



STATE OF VOLUNTEERING IN QUEENSLAND | 2024

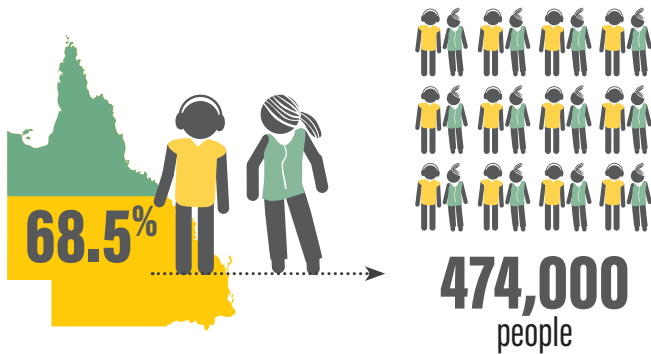
Youth

REPORT (15-24 year olds)



volunteering
queensland

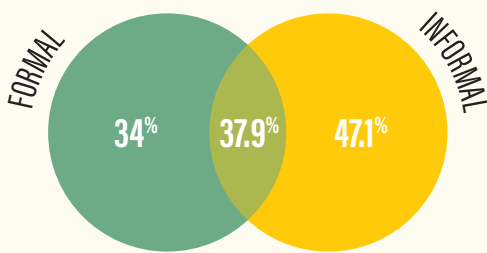
KEY FINDINGS FOR *Youth*



Youth contribute an average of



which equates to



34% volunteer formally, **47.1%** informally and **37.9%** do both



Creating a welcoming and supportive environment was important for retaining younger volunteers.'

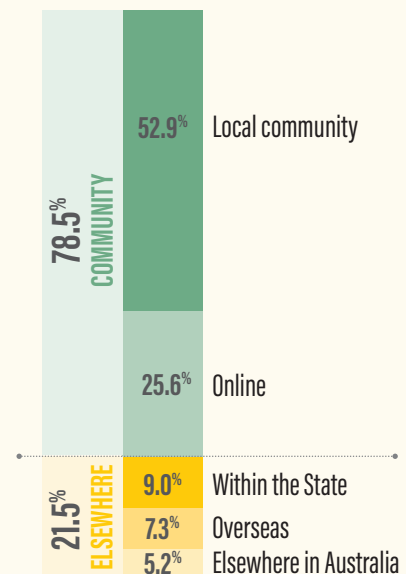
Youth are motivated to volunteer to

- 61.5%** Help others
- 44.8%** Be active
- 40%** For enjoyment
- 39.7%** For social and community connection
- 32.7%** To gain confidence

Youth were far more likely than other volunteers to be motivated by

- +15.6** percentage points Gaining confidence
- +12.2** percentage points Supporting or learning more about a cause
- +11.9** percentage points Developing new skills or gaining work experience

Where they volunteer:



The ways youth contribute to their community are through:



Youth find volunteering opportunities by:

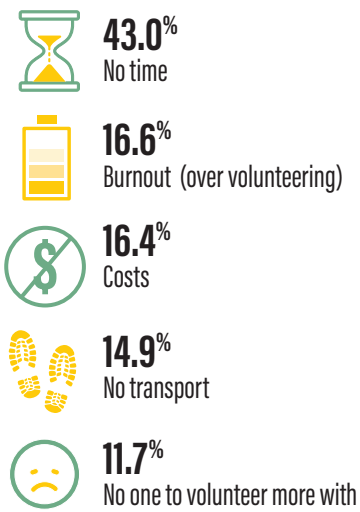


Youth prefer to volunteer with others rather than alone



BARRIERS TO VOLUNTEERING

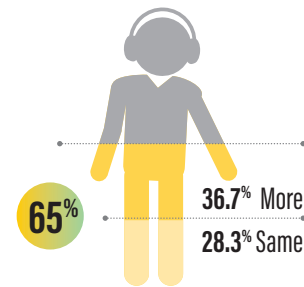
The top 5 barriers to volunteering more were:



The top five barriers to non volunteering youth in Queensland participating were:



65% of youth said they would be volunteering the same (28.3%) or more (36.7%) in 3 years



THE VALUE OF YOUTH VOLUNTEERING

Youth volunteering delivers a total economic and social value of

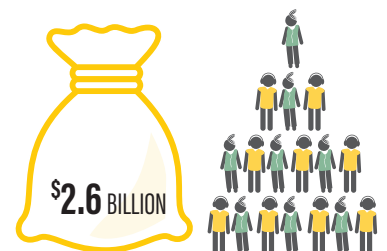
\$16.4 BILLION to Queensland



Youth volunteers are spending \$19.74 per hour on their volunteering and are reimbursed for 19.9% of their expenses



It would cost \$2.6 billion to replace the labour cost of the hours youth volunteer



EXECUTIVE SUMMARY

This report, prepared for Volunteering Queensland, gives a detailed overview of the volunteering of young people aged 15 – 24 (youth) in Queensland. It uses information from one of the biggest surveys focused only on volunteering in the State, which included 1,516 people and 833 volunteer managers.

Key findings

Economic and social value

- Youth volunteers deliver a significant return on investment. Youth volunteering returns \$3.60 for every dollar invested, equating to an annual social return on investment of \$11.9 billion.
- Over 68.5% of Queensland youth (aged 15 – 24) volunteer, contributing an average of 22.6 hours per month, amounting to 128.4 million hours of volunteering over the last 12 months.
- Youth volunteering delivers a total economic and social value of \$16.4 billion to the State.

Volunteer participation

- The report identifies a distinct pattern of youth volunteering, which is influenced by educational institutions and personal networks.
- Youth volunteers contribute in both formal (34%) and informal (47.1%) capacities, often engaging in multiple forms of volunteering.

Motivations and recruitment channels

- Queensland youth volunteers are motivated by a diverse range of factors, including gaining confidence, supporting causes, developing new skills, and gaining work experience.
- Social media, online recruitment sites, and educational institutions play a significant role in recruitment.

Challenges and barriers

- Youth volunteers face specific challenges, such as limited time (43.0%), burnout (16.6%), transportation issues (14.9%), and a lack of awareness of opportunities.
- Non-volunteers also face barriers, including a lack of confidence (28.2%) and uncertainty about how to start volunteering.

The voice of youth

Focus groups were conducted to capture the qualitative experiences of younger volunteers. Key findings include:

1. Getting involved

- Educational institutions and personal networks play a key role in sparking initial interest in volunteering.
- Volunteering often begins intentionally through school programs or university platforms but may also evolve through informal contributions.

2. Organisations and groups:

- Youth volunteers are drawn to organisations that align with their values and interests, ranging from large institutions to smaller grassroots initiatives.
- Many volunteers seek career development opportunities and a sense of belonging.

3. Informal volunteering:

- Youth are driven by a desire to directly impact their community through informal volunteering, which offers flexibility and personal commitment.

4. Distinctive aspects of youth volunteering:

- Flexibility, social engagement, and professional development are key motivators.
- Youth volunteers often face age-based perceptions and emphasise adaptability and technology integration.

Recommendations for organisations

1. Offer flexible, project-based roles to accommodate youth schedules.
2. Increase outreach via social media and school/university partnerships.
3. Clearly communicate the personal and professional benefits of volunteering.
4. Provide transportation support and create welcoming environments with mentorship programs.
5. Recognise achievements through certificates, references, and small rewards.

“ I feel like young people, they tend to do more one-off volunteering opportunities ... it's with the time, like being able to manage time with uni, have social life, work, part-time, casual, and then like sports as well, competitive or recreational. So many things take up your time on top of studies. So I guess that could be something they don't want to commit to every week, having to do something, getting there, and then the cost I guess as well.

Conclusion

Youth volunteering in Queensland is significantly higher than official government estimates, yet it has room for growth. This report emphasises the critical role that educational institutions and personal networks play in engaging youth volunteers and outlines practical recommendations to attract and retain them.

With a return of 360% on every dollar invested, youth volunteering represents a highly efficient investment. This report challenges traditional valuation methods and underscores the broader economic and social impact of volunteering across the State. By recognising and investing in the potential of youth volunteers, Queensland can achieve exponential returns that benefit the entire community.

“ One of the things that attracts me to volunteering, but I think has helped almost widen my perspective of where I can volunteer, and I guess, in a sense like retained the way I volunteer in certain ways, is seeing the impact that my actions can have in certain spaces... And as we see bigger and as we see the effects our actions have in a bigger sense, it's oh, we want to keep going back and doing that because we actually see the impact it's having and makes us want to stay and continue to do that.

Note: Refer to the *State of Volunteering in Queensland Report (2024)* for a detailed methodology and further analysis.

INTRODUCTION

Commissioned by Volunteering Queensland, the State of Volunteering in Queensland Report (2024) offered a timely overview of the volunteering sector in the State. As such, it served as a valuable resource for policymakers, community leaders, volunteer managers, and engaged citizens alike.

The objectives of the report were threefold.

1. To quantify the economic and social value of volunteering
2. To provide insights into the characteristics and challenges of volunteers and volunteer managers.
3. To advance evidence-based data that can inform stakeholder decisions.

In so doing, this report complemented and extended previous work in this field, including the State of Volunteering in Queensland Report of 2021 and research undertaken by the Australian Bureau of Statistics (ABS).

One of the standout features of the report was the scale of the research that underpinned it. Its analysis was motivated by one of the largest-ever population-representative surveys conducted exclusively on volunteering within Queensland, comprising a sample of 1,516 individuals. This was supported by the most extensive single survey of volunteer managers in the State, involving 833 respondents¹.

Drawing on that extensive dataset, this companion report takes a deep dive into the specifics of volunteering by Queensland youth (residents aged 15-24). Enlivened by the experiences of youth volunteers that were gathered through focus group discussions, this report tells the previously unheard story of their volunteering, capturing the nuances of their contributions to the community.

Anchoring the report is a robust cost-benefit analysis that quantifies the economic and social value their volunteering delivers to the State. The principal finding reveals that the benefits of youth volunteering significantly outweigh the costs, resulting in a substantial return that enriches the whole community. For every dollar invested in youth volunteering, there is an immediate economic return of \$3.60. Importantly, this benefit continues to accrue over the course of their volunteering career, resulting in a much more substantial lifetime value than someone who commences volunteering later in life.

As the purpose of this report is to extract relevant data from the State of Volunteering in Queensland Report (2024) on youth volunteers, please refer to that document for a detailed description of the methodology applied.

“ this benefit continues to accrue over the course of their volunteering career, resulting in a much more substantial lifetime value than someone who commences volunteering later in life.

¹These surveys were concurrently undertaken in every State and Territory in Australia, resulting in a national dataset of 6,830 individuals and 3,948 volunteer managers.



SECTION 1: YOUTH VOLUNTEERS

Volunteer participation

In 2023, 68.5% of Queensland youth aged 15-24, or 474,000 people, contributed to the community as volunteers.

