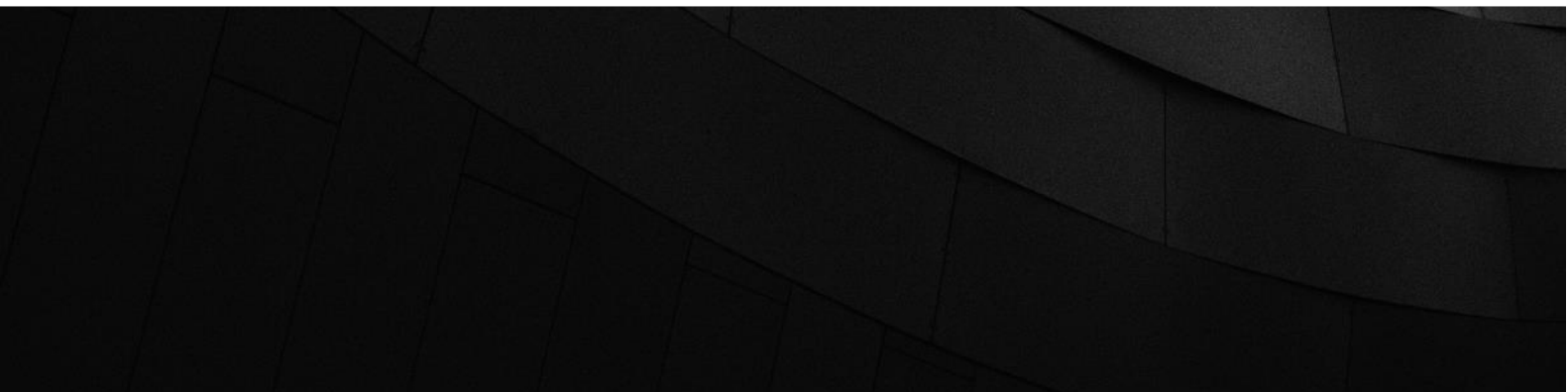


ASIA

COMMUNITY AND VOLUNTEERING

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JANUARY 2018



## KEY FINDINGS

### Seniors still feel connected within their community...

- Many seniors feel connected and needed in their community, which encourages them to volunteer or give back in some way and think that local communities are the fabric of society.
- Most seniors feel they know their neighbours well, knowing most of their names and feel they could rely on them for help if needed.
- Their neighbours have helped them out in the past by watching over their houses when they are away, assisting during times of need and collecting mail among others.
- It goes both ways however, as seniors also feel their neighbours could rely on them to help when needed and feel it is vital for neighbours to put effort into supporting each other.

### ...despite the change in the 'role of the neighbour'

- However, seniors think the role of the neighbour has changed from past generations, with nearly everyone saying neighbours have become less caring, less connected, less supportive or less community-minded compared to the past.
- Seniors attribute this mainly to the pace of modern life or how people nowadays lack the time to interact.
- Most seniors feel safe in their community, although some have experienced or witnessed crime of violence before.
- Seniors see themselves as the 'keep to myself', 'make myself useful' or 'good neighbour' types within their communities.

### Seniors are generally generous with their money and time

- Most seniors have donated money to charity in the past year, with an average donation of \$323 to Australian charities and \$330 to international charities.
- Some seniors have also donated money to specific local community organisations in the past year, with an average donation of \$218.
- Many seniors are also involved in volunteering activities within their community through both organised and informal volunteering at least yearly, spending an average of 7.9 hours each week or 411.9 hours each year.

### Seniors have different how's and why's of giving back to the community

- Most seniors have volunteered in local community organisations such as community services, sports clubs and charities.
- Some have also been giving more of their time to local community organisations compared to five or 10 years ago, citing having spare more time as the main reason.
- However, seniors are less likely to give back to their community in 10 years' time due to their health and mobility, as well as availability of time, which represent the key barriers to getting more involved in volunteering.
- A desire to contribute has prompted most seniors to start volunteering and their experience of volunteering has generally met their expectations. Being involved in volunteering has also given most seniors great pleasure, a sense of purpose and improved wellbeing.

Important note:

For consistency, seniors are segmented by:

**Younger seniors** – refer to respondents who are 50 – 69 years of age and not fully retired

**Retired younger seniors** – refer to respondents who are 50 – 69 years of age and fully retired

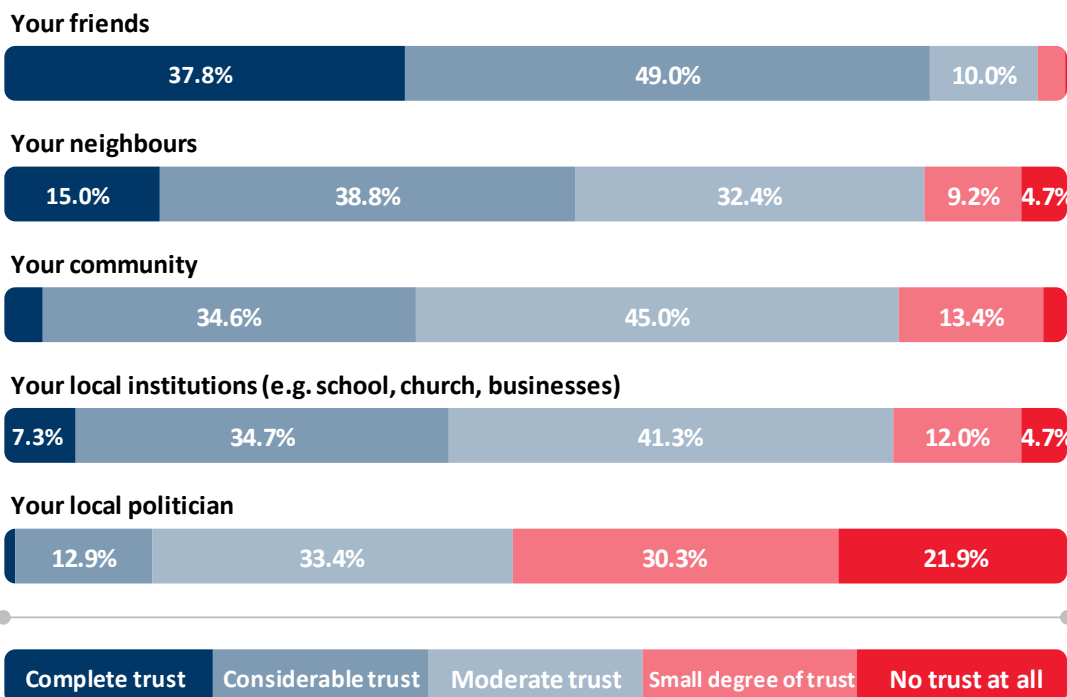
**Older seniors** – refer to respondents who are 70 years and above

## MAIN FINDINGS

### COMMUNITIES

- Many seniors feel connected and needed in their community, which encourages them to volunteer or give back in some way and think that local communities are the fabric of society.
- They also keep a tight circle of close friends, counting up to four friends that live in their local community that they see regularly. However, this does not stop them from feeling lonely sometimes.
- Most seniors feel they know their neighbours well, knowing most of their names and feel they could rely on them for help if needed.
- Their neighbours have helped them out in the past by watching over their houses when they are away, assisting during times of need and collecting mail among others.
- It goes both ways however, as seniors also feel their neighbours could rely on them to help when needed and feel it is vital for neighbours to put effort into supporting each other.
- However, seniors think the role of the neighbour has changed from past generations, with nearly everyone saying neighbours have become less caring, less connected, less supportive or less community-minded compared to the past.
- Seniors attribute this mainly to the pace of modern life or how people nowadays lack the time to interact.
- Most seniors feel safe in their community, although some have experienced or witnessed crime of violence before.
- Seniors see themselves as the 'keep to myself', 'make myself useful' or 'good neighbour' types within their communities.

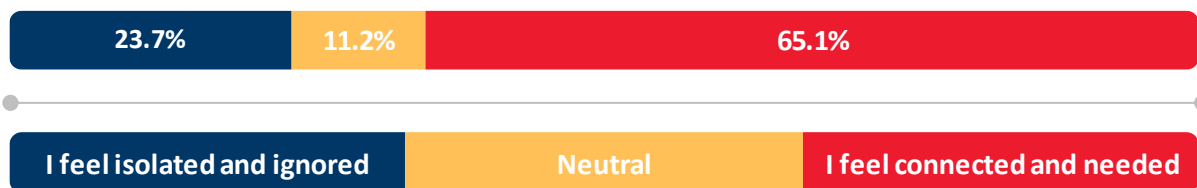
How much trust do you have in the following?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: How much trust do you have in the following?

Nearly all (96.8%) seniors say they at least moderately trust their friends. A large numbers of seniors also display at least a moderate level of trust with their neighbours (86.2%), community (83.8%) and local institutions such as schools, churches and businesses (83.3%). However, this level of trust dips down when it comes to their local politician (47.9%, at least moderate trust).

What best describes how you feel about your place in your community?

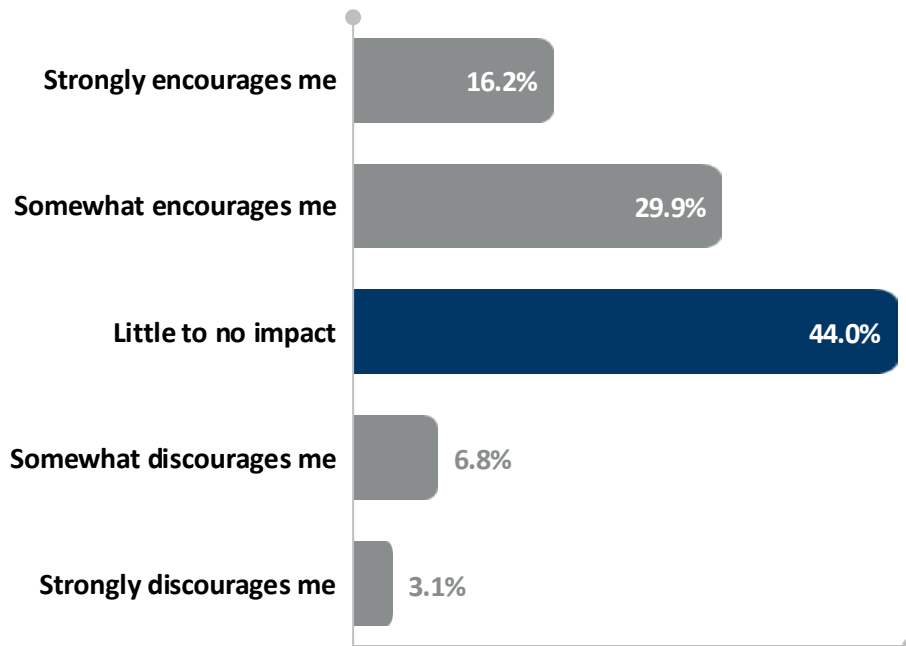


Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: What best describes how you feel about your place in your community?

Close to a two-thirds (65.1%) of seniors feel connected and needed in their community, while almost a quarter (23.7%) say they feel isolated and ignored.

Older seniors are the most likely to feel they are connected and needed in their community, while younger seniors are the least likely to say so (74.8% and 61.2% respectively).

Does your sense of place in your community impact your likelihood to volunteer / give back in some way?

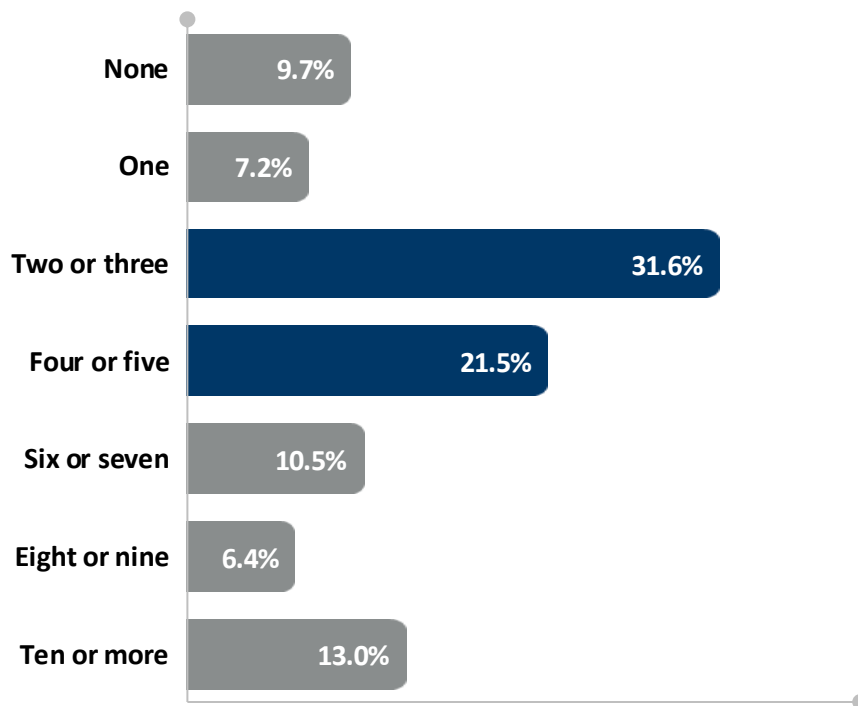


Source: CoreData - Community and Volunteering Survey (January 2018)

Question: Does your sense of place in your community impact your likelihood to volunteer / give back in some way?

Close to half (46.1%) of seniors say their sense of place in their community somewhat or strongly encourages them to volunteer or give back in some way, while only a minor portion (9.9%) say the opposite. More than two in five (44.0%) say it has little or no impact on them volunteering or giving back to their community.

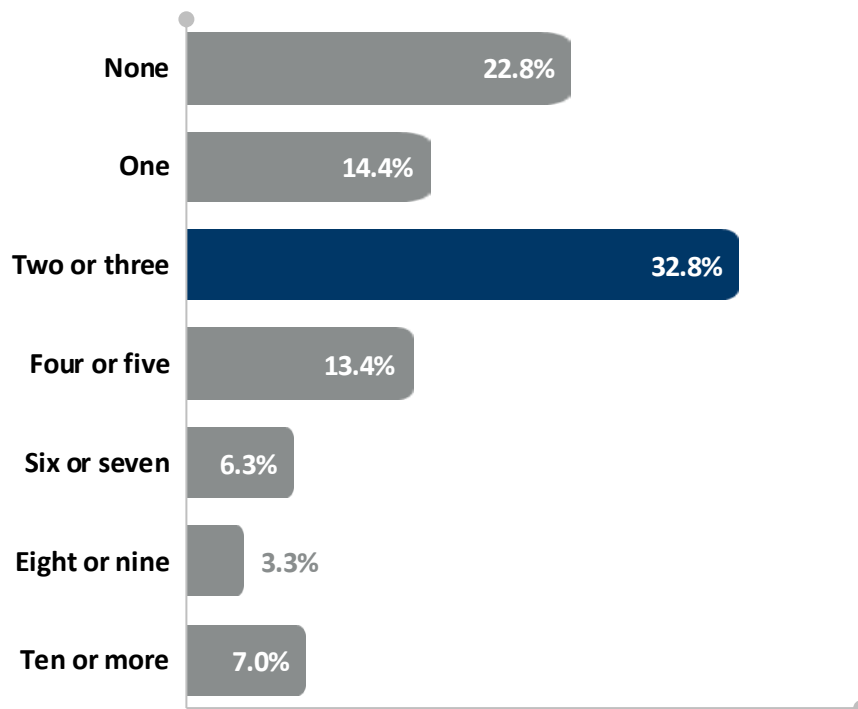
How many close friends would you say you have in total who you see at least once every three months?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: How many close friends would you say you have in total who you see at least once every three months?

Close to two in five (38.8%) of seniors say they have one to three close friends in total that they see at least once every three months, while almost a third (32.0%) count four to seven friends. One in five (19.4%) say they see eight or more friends they see at least once quarterly and only a minimal portion (9.7%) say they do not have a friend they could say they are close with that they see in the aforementioned time period.

How many close friends would you say you have in total who you see at least once every three months that live in your local community?

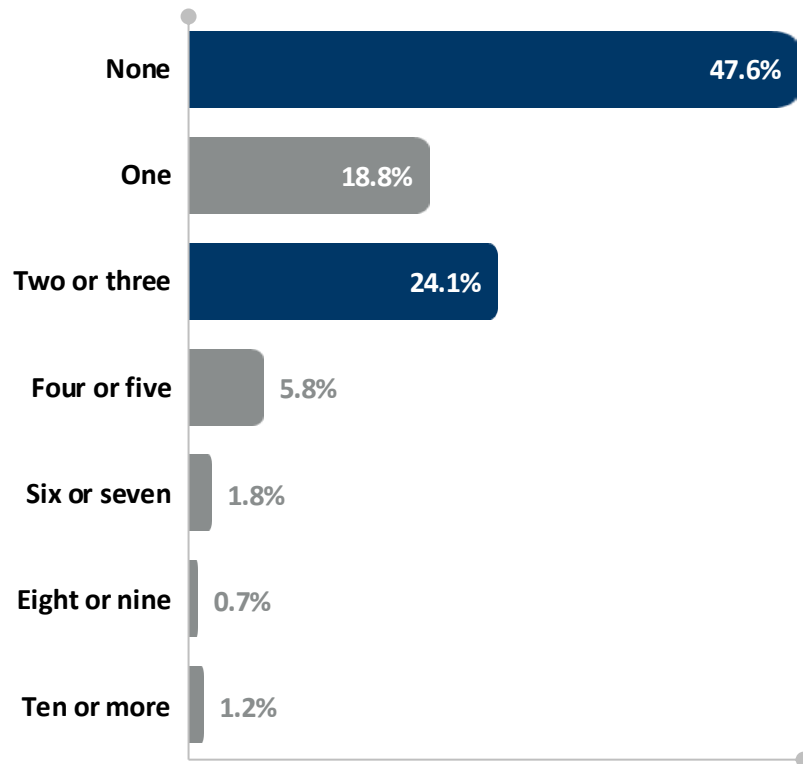


Source: CoreData - Community and Volunteering Survey (January 2018)  
Question: How many close friends would you say you have in total who you see at least once every three months that live in your local community?

Close to half (47.2%) of seniors say they have one to three close friends that live in their local community that they see at least once every three months. However, almost a quarter (22.8%) say they do not have any close friends that live in their local community and who they see quarterly.



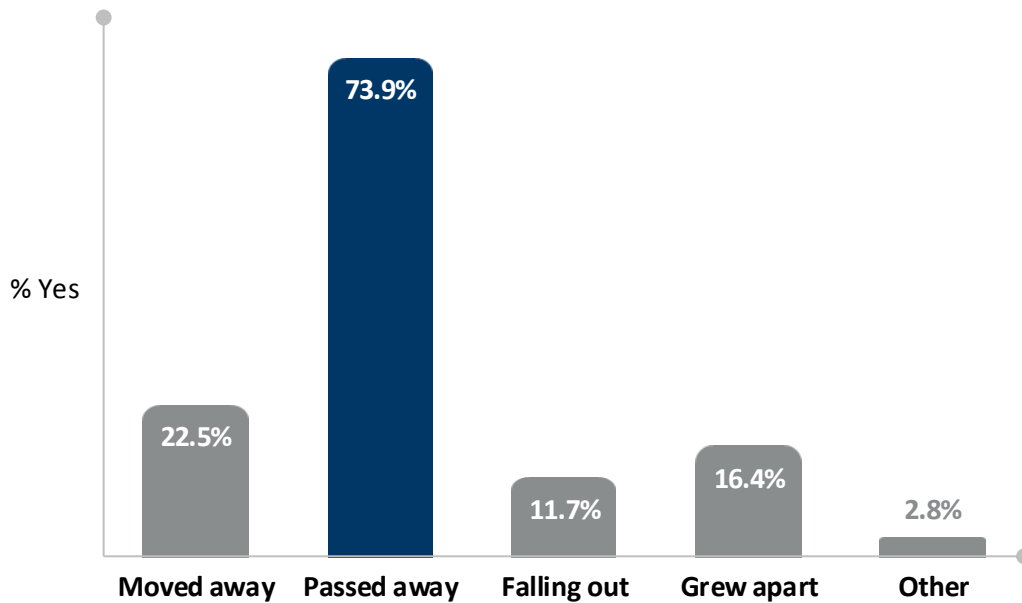
Have you lost any close friends in the past five years?



Source: CoreData - Community and Volunteering Survey (January 2018)  
Question: Have you lost any close friends in the past five years?

Close to one in five (18.8%) seniors say they have lost a close friend in the past five years, while nearly a quarter (24.1%) count two or three close friends they have lost in the same time period. Close to half (47.6%) say they have not lost any close friends in the past five years.

How did you lose them?



\*Multiple answers allowed

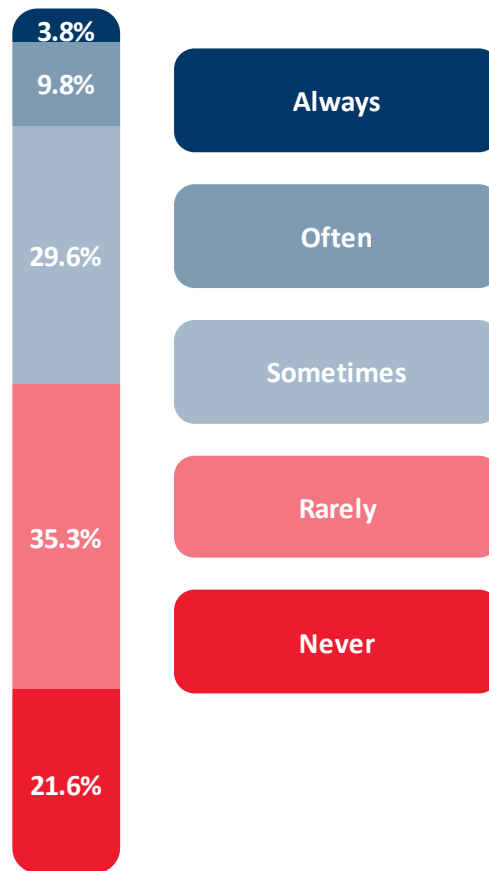
Source: CoreData - Community and Volunteering Survey (January 2018)

Question: How did you lose them?

For seniors who say they have lost at least one close friend in the past 5 years, most (73.9%) say they lost their close friends because they passed away. Almost a quarter (22.5%) say their friends moved away, while a few seniors claim they grew apart (16.4%) or had a falling out (11.7%).

Older seniors are the most likely to say they lost their close friends in the past 5 years because they have passed away (91.4%), while younger seniors are the most likely to say their friends have moved away (28.6%).

Do you ever feel lonely these days?

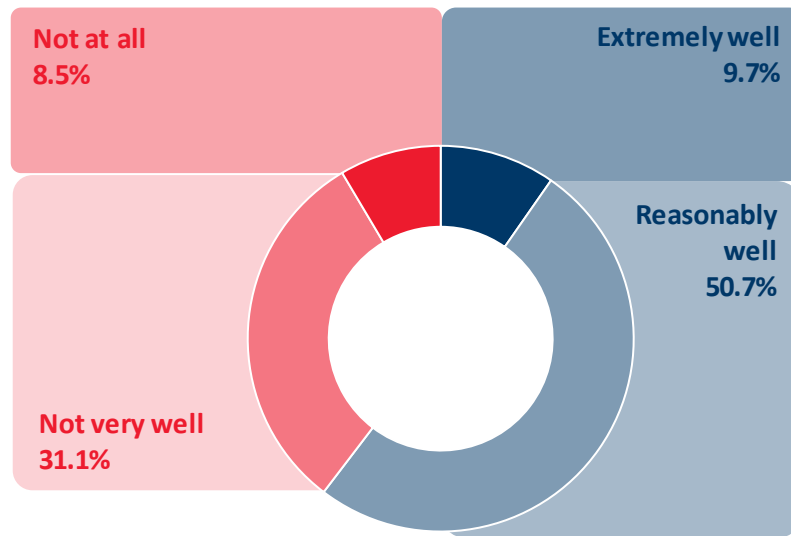


Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Do you ever feel lonely these days?

More than two in five (43.2%) seniors say they sometimes feel lonely these days, while more than a third (35.3%) say they rarely feel loneliness. However, more than one in five (21.6%) say they never feel lonely these days.

Younger seniors are the most likely to say they sometimes feel lonely these days, while older seniors are the least likely to feel so (46.1% and 35.5% respectively).

How well do you feel you know your neighbours?

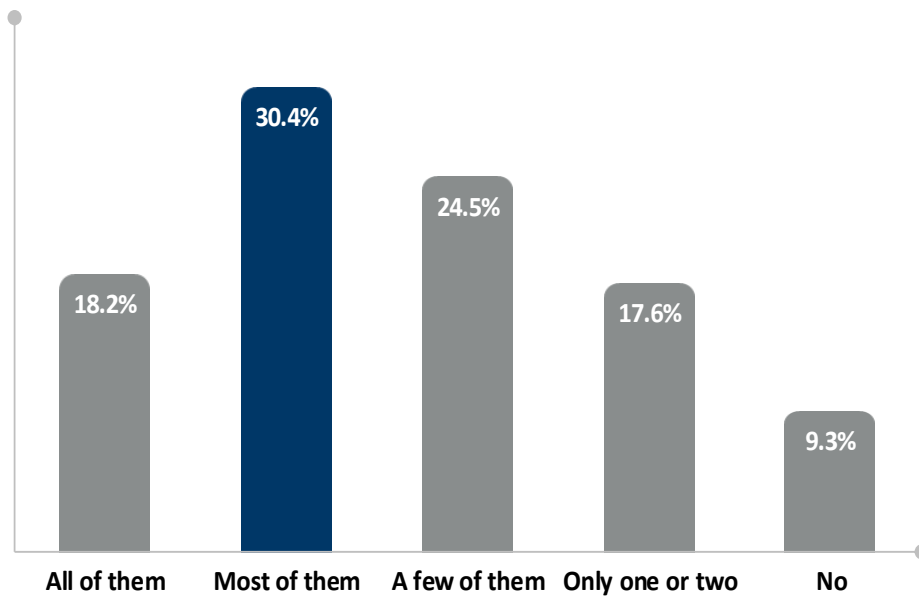


Source: CoreData - Community and Volunteering Survey (January 2018)  
Question: How well do you feel you know your neighbours?

