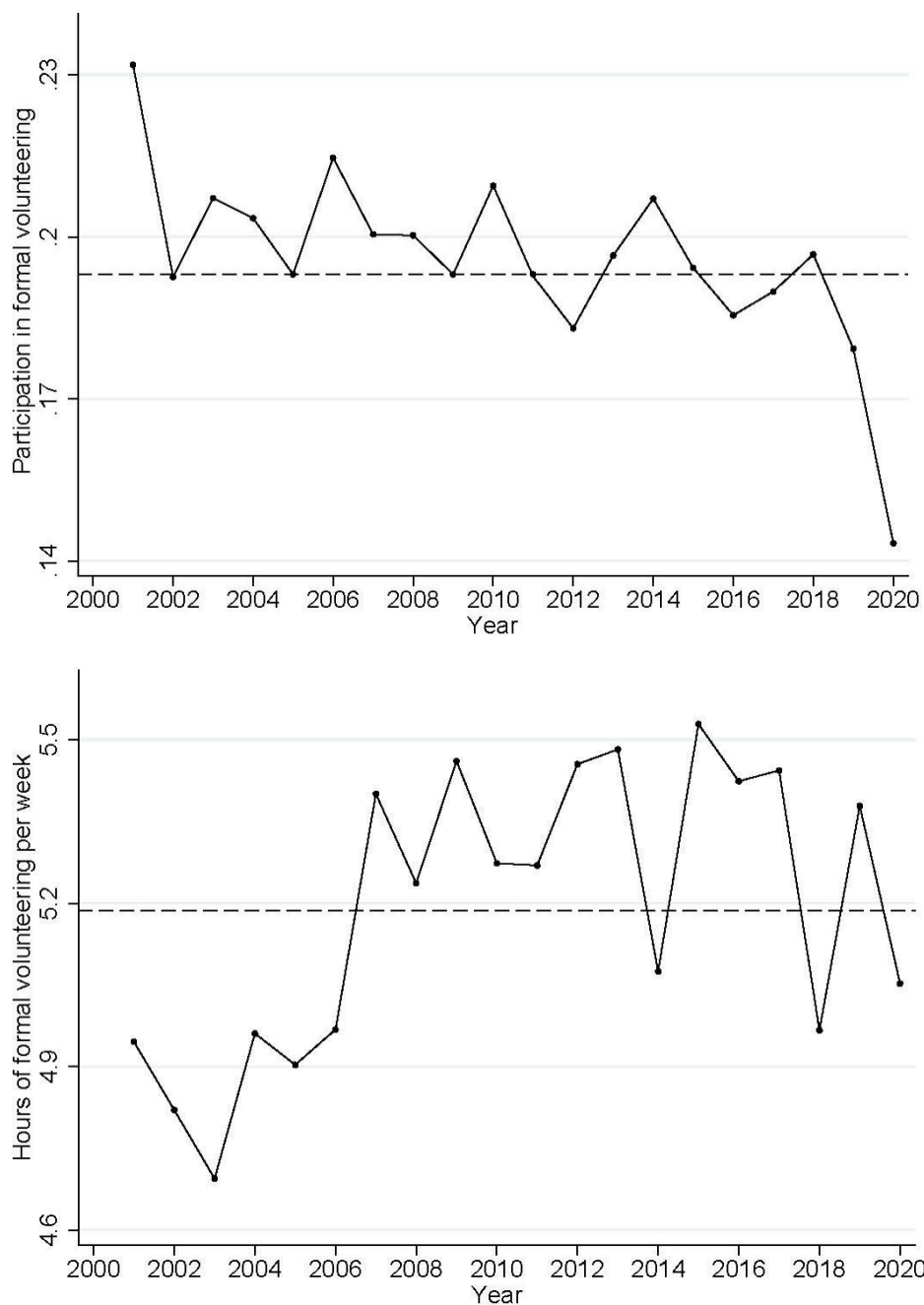


Figure 1: Formal volunteering among Australians

Figure 2 displays the prevalence and intensity of volunteer work among different age groups. I consider three different age ranges: (i) 15–40; (ii) 41–65; and (iii) 66 and above. The two older age cohorts had significantly higher participation rates than the youngest group. Since 2007, the oldest age group of 66+ has surpassed the 41–65 age group in participation rates. Participants in the 15–40 and 41–65 age groups were declining, while the rate among the oldest cohort gradually increased. Regarding volunteering intensity shown in the lower part of Figure 2, volunteers aged 66+ consistently worked more hours during 2001–2020 than those aged 41–65.