Figure 1. Percentage of Queensland residents aged 15-24 who volunteer

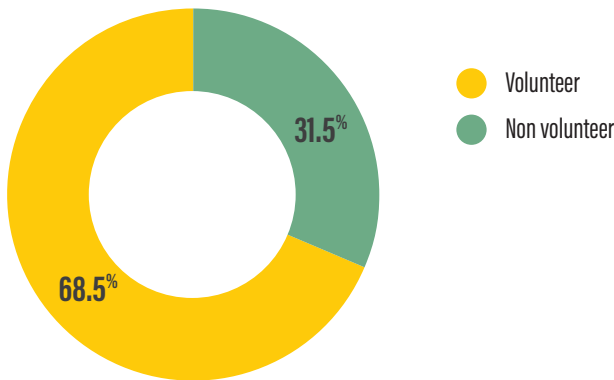
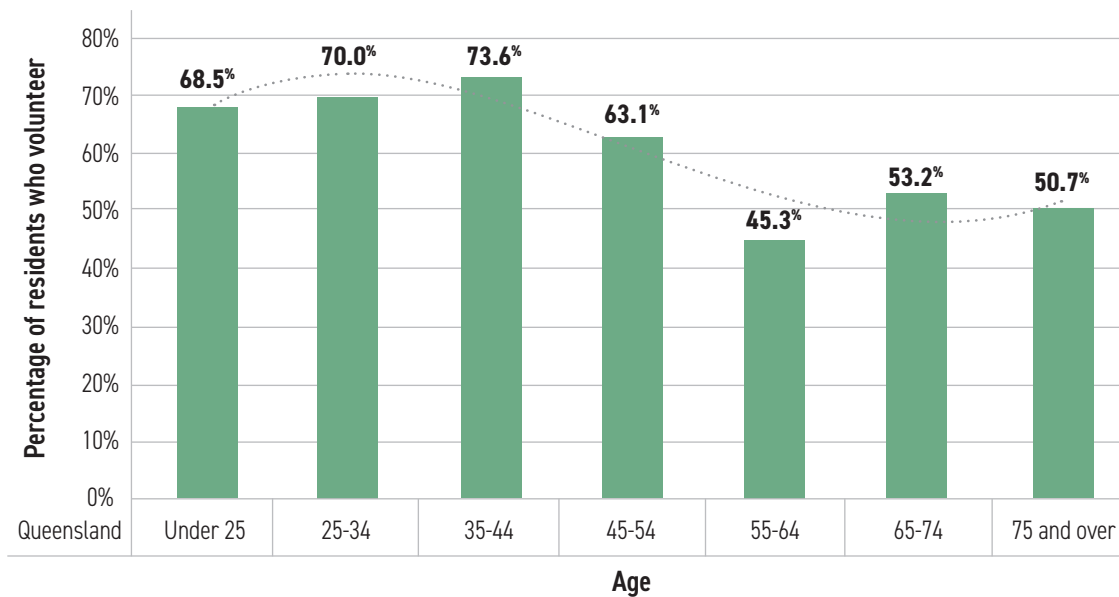


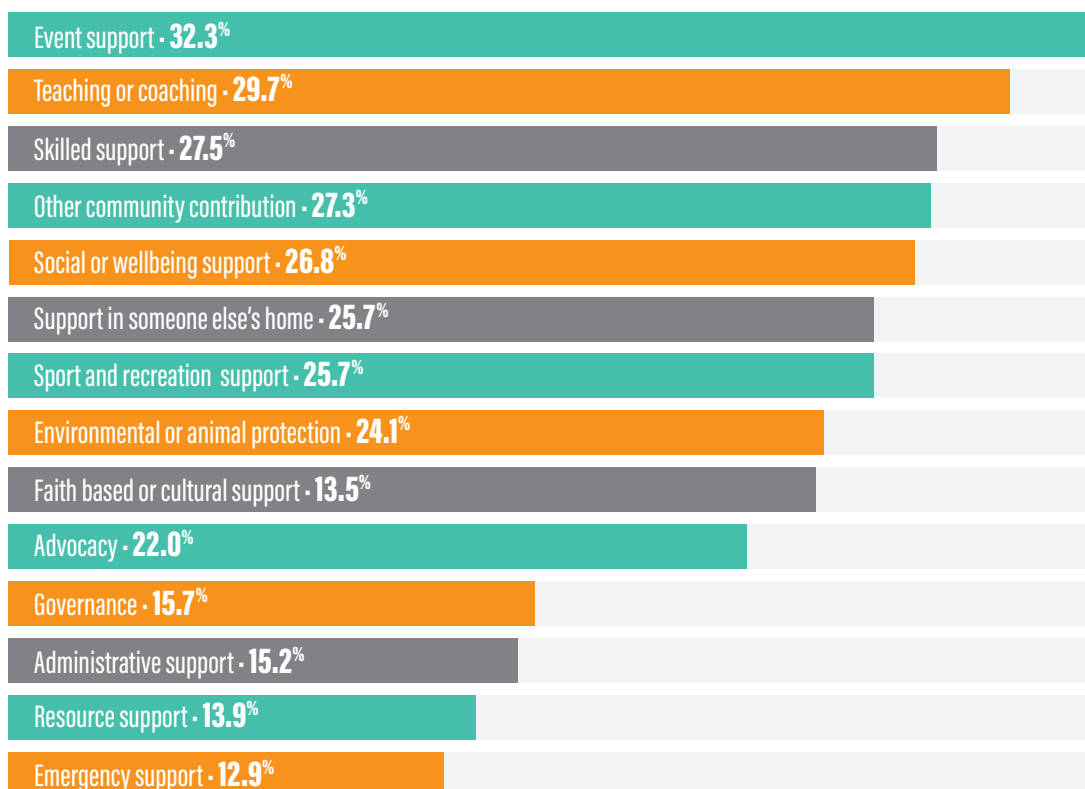
Table 2. comparison of the social preferences for volunteering (youth versus others)



The red trendline overlaid on this figure shows that the relationship between age and volunteering in Queensland is not linear and that different stages of life correlate with different levels of volunteering.

Queensland’s youth also identified various methods of contributing to their community as volunteers, as illustrated in the figure below. On average, they cited 2.5 different forms of volunteering from a list of 14 options (2.2 different forms for persons aged over 25).

Figure 3: The ways in which Queensland volunteers aged 15-24 contribute to their community



Formal volunteering is defined in this research as volunteering with an organisation or community group, whereas informal volunteering refers to any other volunteering.

Table 1: Volunteering rates in Queensland

	Youth (15-24)		Others (25+)	
	Percentage	Hours/month	Percentage	Hours/month
All volunteers	68.5%	22.6 hrs/month	63.2%	21.3 hrs/month
Formal	34.0%	21.3 hrs/month	30.8%	17.9 hrs/month
Informal	47.1%	10.3 hrs/month	43.7%	11.0 hrs/month
Both	37.9%		38.7%	

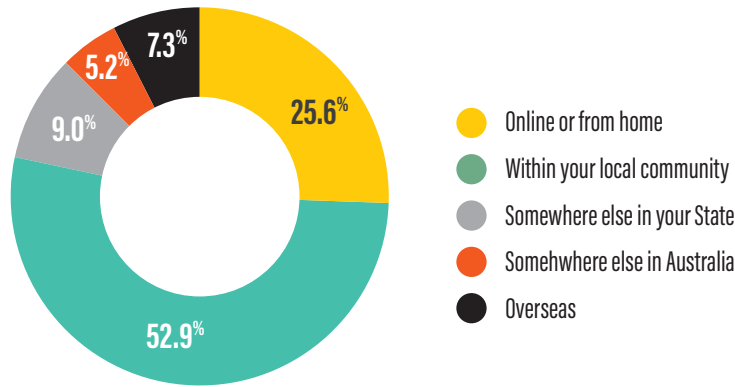
Overall, youth volunteers in Queensland contributed an average of 22.6 hours per month, or 5.2 hours per week (4.9 hours per week for others). In aggregate, the contributions of youth volunteers in Queensland amounted to 128.4 million hours over the previous 12 months.

Place of volunteering

Over one-quarter of volunteering (25.6%) undertaken by youth in Queensland was done online or from home, compared to 28.1% of volunteering done online or at home by persons aged over 25.

Youth were also slightly more likely to travel outside their local community to volunteer. Only 20.0% of volunteering was done by older adults elsewhere in the state, Australia or overseas, versus 21.6% by persons aged 15-24.

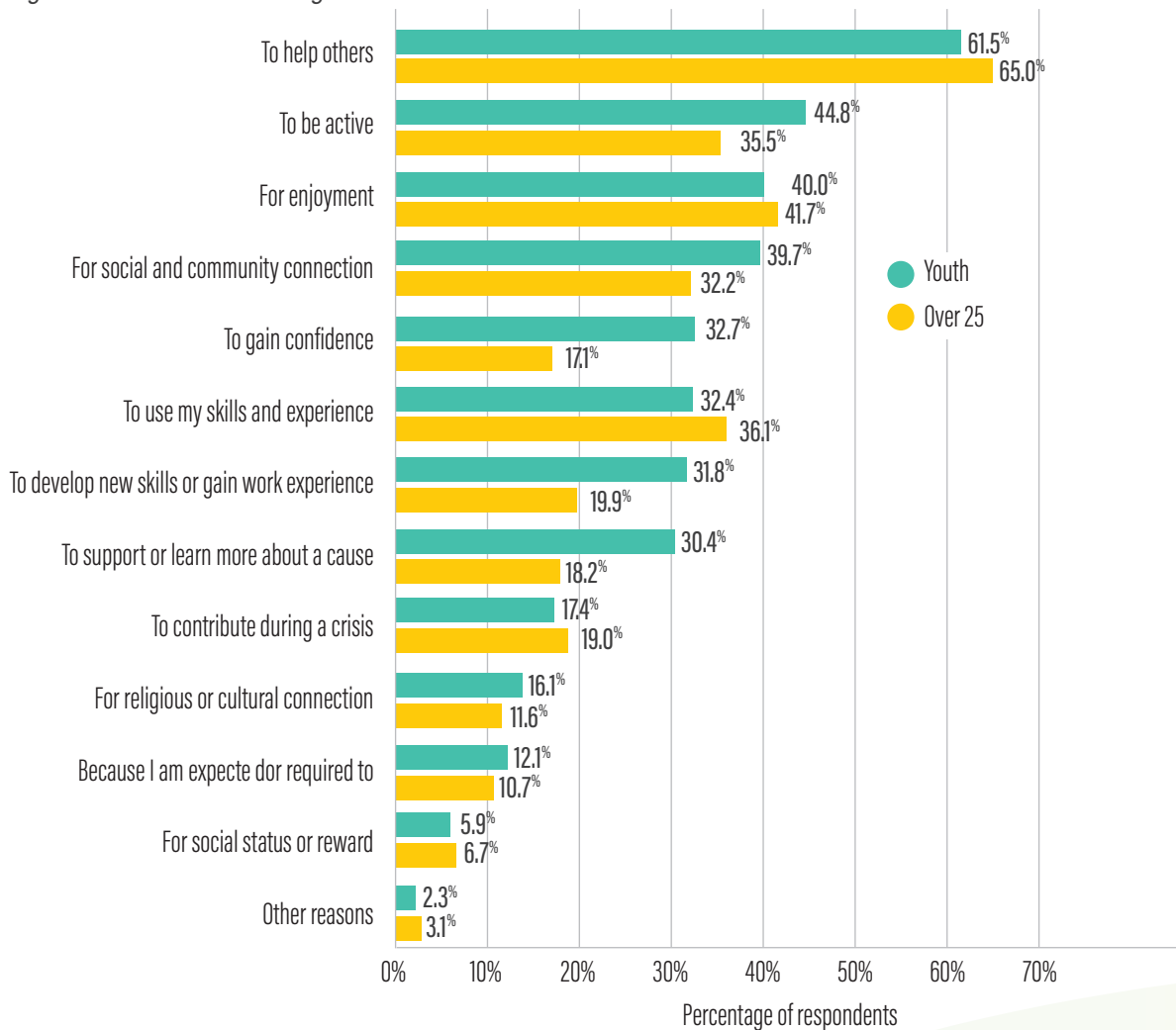
Figure 4: Where youth volunteer in Queensland



Volunteer motivations

Youth volunteers in Queensland reported an average of 3.7 different motives for volunteering from a list of 13 possible responses, compared to 3.2 motives for other volunteers.