Three in five (60.4%) feel they know their neighbours reasonably or extremely well, while the remaining portion (39.6%) say they do not know their neighbours very well or at all.

Older seniors are the most likely to say they know their neighbours at least reasonably well, while younger seniors are the least likely to say so (68.8% and 57.7% respectively).

Do you know all the names of your neighbours?



Source: CoreData - Community and Volunteering Survey (January 2018)  
Question: Do you know all the names of your neighbours?

Close to half (48.6%) of seniors say they know most or all of their neighbours' names, while almost a quarter (24.5%) say they know a few of them. However, more than one in four (26.9%) claim they know the names of one or two neighbours or none at all.

Older seniors are the most likely to say they know most or all of their neighbours' names, while younger seniors are the least likely to know (63.7% and 43.2% respectively).

Do you feel you could rely on them to help you if needed?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Do you feel you could rely on them to help you if needed?

Close to three-quarters (74.7%) of seniors feel they could rely on their neighbours to help them if needed, with older seniors the most likely and younger seniors the least likely to feel so (81.5% and 70.7% respectively).

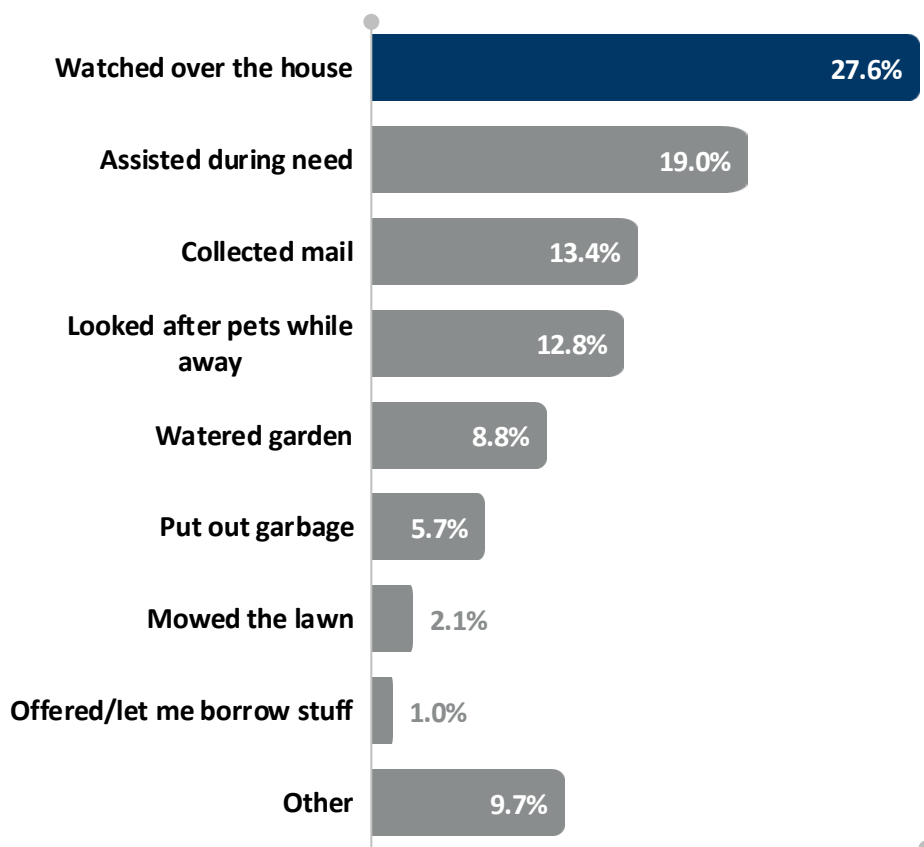
Do your neighbours keep a watchful eye over you and your home?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Do your neighbours keep a watchful eye over you and your home?

Seven in 10 (70.9%) of seniors say their neighbours keep a watchful eye over them and their homes, with older seniors the most likely and younger seniors the least likely to think so (77.3% and 67.8% respectively).

**What ways have your neighbours helped you out in the past?**



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: What ways have your neighbours helped you out in the past?

Close to three in 10 (27.6%) seniors say their neighbours have helped them out in the past by watching over the house while they were away. They also cite being assisted during times of need (19.0%), collecting mail (13.4%) and looking after pets while away (12.8%).

*"While we were away different neighbours kept the letterbox clear, fed pets and returned bins to their spot after emptying. Some have provided a meal when there was illness and others have lent books or cut out articles in the newspaper which would be of interest. One neighbour walks with me to help me with mobility - not for her needs. My husband has had assistance from a younger stronger neighbour to lift heavy objects." (Female, 68 years old, NSW)*

*"Loaned us their green bin while they were away, brought in our recycling bin during the holiday period, collected the mail, feed the fish, watered the garden, stayed in our house while we were overseas, started our car periodically while we were away to keep the battery charged, and gave us a referral for my wife's business." (Male, 50 years old, VIC)*

*"Collected mail. Mowed grass. Provided transport. Overwatch of property during absence. Met friends. Dined together. Exchanged garden produce. Borrowed/lent tools. Exchanged neighbourhood news. Work party to install my water tanks. Assisted in reversing boat trailers. Loaned cargo trailer. Supported my efforts in forming and leading a residents' Association. Hosted neighbourhood meetings. Hosted street Christmas party. Local flood mitigation using sandbags." (Male, 70 years old, QLD)*

*"I have been given vegetables from one neighbour who has turned her front yard into an edible garden, another neighbour has taken me up to the vet when, over time, two of my dogs were dying, one helped me when my husband was dying, one helps keep an eye on my house when there is the odd time I am out either extremely late or out on days that I do not normally go out." (Female, 70 years old, WA)*

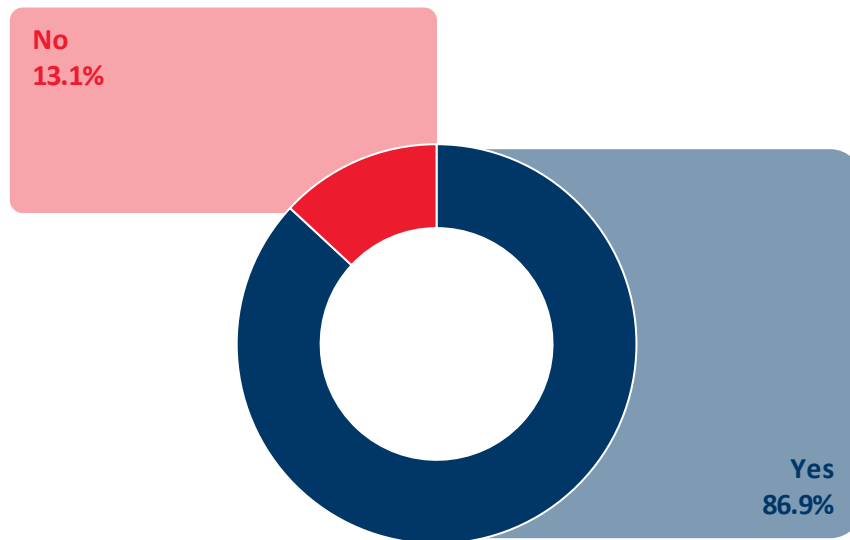
*"I have terminal cancer and Parkinson's disease and never a week sometimes a day goes by that help is always on hand but I like my independence but every week m bins are taken out and brought back in. Groceries have been delivered, I share jointly our double block home and unit and when my beloved brother passed away his wife took his share of our dwelling and I could not have a better sister forget the in law and his children are a great help just emotionally sometimes." (Female, 66 years old, NSW)*

*"We have an amazing street. We live in a suburban part of a large city (Brisbane) but the quality of residents in our street is equal to a country town or village. People here are caring and concerned and very generous. We have street parties from time to time so we all get to know one another, and everyone looks out for everyone else. We mind one another's pets and we are all friends. It's unique. One in particular, who lives directly opposite, is always helping us out. He is a registered plumber but is a jack of all trades and if we have a spider or other scary creature in our house, he is the one we call to remove it. We had a key snapped off in a lock a few weeks ago and he carefully picked it out with fine tools. If he is outside trimming his hedge, he will come over and trim ours. If mowing his front grass, he will come and mow our front and back lawns! His nickname is "President of the Street" as he helps everyone out with any problems. Other neighbours regularly give us magazines and vegetables (from relatives' farm)." (Female, 69 years old, QLD)*

*"Parking one of their cards in our driveway while we were away so it looked like someone was home. Offering to water the garden for us. Inviting us for Christmas Lunch and New Year's Eve celebrations. Inviting us to the neighbourhood street party in the reserve next door." (Female, 75 years old, VIC)*



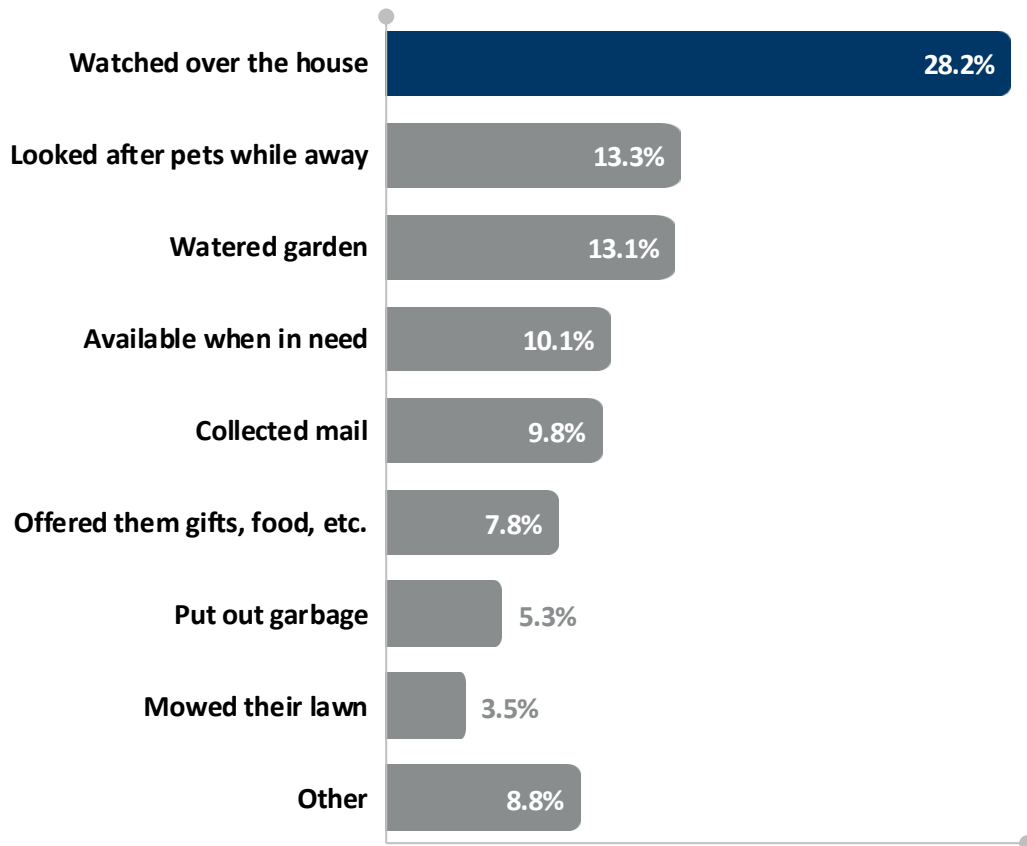
Do you feel they could rely on you to help them if needed?



*Source: CoreData - Community and Volunteering Survey (January 2018)*  
*Question: Do you feel they could rely on you to help them if needed?*

The vast majority (86.9%) of seniors feel their neighbours can rely on them to help if needed.

What ways have you helped your neighbours out in the past?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: What ways have you helped your neighbours out in the past?

Close to three in 10 (28.2%) seniors say they have helped their neighbours out in the past by watching over their house while they were away. They also name looking after pets while away (13.3%), watering the garden (13.1%) and being available during times of need (10.1%) as other ways they have helped out their neighbours.

*"Helping one get out of \$26k worth of debts which took me months and had to put reports and a case of his psychological and physical background together which involved speaking with professionals (I am a professional myself); he needed a loan for his house maintenance; I have over \$4k (I did not have it was a holiday); I have given advice; lifts; helped the inebriated to not get into trouble; caught loose animals and returned them to their owner. To name a few."  
 (Female, 62 years old, QLD)*

*"My neighbour has an elderly mother who also has dementia, she often asks me to keep an eye out on her and I will go over and make her a cup of tea and sit with her but sometimes it's hard as she doesn't remember me. Also, my husband is always helping the two ladies across the road who have lost their husbands with all sorts of odd jobs, I call them his girlfriends, help with their*

*pool, gardening, cars, computer work tax and dropping them here and there, etc." (Female, 60 years old, QLD)*

*"When a tree on their property fell, but not on their house, when one who has MS fell and I was called to help get them back into their wheelchair, this lovely lady is now in Supported Accommodation but her partner, with whom I have always got on with very well, still lives in their home. My neighbour on the other side had a tree fall, partly on their house and I helped where I could." (Male, 80 years old, SA)*

*"Put their rubbish bins in the yard when they have gone to Adelaide for the weekend, rang them when they haven't been home to tell them a storm is coming and once we had a really bad storm and they lost some sheets of tin off the roof, another time they left the lights on the trailer so had to ring them notify them if we see strangers in the yard or near their cars." (Female, 58 years old, SA)*

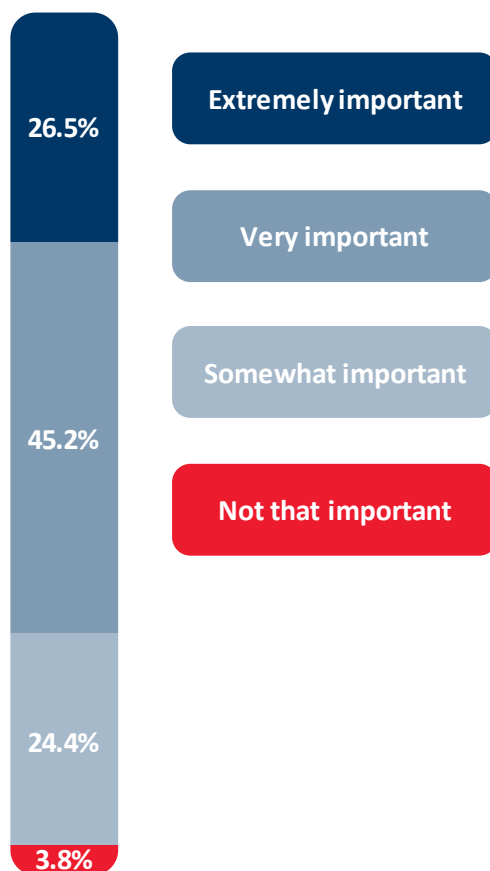
*"Have only lived here for 2 years, but have collected mail for them, put out their bins and fed the dog if they were away. Also, made sure they knew they could call on us when she was due to give birth. Offered to babysit other children, or drive her to hospital if the timing of the birth meant her husband was not at home. (He was home at the right time, luckily)." (Female, 68 years old, VIC)*

*"I take in and look after their dogs when they go away. Take gifts of fruit to one of the neighbours who shares her garden produce with us. Babysitting children in an emergency. Giving a neighbour's 14 year old boy some simple tasks to do round the house to earn money and paying him a generous hourly rate." (Female, 75 years old, VIC)*

*"We have looked after dogs and have allowed neighbours to park on our property when they have visitors. We have provided scooters and bikes for neighbouring children and have babysat for mothers. We have driven people to their destinations when no public transport is available (i.e. Sundays)." (Female, 69 years old, QLD)*

*"Fed their cat and looked after it, collected mail, put their bins out and brought them back in, watered their garden, helped them clear out rubbish and gardening waste with the hire of a trailer and a tip run using our vehicle with a tow bar, gave them discounted gardening services." (Male, 50 years old, VIC)*

How important do you feel it is that neighbours put effort into supporting each other when needed?



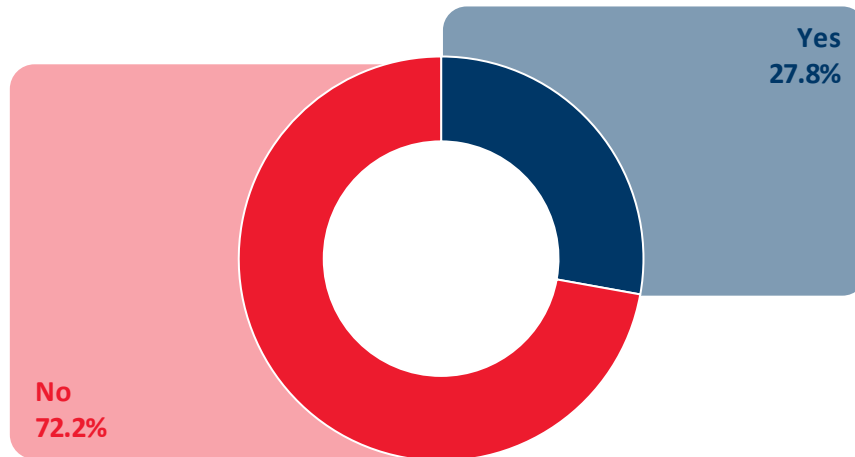
Source: CoreData - Community and Volunteering Survey (January 2018)

Question: How important do you feel it is that neighbours put effort into supporting each other when needed?

More than seven in 10 (71.7%) feel it is very or extremely important that neighbours put effort into supporting each other when needed, while a further quarter (24.4%) think this is somewhat important.

Older seniors are the most likely to feel it is very or extremely important that neighbours put effort into supporting each other when needed, while retired younger seniors are the least likely to feel the same way (78.3% and 66.6% respectively).

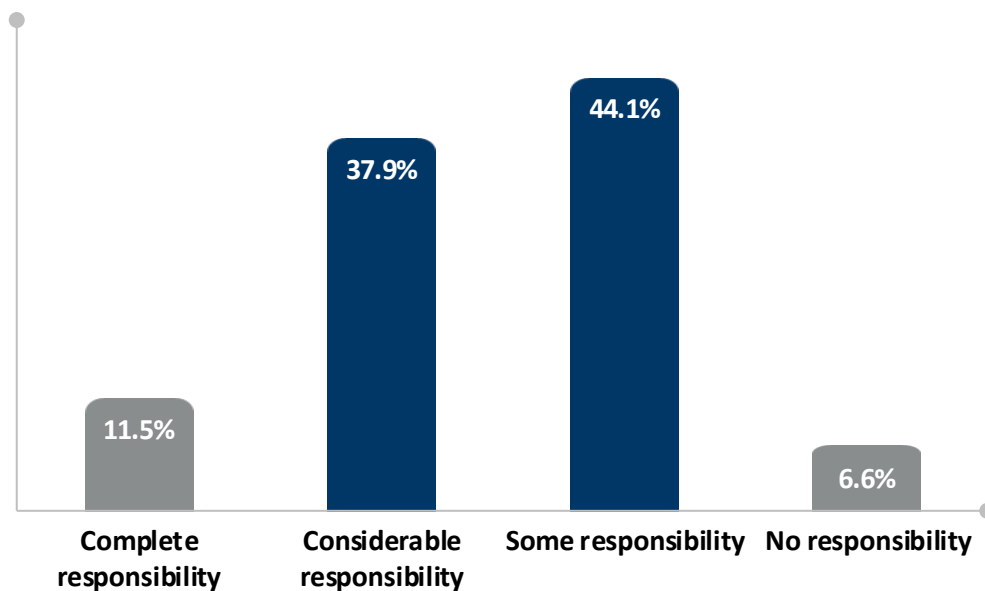
Have you tried to connect with your neighbours but had little success of acknowledgement?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Have you tried to connect with your neighbours but had little success of acknowledgement?

Close to three in 10 (27.8%) say they have tried to connect with their neighbours but had little success of acknowledgement, while the large remaining portion (72.2%) say otherwise.

How much responsibility do you personally take for connecting with your neighbours?

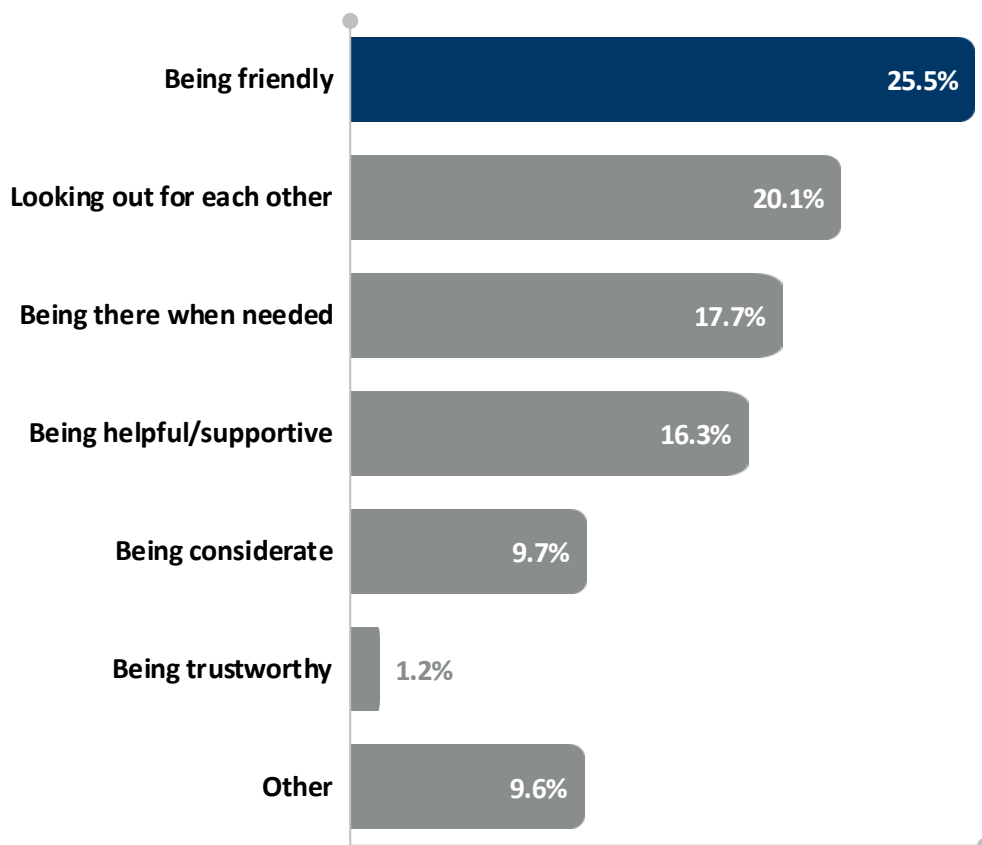


Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: How much responsibility do you personally take for connecting with your neighbours?

Close to half (49.4%) of seniors take considerable to complete personal responsibility for connecting with their neighbours, while more than two in five (44.1%) say they do take some responsibility.

Older seniors are the most likely to take considerable to complete personal responsibility for connecting with their neighbours, while younger seniors are the least likely to do so (57.3% and 45.4% respectively).

What is the most important role of being a neighbour?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: What is the most important role of being a neighbour?

A quarter (25.5%) of seniors say ‘being friendly’ is the most important role of being a neighbour, while one in five (20.1%) say it is ‘looking out for each other’.

