

CULTURAL MINISTERS COUNCIL  
Statistics Working Group

# **Australia's Cultural Volunteers 2000**

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AUSTRALIA'S CULTURAL VOLUNTEERS 2000

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## PREFACE

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Work that people undertake voluntarily makes an important contribution to Australian society. Several sectors of the community rely heavily on volunteers for their ongoing operations or to provide supplementary services which otherwise would not be available. Many cultural industries are reliant on volunteers for a variety of their activities.

This report focuses on those people who volunteered their time to cultural organisations. Using data from the Voluntary Work Survey conducted by the Australian Bureau of Statistics (ABS) in 2000, details are provided on the types of people who volunteer, their reasons for volunteering, their levels of involvement and the types of activities they undertake. This information is complemented by data from a series of surveys of cultural industries which provide details on the ratio of volunteer to paid workers in particular industries and the average number of hours worked by each volunteer.

This report has been prepared for the Cultural Ministers Council Statistics Working Group (CMC SWG). A major objective of the CMC SWG is to provide the cultural statistics required for informed policy and decision-making by governments and the cultural sector in areas such as cultural industry development and management. One key way to achieve this is by enhancing the quality, range, availability and use of appropriate statistics.

The National Centre for Culture and Recreation Statistics, a section of the ABS, assists in meeting the objectives of the CMC SWG by compiling available data and preparing reports such as *Australia's Cultural Volunteers*. The CMC SWG expresses its appreciation for the Centre's work on this project.

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Volunteers are people who freely choose to give their time to organisations or groups in the community for no monetary reward. They undertake a range of activities, from administration, fundraising and repairs and maintenance, to providing practical assistance to other people, such as serving food and providing information and advice.

The ABS undertook a household survey, the Voluntary Work Survey<sup>(1)</sup>, in the year 2000 to measure the extent to which Australians donate their time. This report analyses data from that survey to provide a profile on people who volunteer their time to cultural organisations. For the purpose of this report, cultural organisations have been defined as those classified to the Heritage and Arts divisions of the Industry classification of the *Australian Culture and Leisure Classifications* (ABS, 2001a). This classification provides a different and more specifically focused view of the culture and leisure industry relative to a previously released publication from the Voluntary Work Survey (ABS 2001f), which was based on the respondents' perceptions of the types of organisations they were assisting. Consequently, the cultural data presented here are different to that which has been previously published.

Where appropriate, this report includes comparisons with people undertaking voluntary work in other fields. In addition, it covers information from several ABS Service Industry Surveys<sup>(2)</sup> on the number of volunteers working in selected cultural industries in the 1999–2000 or the 1996–97 financial years.

The report firstly looks at the number of volunteers working in Australia and at the types of organisations where they provide support. Some details on the characteristics (e.g. age, sex and birthplace) of cultural volunteers are then presented, followed by details about their involvement. The report then presents some information from the ABS Service Industries Surveys about the number of volunteers who assisted organisations in selected cultural industries (as reported by those organisations).

## SECTION 2

## NUMBER OF VOLUNTEERS

In the ABS Voluntary Work Survey, a volunteer was defined as someone who willingly gave unpaid help, in the form of time, services or skills, through a club, organisation or association. Almost one-third of Australians aged 18 years and over (4,395,600 people) undertook voluntary work<sup>(3)</sup> in the 12 months before interview in the year 2000.

Australians gave their time to a wide range of organisations. Those organisations categorised as 'sports and physical recreation', 'education, training and youth development' and 'community and welfare' were the most popular<sup>(4)</sup>, with each of these receiving help from about one million people aged 18 years and over in 2000. By comparison, 280,200 people (about 2% of the population) undertook voluntary work for 'heritage and arts' organisations<sup>(5)</sup>—these organisations will be referred to as cultural organisations in the remainder of this report.

### 1 VOLUNTEERS, By Type of Organisation Assisted

	NUMBER.....			VOLUNTEER RATE.....		
	<i>Males</i>	<i>Females</i>	<i>Persons</i>	<i>Males</i>	<i>Females</i>	<i>Persons</i>
	'000	'000	'000	%	%	%
Culture and recreation organisations(a)						
Heritage and arts	117.1	163.1	280.2	1.7	2.3	2.0
Sports and physical recreation	686.4	454.3	1 140.7	10.0	6.5	8.2
Interest clubs and groups	355.7	313.2	669.0	5.2	4.5	4.8
Religious	297.1	446.3	743.4	4.3	6.4	5.4
Other culture and leisure	69.9	*46.4	116.3	1.0	*0.7	0.8
<i>Total(b)</i>	<i>1 378.4</i>	<i>1 269.4</i>	<i>2 647.9</i>	<i>20.2</i>	<i>18.1</i>	<i>19.1</i>
Other organisations						
Business, professional and union	134.2	55.8	190.0	2.0	0.8	1.4
Community and welfare	376.5	593.5	970.0	5.5	8.5	7.0
Education, training and youth development	357.7	665.5	1 023.2	5.2	9.5	7.4
Emergency services	122.8	58.2	181.1	1.8	0.8	1.3
Environment and animal welfare	64.5	60.9	125.3	0.9	0.9	0.9
Foreign and international	**8.9	*21.3	*30.2	**0.1	*0.3	*0.2
Health	96.6	200.8	297.4	1.4	2.9	2.1
Law, justice and political	*42.2	*36.9	79.1	*0.6	*0.5	0.6
Other	*18.8	*34.0	52.7	*0.3	*0.5	0.4
<i>Total(b)</i>	<i>1 025.0</i>	<i>1 527.7</i>	<i>2 552.7</i>	<i>15.0</i>	<i>21.8</i>	<i>18.4</i>
<b>Total volunteers(b)</b>	<b>2 080.9</b>	<b>2 314.6</b>	<b>4 395.6</b>	<b>30.5</b>	<b>33.0</b>	<b>31.8</b>

\* estimate has a relative standard error of between 25% and 50% and should be used with caution. <sup>(6)</sup>

\*\* estimate has a relative standard error of 50% or more and is considered too unreliable for general use. <sup>(6)</sup>

(a) A summary of the Industry Classification of the Australian Culture and Leisure Classifications (ACLCL) is shown in Appendix 1.

(b) Components do not add to the total as some persons undertook voluntary work for more than one organisation.

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

Overall volunteer rates were slightly higher for women than men (33% compared with 31%) and while this also appears to be true for volunteers working for cultural organisations, the relatively small number of respondents in the sample who were cultural volunteers means that one cannot be confident that the small difference (0.6%) is statistically significant<sup>(7)</sup>.

## SECTION 3

## DISTRIBUTION OF VOLUNTEERS

People living in metropolitan areas were less likely to undertake any kind of voluntary work than people living in other areas (28% compared with 38%). While the data suggest that this was also true for volunteers involved in cultural organisations, the sample size was not large enough to be confident that this was the case.

### 2 VOLUNTEERS, By Region

	VOLUNTEERS WITH A CULTURAL INVOLVEMENT.....		TOTAL VOLUNTEERS.....	
	<i>Number</i>	<i>Volunteer rate</i>	<i>Number</i>	<i>Volunteer rate</i>
	'000	%	'000	%
Metropolitan	172.2	1.9	2 576.6	28.4
Ex-metropolitan	108.0	2.3	1 819.0	38.1
<b>Total</b>	<b>280.2</b>	<b>2.0</b>	<b>4 395.6</b>	<b>31.8</b>

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

Both South Australia and the Australian Capital Territory recorded overall volunteer rates significantly higher than the Australian average (by 6.2 and 4.4 percentage points respectively), while New South Wales recorded a rate that was significantly lower (by 2.5 percentage points). By comparison, the volunteer rate for Western Australia was higher than that of South Australia for cultural organisations, although the sample sizes for the states and territories makes one less confident about these results.