Figure 5: Motives for volunteering



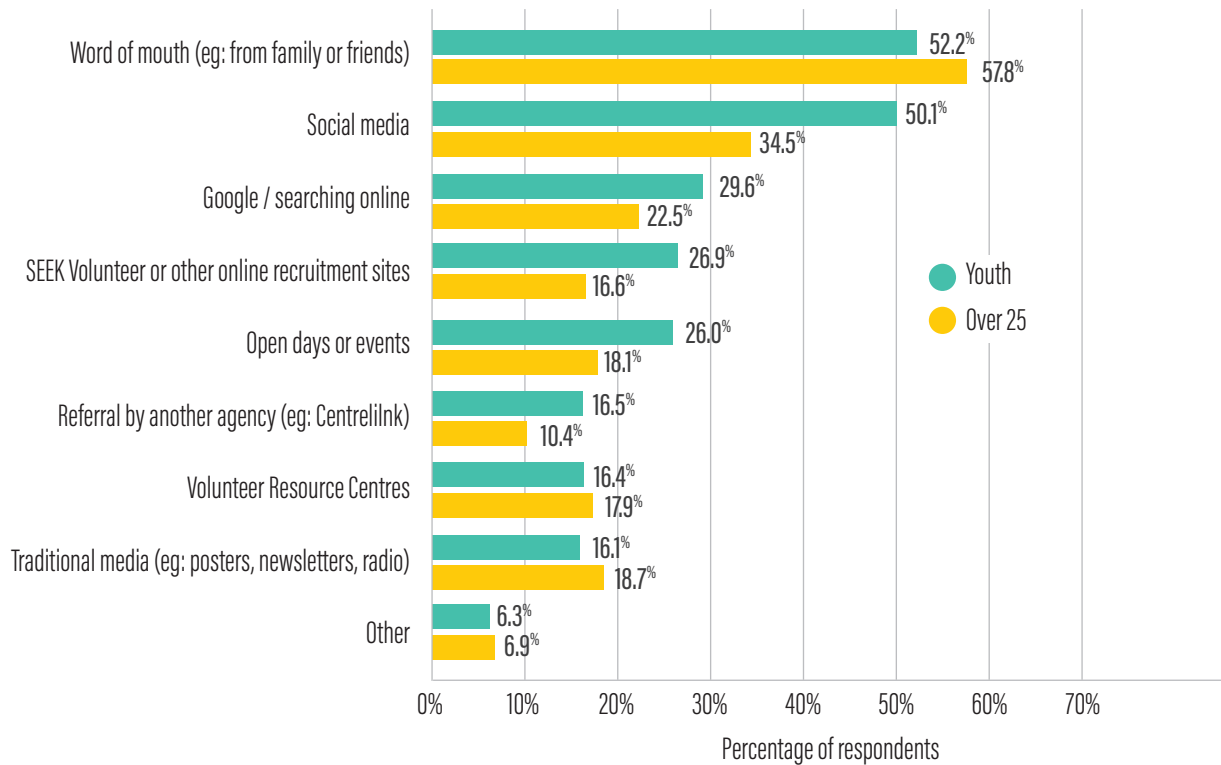
Youth were far more likely than other volunteers to be motivated by:

- Gaining confidence (+15.6 ppt)
- Supporting or learning more about a cause (+12.2 ppt)
- Developing new skills or gaining work experience (+11.9 ppt)

Volunteer recruitment

On average, Queensland's youth volunteers cited utilising 2.4 different recruitment channels to find volunteering opportunities from a list of eight options (2.1 different channels per volunteer over 25).

Figure 6: How people find opportunities to volunteer in Queensland



Youth were far more likely than other volunteers to find opportunities to volunteer by:

- Social media (+15.6 ppt)
- SEEK Volunteer or other online volunteer recruitment sites (+12.2 ppt)
- Open days or events (+7.8 ppt)
- Google / searching online (+7.1 ppt)

Social preference

From the three options presented, young volunteers in Queensland expressed a preference for volunteering with others.

Figure 7: How individuals aged 15-24 prefer to volunteer in Queensland

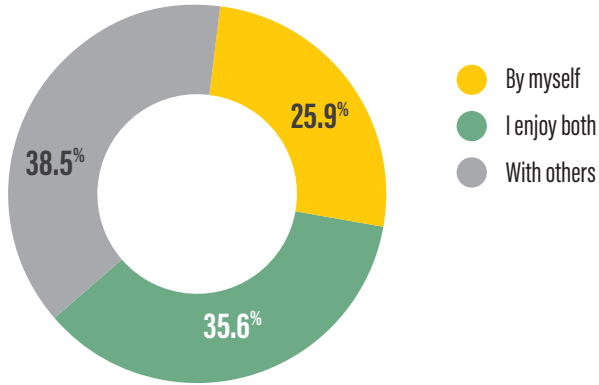


Table 2: comparison of the social preferences for volunteering (youth versus others)

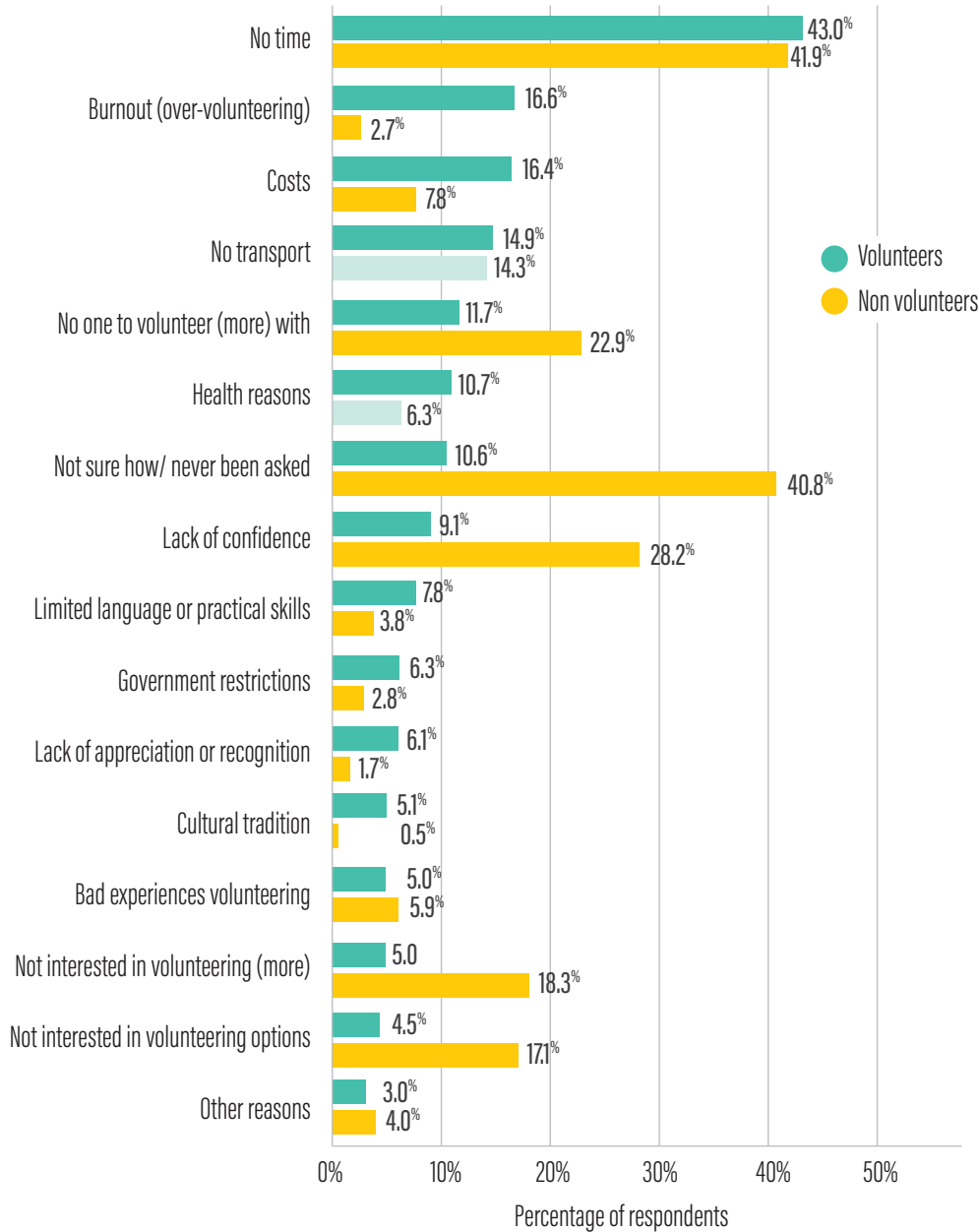
	Youth (15-24)	Others (25+)	Difference
By myself	68.5%	37.8%	-11.9%
I enjoy both	34.0%	34.8%	0.8%
With others	38.5%	27.4%	11.2%



Barriers to volunteering

From the list of 16 options presented to them, volunteers aged 15–24 in Queensland reported an average of 1.8 barriers compared to an average of 2.2 barriers reported by non volunteers of the same age.