*"It is important to have something in common with your neighbours and feel secure with them. I have number of neighbours who have ex inmate backgrounds; are drug affected and have had the police called on more than one occasion; belong to a halfway house; disability assisted houses all close by. I have a background which does not encourage me to get involved as I have already had several life-threatening situations, theft animals killed, graffiti, and some very peculiar occurrences to show they could get in. I don't feel safe to get to know my community."*  
 (Female, 62 years old, QLD)

*"Looking out for each other. I have an arrangement with another neighbour down the street, who is also of my age, that we walk to each other's homes and if the garage door is open we*

*then know they/I am up and about. We make a point of closing our garage doors every evening. This works very well and though we are both now "Garrulous Old Men" we do not evade each other; occasionally meeting up for a chat - typically a long one!* (Male, 80 years old, SA)

*"Welcoming new neighbours who move in and introducing them to other neighbours so they feel a part of the community right away. Letting them know we are ready to help in any way possible, including calling us if they are alone and feel vulnerable and giving older neighbours living alone our contact details to call us if they have a fall or any health problems."* (Female, 75 years old, VIC)

*"Being neighbourly! It is important to make connections and show friendliness and assistance when needed, and letting them know you are there to help in situations. But one also has to be careful not to be overbearing or annoying, as some people like their privacy and some peace. As long as relationships are friendly and your neighbours know you will always look out for them and keep an eye on their properties when they go away. That is the best role of being a neighbour."* (Female, 69 years old, QLD)

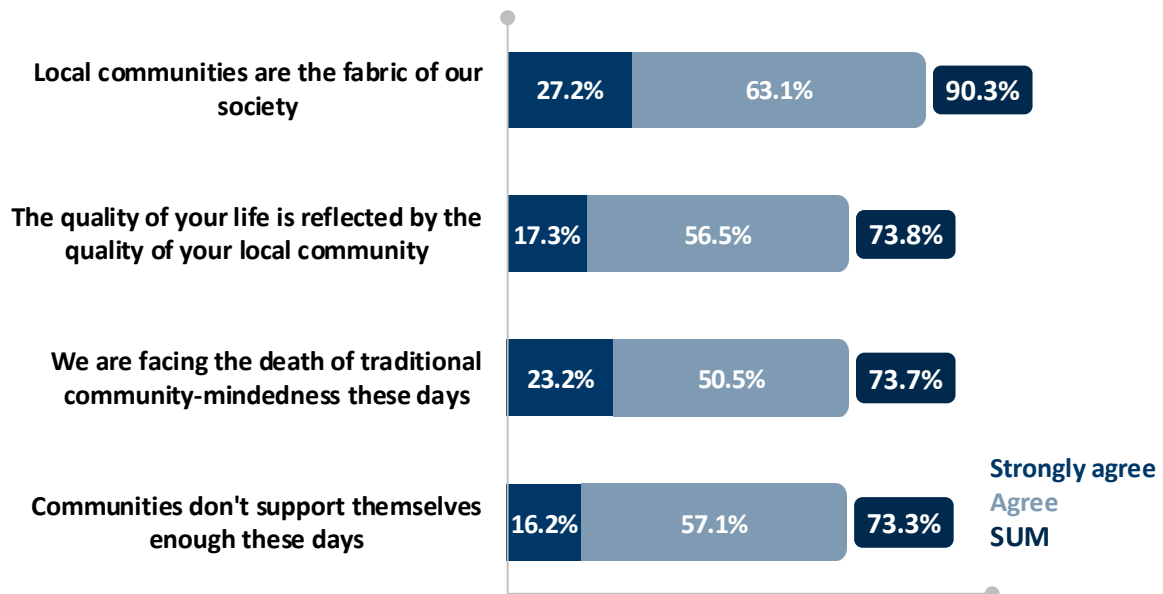
*"Being someone who lives next to someone else for over 15 years I think it is extremely important to be supportive in any way you can. Within reason of course as you have to still have that line of privacy which I am lucky enough to have. We all help each other out whenever we can and I am sure if there was an emergency situation we would all band together. I am very lucky to live in such a great area."* (Female, 53 years old, ACT)

*"Keeping a look out for each other. One night when I came home I didn't close my garage door. My neighbour called me to tell me my door was still open. He knew that I regularly closed the door and called me to remind me to close my door."* (Female, 52 years old, WA)

*"Living in a cul-de-sac makes it easier as we all face a common point at the end of the road, so we are all likely to see each other as we leave/enter our homes. Knowing when neighbours will be away so we can each look after each other's property and attending to those regular duties (watering, bins, etc.). Being friendly and chatting with them."* (Male, 67 years old, NSW)

*"Looking out for each other & safety of each other's property. Communicating regularly, introducing yourself to a new neighbour. If you don't see a neighbour when you usually would, then it's an idea to knock on their door & see if they're ok."* (Female, 51 years old, NSW)

How much do you agree with the following statements about your local community?



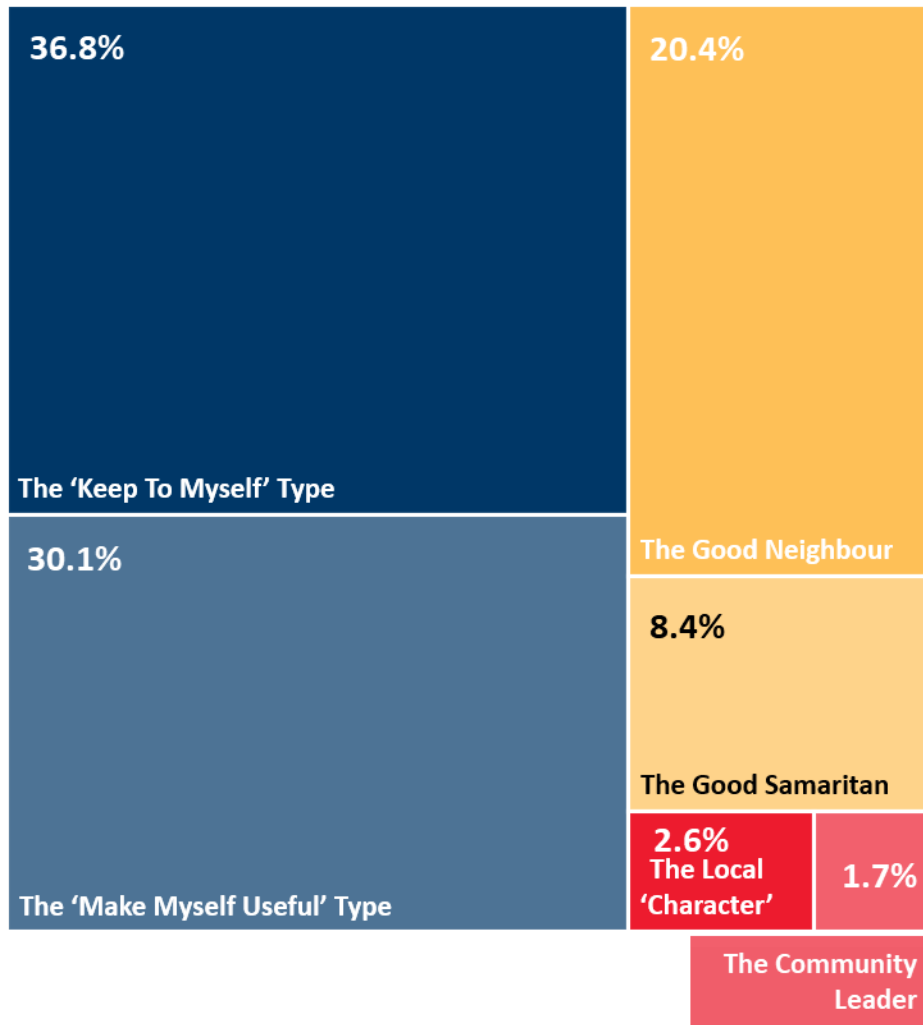
Source: CoreData - Community and Volunteering Survey (January 2018)

Question: How much do you agree with the following statements about your local community?

The overwhelming majority (90.3%) of seniors agree that local communities are the fabric of our society. To a lesser extent, they also agree that the quality of their life is reflected by the quality of their local community (73.8%), that the death of traditional community-mindedness is prevalent these days (73.7%) and that communities do not support themselves enough nowadays (73.3%).



How would you best describe how you see your own role within your community?

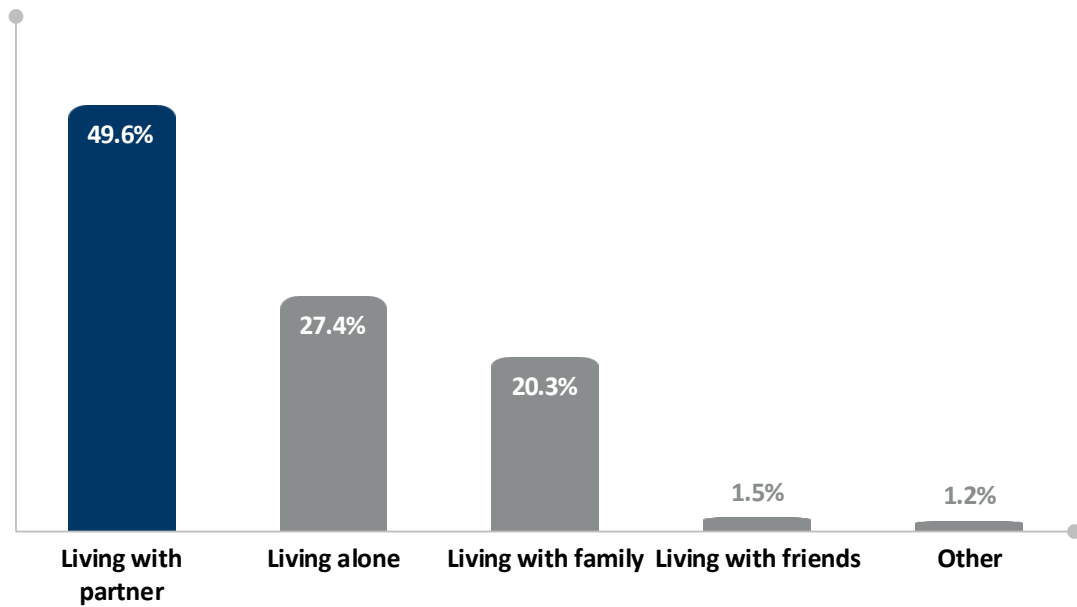


Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: How would you best describe how you see your own role within your community?

More than a third (36.8%) of seniors see themselves as the 'keep to myself' type within their own communities, while three in 10 (30.1%) describe themselves as the 'make myself useful' type. One in five (20.4%) say they are the 'good neighbour' type.

Retired younger seniors are the most likely to say they are the 'keep to myself' type within their own communities (42.1%), while older seniors are the most likely to describe themselves as the 'make myself useful' type (37.7%).

What best describes your current living situation?

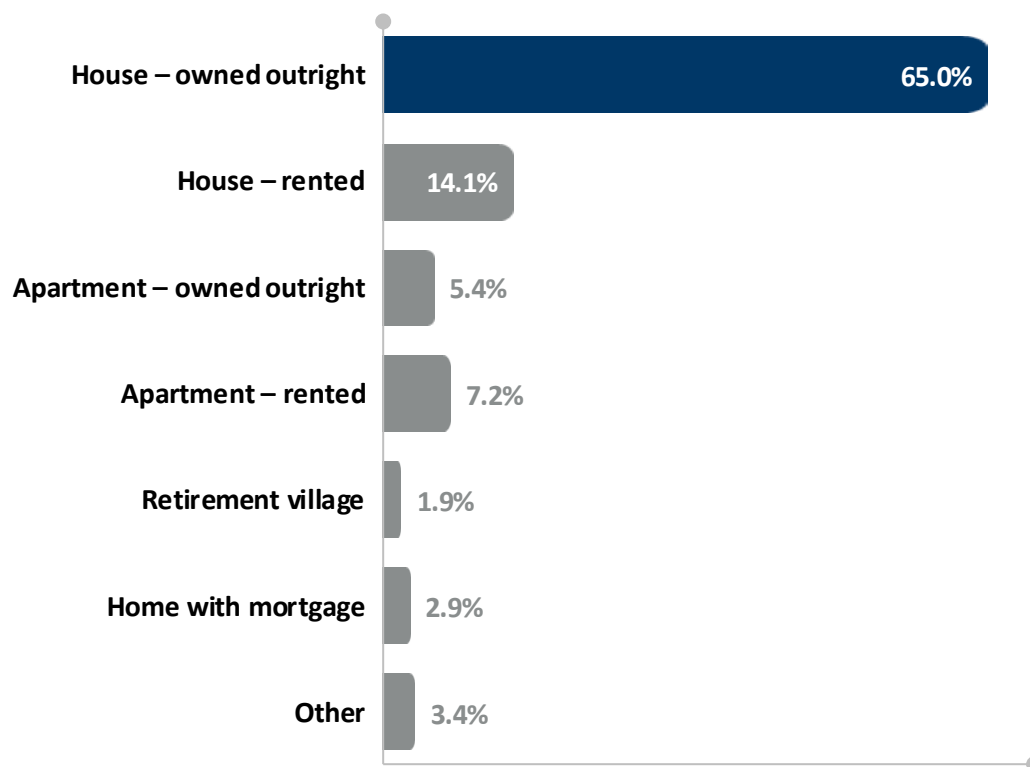


Source: CoreData - Community and Volunteering Survey (January 2018)

Question: What best describes your current living situation?

Close to half (49.6%) of seniors are currently living with their partner, while more than a quarter (27.4%) say they live alone in their abode. One in five (20.3%) currently reside with family.

Where do you live?

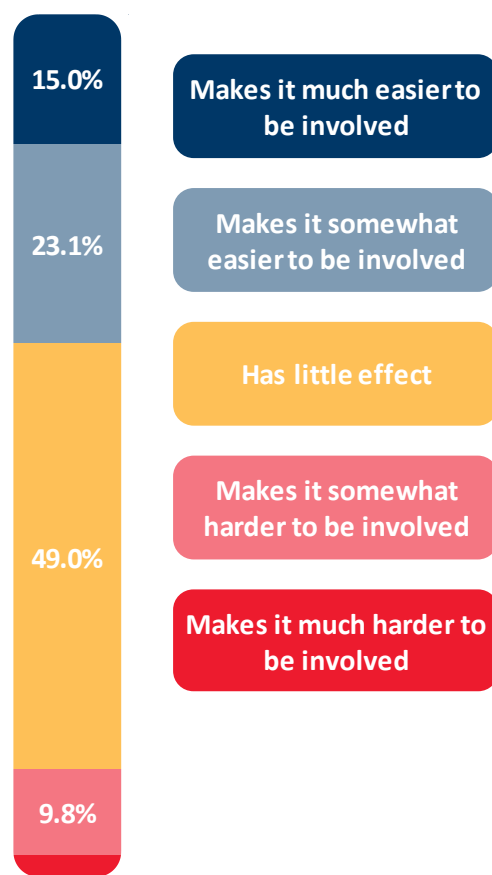


Source: CoreData - Community and Volunteering Survey (January 2018)

Question: Where do you live?

Close to two-thirds (65.0%) of seniors say they own their house outright, while one in seven (14.1%) say they are currently renting the house they live in.

How does your current living situation and where you live affect the way you interact with your community?

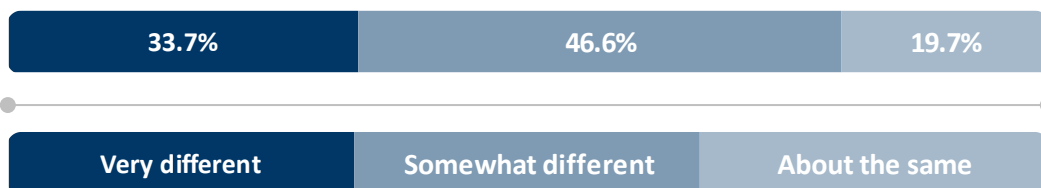


Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: How does your current living situation and where you live affect the way you interact with your community?

Close to two in five (38.1%) seniors say their current living situation and where they live make it somewhat or much easier to be involved in their community, while close to half (49.0%) say these have little effect on their involvement.

Older seniors are the most likely to say their current living situation and where they live make it easier to be involved in their community, while younger seniors are the least likely to say so (45.4% and 34.1% respectively).

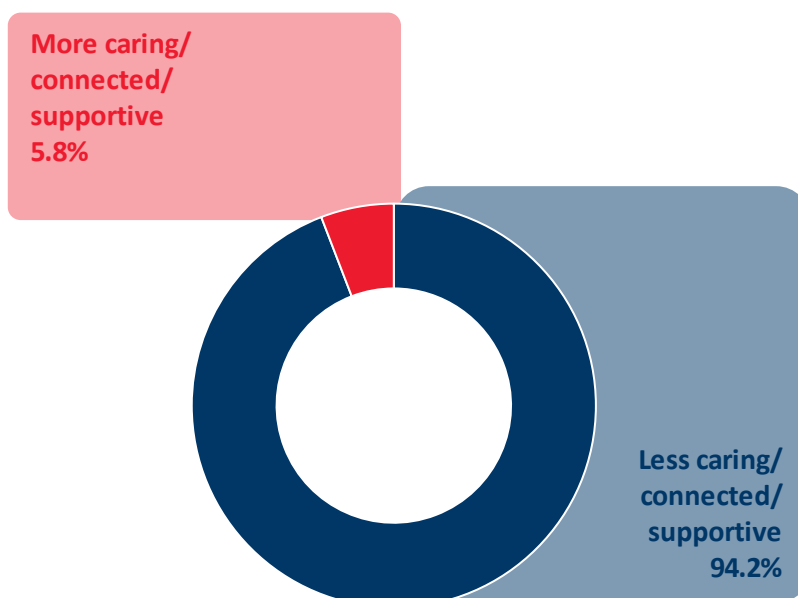
Do you feel the role of the neighbour has changed from past generations?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Do you feel the role of the neighbour has changed from past generations?

Four in five (80.3%) seniors feel the role of the neighbour has changed from past generations, with a third (33.7%) saying it is very different. One in five (19.7%) claim the role of the neighbour is about the same from the past years.

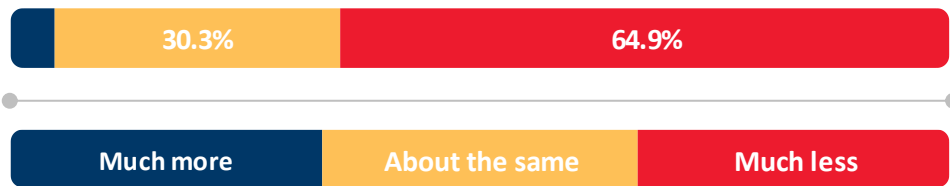
How do you think the role of neighbours has changed?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: How do you think the role of neighbours has changed?

For seniors who think the role of the neighbour is different from the past generations, the overwhelming majority (94.2%) think neighbours have become less caring or connected or supportive.

Do you feel there is more or less community mindedness these days compared to past generations (i.e. the way communities interact and support each other)?

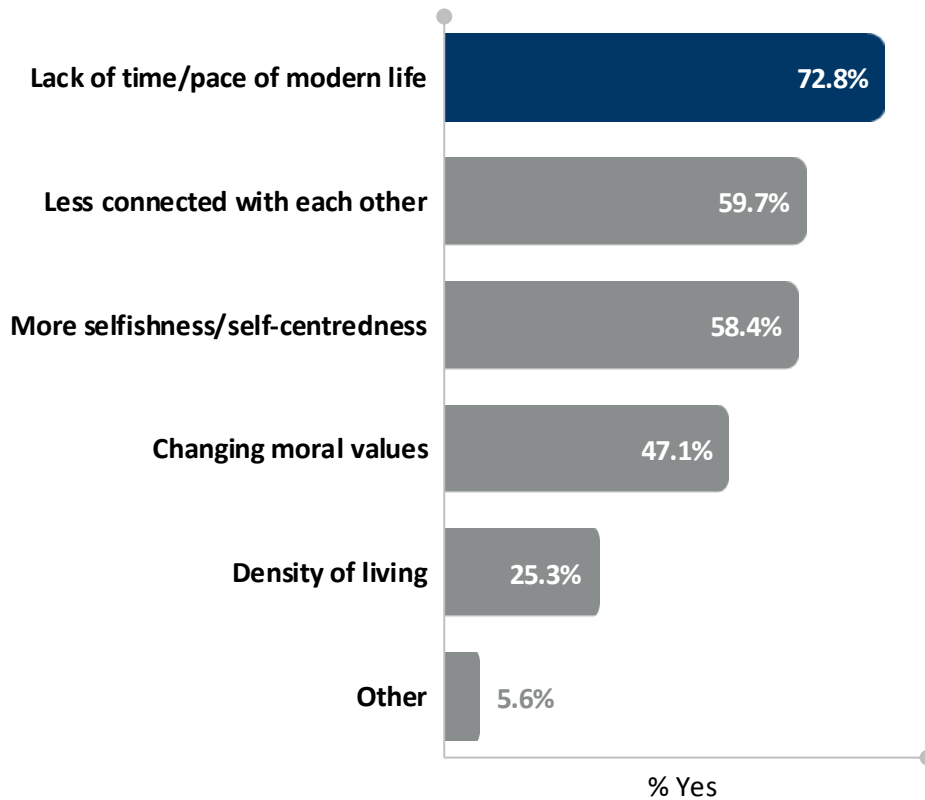


*Source: CoreData - Community and Volunteering Survey (January 2018)*

*Question: Do you feel there is more or less community mindedness these days compared to past generations (i.e. the way communities interact and support each other)?*

Close to two-thirds (64.9%) of seniors feel there is less community mindedness these days, while three in 10 (30.3%) think it is about the same.

Why do you think the way communities interact and support each other has changed?



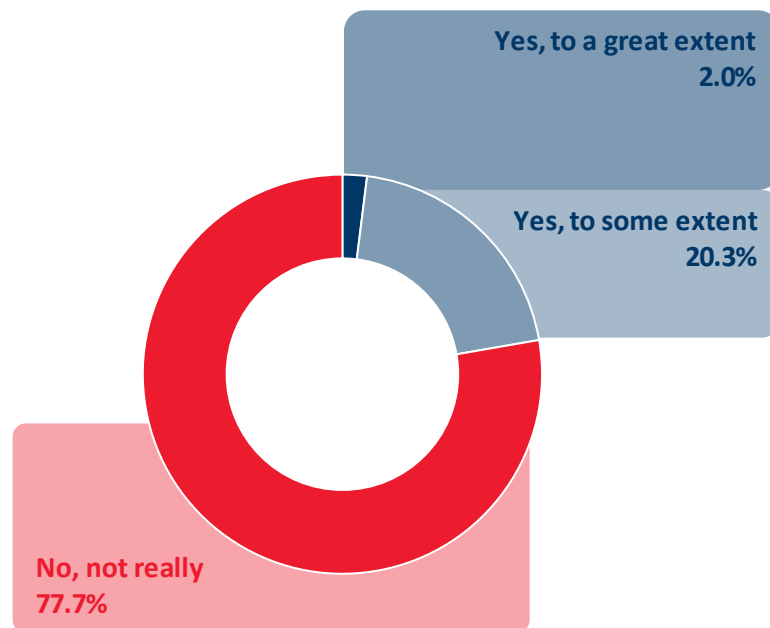
\*Multiple answers allowed

Source: CoreData - Community and Volunteering Survey (January 2018)

Question: Why do you think the way communities interact and support each other has changed?

For seniors who think there is less community mindedness today compared to the past, the large majority (72.8%) attribute this to the pace of modern life or how people lack time to interact. Many also say people are less connected with each other (59.7%), are more selfish or self-centred (58.4%) and have changing moral values (47.1%) that contribute to less community mindedness.

Do you have any expectations of younger members of your community to check on you/interact with you without having to ask?

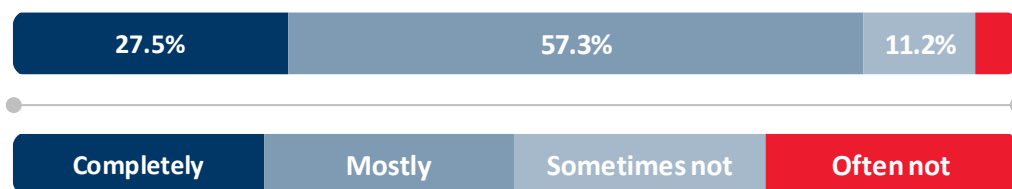


Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Do you have any expectations of younger members of your community to check on you/interact with you without having to ask?

More than one in five (22.3%) say they expect to at least some extent the younger members of their community to check on them or interact with them without having to ask, while the large majority (77.7%) do not have such expectations.

Retired younger seniors are the most likely to not expect extent the younger members of their community to check on them or interact with them, while older seniors are the least likely to say so (83.2% and 73.1% respectively).

Do you feel safe in your community?

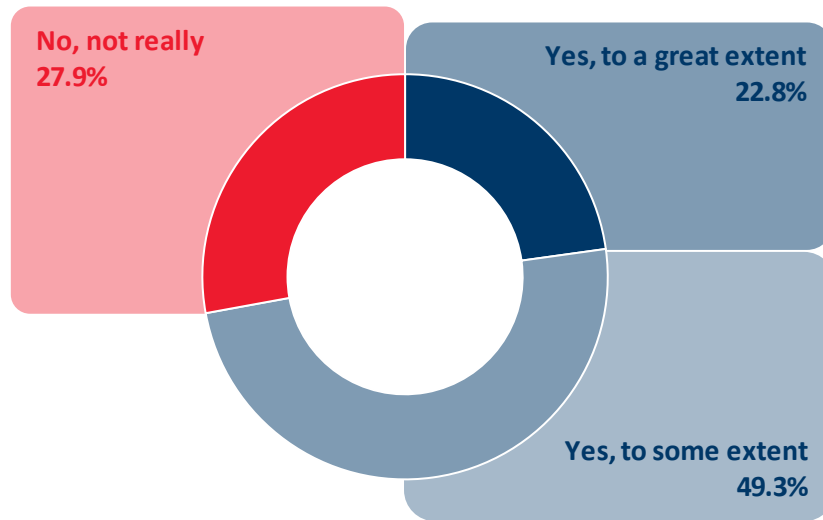


Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Do you feel safe in your community?

The vast majority (84.8%) of seniors feel mostly or completely safe in their community. However, more than one in seven (15.2%) say they sometimes or often do not feel safe in their community.



Does how safe you feel in your community affect how connected you feel with it?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Does how safe you feel in your community affect how connected you feel with it?

Close to three in four (72.1%) seniors say how safe they feel in their community affects to at least some extent how connected they feel with it, while the remaining portion feel otherwise (27.9%).

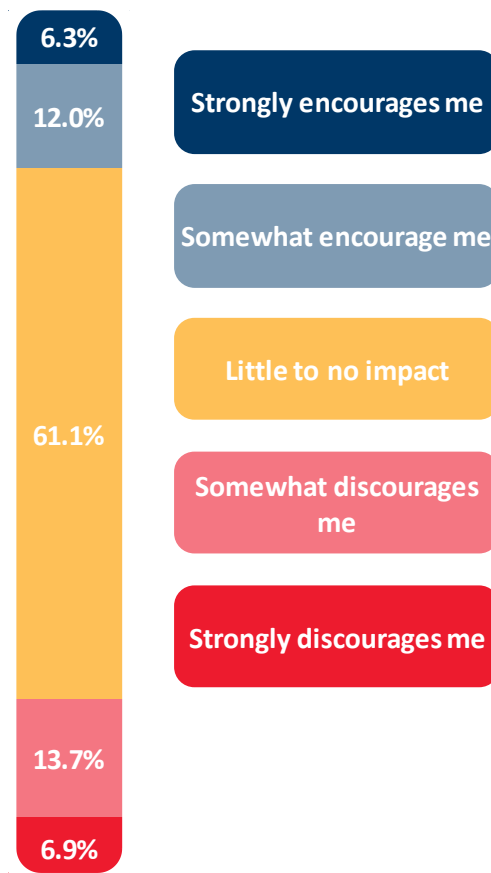
Have you ever experienced or witnessed crime or violence in your community?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Have you ever experienced or witnessed crime or violence in your community?

