



Evaluation of the NSW Volunteering Strategy

INTERIM REPORT: PHASE 2 TIMEBANKING

JUNE 2015

EXECUTIVE SUMMARY

This interim report presents the preliminary results of an evaluation of the Phase 2 Timebanking rollout under the NSW Volunteering Strategy. It summarises the findings of an online survey conducted in 2015 with 64 Timebanking participants, as well as the initial analyses of system registration data of 5,462 registered users. The report identifies the progress made in examining (1) the impact of Timebanking on participants in new places and contexts; (2) the relative impact of mutual support; (3) the factors that would encourage future participation; and (4) sustainable practices for the future.

Since the launch of Timebanking, 2878 trades have occurred, resulting in the recording of 19,044 hours of volunteering. At June 16, 2015 Timebanking is active in 69 communities across NSW and has 5,462 members. These numbers have been growing steadily since the launch of the system and the increase in registered users from the 2013 Timebanking Evaluation (Smith et al., 2013) is 44%. 368 members have used the system for the purpose of trading, an increase of 18% compared to our last evaluation.

Overall preliminary findings are consistent with our previous research, as reported in the 2013 Timebanking Evaluation (Smith et al., 2013), that trading and sustainability within new places and contexts are directly related to mutual support by participants and facilitation from timebrokers.

The Timebanking rollout continues to demonstrate that Timebanking can be a powerful mechanism for community engagement and increased volunteering, resulting in increased social capital, pathways to employment and health benefits. As a continuation of this evaluation for our final report we propose to undertake three case studies with subgroups of active participants to explore further:

1. The relative impact of mutual support (via Timebanking)
2. Factors that would encourage future Timebanking take-up and participation in trading, including barriers to trades
3. Sustainable practices for the future.

We expect the final Timebanking evaluation to support our preliminary findings that Timebanking is most active within smaller communities, where the participants are embedded in the local community and existing organisations, but still benefit from the broader Timebanking structure.

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INTRODUCTION

This is the interim report prepared for NSW Volunteering on the evaluation of the Phase 2 Timebanking rollout operating throughout NSW during 2014 and 2015. It has been prepared by project team members: Professors Max Smith and Allyson Holbrook; A/Prof Kevin Lyons; and Ms. Elizabeth McDonald, from the University of Newcastle in consultation with NSW Volunteering.

WHAT IS TIMEBANKING?

Timebanking is recognised globally as an alternate exchange system that is community focused and based on a system of reciprocity among members (Collom et al., 2012). In Timebanking, the time spent on an activity earns time credits (sometimes called time dollars) and all work undertaken by participants, no matter what type, is considered of equal value. Some Timebanking communities have now reached or exceeded ten years of operation.

THE NATURE OF THE TRIAL

The NSW trial commenced in November 2012 and ended in December 2013. In the trial, Timebanking took the form of a web-based tool that facilitated the reciprocal exchange of volunteer services within the community. The Timebanking trial was supported administratively and operationally by NSW Volunteering and the regional volunteer organisations, Hunter Volunteer Centre and Volunteering Central Coast.

THE SUCCESS OF THE INITIATIVE

The Timebanking trial demonstrated that it was a powerful mechanism for community engagement and increased volunteering. The Timebanking trial was a successful method by which to address all of the NSW Volunteering Strategy strategic directions, particularly in making volunteering more accessible, and thereby broadening the base of volunteers in our communities.

THE ROLLOUT OF TIMEBANKING

Timebanking was trialed in the Hunter, Newcastle, Lake Macquarie and Central Coast regions during 2012 and 2013. When the trial concluded in December 2013, Timebanking was then rolled out across NSW in several stages, and at June 2015 it is active in 69 communities. At June 16, 2015 Timebanking has 5,462 members who have exchanged over 19,044 hours of support.

AIMS

This evaluation seeks to examine how Timebanking has been operationalised under the NSW Volunteering Strategy by analysing data from the Timebanking roll out.