Figure 8: Barriers to individuals aged 15–24 volunteering in Queensland (volunteers versus non volunteers)



The top five barriers to youth volunteers in Queensland volunteering more were, in order:

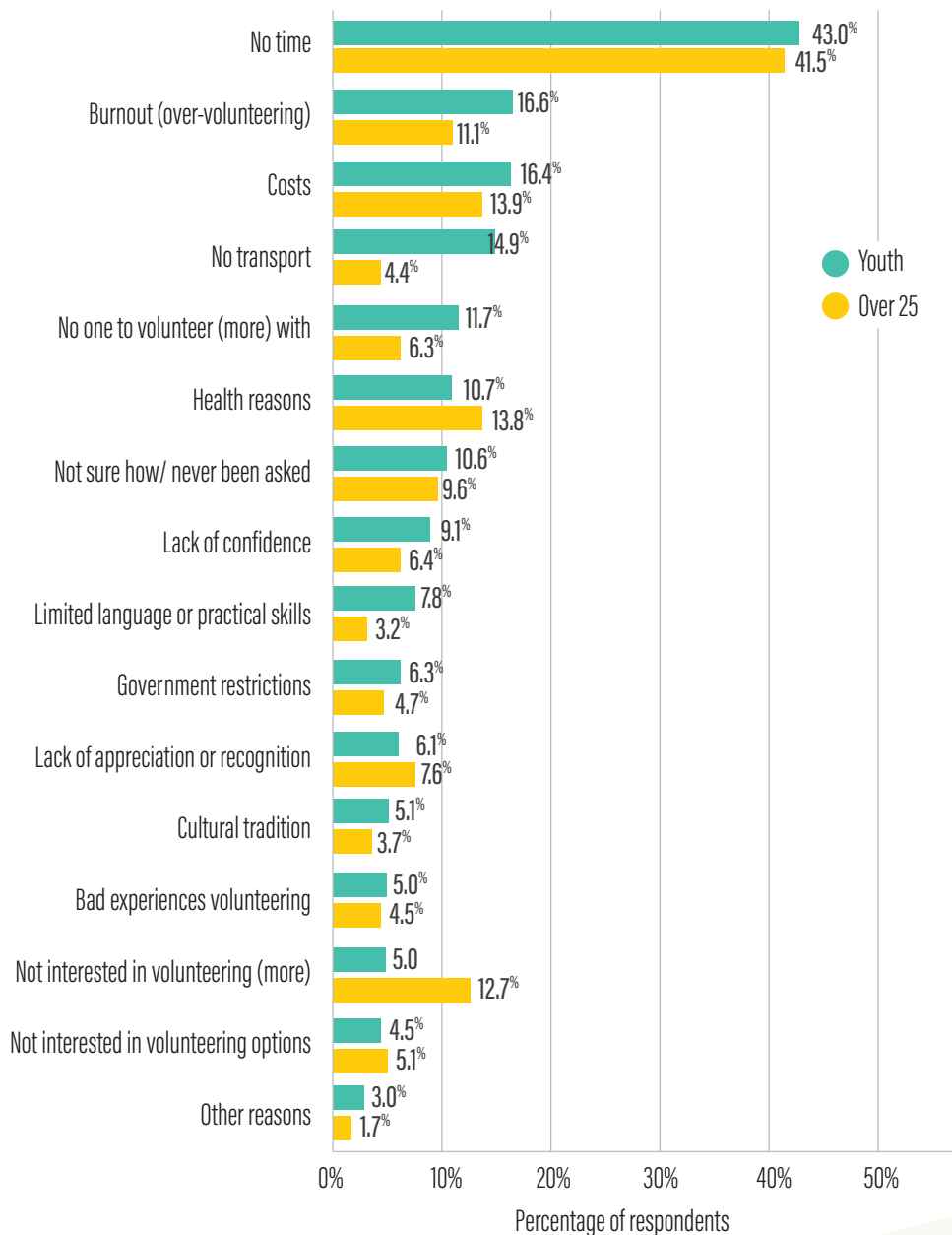
1. No time 43.0%
2. Burnout (over-volunteering) 16.6%
3. Costs 6.4%
4. No transport 4.9%
5. No one to volunteer more with 11.7%

The top five barriers to non volunteering youth in Queensland participating were, in order:

1. No time 41.9%
2. Not sure how / never been asked 40.8%
3. Lack of confidence 28.2%
4. No one to volunteer with 22.9%
5. Not interested in volunteering 18.3%

These additional figures show the differences for volunteers and non volunteers by age bracket.

Figure 9: Barriers to volunteers volunteering more in Queensland (youth versus others)

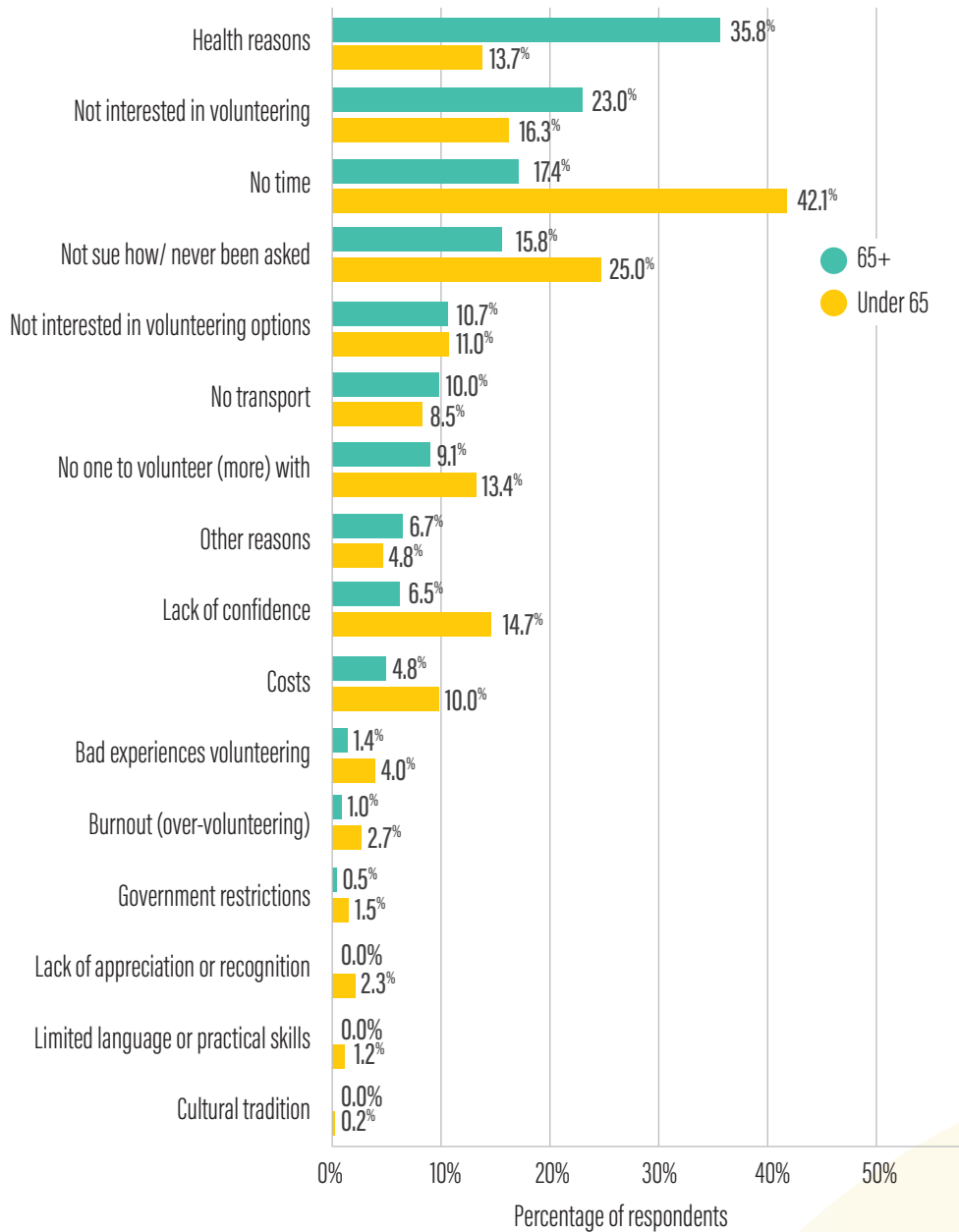


Youth volunteers were far more likely than other volunteers to report the following barriers:

- No transport (+10.5 ppt)
- Burnout (+5.5 ppt)
- No one to volunteer more with (+5.4 ppt)

Youth volunteers were far less likely than other volunteers to report being not interested in volunteering more (-7.8 ppt).

Figure 10: Barriers to non volunteers volunteering in Queensland (youth versus others)



Youth who had not volunteered in the last 12 months were far more likely than other non volunteers to report the following barriers:

- Not sure how / never been asked (+21.4 ppt)
- Lack of confidence (+18.4 ppt)
- No one to volunteer more with (+12.6 ppt)

Youth who had not volunteered in the last 12 months were far less likely than other non volunteers to report their health as a barrier to volunteering (-14.0 ppt).

Things that make volunteering harder

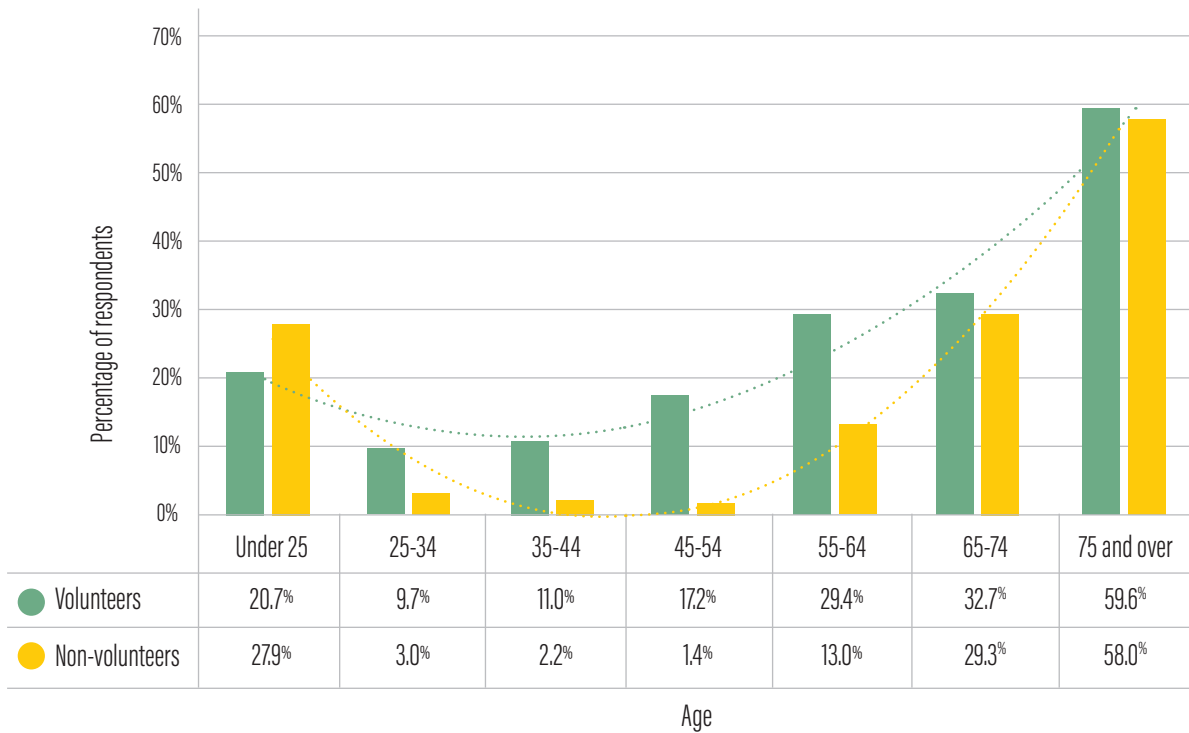
For context, 52.5% of individuals 15-24 and 49.4% of others in Queensland reported that one or more of the following demographic factors limited their ability to volunteer with others.

Note that the sample sizes for the following analyses are quite small and more likely to be prone to error.

Age

The data reveals how various age groups in Queensland perceived their age as a barrier to volunteering with others.

Figure 11: Those who report that their age makes it harder to volunteer with others



Gender

Youth were more likely than individuals 25 and over to perceive their gender as something that made it harder to volunteer with others.

Table 3: Those who report that their gender makes it harder to volunteer with others

	Youth (15-24)	Others (25+)
Gender	8.1%	4.8%

Location

Youth were more likely than individuals 25 and over to perceive their location as something that made it harder to volunteer with others.

Table 4: Those who report that their gender makes it harder to volunteer with others

	Youth (15-24)	Others (25+)
Gender	23.6%	13.6%

Employment

Of those in employment, youth were more likely than individuals 25 and over to perceive their employer as someone who made it harder to volunteer with others.