More than a third (35.4%) of seniors say they have experienced or witnessed crime or violence in their community, while the rest have not (64.6%).

Does your experience with crime or violence in your community impact your likelihood to volunteer / give back in some way?



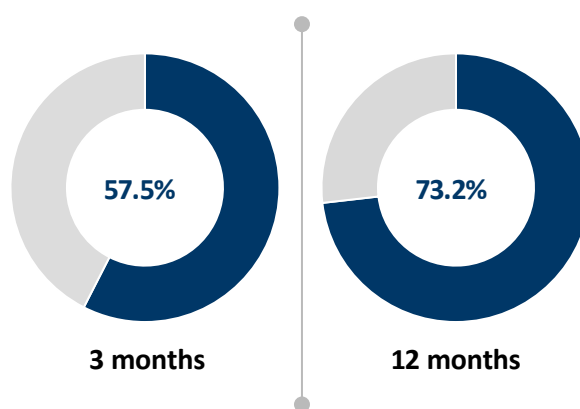
Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Does your experience with crime or violence in your community impact your likelihood to volunteer / give back in some way?

For seniors who have experienced or witnessed crime or violence in their community, similar portions say their experience has encouraged them to volunteer or give back in some way (18.3%) or have discouraged them (20.6%). However, the majority (61.1%) say their experience with crime or violence has little to no impact on them volunteering or giving back to their community in some way.

## CHARITY SPENDING

- Most seniors have donated money to charity in the past year, with an average donation of \$323 to Australian charities and \$330 to international charities.
- However, they have been donating less to charity compared to five or 10 years ago and when they were working full-time, citing they are on a budget or do not have a stable source of income as reasons for cutting back.
- Some seniors have also donated money to specific local community organisations in the past year, with an average donation of \$218.
- They have also been donating more to local community organisations compared to five or 10 years ago, attributing this to them being able to afford to donate more.

Have you donated any money to charity in the past...



*Source: CoreData - Community and Volunteering Survey (January 2018)*  
*Question: Have you donated any money to charity in the past...*

Close to three in five (57.5%) seniors say they have donated money to charity in the past 3 months, while this has increased to close to three in four (73.2%) saying they have donated in the past 12 months.

How much money would you estimate typically donating over an entire year to Australian charities in total (i.e. primarily deliver assistance/support within Australia)?



Source: CoreData - Community and Volunteering Survey (January 2018)

Question: How much money would you estimate typically donating over an entire year to Australian charities in total (i.e. primarily deliver assistance/support within Australia)?

For seniors who have donated money to charity in the past 3 to 12 months, they typically donate approximately \$323 to Australian charities over an entire year, with retired younger seniors donating the most and older seniors the least (\$349 and \$309 respectively). The average goes down to \$240 for all seniors.

How much money would you estimate typically donating over an entire year to international charities (i.e. primarily deliver assistance/support outside Australia) in total?

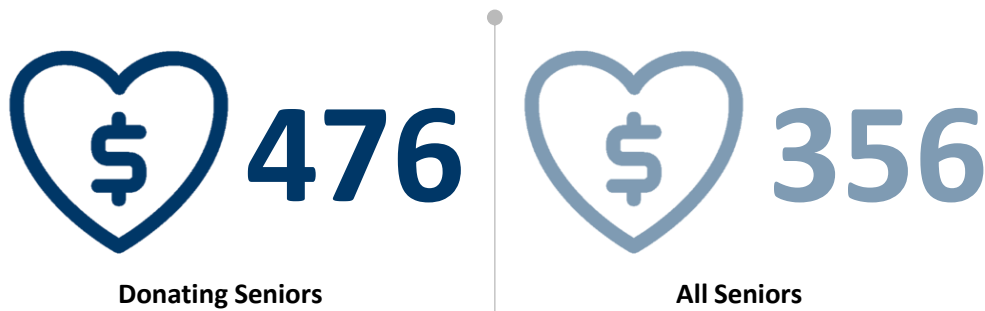


Source: CoreData - Community and Volunteering Survey (January 2018)

Question: How much money would you estimate typically donating over an entire year to international charities (i.e. primarily deliver assistance/support outside Australia) in total?

For seniors who have donated money to charity in the past 3 to 12 months, they typically donate approximately \$330 to international charities over an entire year, with retired younger seniors donating the most and older seniors the least (\$411 and \$302 respectively). The average goes down to \$194 for all seniors.

How much money would you estimate typically donating over an entire year to charities (i.e. primarily deliver assistance/support within and outside Australia) in total?



Source: CoreData - Community and Volunteering Survey (January 2018)

Question: How much money would you estimate typically donating over an entire year to charities (i.e. primarily deliver assistance/support within and/or outside Australia) in total?

For seniors who have donated money to charity in the past 3 to 12 months, they typically donate \$476 in total to charities both within and outside Australia over an entire year. Australia-wide, this translates to approximately \$2,923,352,095. In addition, the average goes down to \$356 for all seniors.

Are you donating more or less to charity now compared to...

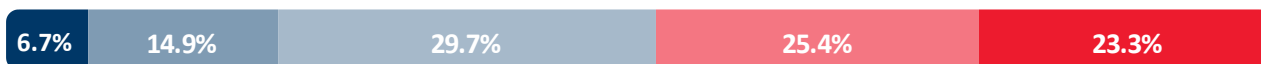
**Five years ago**



**Ten years ago**



**When last working full-time**



Source: CoreData - Community and Volunteering Survey (January 2018)

Question: Are you donating more or less to charity now compared to...

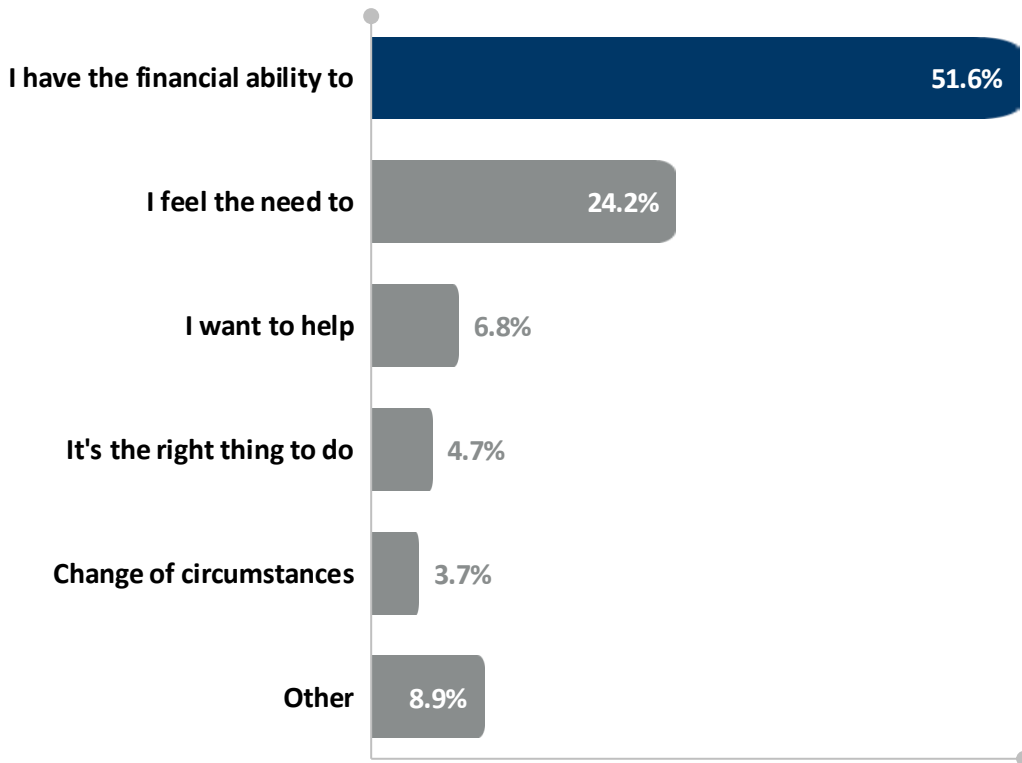
For seniors who have donated money to charity in the past 3 to 12 months, almost a third (31.6%) say they have somewhat or considerably donated less compared to five years ago, while close to one in five (19.2%) say they have donated more.

The gap has narrowed a bit when given a different timeframe wherein over a third (35.4%) say they have somewhat or considerably donated less compared to 10 years ago, while close to three in 10 (27.3%) seniors say they have donated more money.

However, close to half (48.7%) say they have somewhat or considerably donated less to charity compared to when they were last working full-time, while more than one in five (21.6%) say they have donated more.

Why is that?

Donated more



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Why would you donate more?

For seniors who have donated more money to charity compared to five or 10 years ago, more than half (51.6%) say they have the financial ability now to donate more.

*"Able to better afford it due to financial circumstances, also a better understanding of issues in the community and support required for people/organisations attempting to change these issues to provide better support/outcomes." (Male, 55 years old, VIC)*

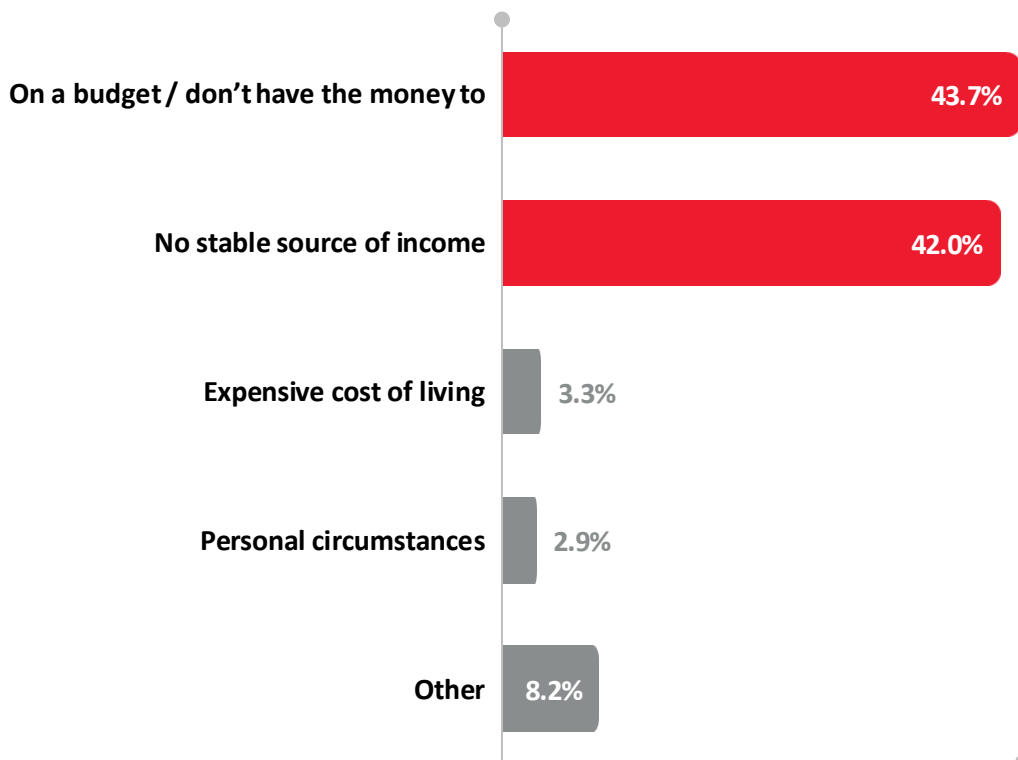
*"Having provided for our children and having no mortgage we feel we could afford it, but we are in the process of cutting back on donations; and currently refuse to talk to cold-calling charities, who are a real nuisance." (Male, 81 years old, WA)*

*"Since retiring I have more time to learn about charities and the great work they do. Also, I worked for 25 years at a non-profit medical research institute and felt I was contributing in that way." (Female, 75 years old, VIC)*

*"More community minded. Later in life, although money is tight we don't have big ticket item purchases to make. Children working and therefore helping with expenses." (Female, 53 years old, VIC)*

*"My ability to pay has varied in the past. I donate when I can, but not if this means increased indebtedness or not being able to look after my own children." (Female, 52 years old, ACT)*

**Donated less**



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Why would you donate less?

For seniors who have donated less money to charity compared to five or 10 years ago, more than two in five say they are on a budget (43.7%) or have no stable source of income (42.0%).

*"The way charities operate has changed from a voluntary and service model to that of a highly organised model along the lines of a business. I have been bombarded with both print mail on glossy paper and with phone calls, begging for donations on a regular and continuing basis. This all costs money to institute and operate. In other words, by giving to these so-called charities I am giving money to a business organisation and paying for extensive and expensive advertising and salaries together with other operating costs. This is not my idea of a charity and I do not give any money to an organisation that operates in this way." (Male, 68 years old, VIC)*

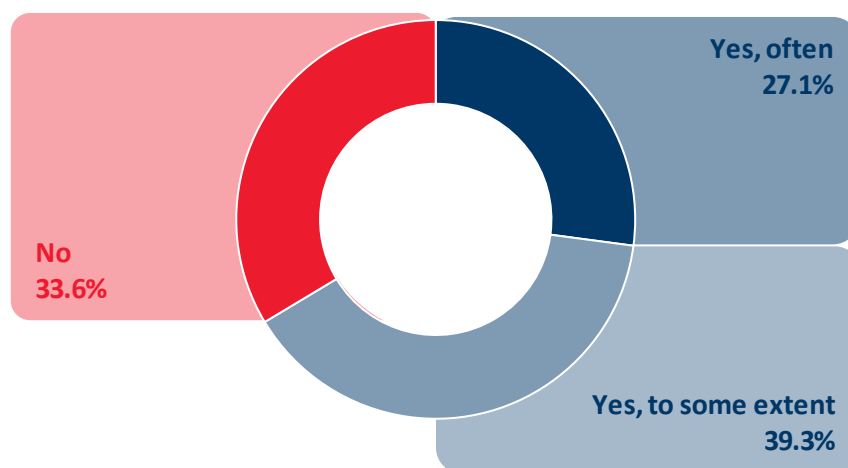
*"I simply cannot afford it. My Single OAP is about \$445.00 per week. After I have paid all my bills (rates, levies, utilities, food, etc.) there is very little left. I no longer go to the cinema, theatres, drink even the moderate amount of alcohol I used to, that has all gone. I maintain private health cover which is a strain but I get there. What little is left every week is put away for emergency use." (Male, 80 years old, SA)*



*"Less money available to donate; no income; increased dissatisfaction with lack of transparency and increased erosion of donations for core function and reduced provision of aid to recipients due to increased amounts allocated to 'administrative functions/purposes'; the exponential increase in the number of registered charitable institutions over the last 20 years." (Male, 70 years old, SA)*

*"I'm disheartened by charities paying such high percentages to collection agencies on their behalf. I'd donate more if they money went direct to the charity and not some rich collection agency with its head office in the expensive part of Sydney. I've also had a lot of financial issues and can't really afford to donate at present." (Female, 51 years old, NSW)*

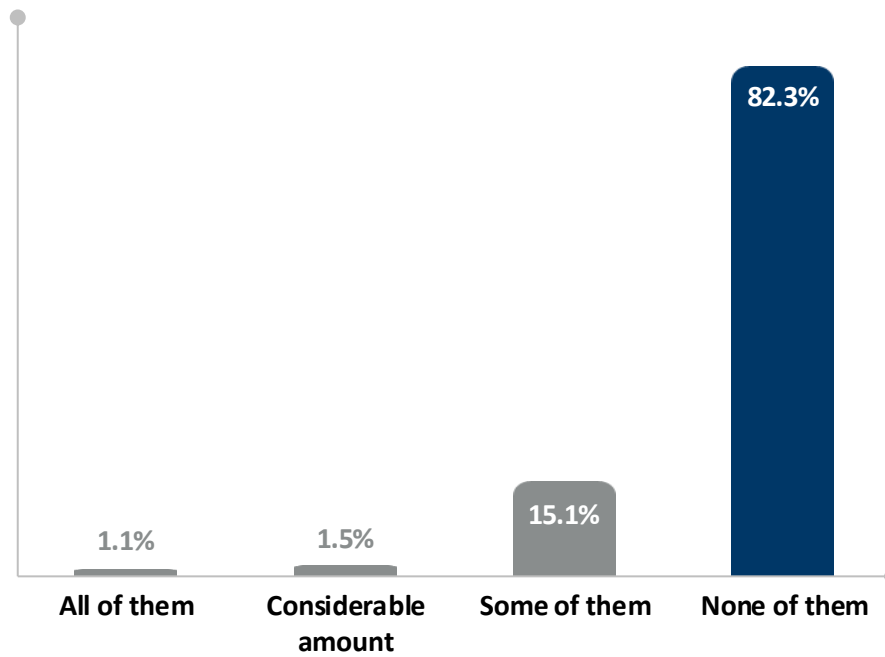
**Do you find your charity donation commitments hard to afford or requiring appreciable sacrifices?**



*Source: CoreData - Community and Volunteering Survey (January 2018)  
Question: Do you find your charity donation commitments hard to afford or requiring appreciable sacrifices?*

Two-thirds (66.4%) of seniors find their charity donation commitments hard to afford or requiring appreciable sacrifices, while the remaining portion say otherwise (33.6%).

Are you planning to bequest any of your assets to charity?



Source: CoreData - Community and Volunteering Survey (January 2018)  
Question: Are you planning to bequest any of your assets to charity?

More than one in six (17.7%) seniors say they are planning to bequest at least some of their assets to charity, while the vast majority (82.3%) do not have plans.

Have you donated any money specifically to local community organisations in the past year?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Have you donated any money specifically to local community organisations in the past year?

Close to a third (32.8%) of seniors have donated money specifically to local community organisations in the past year, while the remainder did not (67.2%).

How much money would you estimate typically donating over an entire year to local community organisations only in total?

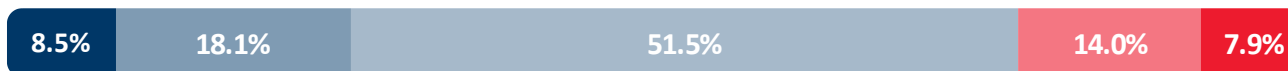


Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: How much money would you estimate typically donating over an entire year to local community organisations only in total?

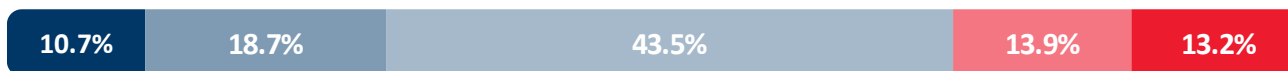
For seniors who have donated money specifically to local community organisations in the past year, they typically donate approximately \$218 to these organisations, with younger seniors donating the most and older seniors the least (\$271 and \$155 respectively). Australia-wide, this translates to an average of \$568,815,895 over an entire year. The average goes down to approximately \$70 for all seniors.

Are you donating more or less to local community organisations now compared to...

**Five years ago**



**Ten years ago**



Source: CoreData - Community and Volunteering Survey (January 2018)

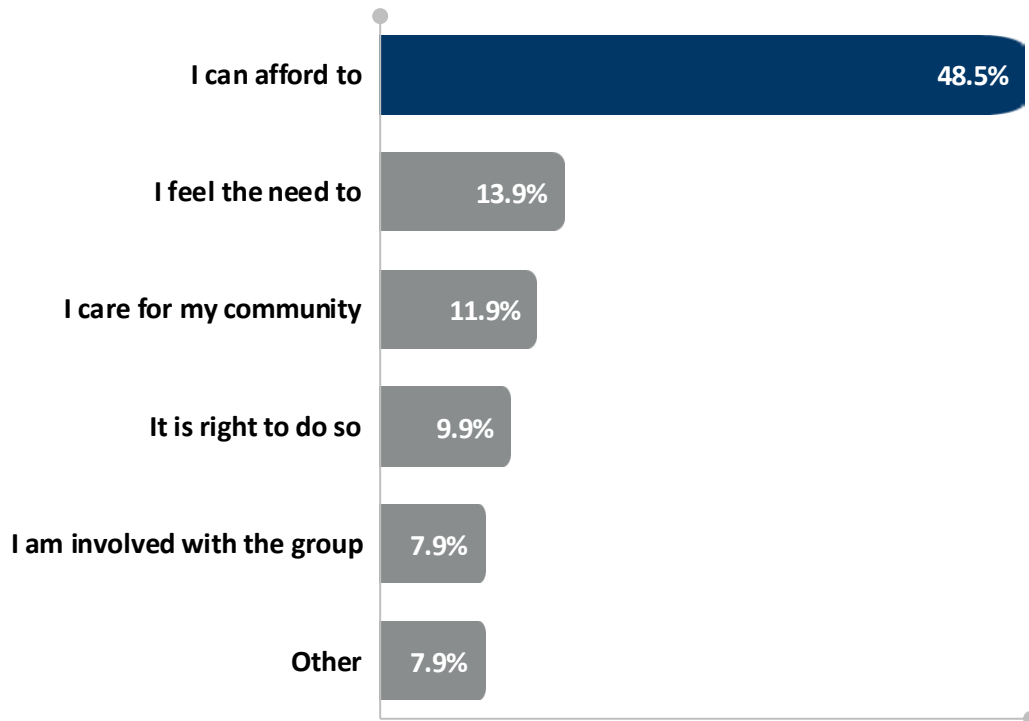
Question: Are you donating more or less to local community organisations now compared to...

For seniors who have donated money specifically to local community organisations in the past year, more than one in five (21.9%) say they have donated somewhat or considerably less compared to five years ago while more than a quarter (26.6%) have donated more.

Again, the gap narrowed when given a different timeframe wherein more than a quarter (27.1%) say they have donated somewhat or considerably less compared to 10 years ago, while close to three in 10 (29.4%) have donated more.

Why is that?

Donating more



Source: CoreData - Community and Volunteering Survey (January 2018)

Question: Why would you donate more?

For seniors who have donated more money local community organisations in the past year, close to half (48.5%) say it is because they can now afford to give back more.

*"It's just the way it is. We donated a small amount to local charities and more to Surf Life Saving in our earlier years as our son was a lifesaver. Went up through the Nippers program from the age of ten. We now donate the same to local charities but can't afford to increase the amount." (Female, 72 years old, SA)*

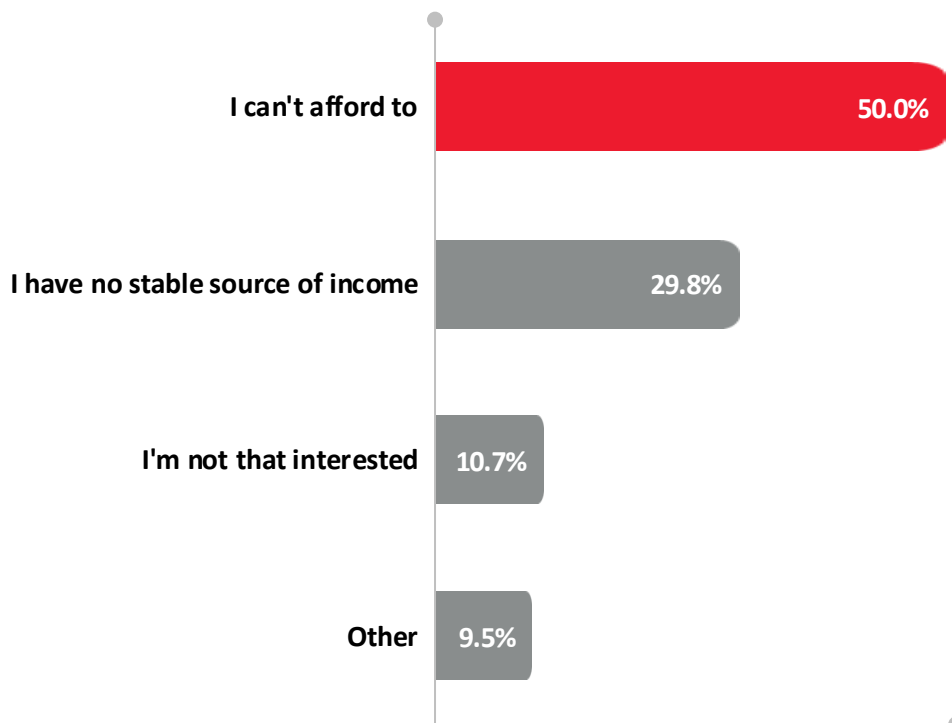
*"I think the internet has made me more aware of local needs, some of the ones I have donated to be bushfire relief and helping farmers in drought conditions - made more aware by news stories of the needs." (Female, 60 years old, NSW)*

*"I live in a small country town and there is always something we can support. It benefits our whole community. People here make it happen and do amazing things. I am happy to support them." (Female, 60 years old, SA)*

*"The government expects local clubs to run them like a small business showing bigger profits making funding harder to access. So small businesses are getting daily request." (Male, 55 years old, QLD)*

*"Better appreciate efforts that people and groups are trying to do to make the local community better and provide opportunities for people within the community." (Male, 55 years old, VIC)*

Donating less



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Why would you donate less?

For seniors who have donated less money local community organisations in the past year, half (50.0%) say it is because they cannot afford to.