### 3 VOLUNTEERS, By State and Territory

<i>State and territory</i>	VOLUNTEERS WITH A CULTURAL INVOLVEMENT.....		TOTAL VOLUNTEERS.....	
	<i>Number</i>	<i>Volunteer rate</i>	<i>Number</i>	<i>Volunteer rate</i>
	'000	%	'000	%
New South Wales	*66.3	*1.4	1 383.7	29.3
Victoria	74.0	2.1	1 153.2	32.8
Queensland	57.9	2.3	783.8	31.2
South Australia	24.6	2.2	419.3	38.0
Western Australia	40.6	3.1	428.6	32.2
Tasmania	7.7	2.3	115.6	34.0
Northern Territory	*2.0	*2.1	30.4	31.7
Australian Capital Territory	7.2	3.2	81.0	36.2
<b>Australia</b>	<b>280.2</b>	<b>2.0</b>	<b>4 395.6</b>	<b>31.8</b>

\* estimate has a relative standard error of between 25% and 50% and should be used with caution. <sup>(6)</sup>

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

## SECTION 4

## CHARACTERISTICS OF VOLUNTEERS

Volunteer rates vary across the different population groups. This section examines the characteristics of cultural volunteers and compares them with volunteers in general and with the characteristics of the total population aged 18 years and over.

### 4.1 SEX

Almost three-fifths (58%) of volunteers working for cultural organisations were female, which is higher than the percentage of females aged 18 years and over in the overall population (51%). As a corollary, the percentage of volunteers working for cultural organisations who were male was relatively low (42%).

#### 4 VOLUNTEERS AND NON-VOLUNTEERS, By Sex

	<i>Volunteers with a cultural involvement</i>	<i>Total volunteers</i>	<i>Non-volunteers</i>	<i>Total population</i>
NUMBER ('000)				
Males	117.1	2 080.9	4 751.2	6 832.1
Females	163.1	2 314.6	4 693.6	7 008.3
<b>Persons</b>	<b>280.2</b>	<b>4 395.6</b>	<b>9 444.7</b>	<b>13 840.3</b>
PER CENT (%)				
Males	41.8	47.3	50.3	49.4
Females	58.2	52.7	49.7	50.6
<b>Persons</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

### 4.2 AGE

Volunteers who worked for cultural organisations tended to be slightly older than the overall population. This is in contrast to other volunteers, where almost half were aged between 35 and 54 years. The median age of cultural volunteers was 46 years, compared with a median of 43 years for all volunteers and a median of 42 years for non-volunteers.

## 5 VOLUNTEERS AND NON-VOLUNTEERS, By Age

Age group (years)	Volunteers with a cultural involvement	Total volunteers	Non-volunteers	Total population
NUMBER ('000)				
18–34	84.4	1 267.3	3 390.3	4 657.6
35–54	108.5	2 054.8	3 364.3	5 419.1
55 and over	87.3	1 073.5	2 690.1	3 763.6
<b>Total</b>	<b>280.2</b>	<b>4 395.6</b>	<b>9 444.7</b>	<b>13 840.3</b>
PER CENT (%)				
18–34	30.1	28.8	35.9	33.7
35–54	38.7	46.7	35.6	39.2
55 and over	31.2	24.4	28.5	27.2
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

## 4.3 BIRTHPLACE

Over three-quarters (77%) of all volunteers were born in Australia—somewhat higher than the percentage of Australian-born people in the overall population (71%). This higher participation by Australian-born people was even more evident for volunteers involved with cultural organisations—83% of whom were Australian-born.

## 6 VOLUNTEERS AND NON-VOLUNTEERS, By Birthplace

Birthplace	Volunteers with a cultural involvement	Total volunteers	Non-volunteers	Total population
NUMBER ('000)				
Australian-born	231.9	3 390.9	6 490.3	9 881.2
Born outside Australia	*48.3	1 004.7	2 954.4	3 959.1
<b>Total</b>	<b>280.2</b>	<b>4 395.6</b>	<b>9 444.7</b>	<b>13 840.3</b>
PER CENT (%)				
Australian-born	82.8	77.1	68.7	71.4
Born outside Australia	*17.2	22.9	31.3	28.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

\* estimate has a relative standard error of between 25% and 50% and should be used with caution. <sup>(6)</sup>

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

#### 4.4 LABOUR FORCE STATUS

Approximately 64% of the population aged 18 years and over had paid employment. This compares with 70% for all volunteers and 67% for cultural volunteers. People volunteering for cultural organisations were less likely to be employed full-time (38%) than all volunteers (46%) or the total population (45%).

##### 7 VOLUNTEERS AND NON-VOLUNTEERS, By Labour Force Status

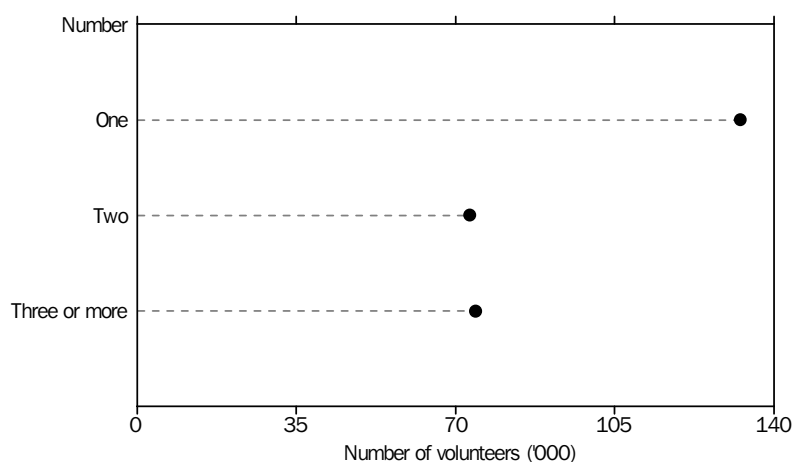
<i>Labour force status</i>	<i>Volunteers with a cultural involvement</i>	<i>Total volunteers</i>	<i>Non-volunteers</i>	<i>Total population</i>
NUMBER ('000)				
Employed full-time	105.9	2 037.9	4 172.3	6 210.2
Employed part-time	81.4	1 055.7	1 525.9	2 581.6
Unemployed	**4.8	146.6	395.7	542.3
Not in the labour force	88.2	1 155.4	3 350.9	4 506.3
<b>Total</b>	<b>280.2</b>	<b>4 395.6</b>	<b>9 444.7</b>	<b>13 840.3</b>
PER CENT (%)				
Employed full-time	37.8	46.4	44.2	44.9
Employed part-time	29.1	24.0	16.2	18.7
Unemployed	**1.7	3.3	4.2	3.9
Not in the labour force	31.5	26.3	35.5	32.6
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

\*\* estimate has a relative standard error of 50% or more and is considered too unreliable for general use.<sup>(6)</sup>

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

Some volunteers provided assistance to more than one organisation in 2000. Just over half (53%) of the cultural volunteers undertook voluntary work for more than one organisation (most commonly one cultural organisation and one or more other types of organisations). Just over a quarter (27%) of cultural volunteers assisted three or more organisations in the 12-month period.

VOLUNTEERS WITH A CULTURAL INVOLVEMENT, By Number of Organisations Assisted(a)



(a) For any organisation (not necessarily a cultural organisation).

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

### 5.1 REASONS FOR VOLUNTEERING

Information on why people chose to be volunteers was sought in the Voluntary Work Survey. However, for people undertaking voluntary work for multiple organisations, it is not possible to determine which reasons applied for each organisation.

About three-fifths (60%) of people with a cultural involvement reported that a reason for undertaking voluntary work was the personal satisfaction that they gained. By comparison, a much lower percentage of all volunteers reported this as a reason (43%). The percentage of volunteers with a cultural involvement who reported that a reason was to do something worthwhile was also significantly higher than for volunteers as a whole (40% compared with 30%).

By contrast, volunteers with a cultural involvement were much less likely to report that a reason for undertaking voluntary work was because of personal or family involvement (17% compared with 31% for all volunteers).

**8 CURRENT REASONS FOR BEING A VOLUNTEER(a)**

<i>Current reasons</i>	VOLUNTEERS WITH A CULTURAL INVOLVEMENT.....		TOTAL VOLUNTEERS.....	
	<i>Number</i> '000	<i>Per cent</i> %	<i>Number</i> '000	<i>Per cent</i> %
Personal satisfaction	169.2	60.4	1 875.0	42.7
Help others or the community	129.3	46.1	2 064.8	47.0
Do something worthwhile	113.1	40.4	1 298.2	29.5
Use skills or experience	54.2	19.3	556.7	12.7
Social contact	53.7	19.2	786.5	17.9
Personal or family involvement	*46.2	*16.5	1 374.8	31.3
Other(b)	107.8	38.5	1 538.2	35.0
<b>Total(c)</b>	<b>280.2</b>	<b>100.0</b>	<b>4 395.6</b>	<b>100.0</b>

\* estimate has a relative standard error of between 25% and 50% and should be used with caution.<sup>(6)</sup>

(a) For any involvement.

