

# 23rd World Volunteer Conference 2014

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Gold Coast Exhibition & Convention Centre

## Timebanking: Volunteering innovation in the 21st century

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# Introduction

## Volunteering in Australia

More than 6.4 million Australians (36%) regularly volunteer, contributing more than 750,000 million hours per annum, worth a conservative \$15 billion each year.

## NSW Volunteering Strategy

- Making it easier to volunteer
- Broadening the volunteering base
- Volunteering as a pathway to employment
- Improving recognition and support for workplace volunteering
- Valuing volunteers and celebrating.

# A volunteering continuum

- **More than 80% of adult volunteers in Australia report that their parents were involved in sport and recreation**
- **Two thirds of adult volunteers report that their parents had done voluntary work, and 40% of adults report volunteering as a child**
- **Participation develops new relationships and helps build employment**
- **Those who participate as children continue to do so through their whole lives.**

# Personal benefit is a powerful motivator

## It's good to be good

- **Scientific research by Stephen Post is demonstrating that the personal benefits exceed the value of the gift given by volunteers**
- **Volunteering leads to new relationships and these build social capital**
- **Volunteering leads to employment – Bathurst Grows.**

# Timebanking

- **The idea to engage with Timebanking came from one participant at a Ministerial forum**
- **Timebanking uses online software to create virtual local communities**
- **People may claim credits for each hour of their volunteering and use these credits to secure support from others**
- **Services that people exchange include training for using computers, cleaning, tutoring, learning new languages, and building skills for employment.**

# Design led innovation

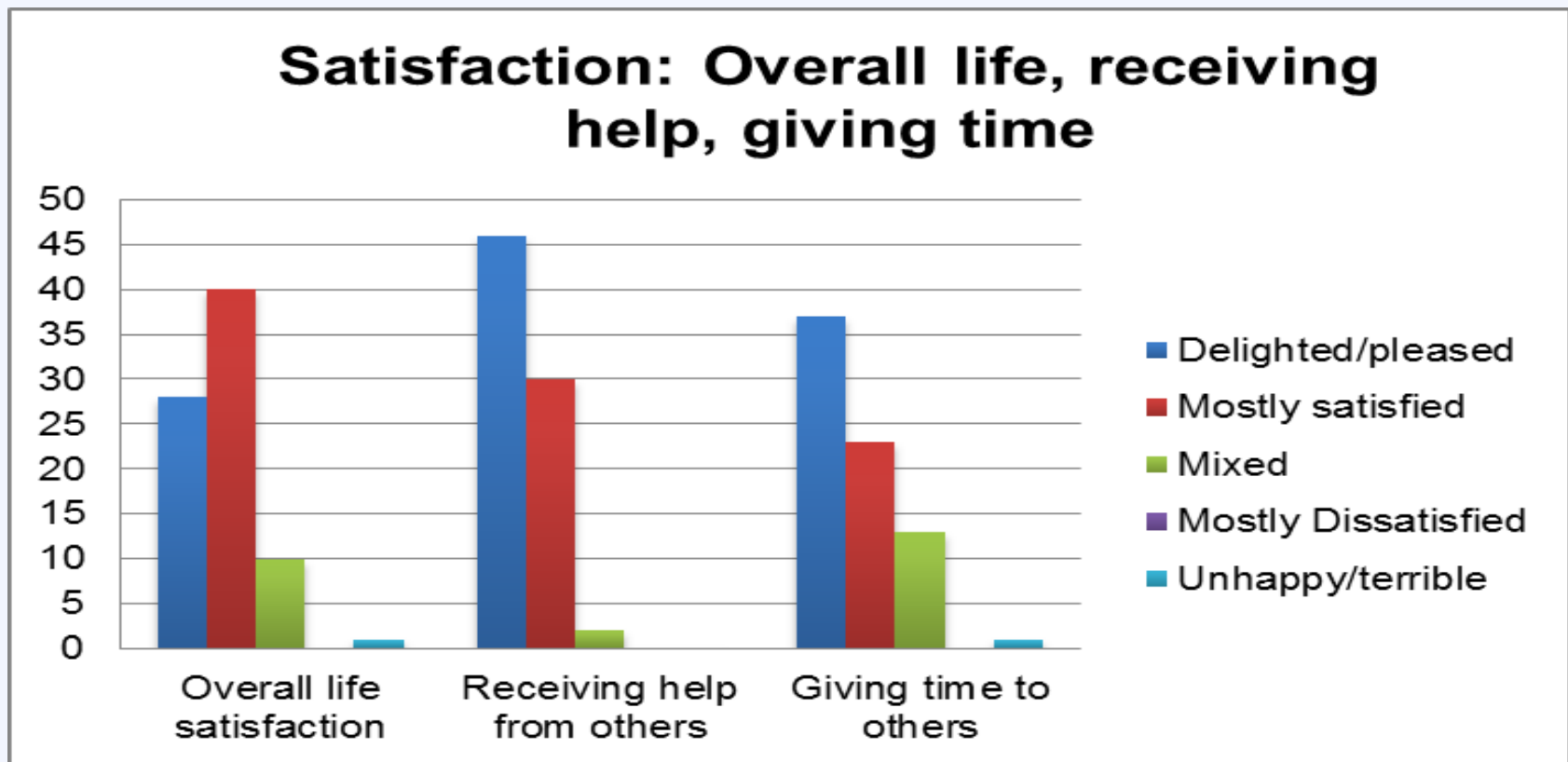
**Our design of Timebanking in Australia created innovation in three areas:**