The youngest age group worked the fewest hours per week. Volunteering intensity was on the rise among the youngest age groups while staying stagnant among those aged 41–65. Volunteer hours of Australians aged 66+ had fluctuated the most over time, with the highest average hours per week observed in 2010. The high prevalence and intensity of volunteering among the seniors are consistent with the previous literature. According to Giving Australia (2016), people aged 65 years and over contribute more unpaid work than any other age group in Australia.¹²

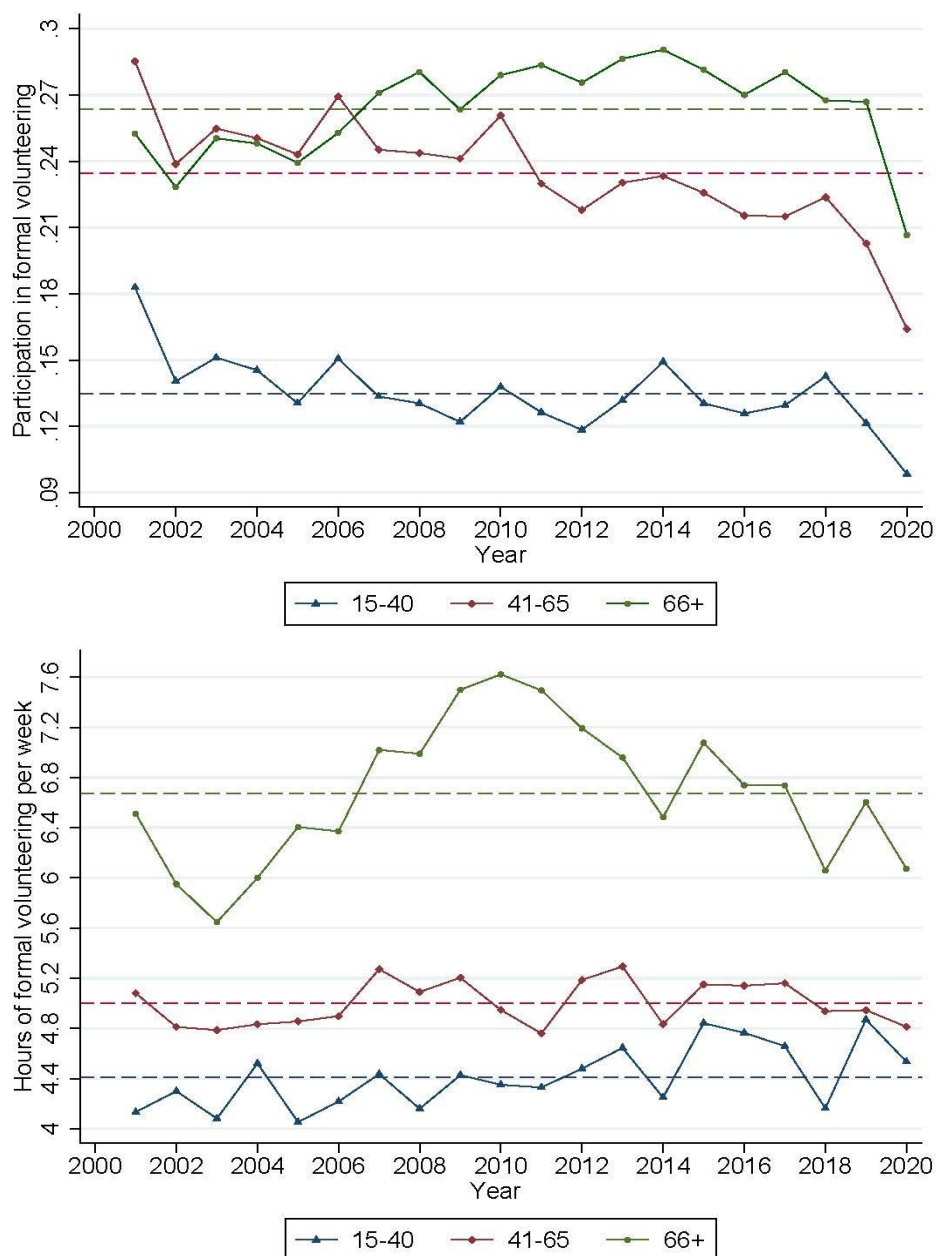


Figure 2: Formal volunteering among Australians by age group

12 Giving Australia (2016). 2016 fact sheet – individual volunteering. Funded by the Australian Government Department of Social Services. Older individuals also contribute significantly to volunteer services in the United States and countries in Europe (Erlinghagen, 2010; Tang, 2016; Eibich et al., 2022).

Next, I examine the changes in formal volunteering from 2001 to 2020 separately for men and women. Figure 3 shows that volunteering had declined for both men and women, but it was particularly pronounced among women. Both men and women were experiencing a similar change in volunteering intensity as shown in Figure 1: volunteer hours since 2006 have been largely higher than the average during 2001–2020 for both men and women.