(b) Includes to be active and to learn new skills.

(c) Components do not add to the total as some volunteers provided multiple reasons for being a volunteer.

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

**5.2 EXPENSES INCURRED**

Information on whether people incurred any expenses in relation to the voluntary work they undertook was also collected in the survey. However, for people undertaking voluntary work for multiple organisations, it is not possible to determine for which of these organisations the expense was incurred. Over two-thirds (71%) of volunteers with a cultural involvement had some kind of expenses associated with their voluntary work (but note that if they also worked for a non-cultural organisation, this expense may have been for that organisation). This percentage was significantly higher than the percentage of all volunteers who incurred expenses (60%). Volunteers with a cultural involvement were more likely than other volunteers to have incurred expenses for travel, phone calls and meals.

## 9 WHETHER VOLUNTEERS INCURRED EXPENSES(a)

Type of expense	VOLUNTEERS WITH A CULTURAL INVOLVEMENT.....		TOTAL VOLUNTEERS.....	
	Number	Per cent	Number	Per cent
	'000	%	'000	%
Travel costs	160.6	57.3	1 965.8	44.7
Phone calls	131.8	47.0	1 826.8	41.6
Postage	56.5	17.2	747.6	17.0
Meals	52.2	18.6	575.4	13.1
Other(b)	69.0	24.6	682.5	15.5
<i>Total who incurred expenses(c)</i>	<i>198.1</i>	<i>70.7</i>	<i>2 613.9</i>	<i>59.5</i>
No expenses incurred	82.1	29.3	1 781.7	40.5
<b>Total</b>	<b>280.2</b>	<b>100.0</b>	<b>4 395.6</b>	<b>100.0</b>

(a) For any involvement.

(b) Includes training and costs of uniforms.

(c) Components do not add to the total who incurred expenses as some volunteers incurred multiple expenses.

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

Just over one-quarter (27%) of those volunteers with a cultural involvement who incurred expenses had the opportunity to receive reimbursement for at least some of the costs they had incurred as a result of their voluntary work. This was similar to the percentage of all volunteers who incurred expenses (25%).

## 10 VOLUNTEERS WHO INCURRED EXPENSES(a), By Whether Reimbursement Available

	VOLUNTEERS WITH A CULTURAL INVOLVEMENT.....		TOTAL VOLUNTEERS.....	
	Number	Per cent	Number	Per cent
	'000	%	'000	%
Reimbursement available	53.2	26.9	665.1	25.4
Reimbursement not available	144.9	73.2	1 948.8	74.6
<b>Total who incurred expenses</b>	<b>198.1</b>	<b>100.0</b>	<b>2 613.9</b>	<b>100.0</b>

(a) For any involvement.

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

### 5.3 TYPES OF ORGANISATIONS ASSISTED

Some of the people undertaking voluntary work for cultural organisations in the 12 months before interview provided assistance to more than one cultural organisation. Consequently, the total number of involvements in cultural organisations (306,400) exceeded the total number of volunteers (280,200).

The most common type of cultural involvement was with organisations involved in the performing arts (102,600 involvements), which accounted for approximately one-third (34%) of all cultural involvements. There were 46,800 involvements in 'other arts' (for example, with art festivals, art schools and art councils), while three other categories ('museums, antiques and collectables', 'environmental heritage' and 'broadcasting, electronic media and film') accounted for most of the remainder.

#### 11 CULTURAL INVOLVEMENTS, By Organisation Assisted

Cultural organisation(a)	Number '000	Per cent %
Performing arts	102.6	33.5
Museums, antiques and collectables	*33.4	*10.9
Environmental heritage	*26.7	*8.7
Broadcasting, electronic media and film	*25.9	*8.5
Other arts	46.8	15.3
Other groups in the Heritage and Arts Divisions	71.0	23.2
<b>Total involvements(b)</b>	<b>306.4</b>	<b>100.0</b>

\* estimate has a relative standard error of between 25% and 50% and should be used with caution. <sup>(6)</sup>

(a) Grouped according to the Industry Classification of the Australian Culture and Leisure Classifications.

(b) As volunteers can work for a number of organisations, the number of involvements exceeds the number of volunteers. <sup>(8)</sup>

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

### 5.4 EXTENT OF INVOLVEMENT

People undertaking voluntary work for cultural organisations spent a total of 31.4 million hours working for the organisations in the year before interview (this is the equivalent of about 18,000 people working full-time for an entire year). These people spent a further 18.7 million hours undertaking voluntary work for other types of organisations.

**12 TOTAL ANNUAL NUMBER OF HOURS OF INVOLVEMENT(a)**

	<i>Time spent working for cultural organisations</i>	<i>Time spent working for other organisations</i>	<i>Total time spent on voluntary work</i>
TOTAL ANNUAL HOURS (million)			
Cultural volunteers	31.4	18.7	50.1
Other volunteers	..	647.5	647.5
<b>Total volunteers</b>	<b>31.4</b>	<b>666.2</b>	<b>697.6</b>

.. not applicable

(a) If a volunteer worked for more than three organisations, only includes hours worked for three organisations.<sup>(3)</sup>

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

On average, people who undertook voluntary work for cultural organisations spent 112 hours in the year before interview assisting the organisation. More time was spent by female volunteers than male volunteers (127 hours per year compared with 92 hours per year). By comparison, the average amount of time spent by all volunteers was 159 hours with females again providing more time.

The median number of hours worked for cultural organisations (60 hours per year) was about half of the mean number of hours worked (112 hours per year). The median indicates that 50% of cultural volunteers worked less than 60 hours a year. The substantially higher mean number of hours indicates that there were some people who volunteered very long hours to cultural organisations.

**13 AVERAGE ANNUAL NUMBER OF HOURS OF INVOLVEMENT(a)**

	<i>Time spent working for cultural organisations</i>	<i>Time spent working for all organisations</i>
MEAN HOURS PER YEAR (no.)		
Males	92	153
Females	127	164
<b>Persons</b>	<b>112</b>	<b>159</b>
MEDIAN HOURS PER YEAR (no.)		
Males	52	64
Females	80	74
<b>Persons</b>	<b>60</b>	<b>72</b>

(a) If a volunteer worked for more than three organisations, only includes hours worked for three organisations.<sup>(3)</sup>

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

For approximately one-third (35%) of cultural involvements, the volunteer was usually involved with the organisation every week during the year. This is similar to the percentage for all involvements (37%).

#### 14 FREQUENCY OF VOLUNTARY WORK

<i>Frequency of work</i>	CULTURAL INVOLVEMENTS.....		ALL INVOLVEMENTS.....	
	<i>Number</i>	<i>Per cent</i>	<i>Number</i>	<i>Per cent</i>
	'000	%	'000	%
At least once a week	105.8	34.5	2 384.3	36.8
At least once a month(a)	97.1	31.7	2 050.5	31.6
Less regularly	103.6	33.8	2 047.9	31.6
<b>Total involvements(b)</b>	<b>306.4</b>	<b>100.0</b>	<b>6 482.8</b>	<b>100.0</b>

(a) But less than once a week.

(b) As volunteers can work for a number of organisations, the number of involvements exceeds the number of volunteers.<sup>(8)</sup>

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

Of the 306,400 cultural involvements, almost one-fifth (19%) had first commenced over ten years ago. However, most involvements had been of a much shorter duration. For example, in one-fifth (20%) of involvements, the person had first started helping the cultural organisation less than 12 months before interview. Compared with all involvements, cultural involvements were less likely to be of a very long duration (more than 10 years).