Table 5: Those who report that their employer makes it harder to volunteer with others

	Youth (15-24)	Others (25+)
Employer	11.9%	8.3%

Ethnicity and language

Of those who identified as non-Anglo-Australian, youth were more likely than individuals 25 and over to perceive their cultural identity as something that made it harder to volunteer with others.

A similar result was seen for those who identified as speaking English as an additional language.

Table 6: Those who report that their cultural identity makes it harder to volunteer with others

	Youth (15-24)	Others (25+)
Cultural identity	8.3%	3.6%
English language skill	8.3%	3.5%

Sexual identity

Of those who identified as other than heterosexual, youth were more likely than individuals 25 and over to perceive their sexual identity as something that made it harder to volunteer with others.

Table 7: Those who report that their sexual identity makes it harder to volunteer with others

	Youth (15-24)	Others (25+)
Sexual identity	13.9%	9.3%

Disability

Of those who identified as living with disability, youth were less likely than individuals 25 and over to perceive their disability as something that made it harder to volunteer with others.

Table 8: Those who report that their disability makes it harder to volunteer with others

	Youth (15-24)	Others (25+)
Disability	46.5%	76.3%

Caregivers

Of those who identified as having caring duties at home, youth were less likely than individuals 25 and over to perceive their caring duties as something that made it harder to volunteer with others.

Table 9: Those who report that their caring duties make it harder to volunteer with others

	Youth (15-24)	Others (25+)
Caregivers	22.2%	38.2%

Intent

The intent of youth to be volunteering in three years' time is revealed in the following figures. On the whole, it can be seen that youth are more likely than older demographics to want to maintain and increase their volunteering over the next three years.

This difference is entirely made up of youth who do not presently volunteer – over half of non volunteers aged 15-24 expect to be doing so in 2026, suggesting that they see the constraints on their volunteering as being particular to this stage of their life.

Figure 12: Future intent of Queensland residents to volunteer in three years' time

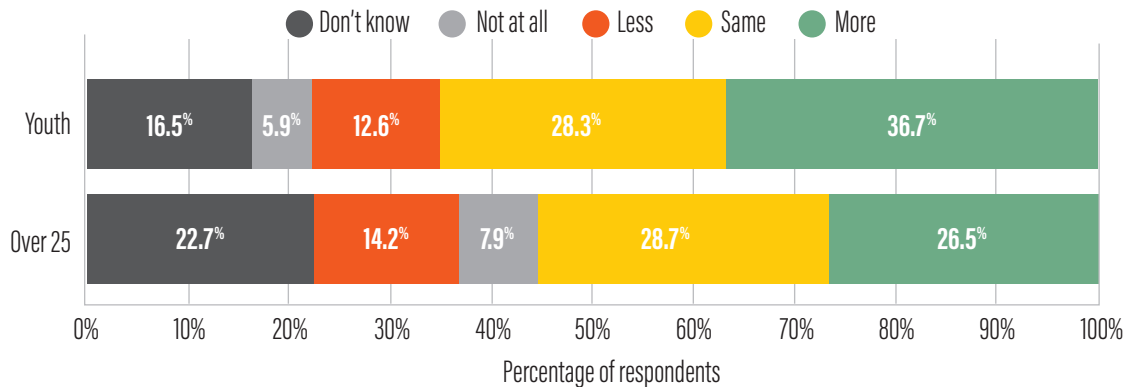


Figure 13: Future intent of Queensland volunteers to volunteer in three years' time

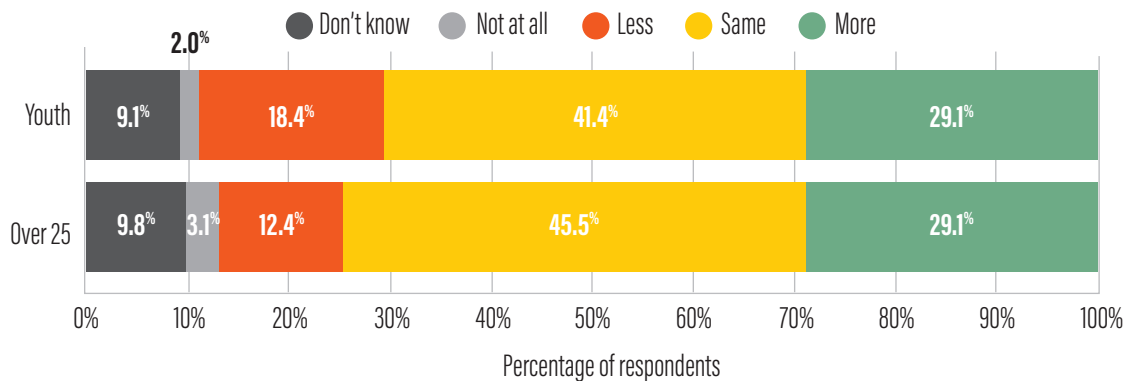
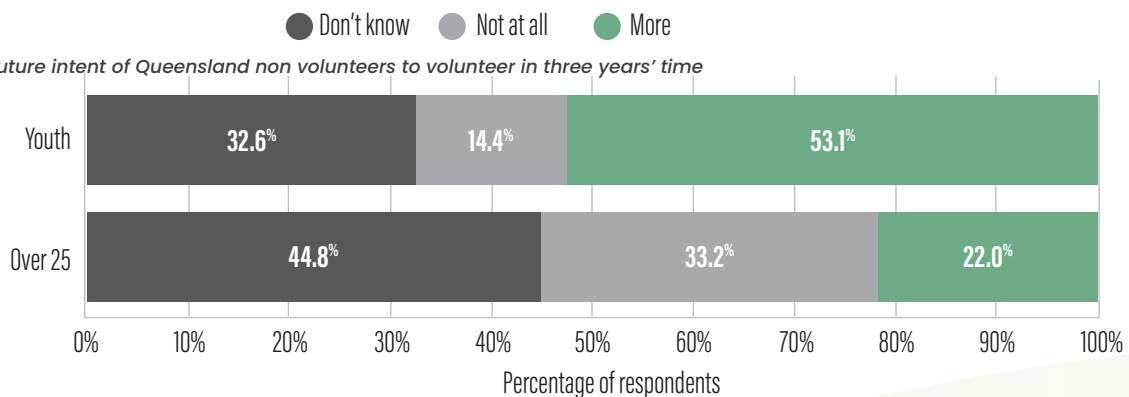


Figure 14: Future intent of Queensland non volunteers to volunteer in three years' time





SECTION 2: THE VOICE OF YOUTH

Four focus groups were conducted to better understand the volunteering experiences of younger people and the volunteer managers facilitating this demographic across Queensland.

The objective was to capture qualitative data on their experiences, challenges, and insights.

Participants were carefully selected through a targeted recruitment strategy involving collaboration with local community organisations, social media outreach, and email invitations aimed at databases of participants actively involved in or managing younger volunteers. This approach ensured a diverse participant pool broadly representative of the various groups of younger adults engaged in volunteering in Queensland.

Each focus group session lasted approximately 90–120 minutes and was held face-to-face (virtually or in-person) in settings conducive to interactive discussions, allowing participants to freely share their thoughts and experiences.

The discussions were moderated by a trained facilitator who guided them within the scope of the study while ensuring that all participants had the opportunity to contribute.

The sessions commenced with a brief overview of the study's objectives, followed by participant introductions. The dialogue was structured around pre-determined, thematic questions but was flexible enough to accommodate natural, participant-led discussions, enriching the collected data.

Consent was obtained from all participants prior to the discussions, with assurances of confidentiality and anonymity. Each session was recorded, transcribed, and deidentified, and the data was systematically coded to identify and analyse recurring themes and patterns.

While insightful, the findings from these focus groups are acknowledged to have limitations due to the potential self-selecting nature of the participants and the small number of focus group sessions, which might not fully encapsulate the broad spectrum of volunteer experiences of younger Queenslanders.

Nonetheless, the collected data offers valuable insights into the motivations, challenges, and benefits of volunteering among younger populations in diverse contexts within the state.

The volunteers' perspective

A total of 17 people who identified as younger volunteers participated in the focus groups and a semi-structured discussion guide was developed to steer the conversation. Key questions included:

- Getting involved
 - How did you get involved in volunteering?
 - Where do you find new volunteering opportunities?
- Organisations and groups
 - What organisations and groups do you volunteer with?
 - What attracts you to them?
- Informal Volunteering
 - Do you do any 'informal' volunteering in your community?
 - What motivates you to do this?
- Distinctions in youth volunteering
 - How is volunteering for youth different to volunteering for others?

- Barriers
 - o What limits or stops young people from volunteering?
 - o What can be done about this?
- Recommendations
 - o What advice would you give to volunteer involving organisations looking to engage young people as volunteers?

Getting involved

The ways in which volunteers engaged in volunteering were as diverse as the volunteers themselves. Nevertheless, a recurring theme emerged throughout the discussions: educational institutions and personal networks played a key role in sparking initial interest and providing ongoing opportunities for volunteering.

For some participants, involvement in volunteering began in high school, where initial exposure to community service was facilitated through school-based activities. For others, it was a deliberate choice, often starting in university as an activity complementary to their studies.

However, not all volunteering began intentionally, as one participant explained. Their journey started with a club activity at university, which opened the door to more opportunities that expanded upon their initial experience. This progression eventually led the participant to pursue other formal volunteering opportunities. In this instance, the participant initially engaged in activities not immediately recognised as volunteering, which later evolved into more conscious and deliberate efforts.

Once involved, the methods by which individuals found new volunteering opportunities varied and were often influenced by their environmental situation and personal motivations.

For those at university, platforms such as ‘UQ Get Involved’, or the regular internal emails often played a significant role in introducing them to new volunteer opportunities. One participant, in particular, spoke highly of the benefits of university panels, orientation events, and clubs that regularly provided information and updates on volunteering. Frequent messaging along multiple vectors effectively introduced new opportunities and allowed multiple points of entry into different forms of volunteering.

Furthermore, educational institutions often served as a bridge between young volunteers and larger, more structured opportunities. One participant, actively involved in university-based volunteering, mentioned that these experiences expanded their outlook and inspired them to connect with other like-minded organisations within their community through self-initiated outreach.

“ So I started volunteering with the purpose of getting an employability award. But then I saw that we could serve food. I started doing it, and I liked it, so I did more than 100 hours of volunteering.

Similarly, another participant transitioned from smaller community-based volunteering to more structured opportunities facilitated by university platforms. They found that these organised networks better aligned with their passions and professional aspirations.

These patterns illustrate the fluid and impermanent nature of youth volunteer participation. They show that as perspectives change, younger volunteers are more open to moving between roles and embracing new opportunities that match their maturing personal interests.

It seemed that whether individuals were drawn to large, established institutions or smaller, grassroots initiatives, their journey into volunteering was characterised by a mix of chance, initiative, and structured support.

“ Giving back to the community or using your free time in a way that you feel is really important. But I think that organisations make it appealing in a way that allows you to have a bit of fun, meet a few people, and do that as well.

Organisations and groups

The factors that attracted individuals to specific organisations and groups varied.

Young people’s personal values and interests significantly influence their volunteer decisions. They seek organisations whose missions align with their beliefs, and these organisations’ sense of community and culture will be determinative of their continued engagement.