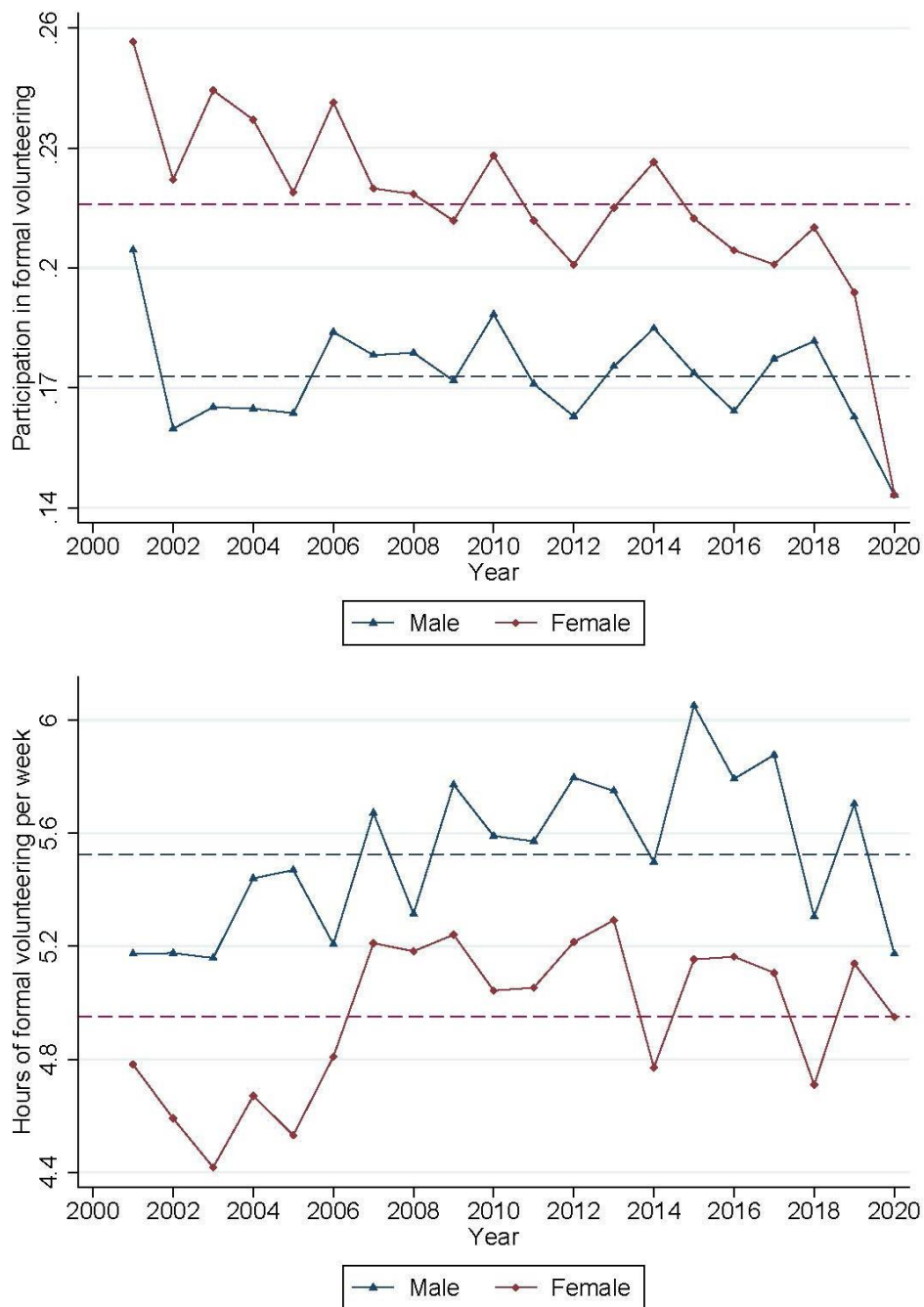


Figure 3: Formal volunteering among Australians by gender

In Figure 4, I observed that university educated individuals had largely stable rates of volunteering participation before the COVID-19 pandemic. Participation rates among less educated Australians, however, were on the decline over time. While individuals with university education were more likely to participate, they worked consistently fewer hours per week than those with less education.