#### 15 LENGTH OF TIME SINCE FIRST VOLUNTEERED FOR ORGANISATION(a)

<i>Time since first volunteered</i>	CULTURAL INVOLVEMENTS.....		ALL INVOLVEMENTS.....	
	<i>Number</i>	<i>Per cent</i>	<i>Number</i>	<i>Per cent</i>
	'000	%	'000	%
Less than 1 year	61.7	20.1	1 004.4	15.5
1–5 years	140.1	45.7	2 865.8	44.2
6–10 years	46.7	15.2	1 020.6	15.7
More than 10 years	57.9	18.9	1 591.9	24.6
<b>Total involvements(b)</b>	<b>306.4</b>	<b>100.0</b>	<b>6 482.8</b>	<b>100.0</b>

(a) Length of time is from the first time the volunteer worked for the organisation to the latest occasion, even if this work was not continuous.

(b) As volunteers can work for a number of organisations, the number of involvements exceeds the number of volunteers.<sup>(8)</sup>

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

## 5.5 TYPES OF ACTIVITIES UNDERTAKEN

The type of work undertaken by cultural volunteers often differed from that of other volunteers. Almost one-third (32%) of cultural involvements included some performing or media production work, whereas for all involvements, only 7% included this type of work (these typically were for organisations such as churches, kindergartens and schools). Cultural involvements were also more likely to have involved administrative, clerical, management or committee work activities. However, cultural involvements were less likely to have involved tasks such as the preparation or serving of food, assisting people in looking after themselves, coaching, and fundraising and sales.

## 16 TYPE OF VOLUNTARY ACTIVITY

Type of activity	CULTURAL INVOLVEMENTS.....		ALL INVOLVEMENTS.....	
	Number '000	Per cent %	Number '000	Per cent %
Management, committee work, coordination, etc.	112.8	36.8	1 994.8	30.8
Administration, clerical, recruitment, etc.	99.3	32.4	1 793.3	27.7
Performing or media production	97.3	31.8	436.2	6.7
Teaching, instruction, providing information, etc.	92.9	30.3	1 953.0	30.1
Fundraising or sales	89.7	29.3	2 465.0	38.0
Transporting people or goods	56.9	18.6	1 178.2	18.2
Repairing, maintenance or gardening	53.2	17.4	1 113.7	17.2
Preparing or serving food	*39.0	*12.7	1 567.5	24.2
Other(a)	77.3	25.2	2 570.9	39.7
<b>Total involvements(b)(c)</b>	<b>306.4</b>	<b>100.0</b>	<b>6 482.8</b>	<b>100.0</b>

\* estimate has a relative standard error of between 25% and 50% and should be used with caution. <sup>(6)</sup>

(a) Includes coaching, befriending, counselling and assisting with personal care.

(b) As volunteers can work for a number of organisations, the number of involvements exceeds the number of volunteers. <sup>(8)</sup>

(c) Components do not add to the total as some volunteers reported undertaking a number of activities for the same organisation.

Source: ABS, Voluntary Work Survey, 2000 (data available on request).

Information on the number of volunteers working in selected cultural industries was collected in the 1999–2000 Service Industries Surveys, which were conducted by the ABS. These data differ from that collected in the 2000 Voluntary Work Survey for a number of reasons, including:

- they only covered selected industries (e.g. they excluded the creative arts);
- apart from the museums collection, they only included organisations with employees (e.g. many amateur theatre organisations have no employees and so are not included in the Service Industries Surveys);
- they related to a shorter reference period (voluntary work undertaken during a one month period, rather than a 12 month period); and
- they included all volunteers (the Voluntary Work Survey only included those people aged 18 years and over).

As well as information collected in the 1999–2000 Service Industries Surveys on volunteers in museums, botanic gardens, libraries and the performing arts, some information was collected in the 1996–97 Service Industries Surveys on volunteers in zoos, national and recreational parks, and radio and television broadcasting.

## 6.1 MUSEUMS

There were 29,963 people who worked as volunteers in museum establishments in the month of June 2000, according to the 1999–2000 Service Industry Survey of Museums. The number of volunteers working for these museums in June 2000 was approximately four times larger than the number who were directly employed by these museums (6,956 people).

Of the 29,963 volunteers, 15,393 worked in museums which had employees while the remaining 14,570 were involved in museums with no employees. Some 4,177 of the volunteers worked in art museums and galleries, 5,929 worked in historic properties and 19,857 worked in other types of museums.

The main type of work of almost half (47%) of the museum volunteers was either acting as guides, providing security, or performing front-of-house functions (selling tickets, serving in kiosks, etc.). Volunteers in museums which had employees were more likely to have these activities as their main role than volunteers working in museums without employees. Almost one-fifth (19%) of volunteers in museums without employees had management and administration as their main task. By comparison, only 3% of volunteers in museums with 100 or more employees were mainly involved in management and administration.

## 17 VOLUNTEERS WORKING IN MUSEUMS, June 2000

	NUMBER OF EMPLOYEES IN ESTABLISHMENT.....					Total
	None	1 to 4	5 to 19	20 to 99	100 or more	
	NUMBER OF VOLUNTEERS					
Security, guides and front-of-house	5 182	*3,085	3 001	1 200	1 602	14 070
Research, collection management and conservation	2 209	*1,237	274	220	209	4 149
Managerial and administrative	2 759	481	516	160	94	4 010
Exhibition display and design	1 308	393	n.p.	n.p.	n.p.	2 135
Other	3 111	*849	n.p.	n.p.	n.p.	5 598
<b>Total</b>	<b>14 570</b>	<b>6 045</b>	<b>4 490</b>	<b>1 888</b>	<b>2 970</b>	<b>29 963</b>

\* estimate has a relative standard error of between 25% and 50% and should be used with caution. <sup>(6)</sup>

n.p. not available for publication but included in totals where applicable.

Source: ABS 2001c.

Volunteers in museums worked a total of 379,000 hours in June 2000, which was an average of almost 13 hours per volunteer for the month.

## 6.2 BOTANIC GARDENS

There were 72 organisations with employees involved in the operation of botanic gardens in Australia in June 2000. These organisations, which employed a total of 1,250 people, received help from 1,991 volunteers in the month of June 2000. Of these volunteers, 665 (33%) worked as guides or information officers, 467 (23%) worked in a horticultural role (i.e. activities associated with the cultivation of gardens), 292 (15%) worked as scientific or curatorial assistants, and 567 (28%) undertook other roles.

About two-fifths (42%) of the 1,991 volunteers worked for the six largest botanic gardens in Australia (those that employed 50 or more people).

## 6.3 PUBLIC LIBRARIES AND ARCHIVES

There were 5,150 volunteers who worked for public libraries and archives during June 2000 (compared with 12,596 people who were employed by these libraries and archives). Of the 5,150 volunteers, 4,493 (87%) helped local government libraries, while the remainder helped State and National libraries and archives.

Volunteers in these libraries and archives worked a total of 34,000 hours in June 2000, which was an average of over six hours per volunteer for the month.

#### 6.4 PERFORMING ARTS

There were 705 performing arts organisations with employees that were mainly engaged in music and theatre production in Australia in June 2000. These organisations, which employed a total of 7,060 people, received help from 3,034 volunteers in the month of June 2000.

There were 152 performing arts festivals in Australia in 1999–2000 which had a duration of more than two days. These festivals received assistance from 17,718 volunteers during their conduct—the number of volunteers greatly exceeded the number of (mainly casual) employees at the same time (2,141 people). The 17,718 volunteers worked a total of 622,000 hours during the conduct of the festival, which was an average of 35 hours per volunteer.

#### 6.5 NATIONAL PARKS AND RECREATIONAL PARKS AND GARDENS

There were 10,679 people who worked for national parks and recreational parks and gardens on a volunteer basis during June 1997 (this compares with 16,646 people who were employed by these organisations at the same time).

#### 6.6 ZOOLOGICAL GARDENS

There were 1,591 volunteers who worked for zoological gardens and aquaria during June 1997. These organisations employed 1,946 people at the same time. The majority (75%) of the volunteers worked as guides and information officers.

#### 6.7 RADIO BROADCASTING

There were 11,203 people who worked as volunteers for private radio broadcasters during June 1997, of whom 58% were males. This is more than double the number of people employed by these organisations at the same time (5,064). Some 10,343 of these volunteers (92%) worked for community radio stations, with the majority (79%) being predominantly engaged in on-air activities.

#### 6.8 COMMUNITY TELEVISION

Community television broadcasters form only a small part of the television industry. For example, in June 1997, they employed a total of 30 people, compared with 6,758 people employed by commercial free-to-air broadcasters and 2,085 employed by pay television broadcasters. There were 289 people who worked as volunteers for community television broadcasters during June 1997.