Some participants reported being involved with well-established organisations like the Red Cross and local community centres, preferring structured opportunities that lent diversity, credibility, and impact. In contrast, others preferred more niche, grassroots initiatives, such as organic farming and environmental conservation groups. These types of opportunities attracted those seeking more intimate, hands-on experiences with direct community involvement and tangible outcomes.

Several volunteers participated in activities related to or initiated by their place of study. This involvement ranged from roles in student unions and councils, where they contributed to event planning and campus engagement, to membership in academic clubs tailored to specific study fields, such as science ambassadors. These roles aligned with their academic pursuits and offered opportunities to develop other career-related skills, such as leadership and organisational management.

“ I think the biggest thing was the aesthetic and marketing of the organisation. So even if I wasn’t there for internship experience, I just want to be a part of something like that and contribute to a community like that.

Participants who chose to move beyond academic institutions were often involved in roles that related to their vocation. One participant’s experience at a hospital involved gaining valuable vocational skills in a real-world setting. Another was based at a community radio station, where they built up their media and communication abilities.

This approach to volunteering suggests that some youth select activities that serve the dual purpose of supporting their community while bolstering their resumes and developing professional skills. While placed in leisure, this choice offers practical experience, connection with others, and enhances their employability.

However, professional development was not the only motivating factor. Many younger volunteers sought experiences that catered to their personal interests while allowing them to explore new areas. Some reported being motivated by the desire to overcome personal challenges, such as shyness or a lack of confidence. For instance, one participant used volunteering opportunities to enhance public speaking and interpersonal communication skills.

Other volunteers dedicated their efforts to social service tasks, such as working at homeless shelters or participating in food distribution programs organised through school clubs or community initiatives.

Additionally, the environmental and cultural sectors drew significant volunteer interest. Some participants dedicated their time to environmental conservation efforts, participating in both school-led and independent community projects. Others engaged in cultural and religious

organisations, such as serving food at their place of worship, which blended community service with cultural engagement.

Nearly all participants spoke of or agreed with the advantages of camaraderie and a sense of belonging, making the experience fun and cultivating lasting friendships in the process. This was particularly true for those who had moved to a new community and were hoping to establish social connections. They reported that this human element added depth to their volunteering experiences.

Other memorable experiences included opportunities to engage in differing cultural activities or interact with people from different backgrounds.

“ The main reason I volunteer is because I want to work out the best way to communicate with different demographics, different age groups, different types of people, and that’s such an important skill.

Informal volunteering

Informal volunteering for youth emerged as a distinct type of contribution that allowed individuals to contribute their time and effort outside the structure of formal organisations.

Informal volunteering often occurred within the context of this group’s existing social relationships and networks and was often driven by altruism. As such, it was found that the motivations and experiences for this sort of experience were slightly different from formal volunteering.

Many participants were driven by the desire to directly impact their community, and informal volunteering often provided an opportunity to witness the immediate benefits. Furthermore, the ability to engage in informal volunteering was seen as flexible and accessible, as the opportunities often happened through natural social interactions, such as assisting a neighbour or participating in a local event.

“ My motivation for that is just being asked to help. I wouldn’t say I’m necessarily the sort of person who would seek out things. Most of my volunteering seems to just happen. It just seems to come up in my life, and I just do it.

This appealed to the younger volunteers, who often had variable schedules and loved the sense of immediacy and impact of their contributions. Informal volunteering was typically motivated by altruism rather than resume building, indicating a more personal commitment to community welfare.

One participant explained their motivation as simply responding to a need, emphasising initiative over external rewards or recognition. Another example of this was one participant who was motivated by the desire to assist and make a significant difference in an individual’s life, in this case, a child’s educational journey.

“ He’s a kid in primary school, and he’s dyslexic. So I was just helping him read. And that’s the kind of informal volunteering that I think is important because it’s useful for the other person, and it’s a nice way of helping, and it doesn’t take much time.

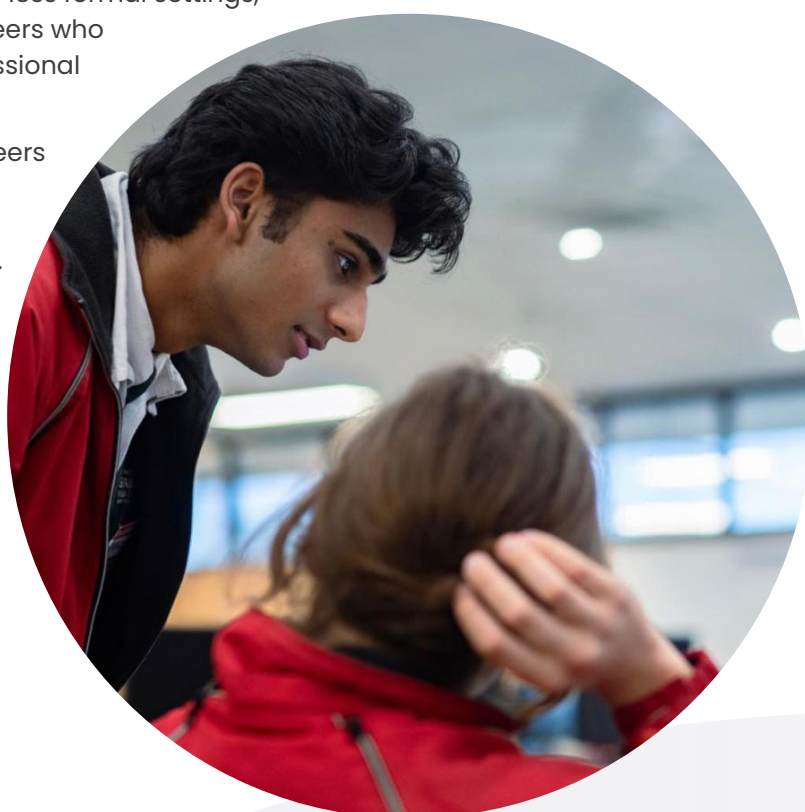
Distinctive aspects of youth volunteering

In examining how volunteering for youth differed from volunteering for others, the participants were able to identify features that felt distinctive to their demographic. Overall, the participants offered a blend of perspectives that encompassed a mix of generational insights and personal experiences.

- 1. Flexibility:** Younger volunteers often sought flexibility due to their lifestyles and educational commitments. This need for flexibility influenced their preference for short-term or event-based volunteering, contrasting with younger adults who might have engaged in more consistent, long-term volunteer roles.
- 2. Social:** The social aspect of volunteering was more pronounced among younger individuals, who often used these opportunities to make friends and build professional networks.
- 3. Professional development:** Younger volunteers were often motivated for reasons linked to personal and professional development, networking, and gaining new skills. These motivations contrasted with older volunteers, who might have focused on giving back to the community out of a sense of duty.
- 4. Perspective:** For some participants, youth volunteering involved learning responsibility and gaining experience from older generations while contributing their youthful energy and fresh perspectives.
- 5. Engagement:** Younger volunteers felt they may have been treated differently based on their age. There was a perception that they were less experienced, which could affect the responsibilities they were given and the expectations placed on them.

“ Volunteering as a youth member, depending on what capacity that looks like, can sometimes be quite testing in how people perceive your age.

- 6. Adaptability and learning:** Younger volunteers were often at a stage of their lives where they were still learning and adapting to professional environments. Volunteering offered them a platform to develop these skills in less formal settings, which was less common for older volunteers who may already have had substantial professional experience.
- 7. Technology integration:** Younger volunteers were more integrated with technology, which influenced how they found and engaged with volunteering opportunities. They were more likely to use online platforms and social media to connect with volunteer opportunities.



Barriers to youth volunteering

In discussing what constrains young people from volunteering, several factors emerged. The top concerns related to:

1. Time constraints
2. Lack of awareness of opportunities
3. Transportation costs and accessibility issues
4. Unclear benefits
5. Financial costs
6. Misalignment with personal interests or skills
7. Perception of volunteer work
8. Ageism

Focus group participants often juggled multiple responsibilities, including studies, part-time jobs, and personal commitments that impeded their ability to volunteer regularly. In response to this, it was suggested that organisations should offer more flexible volunteering opportunities, allowing younger people to engage on a more casual or project-based basis.

“Otherwise, sometimes when I saw like a six-hour shift, but I can only do the three hours and maybe I will just choose not to join because I cannot do the whole period. But if it can be like, cut into short shifts, and then maybe be flexible, that would be great.”

As it had been noted, young volunteers were more likely to engage with activities that aligned with their personal interests or where they could develop specific vocational skills. However, many of the participants cited a lack of information surrounding volunteering opportunities, especially ones that might have matched their interest and schedules.

This barrier was particularly significant for those interested in volunteering in niche areas but unaware of where to find opportunities that matched their availability and preferences.

To effectively reach and engage this demographic, it was suggested that organisations should enhance their outreach strategies through social media or partnering with school or university-based platforms. Using platforms where younger people were most active, such as Instagram and Snapchat, could bridge this awareness gap. Regular updates and engaging content that highlighted the impact of volunteering could also attract more younger volunteers.

It was also suggested that integrating volunteering initiatives within educational programs could facilitate easier access to volunteering opportunities for students. Offering academic credit as an incentive could make it more attractive and feasible for students to participate.

For some young people, especially those living in areas with poor public transport or those without personal transport, getting to volunteering sites was identified as another significant barrier. Providing transport options or focusing on local opportunities within walking or cycling distance could help overcome this.

“I've got a friend who doesn't have a car. I drive her around a lot, which I suppose is informal volunteering.”

For some, the social environment of volunteering has been intimidating, particularly when they were new to the community or lacked confidence in their volunteering abilities. This was especially true for international students or those who had recently moved to a new

area. Mentorship programs or buddy systems were recommended as proven ways to help integrate new volunteers, provide them with a go-to person for questions, and facilitate a more welcoming environment.

It was also noted that some young people may not see the immediate benefits of volunteering, particularly in terms of how it could contribute to their personal growth or career prospects. Indeed, some participants perceived the volunteer work assigned to them as youth as menial or less impactful, deterring their engagement. It was suggested that organisations could counter this by clearly communicating the personal and professional advantages of volunteering as a young person – such as skill development, networking opportunities, and the enhancement of one’s resume – instead of focusing purely on the nature of the role and community being served.

An interesting finding was the reported prevalence of ageism that affected youth in the volunteering sector. Many participants highlighted how arbitrary age restrictions, generational biases, and superficial promises contributed to persistent ageism, undermining their ability to contribute and diminishing the overall experience of volunteering. Furthermore, ageism was not restricted to one sector, nor was it always disguised or subtle; as many participants expressed, it produced demeaning experiences.

One participant described feeling excluded from decision-making processes and planning due to older members who were protective of their roles, despite the organisation’s stated encouragement of youth leadership. Another encountered resistance from older members within their organisation, noting that attitudes often dismissed the contributions from younger volunteers and limited their opportunities to grow and participate. A third participant described the lack of meaningful input in youth advisory councils, where youth involvement often felt like tokenism, and promises made to youth volunteers were frequently unfulfilled.

Participants observed how older leaders perpetuated outdated practices that they themselves had experienced as youth, forcing younger volunteers to “jump through arbitrary hoops” to contribute meaningfully. This organisational culture impacted self-esteem as fear of rejection or making mistakes often diminished confidence and the joy of volunteering. They also noted that youth often lacked representation and advocacy within organisations and emphasised the importance of providing genuine support and mentoring to empower young volunteers and ensure their ideas could translate into impactful projects.