- **The brokerage model and practice for Timebanking**
- **The technology to support and co-create the Timebanking experience**
- **The nature of the independent formative evaluation of Timebanking, and the recursive contribution of the interim evaluation report to the further development.**

# The Timebanking trial and pilots

- **Two local organisations were contracted to commence a trial and they operated Timebanking for 13 months to December 2012**
- **After the independent evaluation demonstrated proof of concept, the trial area transitioned to 14 pilot communities**
- **Timebanking is now available in 64 communities across New South Wales, and 14,000 hours of support have been exchanged among more than 4,800 members.**

# Personal benefit is a powerful motivator





# The authentic voices of local heroes

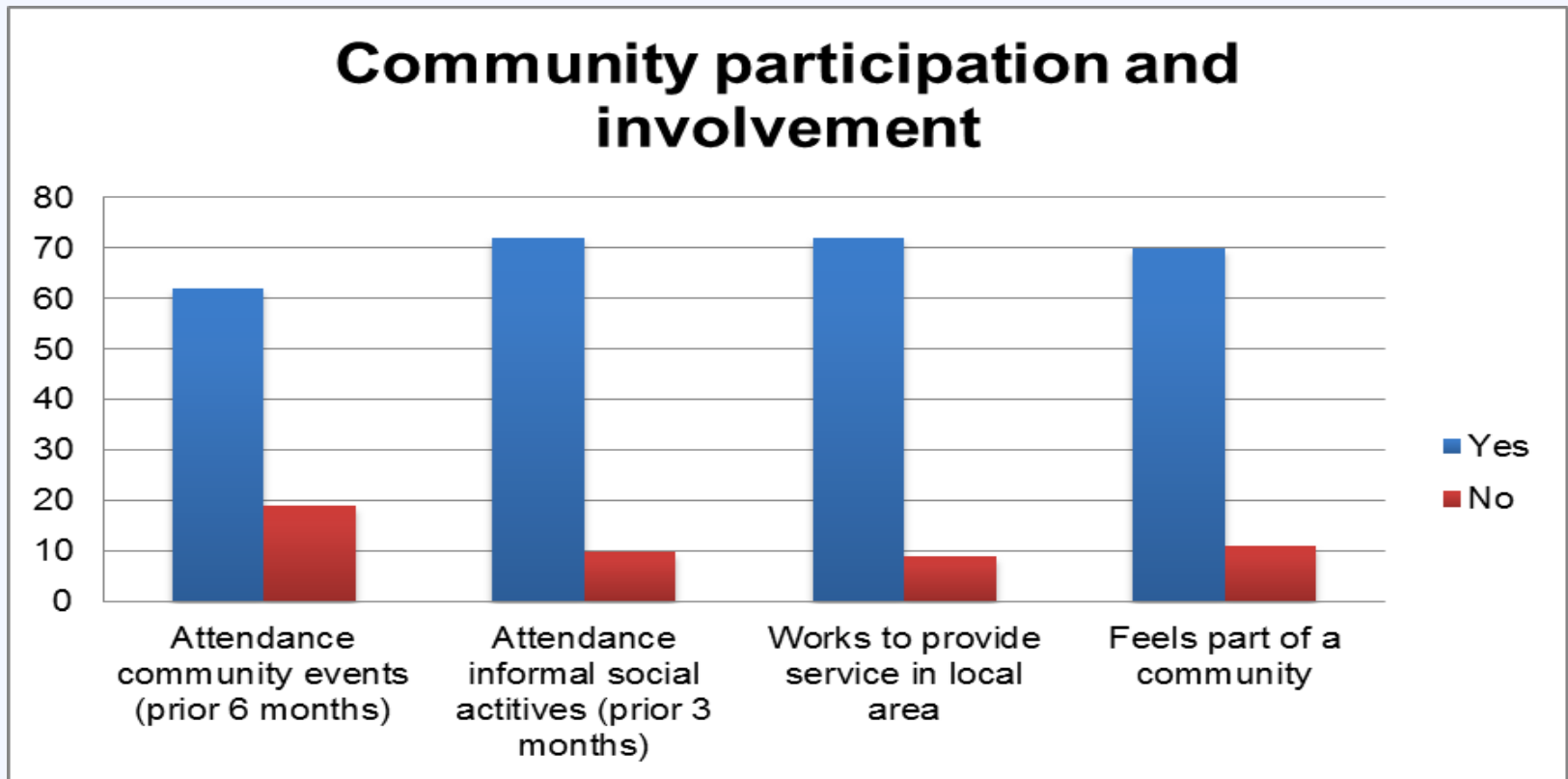
## Maria and Brett



## Passion and shared values unite



# Participating creates social capital



# Timebanking nurtures community development

## Continuing design driven innovation

- Continuous improvement of Timebanking software focussed on ease of learning, user satisfaction, efficient to use, error prevention and management, consistency and memorability (intermittent user recall)
- Collaboration between members, brokers and developers
- esera 2.0 is the second generation software, redeveloped in Drupal 7 as part of a five year development agreement
- Australian residents may join at [www.timebanking.com.au](http://www.timebanking.com.au).

# Discussion