Voluntary work is an integral part of life in Australia. It enables many organisations, such as community and welfare groups, environmental groups, sporting clubs and emergency services to meet the demand for their services. While the number of volunteers involved with cultural organisations is not large when compared to the total number of volunteers (volunteers with a cultural involvement make up only 6% of all volunteers), their contribution is valuable. It helps to preserve Australia's heritage, conserve its environment, and contributes to Australia's way of life by making the arts more visible and accessible.

About 280,200 Australians undertook voluntary work in the 12 months before interview in the year 2000. While cultural volunteers shared many of the characteristics of other Australians, a higher percentage of them had one or more of the following characteristics:

- female;
- Australian-born;
- employed part-time; and
- lived outside of the metropolitan areas.

The performing arts was the most common type of cultural organisation assisted by volunteers. Other organisations which received considerable assistance included museums, environmental heritage organisations, and other arts organisations (such as those organising festivals).

Most of the cultural volunteers incurred expenses when undertaking voluntary work, and most did not receive reimbursement for these expenses. Nevertheless, almost one-fifth of these people had worked for the cultural organisation for over ten years. Reasons why they undertook the work included the personal satisfaction they gained, the knowledge that they had done something worthwhile, and the fact that they had helped others in the community.

The most common types of activities performed by cultural volunteers were:

- management and committee work;
- administration and clerical work;
- performing and media production;
- teaching, instruction and providing information; and
- fundraising and sales.

One of the most common types of activities performed by volunteers for cultural organisations with employees was in the role of information provision (e.g. as guides).

- (1) The Voluntary Work Survey was conducted throughout Australia between February and November 2000 using the Population Survey Monitor (PSM), a quarterly household-based collection. The major aim of the survey was to collect data on rates of participation in voluntary work, characteristics of people who volunteered, the types of organisations they worked for, and the activities they undertook. The survey covered all usual residents aged 18 years and over in private dwellings. The information was obtained from 12,900 people in personal interviews by trained ABS interviewers who had extensive experience in conducting household surveys.
- (2) The data on the number of volunteers working for organisations in selected cultural industries were collected in a series of Service Industry Surveys of organisations conducted in respect of the 1996–97 and 1999–2000 financial years. The industries for which information was collected on volunteers in 1999–2000 were museums, botanic gardens, libraries, festivals, and music and theatre production. The 1996–97 Service Industries Surveys collected information about the number of volunteers in zoological gardens, radio broadcasting and community television.
- (3) Volunteers may have undertaken voluntary work for more than one organisation in the 12 month period. During the interview, respondents were asked to provide information about any voluntary work they had undertaken in the previous 12 months. If they had worked for more than three organisations, questions about the types of organisations and activities undertaken were restricted to the three organisations for which they had worked the most hours.
- (4) The organisations that the volunteers were assisting were classified as being either culture and leisure organisations (if they belonged to the Industry Classification of the Australian Culture and Leisure Classifications—ACLC) or other organisations on the basis of their name. Organisations which belonged to the ACLC were further classified by the ACLC group to which they belonged. Those organisations which did not belong to the Industry Classification of the ACLC were categorised by the respondents based on their perception of the type of organisation they were assisting.
- (5) 'Heritage' forms Division 1 of the Industry Classification of the ACLC while 'Arts' forms Division 2. A summary of the Industry Classification of the ACLC is presented in Appendix 1.
- (6) The relative standard error (RSE) is a measure of the extent to which an estimate might have varied by chance because only a sample of the population was included in the survey (rather than the entire population being enumerated). In the tables in this report, only estimates with RSEs of 25% or less are considered reliable for most purposes. Estimates with RSEs greater than 25% but less than 50% are preceded by an asterisk (e.g. \*20.0) to indicate that they are subject to high RSEs and should be used with caution. Estimates with RSEs of 50% or more are preceded by a double asterisk (e.g. \*\*3.5) and are considered too unreliable for general use. Further information on RSEs can be found in the Technical Note.

- (7) The observed difference may have occurred because the sample selected by chance was not representative of the entire population. While both the estimate for males (1.7%) and the estimate for females (2.3%) have RSEs of less than 25%, the difference (0.6%) has a RSE exceeding 25% and so should be used with caution.
- (8) In this table, if a person was involved as a volunteer with more than one organisation, that person was counted once for each organisation. For example, a person involved as a volunteer in a museum and a library would be counted as having two involvements—one with the museum and another with the library. Consequently, the summation of involvements does not equal the total number of persons involved.

The Australian Culture and Leisure Classifications (ACLIC) (ABS 2001a) were developed by the ABS as part of its commitment to promote a more unified body of culture and leisure information. They were developed with the aim of improving the coordination and comparability between the various existing data collections. They are intended for use in the collection and dissemination of statistics about culture and leisure by the ABS and the wider research community and are available free of charge on the ABS web site.

The ACLIC comprises three separate classifications: the Industry Classification; the Product Classification; and the Occupation Classification. These classifications focus on the economic side of culture and leisure activities—the way culture and leisure activities are linked to the economy through direct expenditure and employment. The Industry Classification defines the business units which either directly produce or provide culture and leisure goods and services for the use of the end consumer, or otherwise enable people to make use of these goods and services. The Product Classification defines culture and leisure goods and services. The Occupation Classification lists occupations which can be considered to be part of the culture and leisure sector. These occupations may be undertaken on a paid or unpaid basis.

### INDUSTRY CLASSIFICATION

In table 1 of this report, organisations have been categorised by whether they were culture and leisure organisations. These are defined by the ACLIC to consist of the following groupings.

#### **DIVISION 1 – HERITAGE**

Division 1 Heritage consists of units mainly engaged in the management of sites and collections which represent the natural or cultural environment of Australia and the rest of the world. The sites and collections have historic, aesthetic, scientific, environmental or social significance. ‘Significance’ may be of relevance on an international, national or sub-national basis (i.e. State/Territory, or a local region or community). Division 1 also includes the retailing and restoration of antiques and collectables.

#### **11 Museums, Antiques and Collectables**

Group 11 Museums, Antiques and Collectables consists of units mainly engaged in the management of collections of heritage objects and artefacts, and the retailing and restoration of antiques and collectables.

Class 111 Art Museums

Class 112 Other Museums

Class 113 Antiques and Collectables Retailing and Restoration

#### **12 Environmental Heritage**

Group 12 Environmental Heritage consists of units mainly engaged in the management of sites, areas and collections such as national parks, fauna and flora reserves, zoological parks, aquaria and botanic gardens.

Class 121 Nature Parks and Reserves

Class 122 Zoological Parks and Aquaria

Class 123 Botanic Gardens

### **13 Libraries and Archives**

Group 13 Libraries and Archives consists of units mainly engaged in maintaining collections of information. Collections may consist of books, journals, newspapers, music, documents, etc. which may be stored and accessed in hard copy or by electronic means. Libraries and archives facilitate the use of such collections as are required to meet the information, research, education or recreation needs of their users. These units may also acquire, research, store, preserve and generally make accessible to the public historical documents, photographs, maps, audio material, audiovisual material and other archival material of historical interest.

Class 131 Libraries

Class 132 Archives

### **DIVISION 2 – ARTS**

Division 2 Arts consists of units mainly engaged in the creation, manufacturing and sale of goods and services relating to literature, radio, television, film, digital content, visual arts and crafts, design, music and performing arts.

### **21 Literature and Print Media**

Group 21 Literature and Print Media consists of units mainly engaged in creative writing and the printing, publishing and selling of literature products including books, newspapers, periodicals, etc.

Class 211 Primary Literary Creation

Class 212 Newspaper Publishing and Printing

Class 213 Periodical Publishing

Class 214 Book Publishing

Class 215 Other Printing

Class 216 Literature Wholesaling

Class 217 Literature Retailing

### **22 Performing Arts**

Group 22 Performing Arts consists of units mainly engaged in the production of various arts performances including music, drama, dance and music theatre. Group 22 also includes the operation of performing arts venues.