“ I have had some, yeah, I’ve had some really awful experiences being young and now stepping up into this adult space, which is, and the attitudes in this adult space are very much that young people like me in particular, I’m not capable ... I’m not knowledgeable enough. I’m often excluded from planning excluded from decision making, and that seems to be based off my age ... Like, I’ve gotten to a point a year, and I’m like, this is, this sucks. This is not fun anymore.

Other recommendations

Beyond the advice proffered in response to the identified barriers, younger volunteers expressed a desire for clear, detailed role descriptions. They felt that understanding what was expected would reduce anxiety and increase effectiveness. Providing thorough training sessions could also help. When the roles and expectations were understood, younger volunteers reported feeling more confident and valued.

Participants also suggested that organisations could improve how they present volunteering opportunities to make them more appealing. This could include using dynamic media formats and real stories of impact to draw in a younger audience. Engaging peers from the same demographic to design promotional material was crucial to this strategy's success.

“**To help them, support them to find a balance between volunteering, study, and worker. Part-time worker. Also, as individuals, we can share our stories wherever on social media or other things. In this way, we can not only promote our individual growth but also expand our social network.**”

Many participants noted that their volunteering journey began or was significantly supported by their educational institutions. Young volunteers felt that many organisations were missing engagement opportunities by ignoring this opportunity.

Creating a welcoming and supportive environment was important for retaining younger volunteers. This included providing a supportive network where volunteers could ask questions and feel valued. One participant stressed the importance of a positive environment where young volunteers can thrive. They also highly valued simple gestures of appreciation, such as certificates, references, and small rewards, such as a meal.

“**We had to help people find their way around and I had no idea, but at some point there's a woman that came with snacks and she was like, hey, by the way, that's for volunteers. Just take it. And honestly made my day. Like it was super happy then because I felt rewarded for it.**”

Finally, while many younger volunteers were drawn to opportunities that allowed them to develop skills relevant to their future careers, all were inspired by seeing the tangible impact of their efforts. It was therefore felt that organisations should make an effort to show how young volunteers' work contributed to the community and provide feedback on the outcomes of their contributions.



SECTION 3: THE VALUE OF YOUTH VOLUNTEERING

Key findings

Cost-benefit analysis is the Australian government preferred approach to valuing the social and economic impacts of an activity or intervention. A discussion of the cost-benefit methodology and its application in this Section can be found in Appendix A of the State of Volunteering in Queensland Report (2024).

The value of volunteering to Queensland across the entire community is the sum of the social and economic benefits enabled. This analysis values the benefits delivered by youth volunteers at \$16.4 billion.

This amount is significantly greater than previous estimates based only on price or economic impact, yet it is likely to be an underestimate given the limitations of the available data and forensic techniques.

Table 10: Costs and benefits of youth volunteering in Queensland (2023)

Costs (\$ million)			
<i>Direct costs</i>		<i>Sub-totals</i>	<i>Totals</i>
Volunteer expenses	\$2,030.3		
Volunteer involving organisation expenses	\$1,154.8	\$3,185.1	
<i>Opportunity costs</i>			
Volunteers' time	\$1,190.7		
Volunteering investments	\$134.1	\$1,324.8	\$4,509.9
Benefits (\$ million)			
<i>Commercial benefits</i>			
Producers' surplus	\$584.3		
Productivity premium	\$1,377.3	\$1,961.6	
<i>Civic benefits</i>			
Employment	\$1,775.0		
Taxes	\$709.5		
Volunteers' labour	\$2,644.8	\$5,129.3	
<i>Individual benefits</i>			
Volunteers' dividend		9,292.6	\$16,383.5
<i>Social return on investment</i>			\$11,873.6
Benefit: cost ratio		3.6:1	

By contrasting the net value of youth volunteering in Queensland with the cost of inputs, it can be seen that for every dollar invested, **\$3.60** is returned (the benefit-to-cost ratio).

The net (or social) return on investment – the difference between benefits and costs – is **\$11.9 billion**.

It is noted that the benefit-to-cost ratio of youth volunteering, 3.6:1, is lower than the whole of Queensland benefit-to-cost ratio of 4.7:1. This is principally because of the low replacement cost of youth labour, especially when compared to the relatively high opportunity cost of their time. This effect is also seen in the realisation of the youth-specific productivity premium.

Importantly, though, a young person who volunteers will return much greater value to the community over the course of their volunteering career than someone who commences volunteering later in life. This is true for several reasons:

- **Youth have many more years ahead of them to potentially continue volunteering. Over the decades, the cumulative impact of their contributions will be far greater than someone who starts volunteering later.**
- **Early volunteering builds valuable skills (such as communication, teamwork, and problem-solving) that serve individuals well throughout their lives and make them more effective volunteers and more productive workers.**
- **Volunteering as a youth instils a sense of civic responsibility and makes service a core part of a person’s identity. This increases the likelihood that they will remain engaged volunteers throughout their lives.**

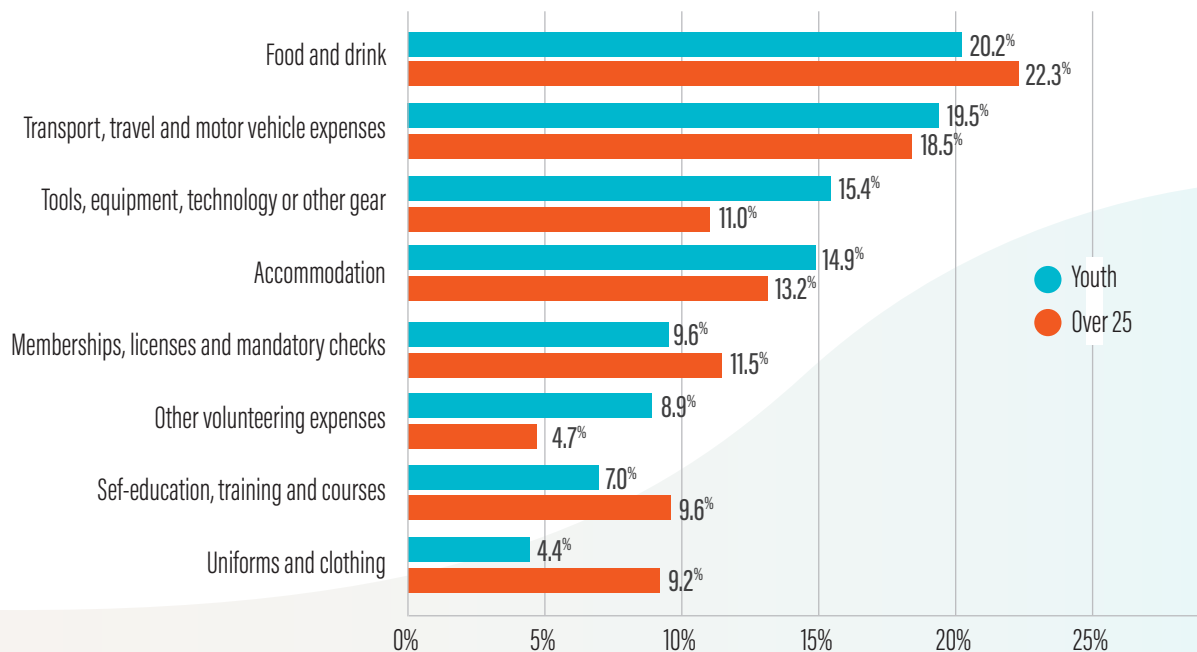
Direct costs

Volunteer expenses

Youth volunteers in Queensland reported spending an average of \$445.76 per month, or \$19.74 per hour, on their volunteering (\$13.55 per hour for others). In 2023, this was a gross amount of \$5,300 per volunteer, compared to a gross amount of \$3,700 per volunteer aged 25 and over.

Youth volunteers also reported that, on average, they were reimbursed for 19.9% of their expenses, compared to 18.5% of expenses reported as being reimbursed for volunteers aged over 25.

Figure 15: Breakdown of volunteer expenses each month by category in Queensland



The total direct costs to volunteers in Queensland over the 12 months are calculated by annualising the average cost to volunteers each month (net of reimbursements) and multiplying that amount by the number of volunteers.

This means that for the 12-month period analysed, the net out-of-pocket costs (direct expenses) for volunteers aged 15–24 in Queensland totalled **\$2.0 billion**.

Volunteer involving organisation expenses

Organisations in Queensland that involve volunteers reported spending an average of \$94.95 per volunteer per month, or \$5.09 per formal volunteer hour.

The total direct costs incurred by volunteer involving organisations in Queensland over a 12-month period (proportional to youth) are calculated by annualising the average monthly cost per volunteer to these organisations and multiplying it by the number of formal volunteers in the State aged 15–24.

In 2023, the direct cost (proportional to youth) to volunteer involving organisations in Queensland was **\$1.2 billion**.

Opportunity costs

Volunteers' time

To accurately calculate the opportunity cost to volunteers of their labour, this analysis takes into account the variability in wages among different groups. The opportunity cost is calculated using the average weekly earnings for both part-time and full-time workers within each age cohort.

This average is then reduced by a 35% effective rate of tax, which accounts for all forms of direct and indirect taxation. The resulting hourly rate is further adjusted to reflect the workforce composition of Queensland, comprising full-time, part-time, and non-participating individuals, segmented by age group.

A straightforward leisure/work trade-off model is then applied, valuing the opportunity cost of a volunteer hour at the income that could be earned by working an additional hour. This approach assumes a flexible labour market model and assumes the availability of additional work opportunities.

The opportunity cost of leisure varies by age: it is relatively low for the very young and the very old, who are less likely to be participating in the workforce or may be underemployed. The opportunity cost is higher for age groups with greater workforce participation and labour market value.

According to this model, the hours contributed to the Queensland community by individuals aged 15–24 through volunteering equate to an opportunity cost of \$1.2 billion. This figure is a monetary estimate of what youth who both work and volunteer gave up in potential earnings by dedicating their time to unpaid work.

²In this calculation, informal volunteers are not included because, according to the definition used in this report, volunteer managers do not oversee or support informal volunteering activities

Table 11: Opportunity costs of hours contributed to the community by volunteers

Age	Opportunity cost of volunteers' time \$/hr	Average hours volunteered per month	Total volunteers	Total opportunity cost (\$millions)
15-24	\$9.27	22.6	474,000	\$1,190.7
25-34	\$21.92	24.3	530,500	\$3,391.8
35-44	\$27.94	21.3	545,600	\$3,890.9
45-54	\$28.29	13.3	449,100	\$2,027.1
55-64	\$20.46	27.8	294,200	\$2,008.5
65+	\$3.19	19.1	484,200	\$354.6
				\$12,863.7

Volunteering investments

A similar assumption is made about the opportunity cost of purchases made by both youth who volunteer and the organisations that utilise them.

If these purchases were withheld (in a hypothetical scenario where the community places no value on volunteering), then their financial resources could be redirected toward long-term investment opportunities, considered here to be the next best alternative use.

The metric used for evaluating what that profit might be (the long-term investment opportunity cost) is the 10-year Australian government bond rate, which stood at 4.2% in October 2023, the time this calculation was made. Using this rate as a benchmark, an estimate of the financial implications of the resources allocated to volunteering activities for individuals aged 15-24 can be made.