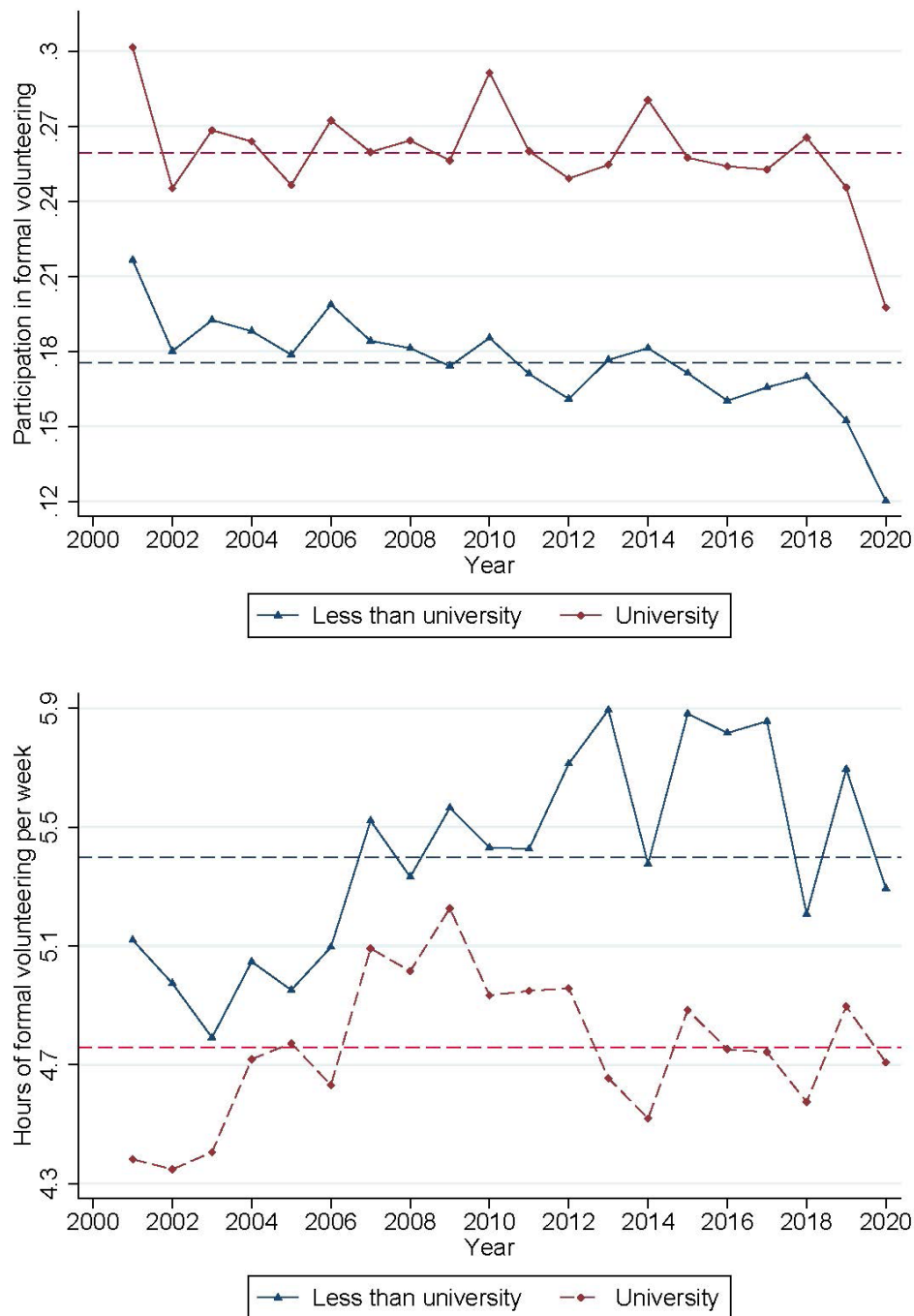


Figure 4: Formal volunteering among Australians by education level

Lastly, Figure 5 shows the prevalence and intensity of formal volunteering in each state/territory in Australia. All eight states and territories except the ACT saw a slight decline in participation rates over time. The large variations in the participation rates in the ACT may be attributed to the small number of observations in this territory. In contrast, the number of weekly volunteer hours had remained largely stable and had only experienced very slight increases up until 2019, although there were some variations in each jurisdiction.

Additionally, the majority of states showed a decrease in participation and intensity of formal volunteering during 2019–2020.