Class 221 Music Performance

Class 222 Drama

Class 223 Dance

Class 224 Music Theatre and Opera

Class 225 Other Performing Arts

Class 226 Performing Arts Venues

### **23 Music Composition and Publishing**

Group 23 Music Composition and Publishing consists of units mainly engaged in creating or publishing musical compositions, or in releasing recordings of music or other audio material. Group 23 also includes the wholesaling and retailing of recorded music, audio books and other audio products.

Class 231 Music Composition

Class 232 Music Publishing

Class 233 Record Companies and Distributors

Class 234 Recorded Music Retailing

**24 Visual Arts and Crafts**

Group 24 Visual Arts and Crafts consists of units mainly engaged in the production and retailing of one-off or limited series visual arts and crafts products in either traditional or contemporary styles. Visual arts and crafts products include paintings, murals, drawings, cartoons, prints, photographic works of art, digital works of art, art installations, sculpture, ceramics, pottery, jewellery, woven or printed textile art, clothing and wearables, carvings, furniture, glass craft, metal craft and leather craft. Commercial photography services are also included in this Group.

Class 241 Primary Visual Arts and Crafts Creation

Class 242 Commercial Photography Services

Class 243 Visual Arts and Crafts Retailing

**25 Design**

Group 25 Design consists of units mainly engaged in the creative, artistic and aesthetic design of objects, environments and services.

Class 251 Architecture Services

Class 252 Advertising Design and Production

Class 253 Graphic Design

Class 254 Other Design

**26 Broadcasting, Electronic Media and Film**

Group 26 Broadcasting, Electronic Media and Film consists of units mainly engaged in creative production for film, television, radio or the Internet. It also includes the transmission or delivery of those products.

Class 261 Radio Services

Class 262 Television Services

Class 263 Film and Video Production

Class 264 Film and Video Distribution

Class 265 Motion Picture Exhibition

Class 266 Video Hire Services

Class 267 Interactive Content Creation

Class 268 Electronic Information Services

**27 Other Arts**

Group 27 Other Arts consists of units mainly engaged in the provision of manufacturing, wholesaling, retailing or support services to the businesses classified to Groups 21 to 26.

Class 271 Musical Instrument Retailing

Class 272 Arts Education

Class 273 Copyright Collection Agencies

Class 274 Recorded Media Manufacturing

Class 279 Arts not elsewhere classified

**DIVISION 3 – SPORTS AND PHYSICAL RECREATION**

Division 3 Sports and Physical Recreation consists of units mainly engaged in the presentation or provision of sports and physical recreation and associated services. Coaching and education services related to sports and physical recreation are included. Also included are business units which manufacture, wholesale or retail sports and physical recreation goods.

**31 Horse and Dog Racing**

Group 31 Horse and Dog Racing consists of units mainly engaged in operating facilities specially used and designed for horse or dog racing, including thoroughbred horse racing, harness horse racing and greyhound racing. This group also includes the operation of racing stables and kennels, administration of racing and the provision of riding or harness driving services.

Class 311 Horse and Dog Racing

**32 Sports and Physical Recreation Venues**

Group 32 Sports and Physical Recreation Venues consists of units mainly engaged in operating venues, grounds and facilities which are predominantly used for sports and physical recreation. Sports and physical recreation includes games or leisure activities mainly involving physical exertion and/or hand-eye coordination.

Class 321 Health and Fitness Centres and Gymnasia

Class 322 Other Sports and Physical Recreation Venues, Grounds and Facilities

**33 Sports and Physical Recreation Services**

Group 33 Sports and Physical Recreation Services consists of units mainly engaged in providing sporting or physical recreation services to participants or entertainment for spectators. Sports and physical recreation includes games or leisure activities mainly involving physical exertion and/or hand-eye coordination.

Class 331 Sports and Physical Recreation Administrative Organisations

Class 332 Sports and Physical Recreation Clubs, Teams and Sports Professionals

Class 333 Outdoor Recreation Guiding Operations

Class 334 Sports and Physical Recreation Support Services

**34 Sports and Physical Recreation Goods Manufacturing and Sales**

Group 34 Sports and Physical Recreation Goods Manufacturing and Sales consists of units mainly engaged in the manufacturing, wholesaling, retailing or hiring of sporting and physical recreation goods.

Class 341 Sports and Physical Recreation Goods Manufacturing

Class 342 Sports and Physical Recreation Goods Wholesaling

Class 343 Sports and Physical Recreation Goods Retailing

**DIVISION 4 – OTHER CULTURE AND LEISURE**

Division 4 Other Culture and Leisure consists of units mainly engaged in providing a range of culture and leisure activities and support services not included elsewhere in the classification.

**41 Gambling**

Group 41 Gambling consists of units mainly engaged in providing gambling services such as casinos, totalisator or bookmaker betting facilities on racetracks, bingo halls, video gaming terminals, lottery agencies and off-track betting agencies.

Class 411 Casinos

Class 419 Other Gambling Services

**42 Amusement Industries**

Group 42 Amusement Industries consists of units mainly engaged in providing recreation and entertainment services in the form of amusement parks, arcades or centres, or other leisure amusement activities not specified elsewhere in the classification.

Class 421 Amusement and Theme Parks

Class 422 Amusement Arcades and Centres and Other Amusement Operations

**43 Hospitality**

Group 43 Hospitality consists of units mainly engaged in providing facilities for hospitality, socialising and associated entertainment but excludes units mainly providing accommodation.

Class 431 Pubs, Taverns and Bars

Class 432 Cafes and Restaurants

Class 433 Hospitality Clubs

**44 Outdoor Leisure**

Group 44 Outdoor Leisure consists of units mainly engaged in operating caravan and camping grounds, and in conducting sightseeing tours.

Class 441 Caravan and Camping Grounds

Class 442 Scenic and Sightseeing Tours

**45 Community and Social Organisations**

Group 45 Community and Social Organisations consists of units mainly engaged in promoting a range of community, social, hobby and other sectional interests. It also includes religious organisations.

Class 451 Interest Clubs and Groups

Class 452 Religious Organisations

**46 Other Culture and Leisure Services**

Group 46 Other Culture and Leisure Services consists of units mainly engaged in providing a variety of culture or leisure services. These include providing a service to industries in more than one of the divisions in the classification, for example, booking and ticketing agencies which manage bookings for culture as well as sport and recreation events.

Class 461 Booking and Ticketing Agencies

Class 462 Agent and Manager Services

Class 463 Event Management

Class 464 Culture and Leisure Business, Professional and Labour Associations

Class 469 Other Culture and Leisure Services n.e.c.

**47 Culture and Leisure Facilities Construction**

Group 47 Culture and Leisure Facilities Construction consists of units mainly engaged in the construction of culture or leisure facilities. These include cultural and religious buildings, buildings for public entertainment and hospitality, and both indoor and outdoor facilities for sport and recreation.

Class 471 Culture and Leisure Facilities Construction

**48 Other Culture and Leisure Goods Manufacturing and Sales**

Group 48 Other Culture and Leisure Goods Manufacturing and Sales consists of units mainly engaged in the manufacturing, wholesaling, retailing or hiring of any culture or leisure goods which are not specified elsewhere in this classification. A few examples of the leisure activities for which these goods may be used, by children and adults, are watching TV, playing with pets, playing in a playground, playing board games, playing arcade games, gambling on poker machines, taking photos on family outings, and listening to recorded music.

Group 48 also includes units mainly engaged in manufacturing, wholesaling, retailing or hiring goods which are used by businesses, or clients of businesses, in more than one of the divisions in the classification. For example, seating systems are used in both sports stadia and performing arts venues, so units mainly engaged in manufacturing seating systems are included in Class 481 Other culture and leisure goods manufacturing n.e.c.

Class 481 Other Culture and Leisure Goods Manufacturing n.e.c.

Class 482 Other Culture and Leisure Goods Wholesaling n.e.c.

Class 483 Other Culture and Leisure Goods Retailing n.e.c.

## TECHNICAL NOTE: SAMPLING VARIABILITY

- 1 Estimates from the Voluntary Work Survey are subject to both sampling and non-sampling errors.
- 2 Sampling error is the error which occurs by chance because the data were obtained from a sample rather than the entire population.
- 3 Non-sampling error arises as a result of errors in the reporting, recording or processing of the data and occurs even if there is a complete enumeration of the population. This type of error can be introduced through inadequacies in the questionnaire, non-response, inaccurate reporting by respondents, errors in the application of survey procedures, incorrect recording of answers, and errors in data entry and processing.
- 4 It is difficult to measure the size of non-sampling errors and the extent of such errors can vary considerably in significance from survey to survey and from question to question. However, every effort is made in the design of the survey and development of survey procedures to minimise the effect of these errors.