Therefore, in 2023 the gross opportunity cost – that is, the potential value of gains missed out on by individuals and organisations due to their expenditure on younger adults volunteering – is 4.2% of the direct costs enabling volunteering (\$3.2 billion), or **\$134.1 million**.



Commercial benefits

Producers' surplus

The term “producers’ surplus” refers to the economic benefits that producers gain from selling their goods or services in the market. This benefit is calculated as the difference between the price a producer receives and the minimum price they would be willing to accept for it. This surplus can be alternatively described, albeit not perfectly, as net profit.

In Queensland, businesses receive a net commercial benefit linked to the sales of goods or services that are either intermediate or final products youth consume in the course of their volunteering.

Input-output modelling is a method used in economics to understand how different sectors within an economy interact with each other. It illustrates the flow of goods and services between sectors, helping to predict the output effect of a change in demand for a particular industry.

Employing input-output modelling methodology, it is found that the \$3.2 billion spent on youth-related volunteering increases the Queensland economy’s overall output by \$5.5 billion. This calculation includes the production of intermediate goods and accounts for imports worth \$1.2 billion.

Considering that material inputs and existing infrastructure are already accounted for, when the cost of labour and taxes is subtracted from this gross value added, a theoretical producers’ surplus of **\$584.3 million** is revealed.

This surplus is a fair return on investment for providers of capital and is assumed to offset the opportunity cost of using land or buildings for other purposes. It is important to clarify that this surplus to producers is distributed among all firms in Queensland contributing intermediate or final goods and/or services consumed by volunteering activities of youth, not just those directly involved in older youth volunteering.

Productivity premium

Applying a productivity multiplier of 14.7% to the cost to employers of labour per age cohort (replacement cost) as per the formula in Appendix A of the State of Volunteering in Queensland Report (2024) enables the quantification of a ‘productivity premium’ enjoyed by employers as a result of their employees’ volunteering.

The extent to which youth volunteering in Queensland improved the productivity of employees is estimated to be **\$1.4 billion**.

Note that this benefit only applies to the hours worked by youth in Queensland who also volunteer.

This benefit is also separate from the (soon to be discussed) well-being benefit directly enjoyed by youth volunteers, even if a fraction of the productivity premium is returned to employees in the form of increased wages.

Civic benefits

Employment

The input-output model shows that youth who were motivated to volunteer in Queensland generated 29,700 jobs across all sectors of the economy. Of these, 19,600 were full-time positions.

It is important to note that these are not jobs solely within the volunteering sector; rather, these jobs are created economy-wide. For instance, volunteering contributes to the demand for professional services such as training, administration, and logistics. This creates new employment opportunities in those industries.

The model quantifies the wage benefits generated by these jobs as being worth \$1.8 billion. This figure directly benefits households, augmenting their disposable income and, consequently, their purchasing power.

This also means an equivalent welfare cost is avoided by the government. As more people become employed thanks to the ripple effects of volunteering expenditure, fewer people rely on unemployment benefits or other forms of social assistance. This results in an equivalent saving for the government, which can reallocate these saved funds to other critical sectors like healthcare, or they can choose to reinvest in volunteering.

Taxes

The input-output model also reveals that the volunteering-related expenditure of Queensland's youth (\$3.2 billion) generates **\$709.5 million** in tax revenue for the government.

It is important to note that the tax revenue generated is not necessarily proportional to the investment made by each tier of government in the volunteering sector. Different levels of government – federal, State, and local – may contribute different amounts to support volunteering but may benefit differently from the generated tax revenue.

Yet despite generating significant tax revenue, it is unlikely that the government will reinvest an equivalent amount back into the volunteering sector. In other words, the financial contributions that the volunteering sector makes to public coffers may not be fully reciprocated through government funding or support for volunteering activities.

Volunteers' labour

It was noted in Section 1 of this report that youth who volunteer in Queensland contributed 128.4 million hours of their time to various individuals, causes and organisations. The replacement cost of that labour is the expense that beneficiaries would incur if they had to hire paid professionals to do the same work.

Because people who volunteer bring a diverse set of skills and professional experience to their roles, adding specialised value to the services they provide, volunteer labour cannot be simply substituted for minimum wage workers. It is more accurate to use median wage data tailored to each age cohort of volunteers, accounting for the varying levels of expertise and skill sets they offer.

In addition to the base wage, there are several other costs associated with employment that need to be taken into account. These include the administrative and capital overheads that would be incurred for each working hour, as well as the minimum requirements of the Australian government's superannuation guarantee. To allow for these, an additional 15% has been added to the median wage data for each age group.

This approach assumes that the value of the activities provided by each volunteer is equivalent to the value of their direct employment, accounting for their age. This is not a perfect accounting of the value of the services provided by volunteers, but it is more reliable than approaches that price volunteer labour at the minimum wage. Improving the replacement cost method is encouraged as a direction for future research.

On these terms, the cost to the Queensland community (and avoided by government) of replacing the volunteer labour of youth would be **\$2.6 billion**.

Table 12: Replacement cost of hours donated to the community by Queensland volunteers

Age	Replacement cost of volunteers' time \$/hr	Average hours volunteered per month	Total volunteers	Total opportunity cost (\$millions)
15-24	\$20.59	22.6	474,000	\$2,644.8
25-34	\$45.28	24.3	530,500	\$7,005.7
35-44	\$55.68	21.3	545,600	\$7,755.3
45-54	\$58.44	13.3	449,100	\$4,187.5
55-64	\$52.29	27.8	294,200	\$5,134.8
65+	\$41.49	19.1	484,200	\$4,609.7
				\$31,337.8

Note that the replacement cost of a volunteer's labour is much greater than the opportunity cost of a volunteer's time. This is because the replacement cost includes all the costs an employer would have to pay (including taxes, superannuation and administrative costs), whereas the opportunity cost is only a measure of what a volunteer would receive 'cash-in-hand' if they were paid.

Opportunity cost is also discounted by the number of people not in the labour force. Using this approach, if a person is not working, then there is no opportunity cost to their time when it comes to volunteering.

Therefore, the opportunity cost of time for people aged 15-24 is quite low at an average of \$9.27 per person, as many people at this age are not fully employed. However, of the people who are working at this age, their average replacement cost to employers is \$20.59 per hour.

Individual benefits

Well-being

The benefits described to this point are the tangible benefits provided to the community, also known as the 'outputs' of volunteering. These outputs have been quantified to illustrate the new value they add to others.

Now, the focus shifts to explore another important dimension of volunteering: the intrinsic satisfaction or well-being benefits that volunteers themselves experience as a result of their participation. This aspect values the emotional and psychological rewards that volunteers gain.

In economic terms, when individuals engage with volunteering through an act or a purchase, it is assumed they derive some level of benefit or utility from that decision. The rational economic framework suggests that people act to maximise this utility and would not intentionally make decisions that diminish it. Consequently, each act of volunteering and its related consumption comes with an implied benefit to the individual beyond the value added to employers and the community.

At a minimum, this benefit is equal to the costs individuals bear in the pursuit of their volunteering. Therefore, using the revealed preference method, it can be said that in Queensland, youth volunteers enjoyed at least \$3.2 billion in individual benefits from their volunteering. This is the sum of the money they spent (\$2.0 billion) and time they contributed (\$1.2 billion).

But how much more would individuals be willing to pay to experience the full range of benefits that come from volunteering? And what about those who are not volunteers – do they derive

benefits from the volunteering of others, even if they are not directly participating?

In the sample of over 6,800 Australian residents, it was found that being a volunteer was associated with a 4.4-point increase in life satisfaction, a proxy for well-being. Whereas only 0.6% of the overall variance in well-being could be explained by volunteering, there was a less than one in 1,000 chance that the relationship observed was due to random error.

Surprisingly, the number of hours spent volunteering did not significantly impact one's sense of well-being. This indicates that the mere act of volunteering is enough to produce well-being benefits, without a specific volume requirement.

According to the formula described in Appendix A of the State of Volunteering in Queensland Report (2024), the monetised value of a consumer's surplus associated with a 4.4-point increase in life satisfaction in Queensland is \$19,600 per annum.

When this value is extrapolated to the population of youth volunteers in Queensland, it translates into a well-being benefit of **\$9.3 billion**.

Important note

Expressions of consumer surplus essentially measure satisfaction and should not be confused with a willingness on the part of volunteers to pay more. In terms of value, increasing prices would result in a real loss for current volunteers. This is because the dividends enjoyed by volunteers would be converted into producers' surplus for no net gain to them as consumers, increasing the real and opportunity costs of entry and forcing some volunteers out.

As is demonstrated in the State of Volunteering in Queensland Report (2024), a more efficient gain can be realised by converting non volunteers into volunteers and incentivising those who are under-volunteering to volunteer more. Deliberately exploiting the currently high levels of consumer surplus – by either increasing prices or withdrawing subsidies – is likely to be counterproductive.



Conclusion

Well over two-thirds of Queensland residents aged 15-24 volunteer in some form, a figure significantly higher than official government estimates. Yet it is also evident that youth volunteering in Queensland has room for further growth.

From the data and their own words, we know that young people get involved in volunteering for reasons that are often distinct from how people of other generations do. Many start through school programs or personal networks. Universities play a big role in connecting students to opportunities. Young volunteers are attracted to organisations that align with their values and interests, whether those be large, well-known groups or smaller, local initiatives.

Some volunteer for career development, while others seek to make a difference in their community or overcome personal challenges. A sense of belonging and friendship is also a major draw. Additionally, young people often engage in informal volunteering within their social circles, motivated by a desire to directly help their neighbours and community.

Yet youth volunteers face specific challenges, such as limited time, lack of awareness about opportunities, transportation issues, ageism, and unclear benefits of volunteering. To better engage young people, organisations should offer flexible roles, increase outreach (especially on social media), partner with schools, provide transportation support, and clearly communicate the personal and professional benefits of volunteering. Additionally, creating a welcoming environment, celebrating achievements, and highlighting the impact of their work can help attract and retain young volunteers.

That said, the particular benefits that individuals and the community receive from the volunteering of youth in Queensland are not unique. Viewed in isolation, they may not even be that efficient. For example, young people might equally improve their quality of life by watching sport; they could also transfer their social obligations to government in the form of increased taxes.

Nonetheless, the data is compelling: an annual return of 360% on every dollar invested would set off a financial frenzy if it were tied to a commercial investment. This suggests that the scale and impact of volunteering have been historically undervalued and under-recognised in public discourse.

From an economic standpoint, this report challenges the traditional view that the value of volunteering is merely the minimum-wage replacement cost of its labour. Rather, volunteering has a much broader economic impact, affecting almost every activity in the State. Consequently, there is a strong case for better resource allocation and knowledge sharing within the volunteering sector to leverage its full potential.

Ultimately, the cost-benefit analysis reveals that the external benefits of volunteering far outweigh the social costs, making the activity economically efficient. Moreover, it indicates that increased investment in volunteering could produce exponential returns.

For while the study has limitations that warrant further research, it offers a foundational framework that decision-makers in the public, private and not-for-profit sectors can use for ongoing improvements in how young volunteers are promoted and managed.



STATE OF VOLUNTEERING IN QUEENSLAND | 2024

Youth REPORT (15-24 year olds)



VOLUNTEERING QUEENSLAND

reception@volunteeringqld.org.au

07 3002 7600

Level 12, 127 Creek St,
Brisbane QLD 4000