Our aims are to:

1. Summarise the levels of participation
2. Identify the impact on participants engaged with Timebanking in new places and contexts
3. Examine the relative impact of mutual support (via Timebanking) with a particular focus on new participants
4. Identify factors that would encourage future Timebanking take-up and participation in trading, including barriers to trades
5. Analyse the phenomenon of mutual support in sustaining Timebanking.

A particular focus for this evaluation is to examine the scope of flourishing Timebanking sites, and consider what factors contribute to their potential adaptability to participant and community needs. One of the factors to be examined in detail is mutual support, or “cognitive social capital”, which is the sense of belonging to

a collectivity of trust and reciprocity (Putnam, 2000). The analysis informs an understanding of the methods that will allow for greater system expansion and sustainability of the Timebanking initiative across additional sites.

PROJECT ROLES

The evaluation was conducted jointly by the University of Newcastle and NSW Volunteering. A breakdown of the project roles is below.

The University of Newcastle:

- Developed research methodology
- Submitted the HREC variation and managed ethics
- Analysed the survey data to draw conclusions about the impact of Timebanking in new places and contexts
- Made recommendations regarding transferrable lessons for future investment in volunteering in NSW
- Prepared interim report.

NSW Volunteering:

- Managed day-to-day implementation of the evaluation
- Recruited participants
- Managed field data collection (via questionnaire sent by email) and processing.

METHODOLOGY FOR DATA COLLECTION

The two primary data sources used to examine Timebanking participation, outputs and levels of mutual support were; 1) system usage data generated by the membership database, and 2) survey and interview data from participants.

SYSTEM USAGE DATA

System usage data was extracted from the Timebanking membership database and analysed longitudinally from October 2012 to June 2015. The data was compared to the results presented in the 2013 Timebanking Evaluation (Smith et al., 2013), identifying any trends or initiatives that have allowed for increased usage of the system.

SURVEY DATA

An online survey was conducted from 1-15 June 2015. Email invitations containing a link to the online survey were sent to 490 active Timebanking participants registered on the NSW Volunteering database. Active participants are defined as those who have traded at least once since their registration. A reminder email was sent to all invited participants one week prior to the online survey closure, and survey completion was anonymous and voluntary. Follow up calls to request survey participation were made by NSW Volunteering to 4 Timebrokers, or Volunteer Centre Coordinators, and 30 calls were made to participants who had a recent Timebanking exchange.

SYSTEM USAGE DATA

This section of the Timebanking evaluation report provides an analysis of the data from:

- The registration of users to Timebanking
- The use of Timebanking.

ANALYSIS OF DATA

The majority of the data used for this analysis has been extracted from the Timebanking membership database. The records of those registered members allowed us to calculate the length of time that users had participated in the system. We used the records of transaction to construct a measure of participation based on the number and category of exchanges. Growth of membership was also mapped using geographic location. This data is used to gain an understanding of how the system is used and to provide indicators of development. Based on this information, resources can be appropriately allocated for the further growth of Timebanking in NSW.