### STANDARD ERROR OF ESTIMATES

- 5 One measure of the variability of estimates which occurs as a result of sampling is the standard error (SE). This measures the extent to which an estimate might have varied by chance because only a sample of the population was included. There are about two chances in three (67%) that a survey estimate is within one standard error of the figure that would have been obtained if all persons had been included, and about 19 chances in 20 (95%) that it is within two standard errors. That is, there are 19 chances in 20 that the true estimate is in the range:

$$x - 2SE(x) \text{ to } x + 2SE(x), \text{ where } x \text{ is the estimate}$$

- 6 The SE of an estimate from the Voluntary Work Survey may be obtained from the table below.

#### STANDARD ERRORS FOR ESTIMATES OF PERSONS

	NSW	Vic.	Qld	SA	WA	Tas.	NT	ACT	Aust.
Estimate ('000)	no.	no.	no.	no.	no.	no.	no.	no.	no.
5	4 600	4 500	3 600	2 500	2 800	1 400	1 000	1 200	3 400
10	6 800	6 500	5 400	3 700	3 900	2 000	1 300	1 600	5 100
20	9 800	9 300	7 800	5 200	5 600	2 800	1 600	2 200	7 700
50	15 300	14 300	12 100	7 700	8 500	4 000	2 200	3 200	12 500
100	20 800	19 400	16 200	10 100	11 500	5 200	2 600	4 100	17 500
200	27 400	25 700	21 100	12 600	15 300	6 600	3 100	5 100	23 800
500	37 800	35 900	28 400	16 200	21 600	8 700	..	..	34 300
800	43 800	42 000	32 500	17 900	25 500	..	..	..	40 500
1 000	46 700	45 100	34 400	18 700	27 500	..	..	..	43 700
1 500	52 100	51 000	37 900	20 100	31 400	..	..	..	49 800
2 000	56 000	55 300	40 400	20 900	34 400	..	..	..	54 200
5 000	68 300	70 000	47 500	..	..	..	..	..	69 200

.. not applicable

**RELATIVE STANDARD ERRORS**

7 The SE can also be expressed as a percentage of the estimate and this is known as the relative standard error (RSE). In general, the size of the SE increases as the size of the estimate increases. Conversely, the RSE decreases as the size of the estimate increases. Very small estimates are thus subject to such high RSEs that their value for most practical purposes is unreliable.

8 The RSE is calculated by dividing the SE of an estimate  $SE(x)$  by the estimate  $x$  and expressing it as a percentage. That is:

$$RSE(x) = SE(x) \times (100/x)$$

9 Proportions and percentages formed from the ratio of two estimates are also subject to sampling error. The size of the error depends on the accuracy of both the numerator and the denominator. A formula to approximate the RSE of a proportion is given below. This formula is only valid when  $x$  is a subset of  $y$ .

$$RSE(x/y) = \sqrt{[RSE(x)]^2 - [RSE(y)]^2}$$

10 Particular care should be taken when comparing figures. It is not correct to assume that an apparent difference between figures is actually significant. An approximate standard error of the difference between two estimates  $(x - y)$  may be calculated by the formula:

$$SE(x - y) = \sqrt{[SE(x)]^2 + [SE(y)]^2}$$

11 While this formula will only be exact for differences between separate and uncorrelated characteristics of sub-populations, it is expected to provide a good approximation for all differences likely to be of interest in this report.

12 In the tables from the Voluntary Work Survey, only estimates with RSEs of 25% or less are considered reliable for most purposes. Estimates with RSEs greater than 25% but less than or equal to 50% are preceded by an asterisk (e.g. \*3.4) to indicate they are subject to high RSEs and should be used with caution. Estimates with RSEs of greater than 50% are preceded by a double asterisk (e.g. \*\*0.3) and are considered too unreliable for general use. They should only be used to aggregate with other estimates to provide derived estimates with RSEs of 25% or less.

13 In the text contained in this report, where the term 'significant' has been used, it means that the difference being commented on is statistically significant at the 95% confidence level.

14 The estimates from the Service Industries Surveys are also subject to sampling and non-sampling error. Where the RSE of an estimate from these surveys exceeds 25%, it has been annotated with an asterisk (\*) as a warning to users. Where the RSE exceeds 50%, it has been annotated with a double asterisk (\*\*).

15 Further information on relative standard errors from these surveys can be found in the relevant ABS publications.

## GLOSSARY

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Administration, clerical work and recruitment	In the Voluntary Work Survey, this activity was defined to include office work, typing, answering phones, filing and basic bookkeeping. It also included conducting campaigns for recruiting volunteers.
Archives	In the Service Industries Surveys, archives were defined as organisations whose primary function was the permanent preservation of unique records. They provided services such as the description and preservation of archival material and the provision of archival research and reference facilities.
Art museums	In the Service Industries Surveys, art museums were defined as establishments mainly engaged in the acquisition, management, conservation and exhibition of visual arts and crafts on the basis of their aesthetic or historic value.
Botanic gardens	In the Service Industry Surveys, botanic gardens were defined as scientific and cultural organisations established to collect, study, exchange and display plants and trees for research and the education and enjoyment of the public.
Broadcasting, electronic media and film	This category, based on the ACLC, consisted of organisations mainly engaged in film, television, radio or the Internet. See also Appendix 1.
Business, professional and union	In the Voluntary Work Survey, this category comprised organisations promoting, regulating and safeguarding business, professional or labour interests, including industry standards. See also Type of organisation.
Community and welfare	<p>In the Voluntary Work Survey, this category comprised organisations and institutions providing human and social services to the general community and specific target population groups. Organisations included were:</p> <p>those whose work was for the wider social benefit of the general community without the provision of direct services, such as Apex and Rotary;</p> <p>those giving material assistance, personal care and advice, such as Lifeline, the Smith Family, Brotherhood of St. Lawrence, Legacy, Royal Blind Societies, Wesley Mission, Meals on Wheels; and</p> <p>other community and welfare organisations, such as ethnic welfare groups, marriage guidance, information and referral services, community transport services, neighbourhood centres, accommodation referral and advice, and homes and shelters. See also Type of organisation.</p>
Community television	In the Service Industry Surveys, community television was defined as non-government television broadcasters which operated on a not-for-profit basis.
Cultural organisations	In the Voluntary Work Survey, cultural organisations were those classified to the 'Heritage' or 'Arts' Divisions of the Industry Classification of the ACLC (the organisations were classified to the ACLC on the basis of their name). See also Appendix 1.

Current reasons for being a volunteer	In the Voluntary Work Survey, current reasons for being a volunteer were recorded for each volunteer, but not for each type of organisation volunteered for (e.g. if a person undertook voluntary work for both a cultural organisation and a sports organisation, it is not possible to determine whether a current reason given is for being a cultural volunteer or a sports volunteer).
Education, training and youth development	In the Voluntary Work Survey, this category comprised organisations administering, providing, promoting, conducting, supporting and servicing education, training or youth development. See also Type of organisation.
Emergency services	In the Voluntary Work Survey, this category referred to those emergency services involved in search and rescue and disaster relief (but not including emergency medical services, which is included under Health). See also Type of organisation.
Employed persons	In the Voluntary Work Survey, these were persons who worked for one hour or more in the week before interview for pay, profit, commission, or payment-in-kind, or without pay in a family business; or who had a job but were not at work. Full-time workers were those persons who usually worked 35 hours or more per week in all jobs. Part-time workers were those who usually worked less than 35 hours per week in all jobs.
Environmental heritage	This category, based on the ACLC, consisted of organisations mainly engaged in the management of sites and areas such as national parks, fauna and flora reserves, zoological parks, aquaria and botanic gardens. See also Appendix 1.
Environmental and animal welfare	In the Voluntary Work Survey, this category comprised organisations promoting and providing services in environmental conservation, pollution control and prevention, environmental education, or health and animal protection. Note that organisations involved in environmental heritage are included in the category Heritage and arts. See also Type of organisation.
Expenses	In the Voluntary Work Survey, volunteers were asked about any expenses related to their voluntary work in the previous 12 months. They were also asked whether reimbursement was available for expenses they had, irrespective of whether they accepted it or not. Reimbursement could have been either full or partial.
Foreign and international	In the Voluntary Work Survey, this category comprised those organisations that promoted greater inter-cultural understanding between people of different countries and historical backgrounds, provided relief during emergencies, or promoted development and welfare abroad e.g. exchange, friendship and cultural programs, development assistance associations, international disaster and relief organisations, international human rights and peace organisations. See also Type of organisation.