*"Again, I am now on a disability pension no longer a special education teacher and my pharmacy and specialist doctors cost much more." (Female, 66 years old, NSW)*

*"Don't know any local charities. Most are Qld or nationally based with donations in the mail or by telephone." (Male, 65 years old, QLD)*

*"Self-funded retiree, private health care has cut into money that used to be available for donation." (Female, 72 years old, WA)*

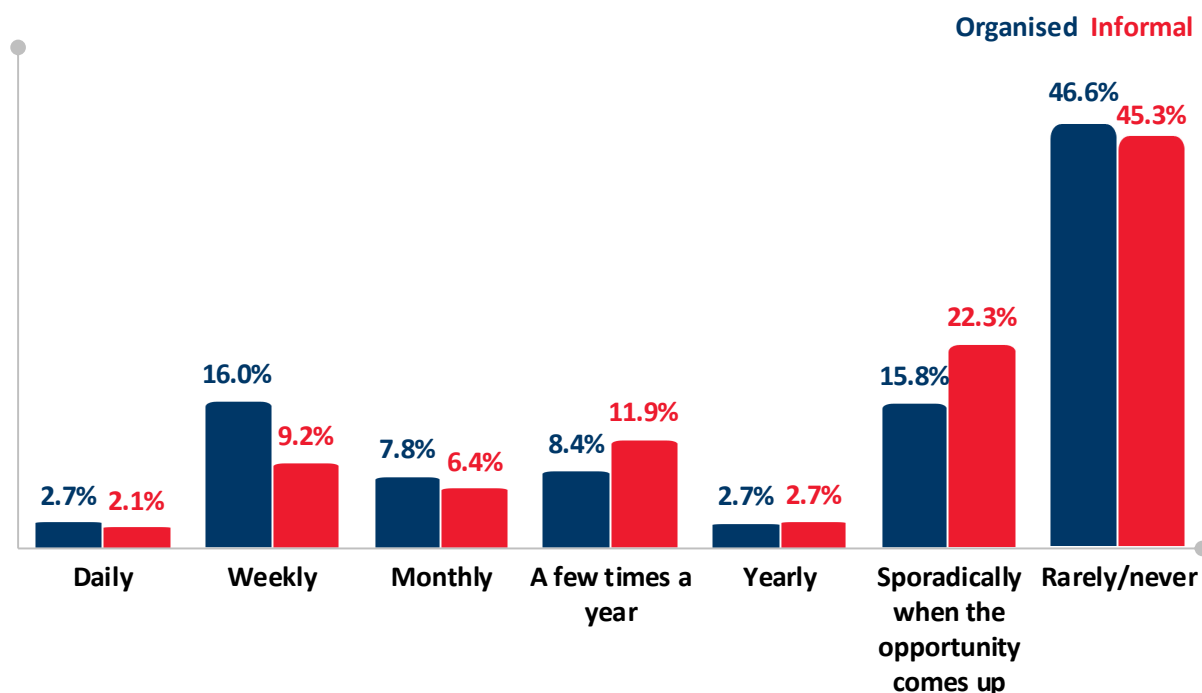
*"Just not interested as I feel I have done more than others and need to think of myself." (Female, 56 years old, SA)*

*"My financial situation has changed I have been studying and cash is limited." (Female, 54 years old, QLD)*

## VOLUNTEERING INVOLVEMENT

- Many seniors are involved in volunteering activities within their community through both organised and informal volunteering at least yearly, spending an average of 7.9 hours each week or 411.9 hours each year.
- Most seniors have volunteered in local community organisations such as community services, sports clubs and charities.
- Some have also been giving more of their time to local community organisations compared to five or 10 years ago, citing having spare more time as the main reason.
- However, seniors are less likely to give back to their community in 10 years' time due to their health and mobility, as well as availability of time, which represent the key barriers to getting more involved in volunteering.

How often are you involved in volunteering activities within your community for both organised (i.e. through organisational intermediary) and informal (i.e. casually through personal network) volunteering?



Source: CoreData - Community and Volunteering Survey (January 2018)

Question: How often are you involved in volunteering activities within your community for both organised (i.e. through organisational intermediary) and informal (i.e. casually through personal network) volunteering?

Close to one in five (18.7%) seniors say they are involved in organised volunteering activities within their community at least weekly, while a similar portion (18.9%) say they are involved at least yearly. Close to half (46.6%) say they are rarely or never involved in organised volunteering within their community.

A little over one in 10 (11.3%) seniors say they are involved in informal volunteering activities within their community at least weekly, while close to twice the number (21.0%) say they are involved at

least yearly. Close to half (45.3%) of seniors say they are rarely or have never been involved in informal volunteering activities in their community.

How many hours would you estimate you typically spend volunteering in your community each week/each year?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: How many hours would you estimate you typically spend volunteering in your community each week/year?

For seniors who are involved in either organised or informal volunteering activities, they typically spend around 7.9 hours each week or 411.9 hours per year. This translates to a total of 27,453,346 hours per week or 1,427,573,995 hours per year spent volunteering Australia-wide.

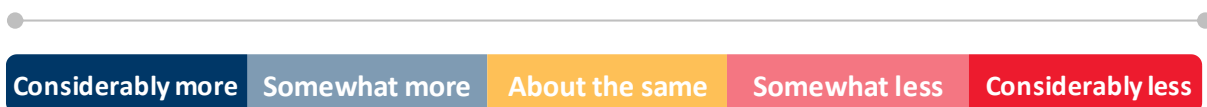
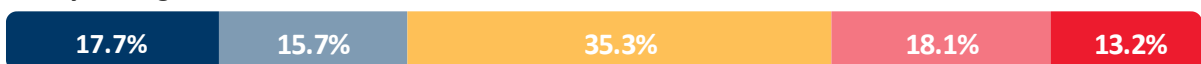
Retired younger seniors put in the most hours at 8.6 hours per week or 449.6 hours per year, compared to older seniors who spend around 7.6 hours per week or 393.6 hours per year.

Are you giving more or less of your time to local community organisations now compared to...

**Five years ago**



**Ten years ago**



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Are you giving more or less of your time to local community organisations now compared to...

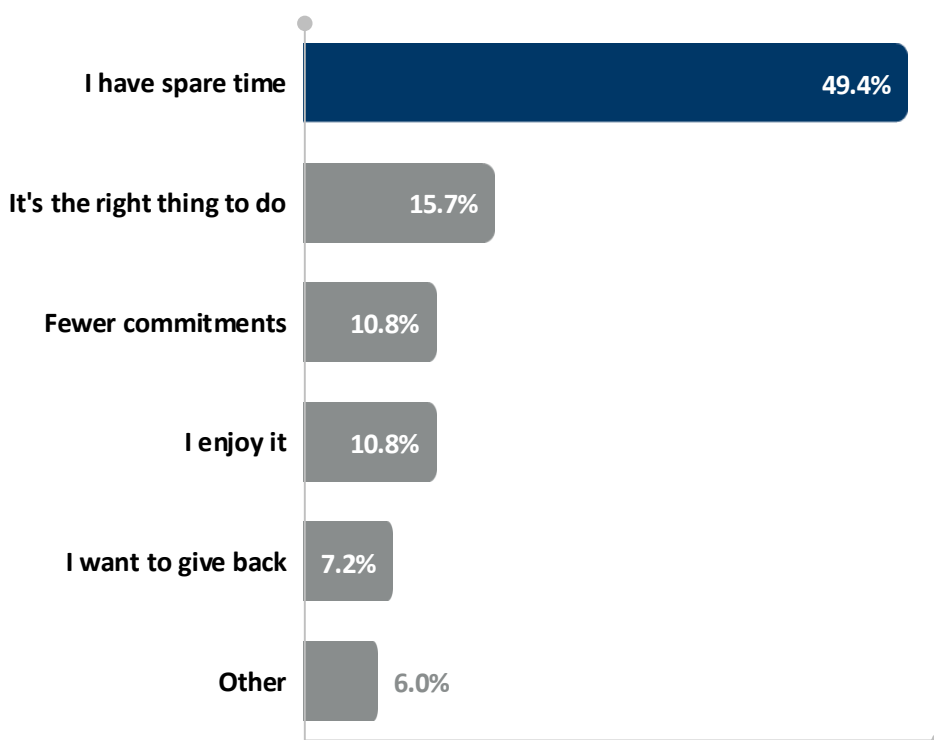
For seniors who are involved in either organised or informal volunteering activities, close to three in 10 (29.5%) say they are giving somewhat or considerably more of their time to local community organisations compared to five years ago, while more than a quarter (26.3%) say they have put in less time.



A third (33.4%) say they are giving somewhat or considerably more of their time to local community organisations compared to ten years ago, while close to a third (31.3%) say they have been giving less time.

Why is that?

Giving more time



Source: CoreData - Community and Volunteering Survey (January 2018)  
Question: Why are you giving more time?

For seniors who are giving more of their time to local community organisations compared to five or 10 years ago, close to half (49.4%) say it is because they have the spare time to do so.

*"I am admin of the community Facebook group, this takes a lot of time. Ten years ago, I was running a community theatre group and it was taking a great deal of time. Five years ago, I was in between these two things." (Male, 62 years old, QLD)*

*"With rural fire brigade. BMX and cricket we are expected to have a higher level of training coaching child care requirements this is generally at our expense outside the time you spend coaching working bees." (Male, 55 years old, QLD)*

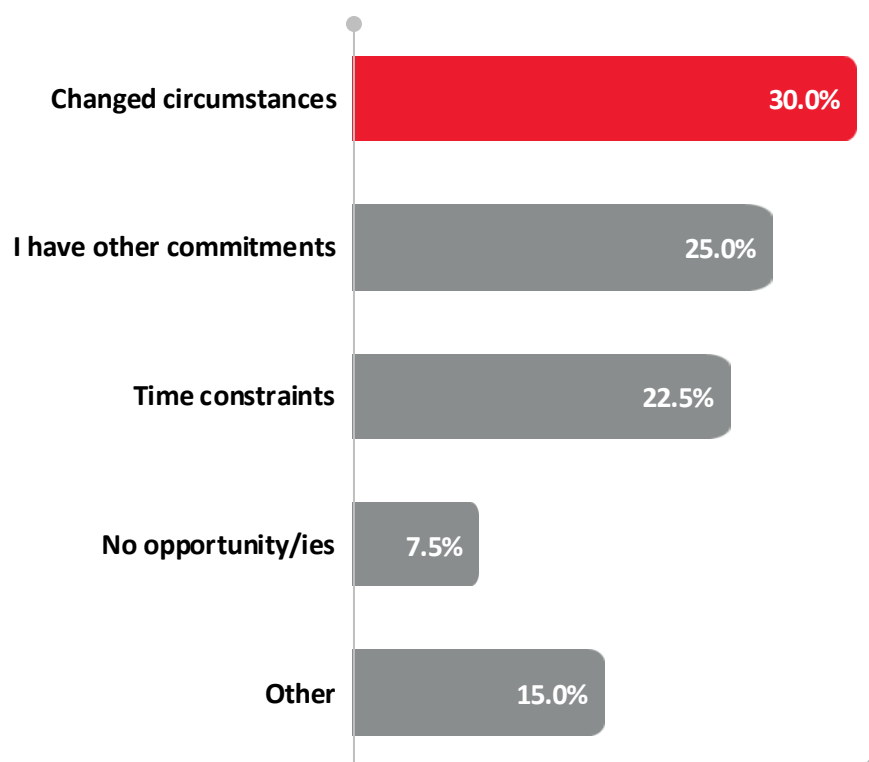
*"I am now working part-time, 10 years ago I was working full-time. I cook meals for needy families and take meals to the homeless. I have been doing this for many years now." (Female, 53 years old, VIC)*

*"I lived in a big city before. It was nothing like this town of 800 to a 1,000 people, plus surrounding districts of farmland." (Female, 60 years old, SA)*

*"You get back what you put in and in a small community volunteering helps if you weren't born there to fit in / belong." (Female, 55 years old, WA)*

*"We shifted from an isolated place to a country town which has a whole lot more activities than where we came from." (Male, 66 years old, WA)*

**Giving less time**



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Why are you giving less time?

For seniors who are giving less of their time to local community organisations compared to five or 10 years ago, three in 10 (30.0%) attribute this to changed circumstances in their lives.

*"Have change communities on retirement & have found the new community not as accepting - essentially the difference between the new suburban community vs the previous regional community where we ran a business involved with the community. One clear difference is that organisations in the suburbs do not appear to acknowledge the skills & capacities of people from rural/regional areas." (Male, 67 years old, SA)*

*"I have 5 children now and less spare time than when I had 3, ten years ago, plus my husband is less able to cope unaided with the children now due to age/ill health." (Female, 52 years old, ACT)*

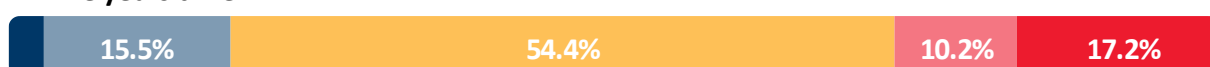
*"Previous heavy involvement with NHW has ceased as we moved out of the area. Our new address does not seem to feature Neighbourhood Watch." (Male, 65 years old, VIC)*

*"When my children were involved in sports, church and cultural activities, I was more involved in local events." (Female, 56 years old, NSW)*

*"As I age, I need more time to complete my work and home commitments and have less time for other activities." (Male, 67 years old, QLD)*

Do you think you will be spending more or less of your time volunteering for local community organisations in the future?

**In five years time**



**In ten years time**



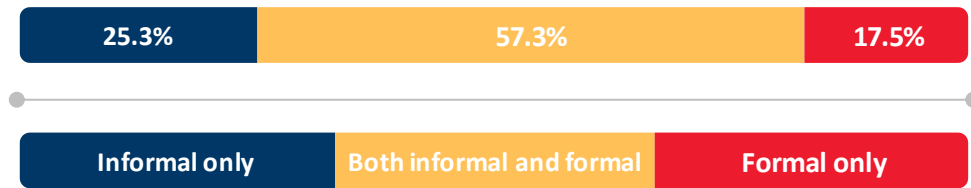
Source: CoreData - Community and Volunteering Survey (January 2018)

Question: Do you think you will be spending more or less of your time volunteering for local community organisations in the future?

Close to one in five (18.3%) seniors think they will be more involved in volunteering for local community organisations in five years' time, while more than a quarter (27.4%) say they will put in less time.

The gap widens when the time period has been adjusted with close to one in five (18.4%) seniors saying they will be more involved in volunteering for local organisations in 10 years' time, while close to two in five (37.4%) are saying they will be spending less of their time.

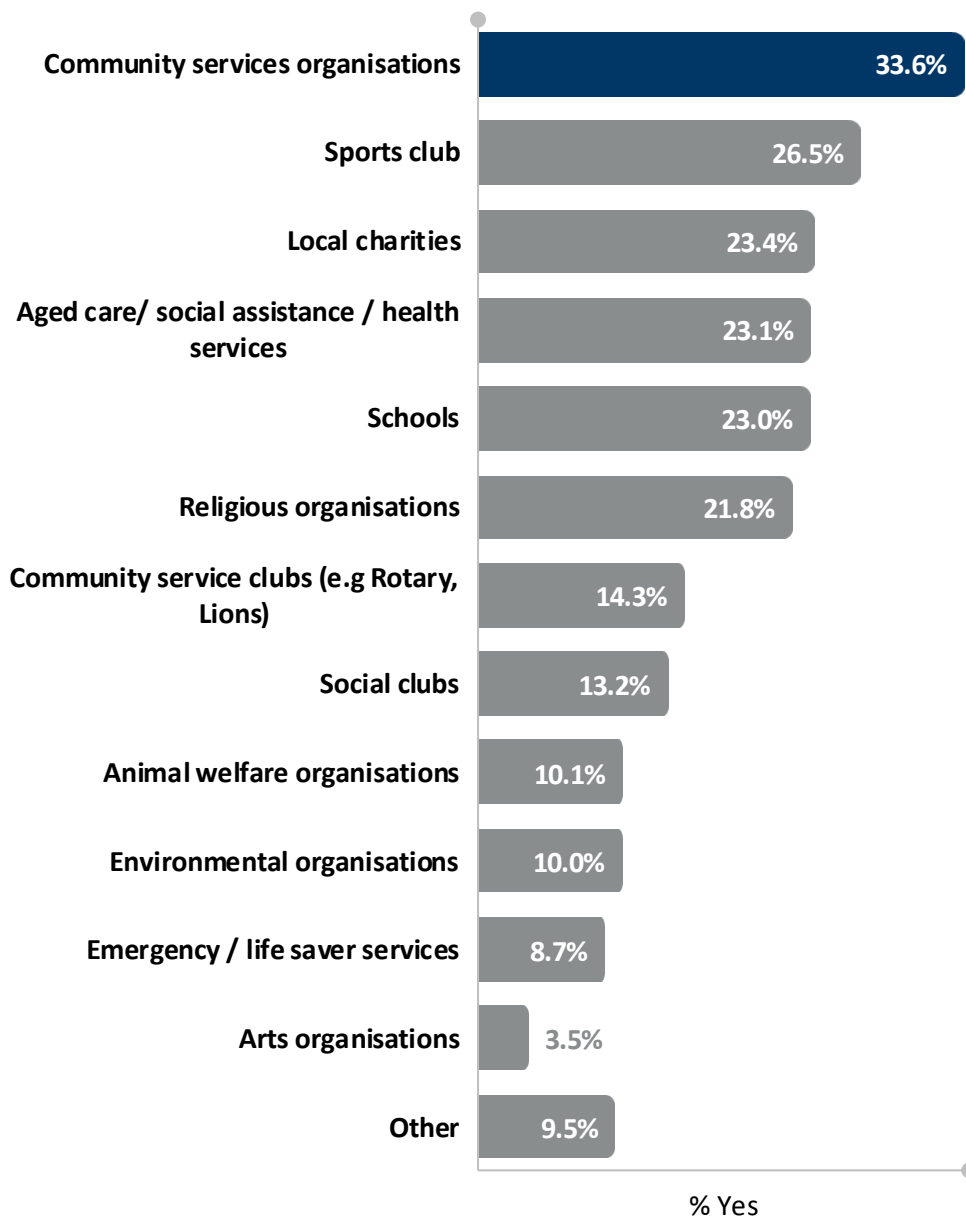
Have you mostly been involved in formal (through an organisation) or informal (personal network) volunteering within your community?



*Source: CoreData - Community and Volunteering Survey (January 2018)*  
*Question: Have you mostly been involved in formal (through an organisation) or informal (personal network) volunteering within your community?*

For seniors who are involved in either organised or informal volunteering activities, close to three in five (57.3%) say they have been involved in both formal and informal volunteering within their community. A quarter (25.3%) say they have been involved in informal volunteering only, while less than one in five (17.5%) say they are putting in time for formal volunteering only.

Which kind of local organisations have you volunteered for in the past year?



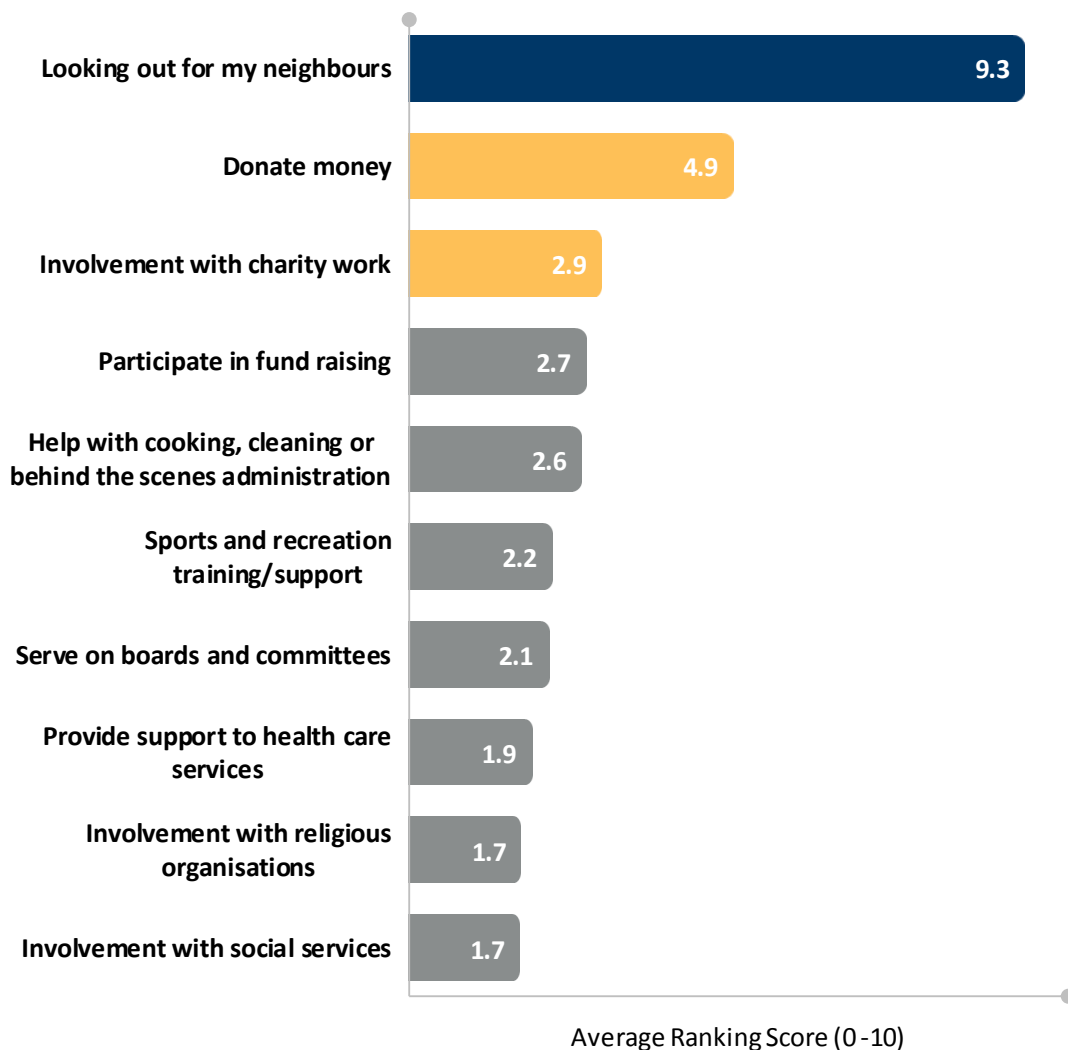
\*Multiple answers allowed

Source: CoreData - Community and Volunteering Survey (January 2018)

Question: Which kind of local organisations have you volunteered for in the past year?

For seniors who are involved in either organised or informal volunteering activities, a third (33.6%) say they have volunteered for community services organisations in the past year, while more than a quarter (26.5%) point to a sports club. Other seniors cite local charities (23.4%), aged care / social assistance / health services (23.1%) and schools (23.0%) as the local organisations they have volunteered for in the past year.

What are your top three ways of giving back to your community? Please rank your top 3 where 1 is the most significant for you. You may rank less than 3.



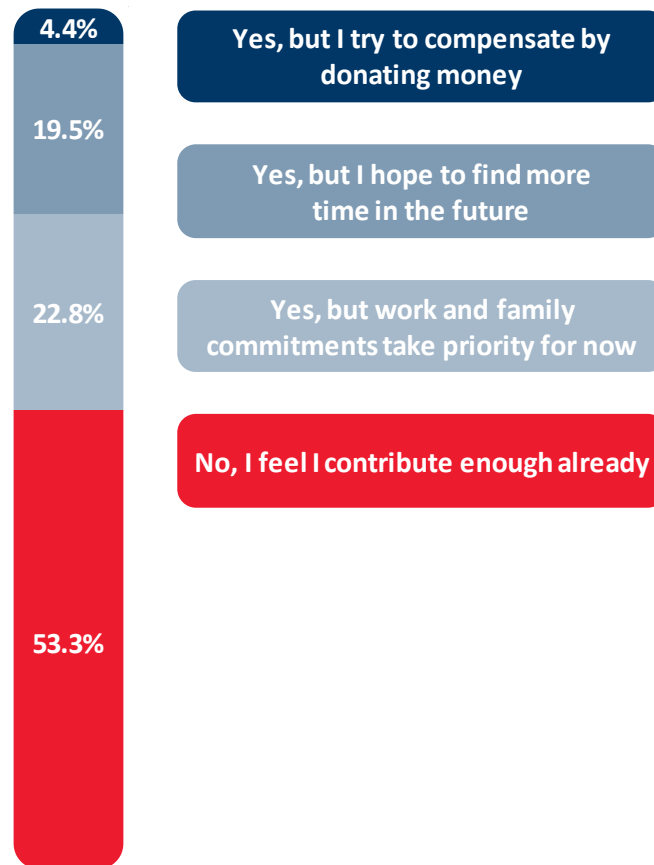
\* Top 10 answers

Source: CoreData - Community and Volunteering Survey (January 2018)

Question: What are your top three ways of giving back to your community?

Seniors rank 'looking out for their neighbours' as their top way of giving back to their community, with an average ranking score of 9.3 out of 10, followed by 'donating money' (4.9) and 'being involved with charity work' (2.9).