REGISTRATION FORM ANALYSIS

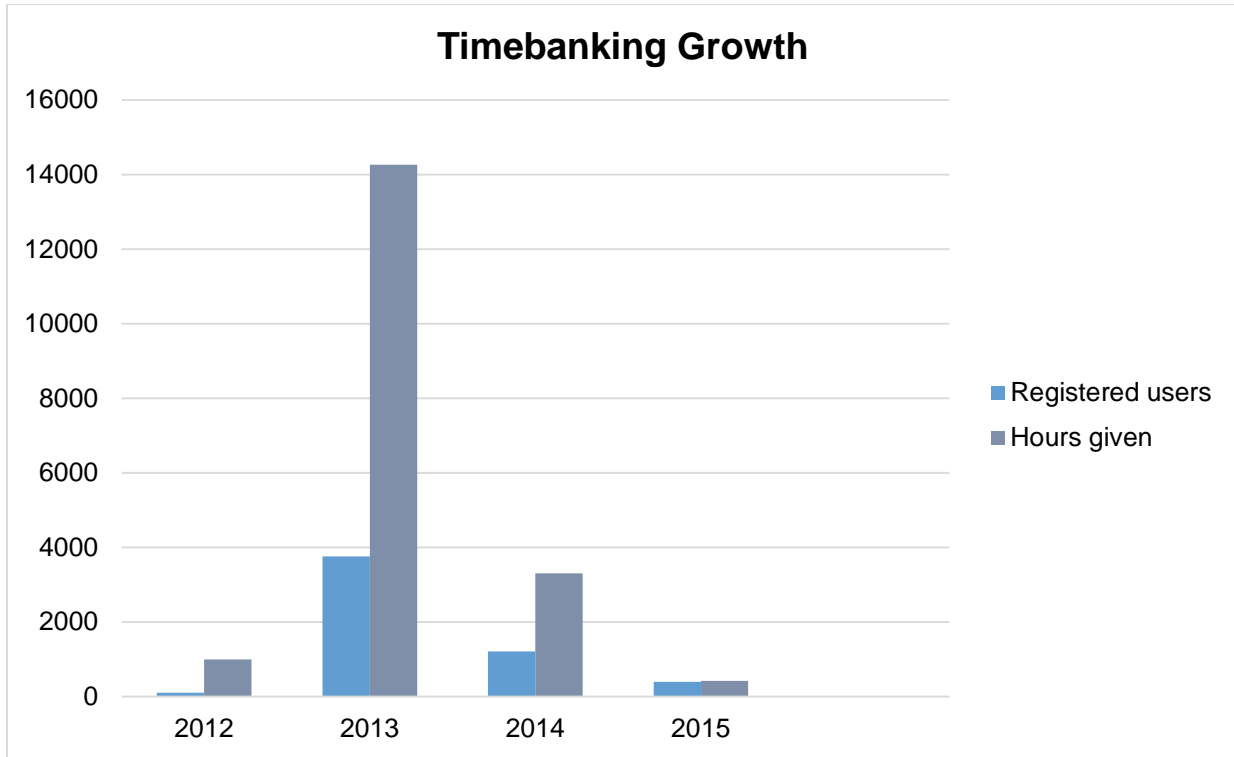
On 12 June, 2015, the number of registered users of the Timebanking system was 5462, with 4878 of these users being individuals, 476 organisations, 18 business users and 41 shared accounts. These numbers have been growing steadily since the launch of the system and the increase in registered users from the 2013 Timebanking Evaluation (Smith et al., 2013) is 44%. The highest growth of registrations has been in business membership (157%).

Table 1: Increase in participation 2013 – 2015 by characteristic

Characteristic	November 2013	June 2015	Percentage Increase
Organisation	346	476	38
Business	7	18	157
Community	38	49	29
Shared	25	41	64
Individual	3373	4878	45
Total	3789	5462	44

Based on the data from the first four years of Timebanking operation, the system showed the highest level of growth in the second year of implementation. Innovation literature (Rogers, 2003) has identified the cycle of adoption shown by registered Timebanking users is spreading from “early adopters” to an “early majority audience”, who are slow to act without evidence of benefit. This audience is likely to benefit from peer-peer conversations with those who they know and trust before making a decision to participate in Timebanking.

Figure 1: Timebanking participation and time given by year



Year	Registered users	Hours given
2012	104	995
2013	3758	14268
2014	1207	3307
2015	393	425
Total	5462	18995

Please note 49 hours were unable to be classified to a registered user which brings the tally of hours given to 19,044.

REGISTERED USER LOCATIONS

The table below provides a regional analysis of where registered members of Timebanking are located. The data extracted from the Timebanking system has identified that a typical user resides within the Newcastle City Council, Lake Macquarie City Council, Gosford City Council and Wyong City Council areas.