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Fundraising and sales	In the Voluntary Work Survey, this activity was defined to include a range of tasks directed predominantly towards assisting the organisation to raise money for its own programs or for those of another organisation. Examples included door-knocking, selling buttons on button day, and making or selling items on a stall or in a charity shop.
Health	In the Voluntary Work Survey, this category comprised organisations engaged in health-related activities providing health care and emergency health services, as well as medical research foundations, administration of health care services and health support services. See also Type of organisation.
Heritage and arts organisations	See Cultural organisations.
Historic properties	In the Service Industries Surveys, these were defined as establishments which were mainly engaged in the management and preservation of buildings and other structures recognised for their importance to the nation's cultural heritage and their historic, scientific, aesthetic, social or architectural value.
Interest clubs and groups	In the Voluntary Work Survey, these organisations were those classified to the 'Interest Clubs and Groups' Class of the Industry Classification of the ACLC (the organisations were classified to the ACLC on the basis of their name). See also Appendix 1.
Involvements	In the Voluntary Work Survey, where a person was involved as a volunteer with more than one organisation, that person was counted once for each organisation. For example, a person involved as a volunteer in a museum and a library would be counted as having two involvements—one with the museum and another with the library.
Law, justice and political	In the Voluntary Work Survey, this category comprised organisations and groups that: worked to protect and promote civil and other rights; advocated the social and political interests of general or special constituencies; offered legal services; or promoted public safety (related to the law rather than emergency services). See also Type of organisation.
Libraries	In the Service Industries Surveys, this category comprised local, State and National libraries. It excluded libraries with restricted access such as those operated by educational institutions (universities and schools) and libraries operated by businesses and organisations for internal reference purposes.
Management and committee work	In the Voluntary Work Survey, this activity was defined to include participation in management committees and functions which involved making decisions about the direction and operation of an organisation. Examples included: sitting on a board; being an office bearer; being a member of the management board of a community welfare organisation; being the treasurer for the local church; and managing a service or program.
Mean hours of voluntary work	In the Voluntary Work Survey, the mean hours of voluntary work for any group of volunteers refers to the number obtained by dividing the total hours worked by the group by the number of volunteers in that group.

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Median hours of voluntary work	In the Voluntary Work Survey, the median hours of voluntary work for any group of volunteers was the number of hours that half the volunteers in the group worked less than, and half the volunteers worked more than.
Metropolitan	This category refers to the eight capital city statistical divisions which delimit an area which is stable for general statistical purposes. The boundary of each statistical division is defined to contain the anticipated development of the city for a period of at least 20 years.
Museums, antiques and collectables	This category, based on the ACLC, consisted of organisations mainly engaged in the management of collections of heritage objects and artefacts, and the retailing and restoration of antiques and collectables. See also Appendix 1.
Music and theatre productions	In the Service Industry Surveys, this item referred to businesses and organisations (in both the public and private sectors) mainly engaged in providing live theatrical or musical presentations (including concerts, opera, ballet and drama).
National parks and recreational parks and reserves	In the Service Industry Surveys, this category comprised employing private sector businesses and statutory authorities whose main activity was the operation of parks and gardens such as flora and fauna reserves, national parks, tourist caves and wildlife sanctuaries.
Not in the labour force	In the Voluntary Work Survey, this category comprised those persons who were neither employed nor unemployed.
Organisation	In the Voluntary Work Survey, an organisation was defined as any body with a formal structure. It may have been as large as a national charity or as small as a local book club. Purely ad hoc, informal and temporary gatherings of people were not defined to constitute an organisation.
Other culture and leisure	In the Voluntary Work Survey, these organisations were those classified to the 'Other Culture and Leisure' Division of the Industry Classification of the ACLC, but excluding the industry classes 'Interest Clubs and Groups' and 'Religious Organisations' (the organisations were classified to the ACLC on the basis of their name). See also Appendix 1.
Other museums	In the Service Industries Surveys, this category included science museums, maritime museums, transport museums, war memorial museums and Indigenous keeping place museums.
Performing or media production	In the Voluntary Work Survey, this activity was defined to include playing musical instruments, singing, acting, and producing newsletters, pamphlets and other printed material.
Performing arts	This category, based on the ACLC, consisted of organisations mainly engaged in the production of various art performances including music, drama, dance and music theatre. It also included the operation of performing arts venues. See also Appendix 1.
Performing arts festivals	In the Service Industries Surveys, data were collected about festivals which had performing arts as their main focus and which had a duration longer than two days. The category excluded film festivals as well as food and wine festivals.

Preparing and serving food	In the Voluntary Work Survey, this activity was defined to include food and drink preparation, serving meals and cleaning up.
Radio	In the Service Industry Surveys, this category consisted of businesses mainly engaged in radio broadcasting. It also included collection of news for radio services and the production of radio programs for use by the business.
Religious	In the Voluntary Work Survey, these organisations were those classified to the 'Religious Organisations' Class of the Industry Classification of the ACLC (the organisations were classified to the ACLC on the basis of their name). See also Appendix 1.
Sports and physical recreation	In the Voluntary Work Survey, these organisations were those classified to the 'Sports and Physical Recreation' Division of the Industry Classification of the ACLC (the organisations were classified to the ACLC on the basis of their name). See also Appendix 1.
Teaching, instruction and providing information	In the Voluntary Work Survey, this activity included people acting as guides and people providing classroom assistance other than qualified teachers e.g. parents.
Type of organisation	In the Voluntary Work Survey, the name and type of the organisation or group for which the volunteer worked was asked. However, if a volunteer worked for more than three organisations in the preceding 12 months, the name and type of organisation was collected only for the three organisations for which the volunteer worked the most hours. If the organisation was a subsidiary of a larger body, the type was based on the subsidiary group, not the umbrella organisation. For example, a church netball club would have been coded to the category Sport or physical recreation rather than Religious.
Type of voluntary activity	In the Voluntary Work Survey, activities that the volunteer undertook in the preceding 12 months were collected for each organisation for which they worked. However, if a volunteer worked for more than three organisations in the preceding 12 months, activity information was only collected for the three organisations for which the volunteer worked the most hours. Note that a volunteer may have performed multiple activities for an organisation.
Unemployed persons	In the Voluntary Work Survey, this category comprised those persons who were not employed during the week before interview, and:  had actively looked for full-time or part-time work at any time in the four weeks prior to interview; and  were available for work in the week before interview.
Visual arts and crafts	This category, based on the ACLC, consisted of organisations mainly engaged in the production and retailing of one-off or limited series visual arts and craft products in either traditional or contemporary styles. See also Appendix 1.
Volunteer (Service Industry Surveys)	For the purposes of the Service Industry Surveys, a volunteer was defined as a person who provided assistance in the form of time, labour and/or skills, and received no payment, either monetary or in kind, in return.

- Volunteer (Voluntary Work Survey)** For the purposes of the Voluntary Work Survey, a volunteer was someone who willingly gave unpaid help, in the form of time, services or skills, through an organisation or group. People who did voluntary work overseas, or whose only voluntary work was for the Sydney 2000 Olympic or Paralympic Games were excluded from the survey estimates. The reimbursement of expenses in full or part (e.g. token payments) or small gifts (e.g. sports club T-shirts or caps) was not regarded as payment of salary, and people who received these were still included as voluntary workers. However, people who received payment in kind for the work they did (e.g. receiving farm produce as payment for work done on a farm, rather than receiving cash) were not included as volunteers.
- Zoological gardens** In the Service Industry Surveys, zoological gardens were defined as businesses and organisations which were primarily engaged in the breeding, preservation, study and display of live animals, generally from a range of countries, which were kept in captivity.

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