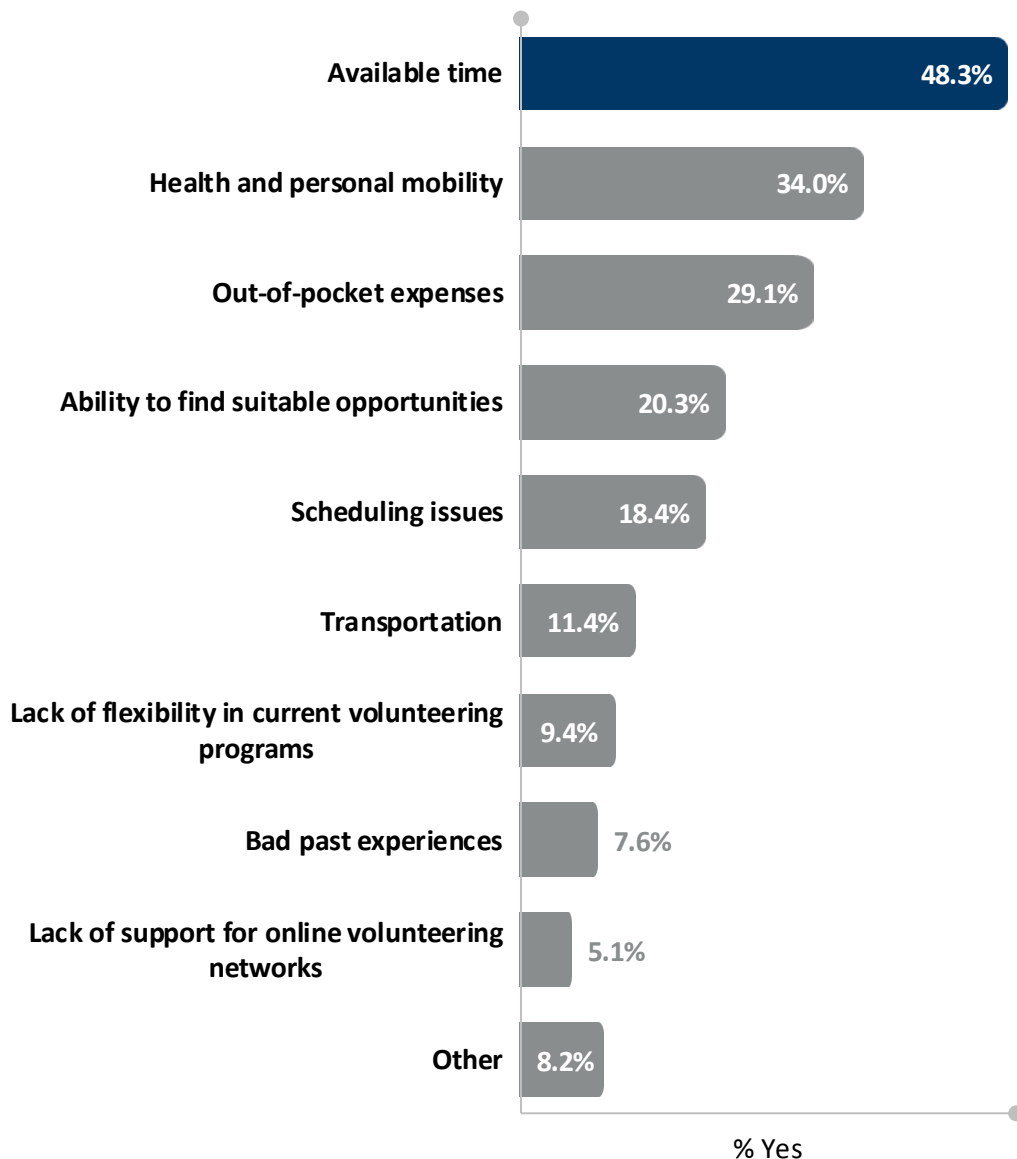
Do you wish you could find more time to volunteer?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Do you wish you could find more time to volunteer?

Close to a quarter (23.9%) of seniors say they wish they could find time more to volunteer but they either try to compensate by donating money or hope to find more time in the future. A similar portion (22.8%) also wish to find more time to volunteer but work and family commitments take priority. However, more than half (53.3%) of seniors feel they contribute enough already and do not need to find more time to volunteer.

What are the greatest barriers getting more involved with volunteering?



\*Multiple answers allowed

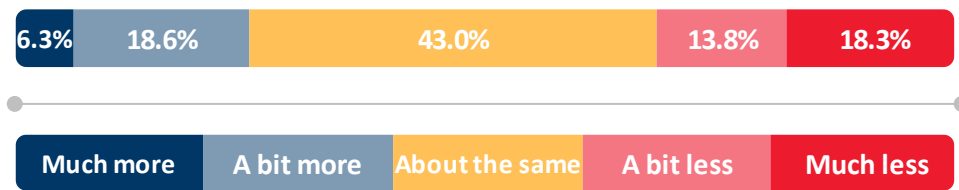
Source: CoreData - Community and Volunteering Survey (January 2018)

Question: What are the greatest barriers getting more involved with volunteering?

Close to half (48.3%) of seniors think the availability of time is the greatest barrier in getting more involved with volunteering, while a more than a third (34.0%) cite health and personal mobility. Other seniors cite out-of-pocket expenses (29.1%), ability to find suitable opportunities (20.3%) and scheduling issues (18.4%) as barriers to getting more involved with volunteering.



Do you think you are likely to be giving back to your community more or less in 10 years' time?

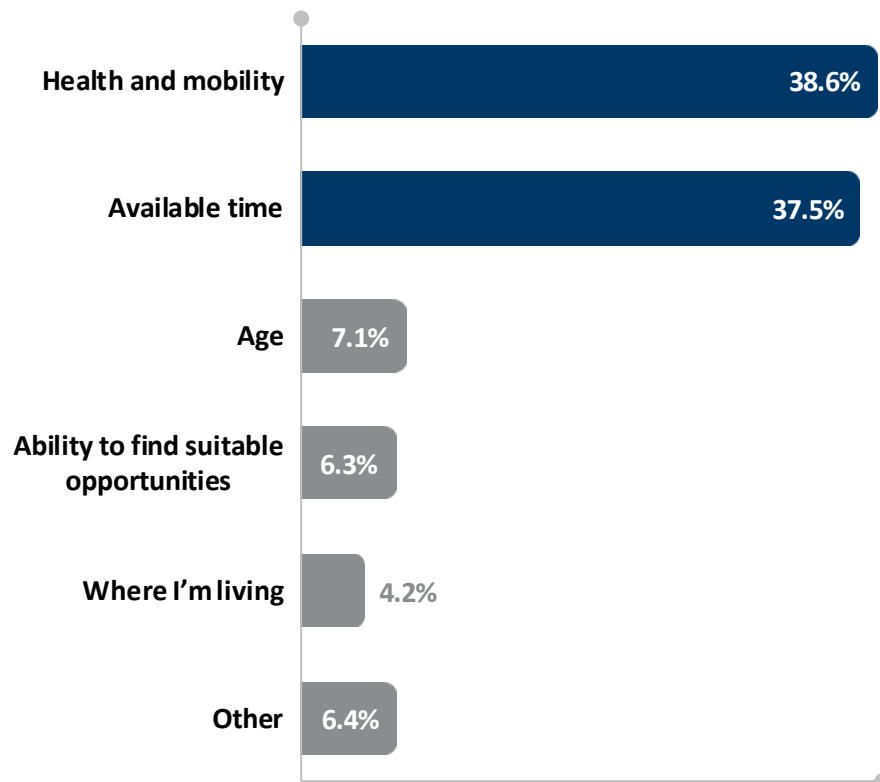


Source: CoreData - Community and Volunteering Survey (January 2018)

Question: Do you think you are likely to be giving back to your community more or less in 10 years' time?

Close to a third (32.1%) of seniors say they are less likely to be giving back to their community in 10 years' time, while a quarter (24.9%) are more likely to be giving back to their community in the same time frame.

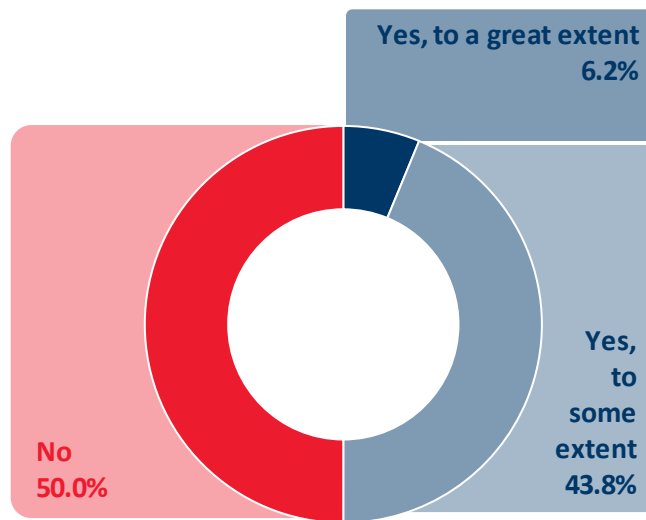
Why do you think this?



Source: CoreData - Community and Volunteering Survey (January 2018)  
Question: Why do you think this?

For seniors who are more or less likely to be giving back to their community in 10 years' time, they attribute the level of their likelihood of giving back mainly to their health and mobility (38.6%) and their available time (37.5%).

Do you think you are likely to be giving back to your community in different ways in 10 years' time?

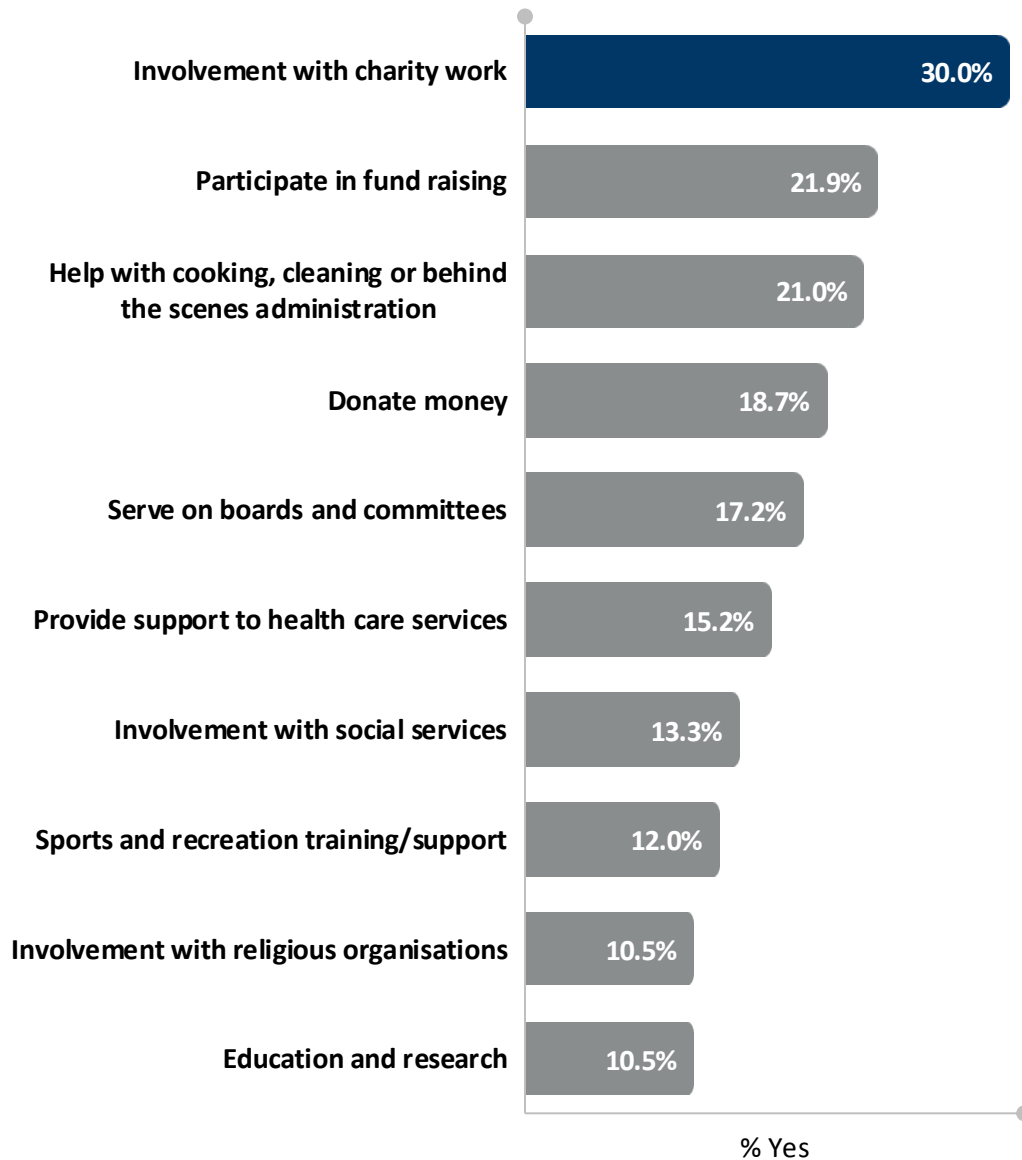


Source: CoreData - Community and Volunteering Survey (January 2018)

Question: Do you think you are likely to be giving back to your community in different ways in 10 years' time?

Equal portions of seniors think they are either likely at least to some extent or not likely to give back to their community in different ways in 10 years' time (both 50.0%).

What are you likely to be doing more of in 10 years' time?



\* Top 10 answers

\*Multiple answers allowed

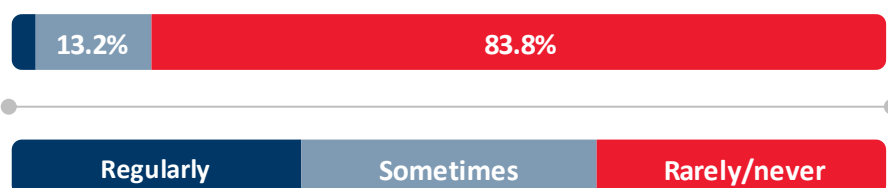
Source: CoreData - Community and Volunteering Survey (January 2018)

Question: What are you likely to be doing more of in 10 years time?

For seniors who are likely to give back to their community in different ways in 10 years' time, three in 10 (30.0%) say they will be involved in more charity work, while similar portions say they will be participating more in fund raising (21.9%) and helping more with the cooking, cleaning or behind the scenes administration (21.0%).

Seniors also say they will be donating more money (18.7%), serve on more boards and committees (17.2%) and provide more support to health care services (15.2%).

Are you ever reimbursed for out of pocket expenses for your volunteering involvement (e.g. travel costs, cleaning uniforms or other costs you incur)?



*Source: CoreData - Community and Volunteering Survey (January 2018)*

*Question: Are you ever reimbursed for out of pocket expenses for your volunteering involvement (e.g. travel costs, cleaning uniforms or other costs you incur)?*

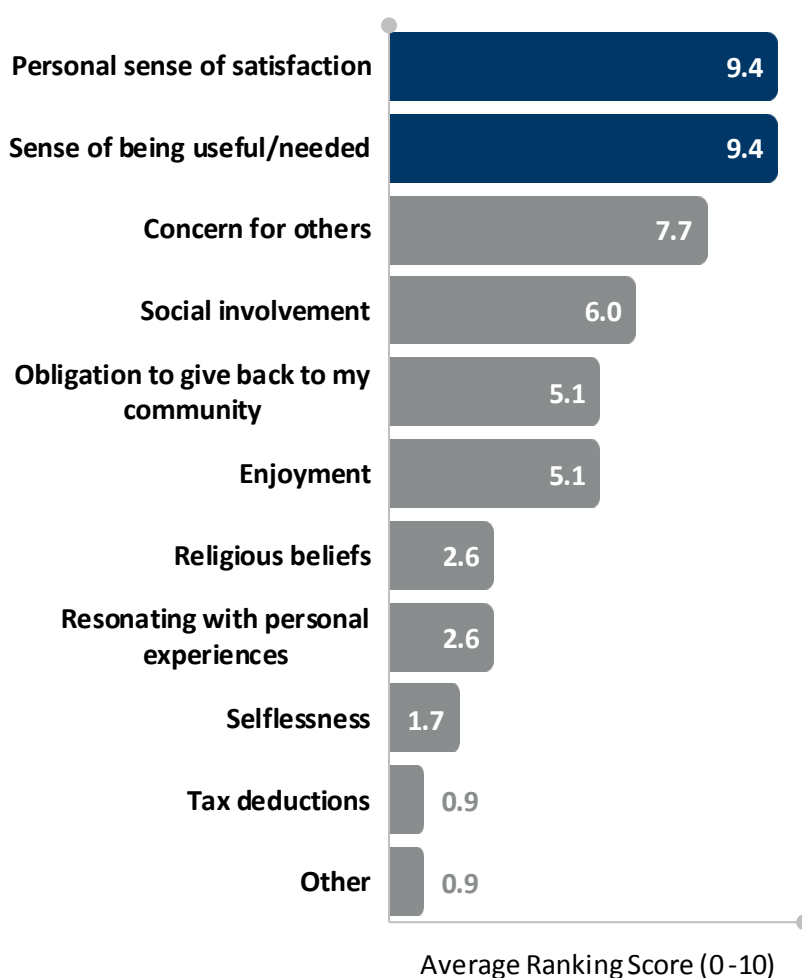
For seniors who are involved in either organised or informal volunteering activities, one in six (16.2) say they are sometimes or regularly reimbursed for out of pocket expenses for their volunteering involvement, while the vast majority (83.8%) say they are rarely or have never been reimbursed for such expenses.

## VOLUNTEERING MOTIVATIONS

- A desire to contribute has prompted most seniors to start volunteering and their experience of volunteering has generally met their expectations.
- Being involved in volunteering has given seniors great pleasure, a sense of purpose and has contributed to their wellbeing.

*The following questions in this section were asked to seniors who are involved in either organised or informal volunteering activities at least yearly.*

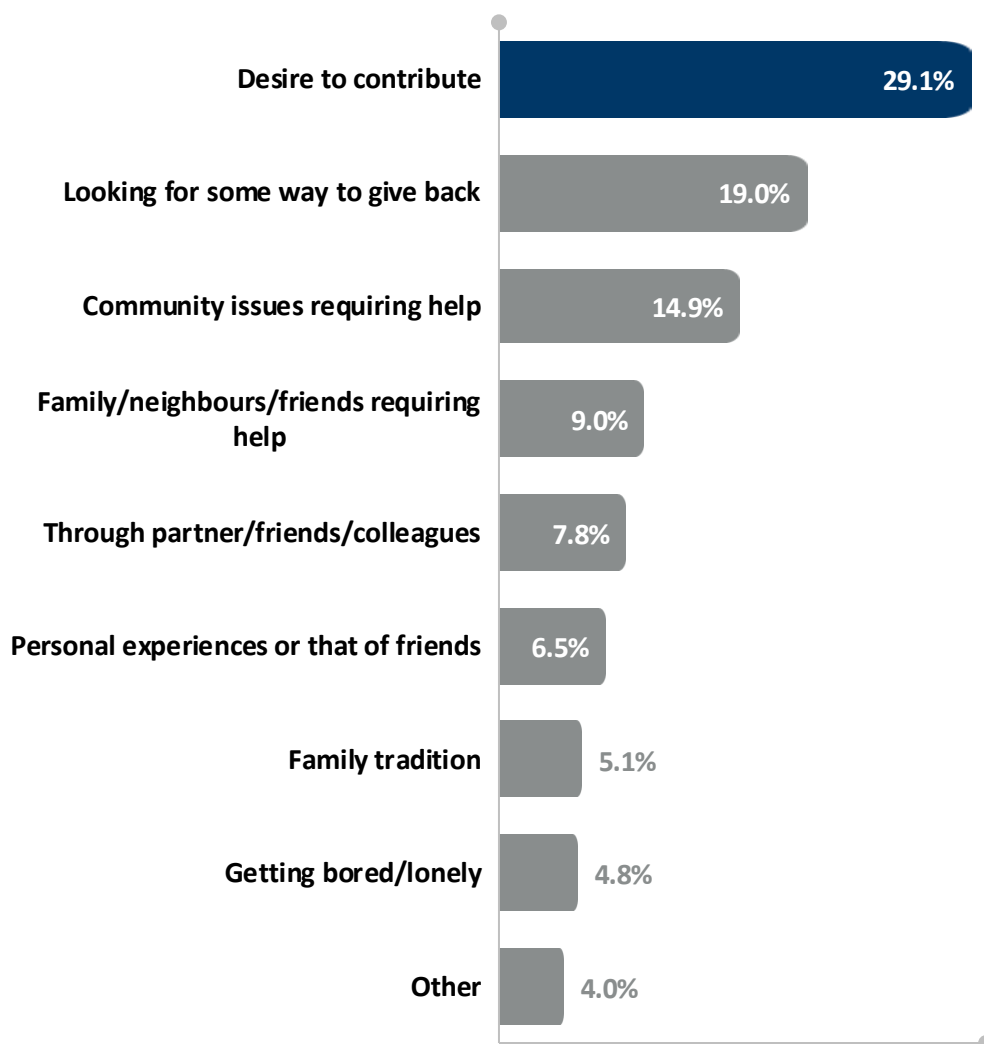
What are your key motivations for donating time or money to your local community? Please rank your top 3 where 1 is the most important motivation. You may rank less than 3 if you prefer.



*Source: CoreData - Community and Volunteering Survey (January 2018)  
Question: What are your key motivations for donating time or money to your local community?*

Seniors rank a ‘sense of being useful/needed’ and ‘personal sense of satisfaction’ as their top motivations for donating their time or money to their local community, both with an average ranking score of 9.4 out of 10, followed by ‘concern for others’ (7.7).

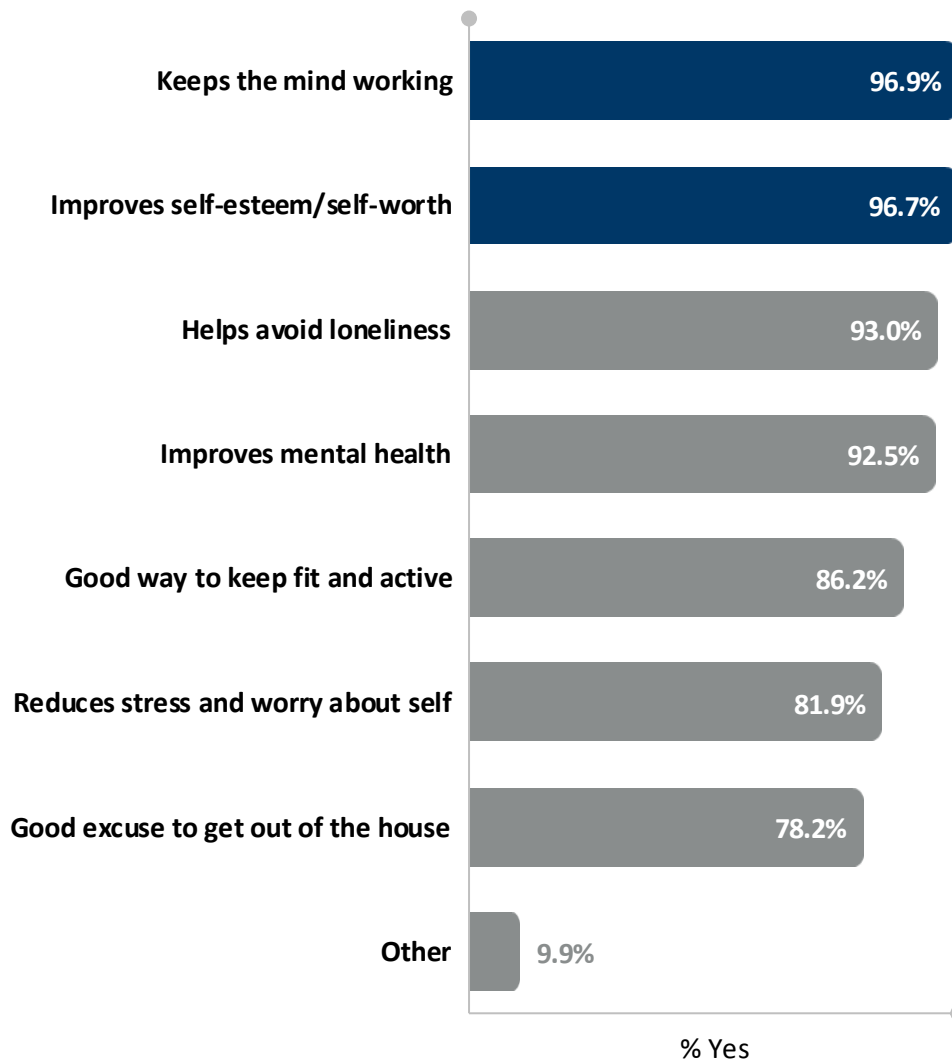
What best describes what first prompted you to volunteer in your local community?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: What best describes what first prompted you to volunteer in your local community?

Close to three in 10 (29.1%) seniors say the desire to contribute prompted them to start volunteering in their local community, while almost one in five (19.0%) cite looking for some way to give back. Other seniors say they have seen community issues (14.9%) and family or neighbours or friends (9.0%) requiring help that prompted them to volunteer in their local community.

Do you believe volunteering can provide you with the following health benefits?