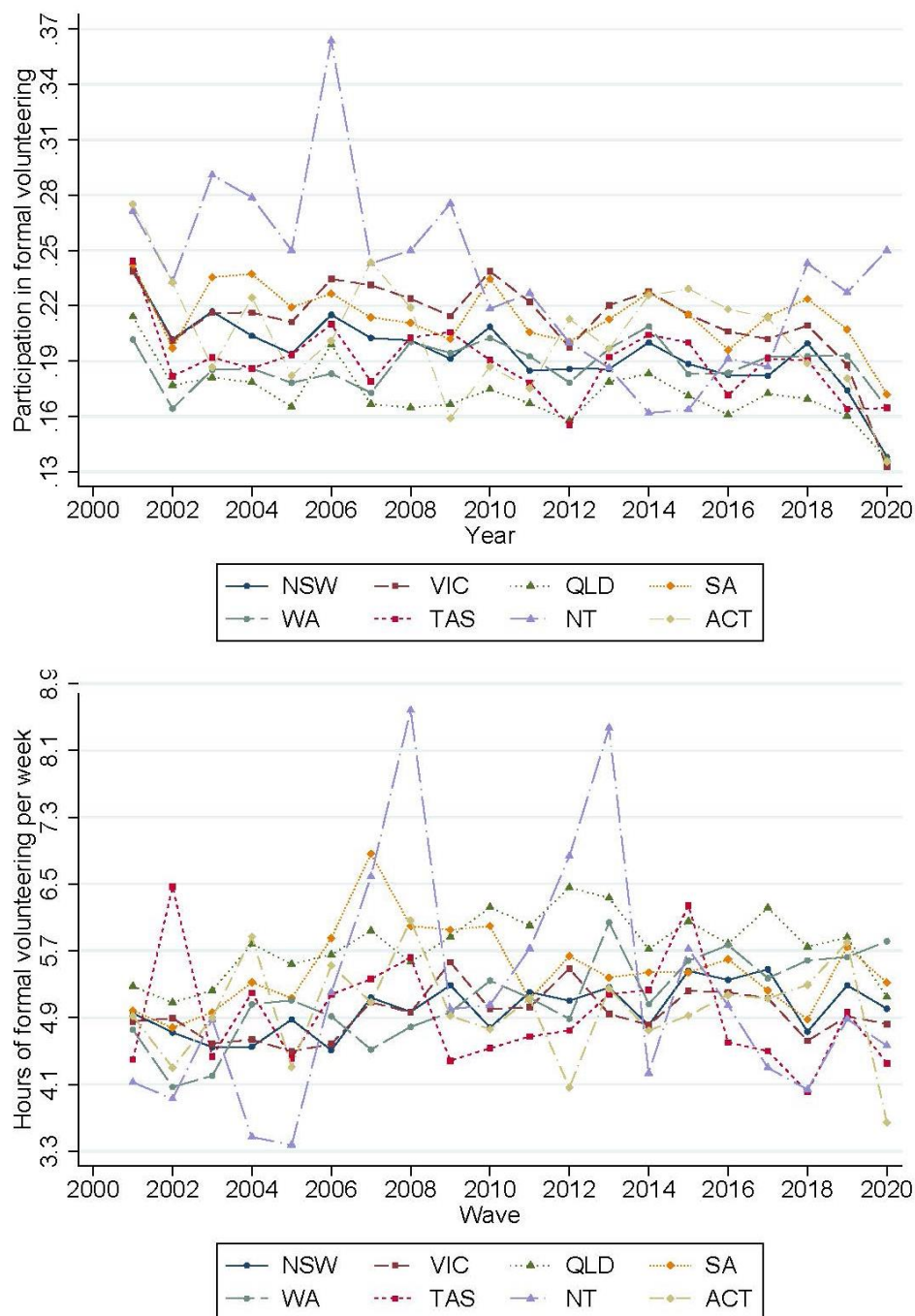


Figure 5: Formal volunteering among Australians by state/territory

3.2 How has the COVID-19 pandemic affected the provision of volunteer work?

The COVID-19 section of Wave 2020 of HILDA provided information about Australians' participation and frequency of voluntary activities relative to those before the Coronavirus crises. Specifically, in terms of "volunteering or undertaking charity work", the original question asked was: "Thinking about the past four weeks, do you now do this 'much more', 'a little more', 'a little less', 'much less', 'about the same' as you did before the Coronavirus crisis?" Those who did not contribute to volunteer work could choose a response of "unprompted: not applicable (do not usually do this)". The answers in HILDA allow a straightforward evaluation of COVID-19's impact on Australian volunteerism.

Table 2: Formal volunteering reported in HILDA Wave 2020 relative to before COVID-19

All	Age				Gender		University Education	
		15–40	41–65	66+	Male	Female	No	Yes
Much more (%)	2.21	2.08	2.17	2.53	1.82	2.56	2.01	2.59
A little more (%)	5.34	5.03	5.70	5.33	4.89	5.74	4.64	6.70
About the same (%)	68.70	73.57	70.23	56.24	73.76	64.13	70.11	65.96
A little less (%)	8.49	7.34	8.63	10.57	7.80	9.11	7.82	9.78
Much less (%)	15.26	11.98	13.27	25.33	11.72	18.46	15.42	14.96
Total (%)	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Observations	5,431	2,304	1,982	1,145	2,576	2,855	3,580	1,851

Note: Data are from HILDA Wave 2020.

Table 2 shows the distribution of responses from respondents who contributed to volunteering before the COVID-19 pandemic. Out of 5,431 respondents, only 2.21 per cent did more volunteer work and 5.34 per cent did a little more. By contrast, the proportion of people who reduced their volunteer work was significantly higher. In particular, 8.49 per cent reported "a little less" and 15.26 per cent reported "much less". Of the 31.30 per cent of Australians who reported a change, 23.75 per cent reduced their volunteer work, while 7.55 per cent increased it. Consequently, the COVID-19 crisis had a negative impact on the formal provision of voluntary work in Australia. The finding here is consistent with that of Biddle and Gray (2021), which shows that the proportion of adults undertaking voluntary work has fallen very substantially in Australia since COVID-19.

Table 2 displays additionally the distributions of respondents' answers by age group, gender, and education level. There is a similar pattern of answers in each subgroup as in the overall sample.

4 Conclusion

In this study, I examine long-term data about Australians from 2001 to 2020 and find evidence of a decline in the rate of participation in formal volunteerism over time. Over the same period, the hours of unpaid work per week among volunteers remained stable or increased, though with fluctuations. In addition, the COVID-19 pandemic has been found to adversely affect voluntary work provision in Australia.