Table 2: Distribution of membership by geographic location 2012 – 2015

Community	Registered users (n=5462)	Community	Registered users (n=5462)
Albury Wodonga	104	Kiama	17
Armidale Dumaresq	5	Kogarah	16
Ashfield	3	Lake Macquarie City	1012
Auburn Holroyd Parramatta	15	Lane Cove	10
Australia	122	Liverpool City	7
Bankstown	6	Lower North Shore Sydney	21
Bathurst	10	Macarthur	6
Bega Valley	71	Maitland City	218
Bellingen Shire	17	Manning Valley	5
Blacktown City	21	Muswellbrook	23
Bland Shire	6	Narrabri	3
Blue Mountains	134	Nepean Penrith	13
Burwood	11	Newcastle City	1815
Canterbury City	3	Northern Beaches Sydney	16
Cessnock City	62	Northern Rivers	40
Clarence Valley	4	Port Macquarie Hastings	1
Coffs Harbour	13	Port Stephens	231
Drummoyne	4	Rockdale City	6
Dubbo	5	Ryde	43
Dungog	14	Shellharbour City	6
Eastern Beaches Sydney	21	Shoalhaven City	24
Eurobodalla Shire	6	Singleton	13
Fairfield	9	Snowy Mountains	5
Glenn Innes	1	South Eastern Sydney	8
Gloucester	2	Southern Highlands	4
Gosford City	546	Sutherland	17
Goulburn	6	Sydney	28
Great Lakes	23	Tamworth	8
Guyra	5	Tenterfield	18
Hawkesbury	17	The Hills	15
Hornsby	5	The University of Newcastle	60
Hurstville	23	Tweed Shire	5
Inner West Sydney	12	Upper Hunter	15
Kempsey	3	Wagga Wagga	8
Kiama	17	Walcha	5
Kogarah	16	Wollongong	30
Lake Macquarie City	1012	Wyong	381
Lane Cove	10		

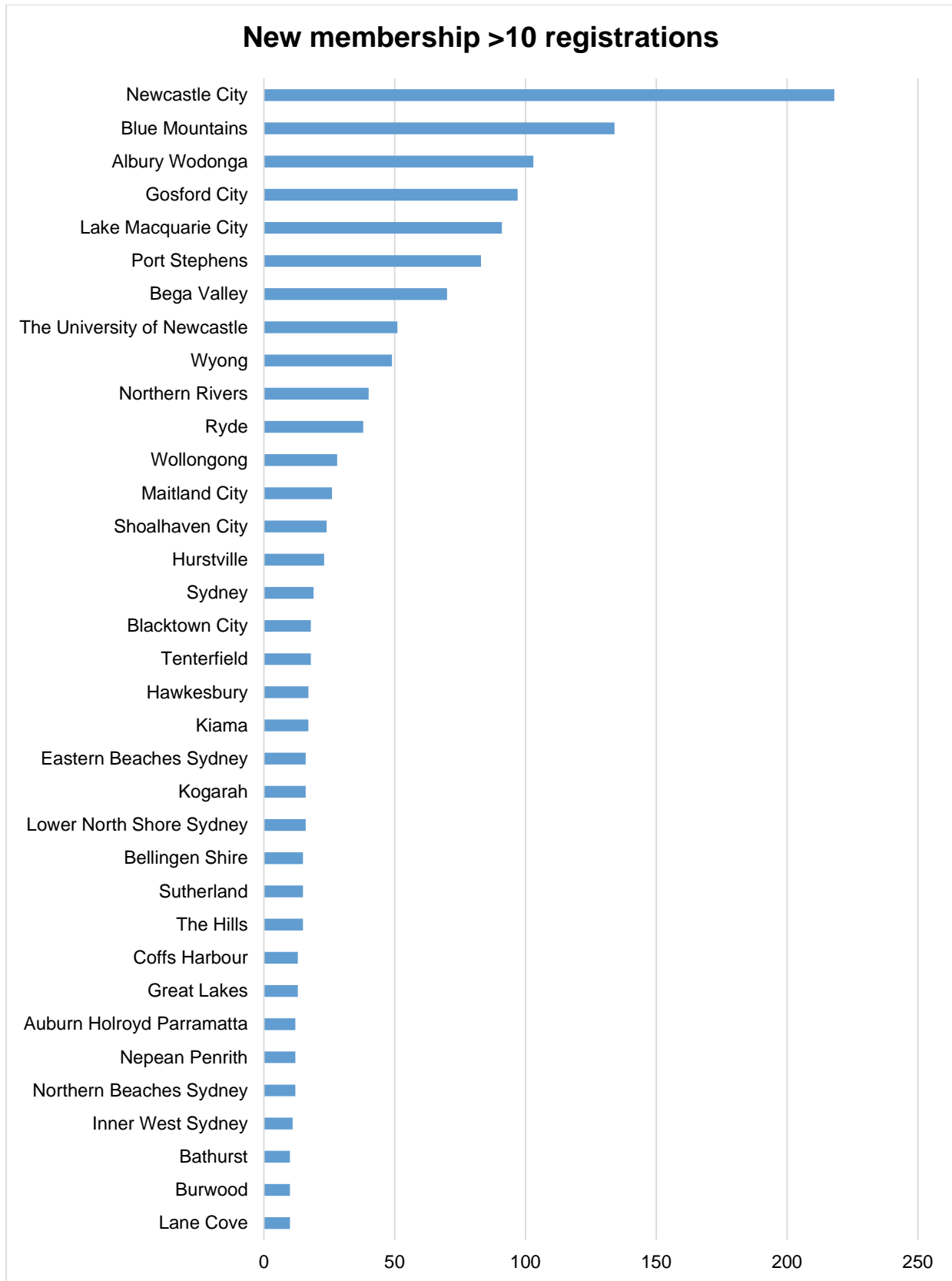
Table 3: Distribution of new membership by geographic location 2014 – 2015