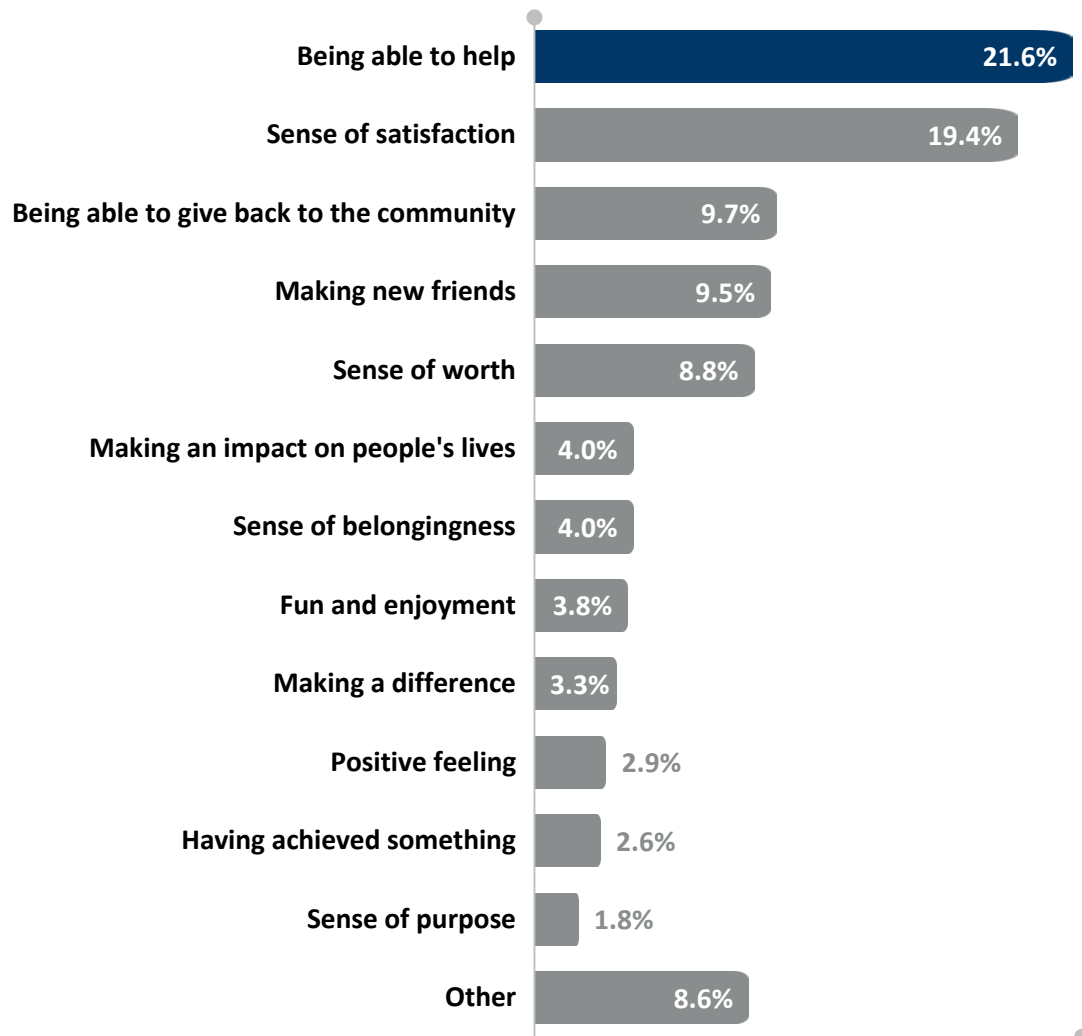
Source: CoreData - Community and Volunteering Survey (January 2018)

Question: Do you believe volunteering can provide you with the following health benefits?

Nearly all seniors say volunteering keeps the mind working (96.9%) and improves self-esteem or self-worth (96.7%). The overwhelming majority also says that volunteering helps avoid loneliness (93.0%) and improves mental health (92.5%). Other health benefits they attribute to volunteering include: keeps them fit and active (86.2%), reduces stress and worry about self (81.9%) and gets them out of their house (78.2%).



What is the most important thing you get out volunteering in your local community?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: What is the most important thing you get out volunteering in your local community?

Seniors say the most important thing they get out of volunteering in their local community is ‘being able to help’ (21.6%) and the ‘sense of satisfaction’ (19.4%).

*"I would have hoped less loneliness, a feeling of self-worth and a feeling of being involved as well as a good feeling that you are contributing to bettering the world. This did not happen. Horrible experiences with Lions, Rotary, SES and a local sporting club. All too political and petty and almost all involved old men running things forever." (Female, 57 years old, NSW)*

*"I coach children's sport so I get great satisfaction knowing that I am passing on my knowledge of the game so that the kids can get the same enjoyment out of sport that I have had. I think it is so important for kids to play sport and I am happy to make it a fun experience for them." (Female, 56 years old, VIC)*

*"Sense that I am able to give support and advice and provide activities for younger members of the community and the hope that they will also get an understanding of what needs there are in the community and how they can help." (Male, 55 years old, VIC)*

*"I love my community and want to be involved in the hard work many members contribute to our community. The self-satisfaction gained by helping others is so important and the social inclusion with like-minded people." (Male, 60 years old, NSW)*

*"Knowing that I have made a difference, giving a homeless person a meal or dropping off cooked meals and a hamper to a family is a great reward, their faces and hugs are a huge reward and many times several tears." (Female, 53 years old, VIC)*

*"Depends on circumstances. Right now, because I feel it makes a contribution to society. In future, there may be greater personal importance when I am no longer in contact with others through work, for example." (Male, 60 years old, NSW)*

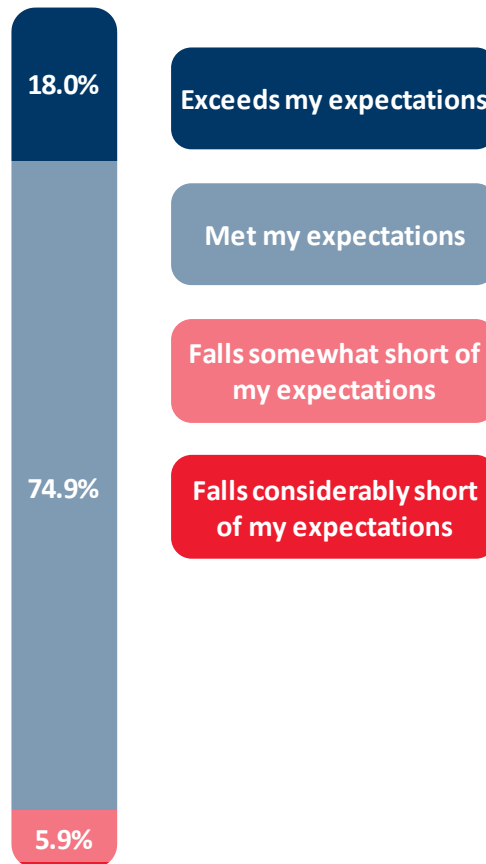
*"I have learnt many new skills being president of a board such as project management, professional conduct, and interpersonal relationships. I have met some amazing people who work hard for their passions." (Female, 60 years old, QLD)*

*"A sense of satisfaction at being able to assist disadvantaged people take back control of their life and if due to circumstances this is not possible then supporting people in their time of need." (Female, 69 years old, NSW)*

*"The feeling that I have helped with the care and assistance to returned and retired members of our defence force and, secondly, by donating money I gain tax deductions." (Male, 82 years old, VIC)*

*"I get a feeling that I have made a big difference in the lives of very vulnerable people. By helping asylum seekers to get visas I may have saved their lives." (Female, 72 years old, VIC)*

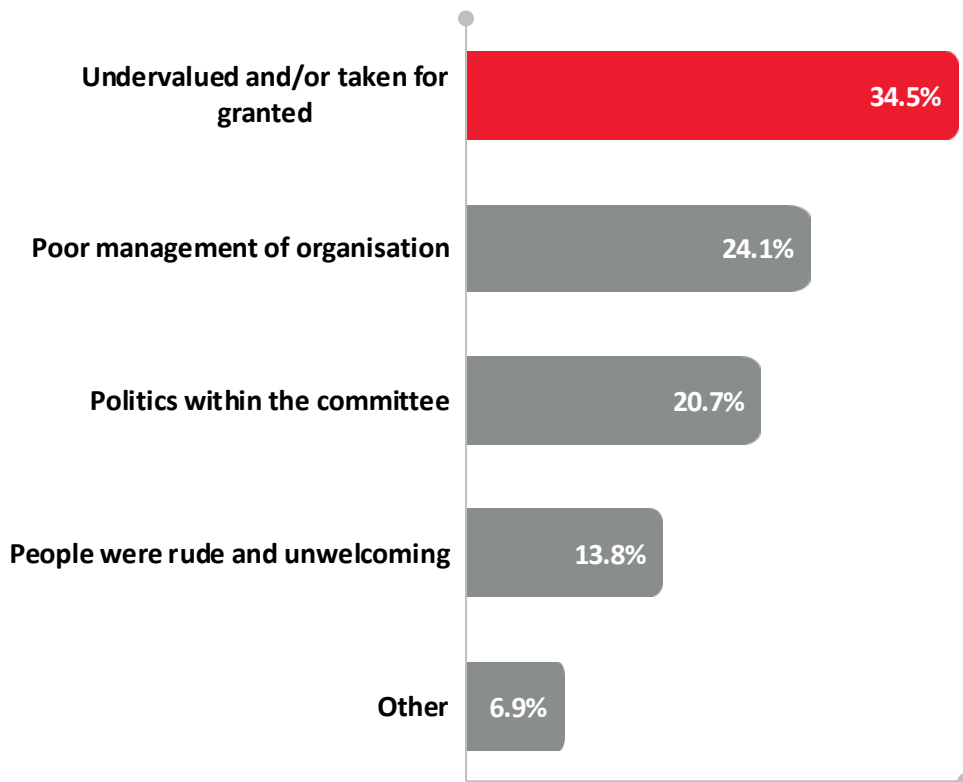
Has the experience of volunteering generally met your expectations you had before starting?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Has the experience of volunteering generally met your expectations you had before starting?

Almost all seniors (92.9%) say the experience of volunteering has generally met the expectations they had before they started volunteering, with close to one in five (18.0%) saying it has exceeded their expectations.

How has your experience of volunteering failed to meet all your expectations?



Source: CoreData - Community and Volunteering Survey (January 2018)

Question: How has your experience of volunteering failed to meet all your expectations?

For seniors whose experience in volunteering has failed to meet their expectations, more than a third (34.5%) say they felt undervalued or taken for granted from their experience.

*"People weren't very welcoming. They stuck with their friends/mates. They were frightened of change and threatened by skilled intelligent women. They were far more political, bitchy and petty than I ever expected. There was a huge amount of wasted time and money raising was all so petty e.g. games like fines for swearing or Heads and Tails for 20 cent coins. Pity they didn't put more effort into big ideas (and no they weren't my ideas). The organisations I dabbled in were run by people who weren't particularly skilled, talented or intelligent and those people were desperate for the kudos of the position and did everything to hide their inadequacies and lack of talent. I had no desire whatsoever to run any of these organisations, I was quite happy to be a general dog's body, but I continually felt I was left out because the person in charge thought I could be a threat to them. Being a widow, I was also left out as there were so many "partner things". I'd end up on a table by myself for the Christmas function etc. This made me feel even lonelier. I began to feel these organisations are for people who largely haven't achieved anything else in their lives." (Female, 57 years old, NSW)*

*"People are rarely grateful longer than it takes to forget they had the problems. They rarely respect the time you give up or recognise that your time is actually valuable. They don't tend to want to learn how to help themselves next time. You supply most of the motivation to get people out of trouble." (Female, 62 years old, QLD)*

*"Volunteers are very undervalued & taken for granted when there are paid employees in an organisation. There are lines between paid & unpaid staff." (Female, 60 years old, QLD)*

*"The attitude of the people running the surf club - whilst they appear to do their best - they fall short of my expectations." (Male, 74 years old, NSW)*

*"Thought it would be more rewarding and that every person involved would put in an equal amount of work." (Male, 55 years old, QLD)*

*"I feel exasperated as many people sit back and let a few do all the work whilst taking the benefits." (Female, 71 years old, VIC)*

*"Some groups are very bitchy and are not willing to listen to ideas or think about change." (Female, 59 years old, WA)*

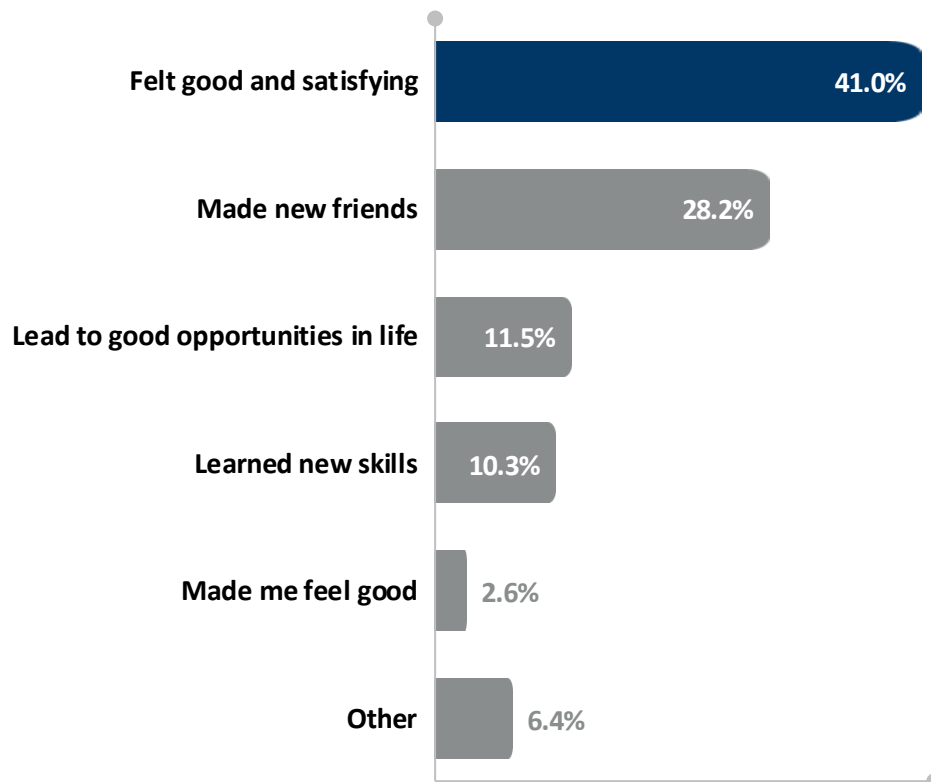
*"Allocated tasks have been limiting. Expectations have been exceedingly high/unrealistic." (Female, 64 years old, VIC)*

*"Lack of respect for skills/qualifications as mentioned in answer to an earlier question." (Male, 67 years old, SA)*

*"Some people are very loners, we can't help people who don't want help and friend ship." (Female, 66 years old, NSW)*

*"Find that other people lack commitment to groups in the community." (Female, 60 years old, QLD)*

How has your experience of volunteering exceeded your expectations?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: How has your experience of volunteering exceeded your expectations?

For seniors whose experience in volunteering has exceeded their expectations, more than two in five (41.0%) say they felt good and satisfied from their experience.

*"I didn't realise how good I would feel till I actually delivered my first hamper of food to a family that had nothing, their cupboards were sadly bare and they were living on Weetabix and water. I now visit this family on a regular basis and take cooked biscuits and cakes for the kids. The kids refer to me as auntie." (Female, 53 years old, VIC)*

*"I receive more joy and excitement than when I was working in the same fields because I am in control and don't feel pressured to do it. I am more motivated than when I worked for money." (Female, 68 years old, NSW)*

*"I started doing a small genealogy job for myself and it grew into a big personal project for the community. I also met like-minded people I would never have met otherwise." (Female, 59 years old, VIC)*

*"Volunteering makes me appreciate all the gifts that God has given me and I now feel a responsibility to use those gifts for the benefit of those in need." (Female, 69 years old, NSW)*

*"I didn't realise the great sense of satisfaction I have received by being a coach to not only my own children but lots of others as well over the years." (Female, 56 years old, VIC)*

*"I never thought that I could change practices in the health system, but I am achieving that aim one meeting at a time." (Female, 72 years old, SA)*

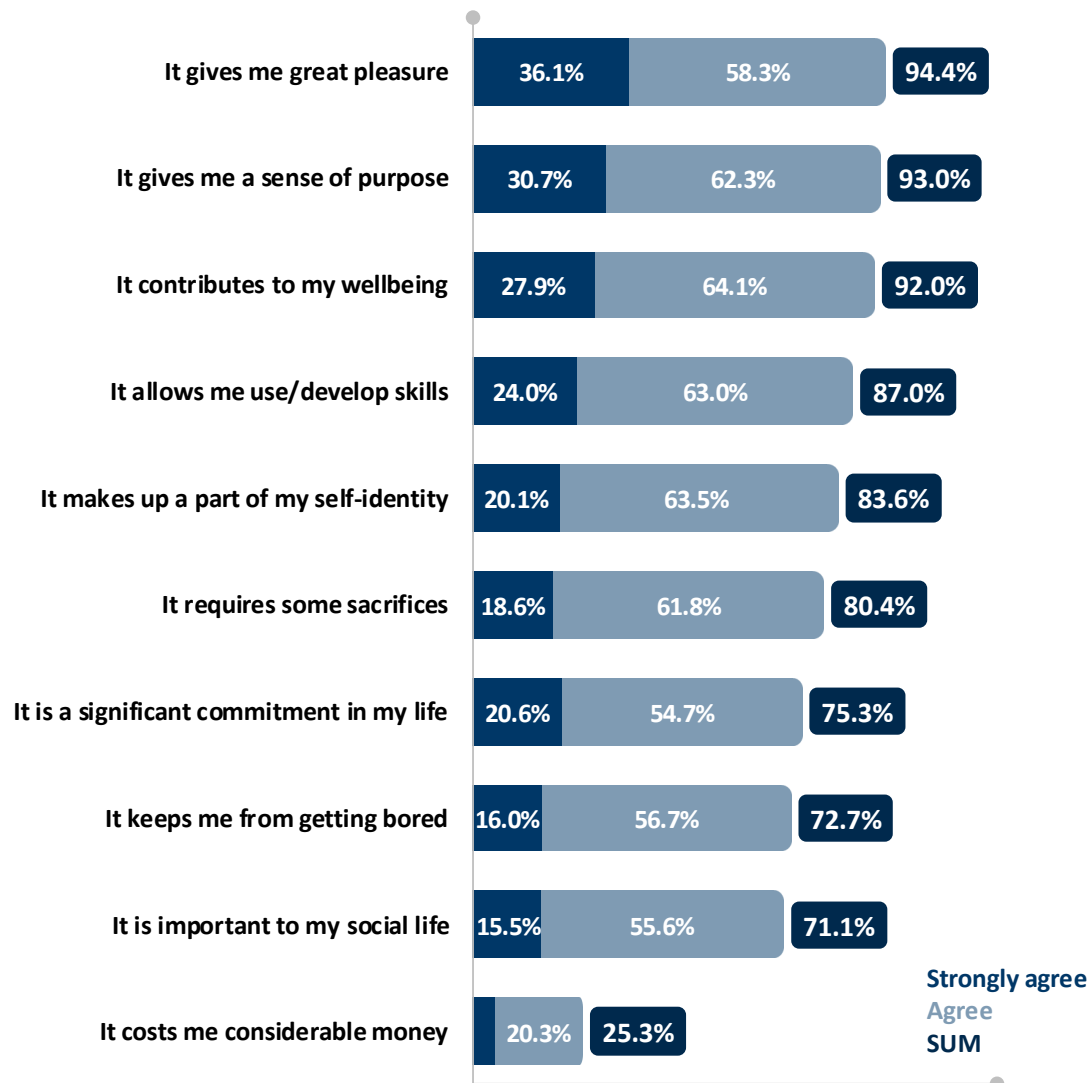
*"I had little expectation of what I would get out of it in the beginning, so all the positives are an unexpected gain." (Male, 68 years old, QLD)*

*"Allowed me to learn new skills and information which benefit other aspects of my life. Brought many new friends." (Female, 54 years old, VIC)*

*"I have been in the same position for over 28 years and have trained others to do the same job in their area." (Male, 76 years old, TAS)*

*"The realisation how grateful people are that someone has stepped up to organise community get-togethers." (Female, 62 years old, NSW)*

How much do you agree with the following statements about your involvement in volunteering?



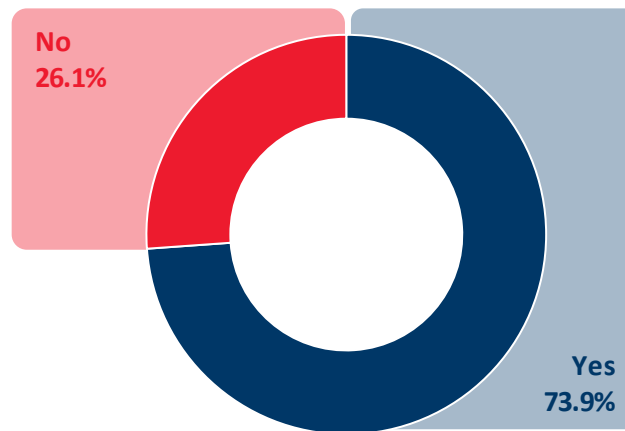
Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: How much do you agree with the following statements about your involvement in volunteering?

Nearly all seniors agree that volunteering gives them great pleasure (94.4%), gives them a sense of purpose (93.0%) and contributes to their wellbeing (92.0%). They also agree that volunteering allows them to use or develop skills (87.0%), makes up a part of their self-identity (83.6%) and requires some sacrifices (80.4%).

However, a small portion (25.3%) of seniors agree that volunteering costs them a considerable amount of money.



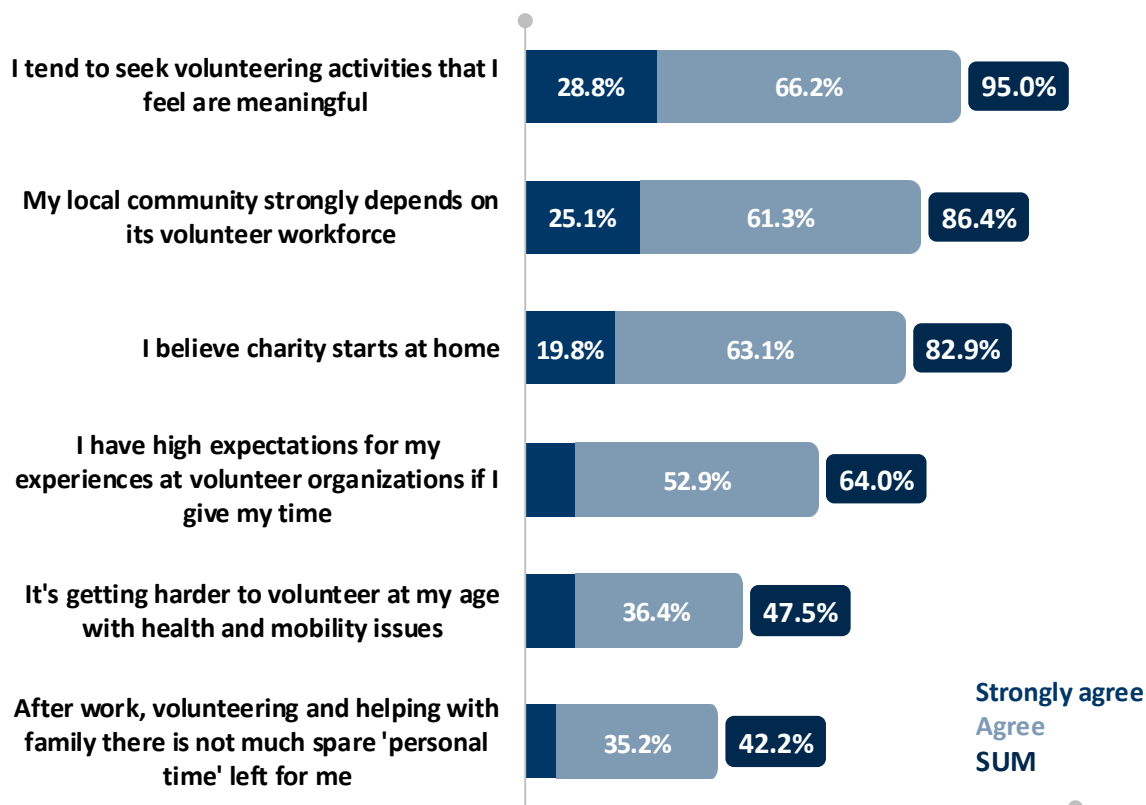
Are you more likely to volunteer to help your local community than those further afield?



*Source: CoreData - Community and Volunteering Survey (January 2018)*  
*Question: Are you more likely to volunteer to help your local community than those further afield?*

The large majority (73.9%) of seniors say they are more likely to volunteer to help their local community than those further afield, while the rest say otherwise (26.1%).

How much do you agree with the following statements about volunteering and donating money in your local community?



Source: CoreData - Community and Volunteering Survey (January 2018)

Question: How much do you agree with the following statements about volunteering and donating money in your local community?

Almost all seniors (95.0%) agree that they tend to seek volunteering activities they feel are meaningful. A large number also agree that their local community strongly depends on its volunteer workforce (86.4%) and that charity starts at home (82.9%).

To a lesser extent, seniors also agree that they have high expectations for their experiences at volunteer organisations if they give their time (64.0%), that it is getting harder to volunteer at their age with health and mobility issues (47.5%) and there is not much spare 'personal time' after work, volunteering and helping with family (42.2%).

## VOLUNTEERING TRENDS

- Most seniors believe that it is their generation's time to give back after experiencing the best of Australia.
- They also believe the Government should provide strong support to local community volunteering programs by reducing the red tape involved and giving financial aid.
- Social media use is high among seniors who have been involved in volunteering and this has influenced them in the amount of money and the level of involvement in volunteering in recent years.
- Some seniors consider trying or using online services such as remote volunteering or online share economies and various non-profit websites. However, they are not as keen to help out through telephone hotlines.

What kind of assistance do you think government should provide to local community volunteering programs and how much would you support the following initiatives?

**Reduce red tape involved with volunteering**



**Financial support for local community organisations**



**Improve infrastructure to facilitate volunteering work**



**Government websites to help match people up to volunteering opportunities**



**Awareness campaigns to promote participation in volunteering**



**Government programs that compensates seniors for out of pocket expenses related to volunteering**



**Programs to educate and support individuals in citizen advocacy and civic participation**



**Providing platforms for citizens to have a strong voice in political and social issues**



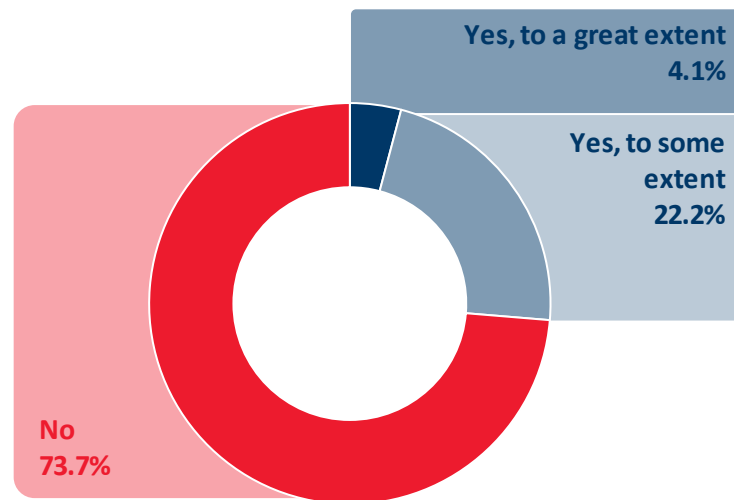
Source: CoreData - Community and Volunteering Survey (January 2018)

Question: What kind of assistance do you think government should provide to local community volunteering programs and how much would you support the following initiatives?