The trend of volunteering participation found in this study contradicts Australia's endeavour of supporting and encouraging unpaid work. Volunteering is a voluntary and autonomous behavior done for intrinsic motivation and/or extrinsic reasons, so attracting and retaining volunteers necessitates promoting the benefits of volunteering. Policymakers can provide information and decision support regarding volunteering through the use of television and the internet, and informational campaigns can be conducted to promote both the intrinsic and extrinsic benefits of voluntary work (e.g., a broader social network, an improved sense of self-awareness, and improved health and subjective well-being). Also, policymakers should consider how organisations can be supported to provide more volunteering opportunities. To retain voluntary workers, volunteer involving organisations should also make efforts towards offering more flexible arrangements, improving support from supervisors and volunteer coordinators, and providing volunteers more autonomy and voice. Promoting a well-supported volunteering ecosystem is in the interests of both volunteers and society as a whole.

What has contributed to the declining trend of participation in volunteering among Australians requires further exploration. There are two broad explanations. First, volunteering-related individual characteristics (e.g., age, education, occupational status) may have changed over time. Second, even with the same observed individual characteristics, there may be unobserved factors resulting in reduced participation in volunteering among Australians. The decomposition and counterfactual approach used in my previous work of Mavromaras and Zhu can be employed to decompose the changes in participation rates during the past two decades in Australia.¹³ Counterfactual participation rates are created representing what the rate of participation in volunteering in 2020 would have been if each observed factor had remained at its 2001 levels. Using multi-stage decompositions, the total change between 2001 and 2020 can then be disentangled into the contributions of (i) the change in each of the observed individual characteristics of Australians and (ii) any remaining unobserved or unexplained effects. I leave these aspects for future research.

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Veterans and Volunteers in conjunction with Pascas Foundation (Worldwide)



Pascas is to remunerate participants in accordance with appropriate commercial salary packages. Volunteers are to be assisted with reimbursement of out-of-pocket expenses.

DEMONSTRATED SKILLS AND ABILITIES

Note: What is endeavoured here is to bring to light what you FEEL that you would be wanting to engage in. Our personal history of what we have engaged in doing should not be an indication of the box you may appear to fit. You are to be

embraced to engage in your passions and direction that you want to experience. Life is about experiences and expressing what feelings come about from those experiences. Please consider these points in a way to point out what you prefer and want to engage in the future with.

Pascas is a pioneer. It is empowering people for the first time in humanity's history to live feelings first having our mind to follow in support. This is contrary to how all of humanity presently lives. We see the consequence of this error all around us.

Pascas is a pioneer in education. It is amending the teaching platforms from pre-school through primary, middle and high school, through technical and further education and university, in demonstration of enabling all to discover the bounty that unfolds through our feelings.

Pascas is a pioneer in health. By encouraging and facilitating the freedom to freely express our feelings, we are able to discover that the light flow of energy through our bodies is the source of our physical wellbeing and that held negativities and errors of belief disrupts that light flow generating discomfort, pain, illness and disease.

Pascas is a pioneer generally. Thus we have the task of entering every community within every society and nation worldwide to support and encourage local citizens to embrace these possibilities, however, firstly they need to be able to become aware of these revelations. It is a way of living – not a religion.

Pascas does not intend to go into any community, we are to support those who invite Pascas for assistance. Thus we will intend to visit and leave. This may be required extensively for some locations whilst other places not so often. We are to stand beside or behind the local citizens but never in front of them.

Thus your passions are to be demonstrated with Pascas supporting you. This is why your incredible past experiences are so important, not only to us, but to those we will visit in all the regions of the world.

This is a very massive and long term journey and it will have its frustrations as well as its rewards. This is not about setting goals and targets, it is about care and communication. This is possibly the most profound educational program ever envisaged.

This has not been in the makings for only these past few decades, it has been planned and developed over aeons. It is for each of us to discover the wondrous beauty and wisdom that will unfold for all who embrace feelings first, The New Way, as truth is not only freeing, it is the purest of love.

May we shake your hands please?





To all our volunteers