For seniors who are involved in either organised or informal volunteering activities at least yearly, close to three in five think the Government should provide strong support in reducing red tape involved in volunteering (57.9%) and giving financial support for local community organisations (56.8%).

They also think that the Government should also provide strong support in improving infrastructure to facilitate volunteering work (53.2%), creating Government websites to help match people up to volunteering opportunities (48.1%) and having awareness campaigns to promote participation in volunteering (48.0%).

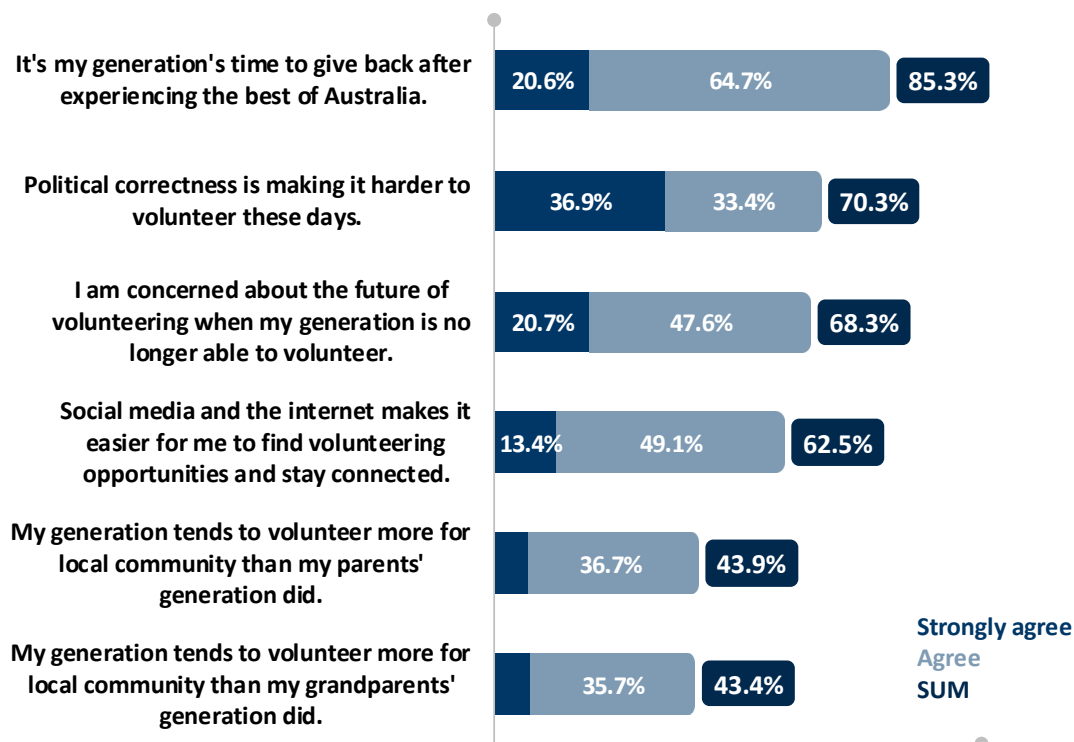
Have you ever volunteered for an event and felt a bit 'empty' or lacking purpose after it was all over?



*Source: CoreData - Community and Volunteering Survey (January 2018)*  
*Question: Have you ever volunteered for an event and felt a bit 'empty' or lacking purpose after it was all over?*

More than a quarter (26.3%) seniors say they have volunteered for an event and felt a bit 'empty' or lacking purpose after it was all over at least to some extent, while the large majority (73.7%) say otherwise.

How much do you agree with the following statements about volunteering and donating trends?



Source: CoreData - Community and Volunteering Survey (January 2018)

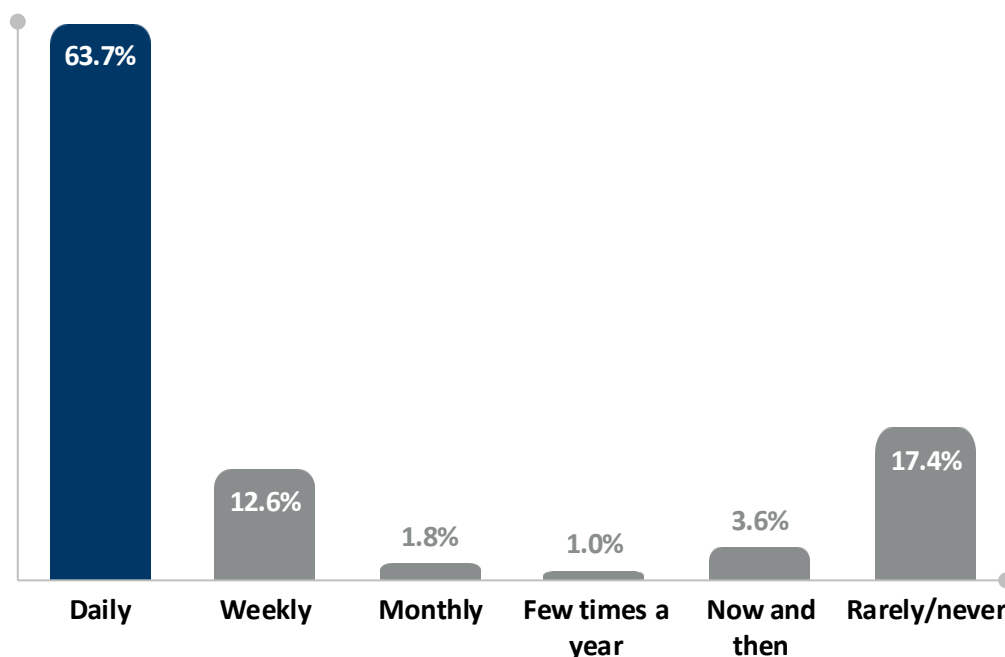
Question: How much do you agree with the following statements about volunteering and donating trends?

The vast majority (85.3%) of seniors who are involved in either organised or informal volunteering activities at least yearly agree that it is their generation’s time to give back after experiencing the best of Australia.

They also agree that political correctness is making it harder to volunteer these days (70.3%), that they are concerned about the future of volunteering when their generation is no longer able to volunteer (68.3%) and that social media and the internet makes it easier for them to find volunteering opportunities (62.5%).

To a lesser degree, seniors agree that their generation tends to volunteer more for local community than their parents’ generation (43.9%) and their grandparents’ generation (43.4%) did.

How frequently do you use social media?

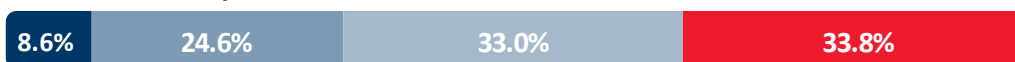


Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: How frequently do you use social media?

For seniors who are involved in either organised or informal volunteering activities at least yearly, close to two-thirds (63.7%) say they use social media daily while almost one in six (15.4%) use it at least a few times a year. Close to one in five (17.4%) say they rarely or never use social media.

Do you feel that social media has influenced your involvement with your local community in recent years (e.g. local community networks and exposure to local charity appeals online)?

**Amount of money donated**



**Volunteering involvement**

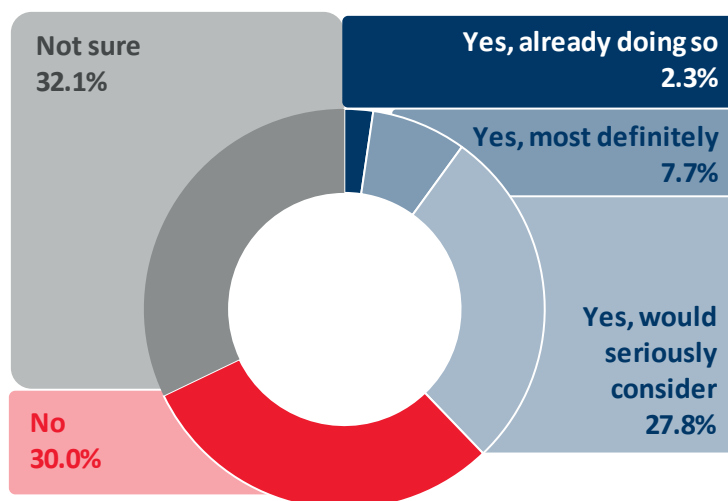


Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Do you feel that social media has influenced your involvement with your local community in recent years (e.g. local community networks and exposure to local charity appeals online)?

For seniors who use social media daily up to at least a few times a year, more than a third say social media has at least some influence in the amount of money donated (33.2%) and their involvement in volunteering (36.6%) with their local community in the recent years.

*'Remote volunteering' (also known as 'online volunteering') is unique from 'traditional volunteering' in that it matches the particular skills of each volunteer to the specific needs of an organisation and allows the volunteer to work from an off-site location.*

Would you be willing to use such an online service?



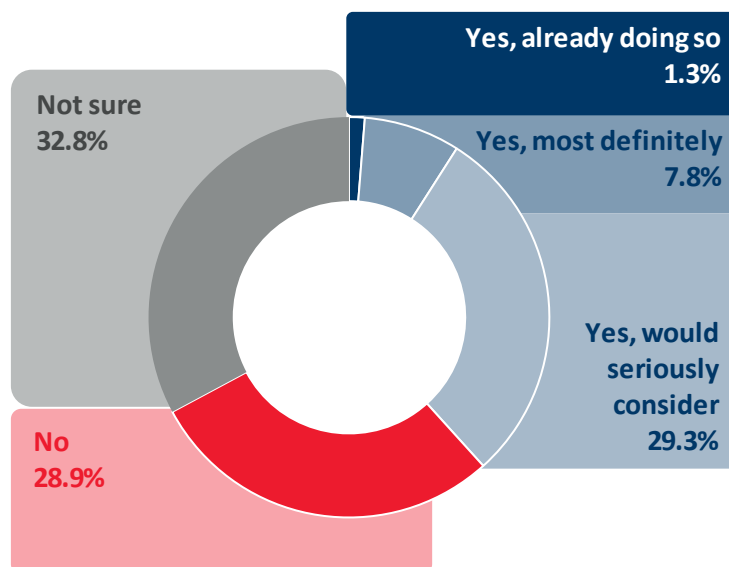
Source: CoreData - Community and Volunteering Survey (January 2018)  
Question: Would you be willing to use such an online service?

Close to two in five (37.8%) seniors say they are at least considering trying or using 'remote volunteering', while three in 10 (30.0%) do not. Nearly a third (32.1%) are not sure if they are willing to use such an online service.



*The online share economy and various non-profit websites provide volunteer matching services that help find suitable volunteer opportunities and help schedule commitments more conveniently/flexibly.*

Would you be willing to use such an online service?

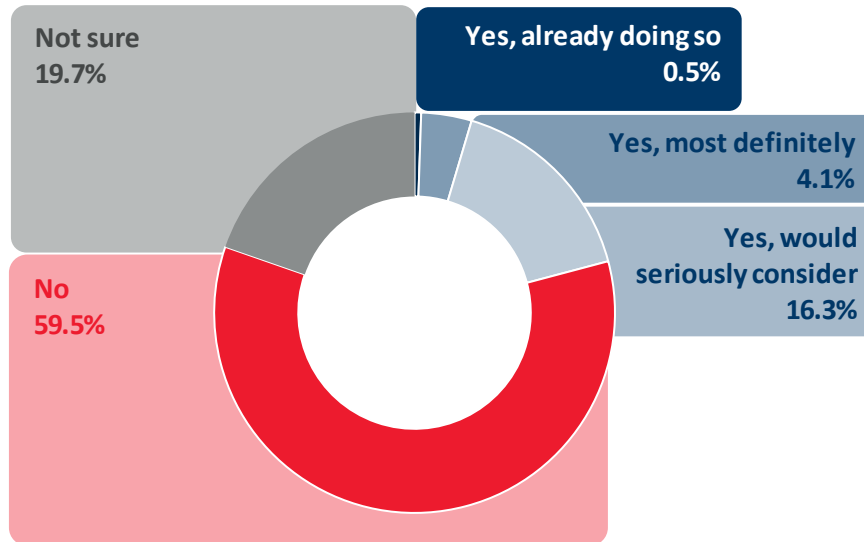


Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Would you be willing to use such an online service?

Close to two in five (38.4%) seniors say they are at least considering trying or using the online share economy and various non-profit websites, while close to three in 10 (28.9%) do not. Almost a third (32.8%) are not sure if they are willing to use these online services.

Charities and community service organisation are looking to recruit volunteers for telephone hotlines.

Would you be willing to volunteer to help out with a charity or community service organisation hotlines?



Source: CoreData - Community and Volunteering Survey (January 2018)

Question: Would you be willing to volunteer to help out with a charity or community service organisation hotlines?

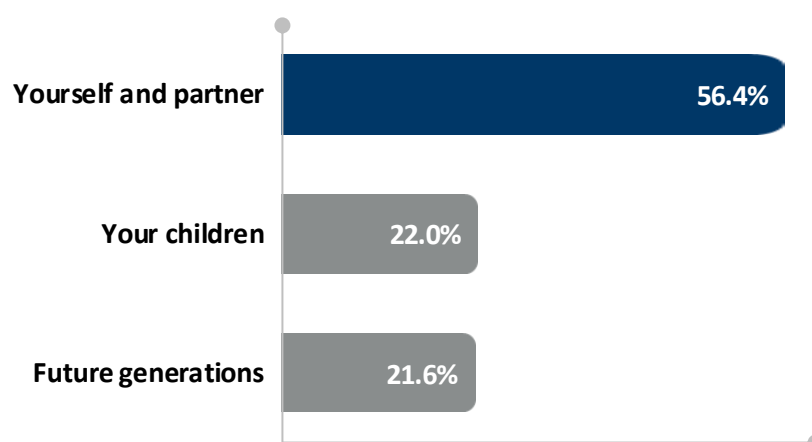
One in five (20.9%) seniors say they are at least considering in helping out with charity or community service organization hotlines, while close to three-fifths (59.5%) do not. Close to one in five (19.7%) are not sure if they are willing to help out with manning telephone hotlines.

## VOTING

- Seniors factor themselves and their partners the most into how they will be voting at the next Election and cite healthcare, law and order and economic management as the critical issues that will guide their vote.
- Almost similar proportions of seniors describe themselves as either conservative or progressive and see voting both as a proud civic duty and an obligation.

*Our votes not only affect us but those around us and those to come after us.*

How much do you think you will be voting next election for yourself vs. others?

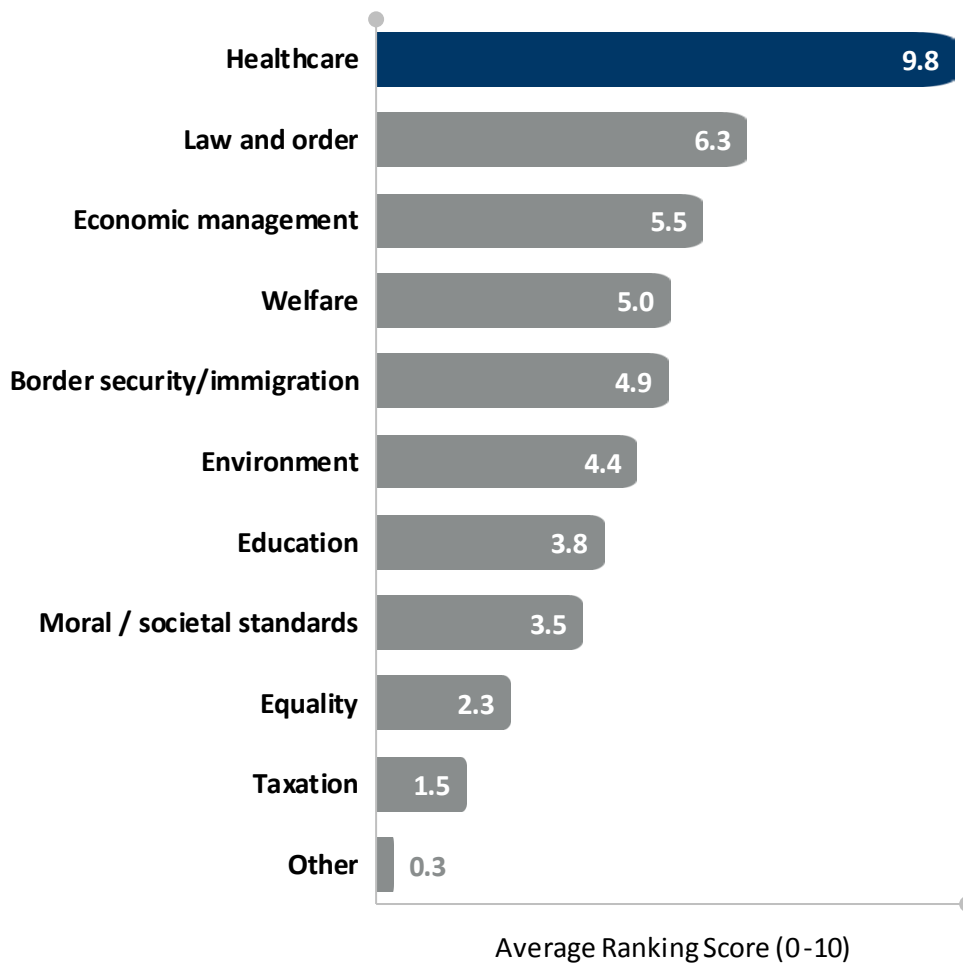


*Source: CoreData - Community and Volunteering Survey (January 2018)*

*Question: How much do you think you will be voting next election for yourself vs. others?*

When asked how they will be voting next election, seniors factor in themselves and their partner at approximately 56.4%, their children at 22.0% and future generations at 21.6%.

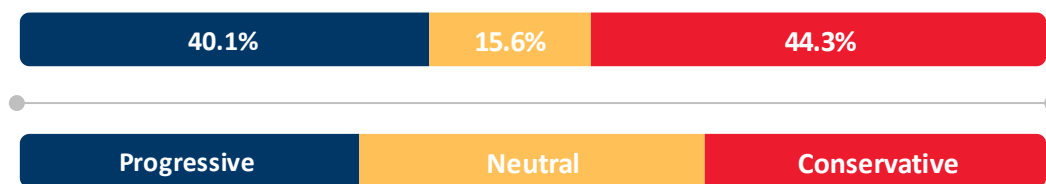
What are the critical issues/policies that guide your vote? Please rank your top 3 where 1 is the most important motivation. You may rank less than 3 if you prefer.



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: What are the critical issues/policies that guide your vote?

Seniors rank healthcare as the most critical issue or policy that would guide their vote, with an average ranking score of 9.8 out of 10, followed by law and order (6.3) and economic management (5.5).

What best describes your current political leaning?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: What best describes your current political leaning?

The gap between conservative and progressive is narrow, with seniors describing their current political leaning as conservative (44.3%) very slightly edge out seniors who identify as progressive (40.1%). Less than one in six (15.6%) are in the neutral territory.

Do you see voting as a proud civic duty or more of an obligation?



Source: CoreData - Community and Volunteering Survey (January 2018)  
 Question: Do you see voting as a proud civic duty or more of an obligation?

Close to half (48.7%) of seniors see voting both as a proud civic duty and an obligation, while close to two in five (37.4%) see it as more of a proud civic duty. However, close to one in seven (13.9%) say voting is more of an obligation.

## DEMOGRAPHICS

Gender	
Female	52.0%
Male	48.0%
<b>TOTAL</b>	<b>100.0%</b>

Age and Work Status (Recoded)	
Younger seniors	54.8%
Retired younger seniors	21.7%
Older seniors	23.4%
<b>TOTAL</b>	<b>100.0%</b>

Age Generation	
Younger Baby Boomers (50 - 59 years old)	37.7%
Older Baby Boomers (60 - 72 years old)	48.2%
Pre-Boomers (73 years old and above)	14.0%
<b>TOTAL</b>	<b>100.0%</b>

Marital Status	
Single	13.2%
Living with partner/married	61.7%
Separated/divorced/widowed	24.8%
Other	0.3%
<b>TOTAL</b>	<b>100.0%</b>

Living Arrangements	
Living alone (never had children)	10.0%
Living with flatmate(s) (never had children)	1.2%
Living with parents/siblings (never had children)	1.2%
Living with partner only (never had children)	6.5%
Living with your children (under 18 years) at home	6.4%
Living with your children (over 18 years) at home	13.5%
Living with your children (both over and under 18 years) at home	2.5%
Children have all left home	56.7%
Other	2.1%
<b>TOTAL</b>	<b>100.0%</b>

State	
ACT	2.5%
NSW	19.8%
NT	0.9%
QLD	20.4%
SA	13.3%
TAS	3.3%
VIC	21.3%
WA	18.5%
<b>TOTAL</b>	<b>100.0%</b>

Area	
The capital city of my state/territory	59.2%
A regional centre	27.9%
A rural area	12.8%
<b>TOTAL</b>	<b>100.0%</b>

Educational Attainment	
Primary	0.8%
Part of high school	13.3%
Completed high school	19.7%
Diploma or certificate qualification	36.7%
Degree qualification	17.9%
Postgraduate qualification	11.6%
<b>TOTAL</b>	<b>100.0%</b>

Occupation	
Business owner	9.1%
Manager	11.0%
Professional	28.0%
Technician	1.6%
Trades worker	5.1%
Community and personal service worker	9.6%
Clerical and administrative worker	18.2%
Sales worker	4.9%
Machinery operators and driver	3.9%
Labourer	3.4%
Other	5.2%
<b>TOTAL</b>	<b>100.0%</b>

Work Status	
Full-time paid employment	18.4%
Part-time paid employment	10.2%
Self-employed	5.2%
Casual employment	5.5%
Transitioning to retirement and working part-time	2.9%
Fully retired	41.8%
Full-time home duties	4.9%
Maternity leave	0.0%
Unemployed / not in paid employment	4.9%
Student	0.3%
On a disability pension	5.8%
<b>TOTAL</b>	<b>100.0%</b>

Household Income	
\$50,000 or less	53.6%
\$50,001 to \$75,000	21.0%
\$75,001 to \$100,000	9.9%
\$100,001 to \$125,000	6.0%
\$125,001 to \$150,000	5.0%
\$150,001 to \$200,000	2.5%
\$200,001 to \$250,000	0.9%
\$250,001 to \$350,000	0.6%
\$350,001 or more	0.4%
<b>TOTAL</b>	<b>100.0%</b>

Personal Income	
\$20,000 or less	29.3%
\$20,001 to \$30,000	27.2%
\$30,001 to \$40,000	10.3%
\$40,001 to \$50,000	7.4%
\$50,001 to \$60,000	6.2%
\$60,001 to \$70,000	4.6%
\$70,001 to \$80,000	3.4%
\$80,001 to \$90,000	2.4%
\$90,001 to \$100,000	2.9%
\$100,001 to \$125,000	3.6%
\$125,001 to \$150,000	1.3%
\$150,001 to \$200,000	0.6%
More than \$200,000	1.0%
<b>TOTAL</b>	<b>100.0%</b>



Household Income	
\$50,000 or less	53.6%
\$50,001 to \$75,000	21.0%
\$75,001 to \$100,000	9.9%
\$100,001 to \$125,000	6.0%
\$125,001 to \$150,000	5.0%
\$150,001 to \$200,000	2.5%
\$200,001 to \$250,000	0.9%
\$250,001 to \$350,000	0.6%
\$350,001 or more	0.4%
<b>TOTAL</b>	<b>100.0%</b>

Wealth Segment	
Mass Market	70.2%
Mass Affluent	21.2%
Core Affluent	6.5%
HNW	2.2%
<b>TOTAL</b>	<b>100.0%</b>

# COREDATA

## ABOUT US

CoreData Research is a global specialist financial services research and strategy consultancy. CoreData Research understands the boundaries of research are limitless and with a thirst for new research capabilities and driven by client demand; the group has expanded over the past few years into the Americas, Africa, Asia, and Europe.

CoreData Group has operations in Australia, the United Kingdom, the United States of America, Brazil, Singapore, South Africa and the Philippines. The group's expansion means CoreData Research has the capabilities and expertise to conduct syndicated and bespoke research projects on six different continents, while still maintaining the high level of technical insight and professionalism our repeat clients demand.

With a primary focus on financial services CoreData Research provides clients with both bespoke and syndicated research services through a variety of data collection strategies and methodologies, along with consulting and research database hosting and outsourcing services.

CoreData Research provides both business-to-business and business to- consumer research, while the group's offering includes market intelligence, guidance on strategic positioning, methods for developing new business, advice on operational marketing and other consulting services.

The team is a complimentary blend of experienced financial services, research, marketing and media professionals, who together combine their years of industry experience with primary research to bring perspective to existing market conditions and evolving trends.

CoreData Research has developed a number of syndicated benchmark proprietary indexes across a broad range of business areas within the financial services industry.

- Experts in financial services research
- Deep understanding of industry issues and business trends
- In-house proprietary industry benchmark data
- Industry leading research methodologies
- Rolling benchmarks

The team understands the demand and service aspects of the financial services market. It is continuously in the market through a mixture of constant researching, polling and mystery shopping and provides in-depth research at low cost and rapid execution. The group builds a picture of a client's market from hard data which allows them to make efficient decisions which will have the biggest impact for the least spend.



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