Community	2012 (n=104)	2013 (n=3758)	2014 (n=1207)	2015 (n=393)	Total (n=5462)
Albury Wodonga		1	94	9	104
Armidale Dumaresq			4	1	5
Ashfield			2	1	3
Auburn Holroyd Parramatta	1	2	10	2	15
Australia	3	25	64	30	122
Bankstown			5	1	6
Bathurst			8	2	10
Bega Valley		1	54	16	71
Bellingen Shire		2	11	4	17
Blacktown City	2	1	15	3	21
Bland Shire			6		6
Blue Mountains			62	72	134
Burwood		1	9	1	11
Canterbury City			3		3
Cessnock City	3	53	4	2	62
Clarence Valley			1	3	4
Coffs Harbour			6	7	13
Drummoyne		2	1	1	4
Dubbo	2		3		5
Dungog		13	1		14
Eastern Beaches Sydney	1	4	9	7	21
Eurobodalla Shire			3	3	6
Fairfield		1	8		9
Glenn Innes			1		1
Gloucester		1	1		2
Gosford City	14	435	63	34	546
Goulburn			3	3	6
Great Lakes		10	13		23
Guyra			5		5
Hawkesbury			12	5	17
Hornsby			4	1	5
Hurstville			22	1	23
Inner West Sydney		1	8	3	12
Kempsey			3		3
Kiama			17		17
Kogarah			4	12	16
Lake Macquarie City	16	905	78	13	1012
Lane Cove			7	3	10
Liverpool City	1		6		7
Lower North Shore Sydney		5	14	2	21

Community	2012	2013	2014	2015	Total
Macarthur		1	4	1	6
Maitland City	3	189	21	5	218
Manning Valley		1	3	1	5
Muswellbrook		21	1	1	23
Narrabri			3		3
Nepean Penrith	1		8	4	13
Newcastle City	35	1562	173	45	1815
Northern Beaches Sydney	4		7	5	16
Northern Rivers			22	18	40
Port Macquarie Hastings				1	1
Port Stephens	3	145	79	4	231
Rockdale City			5	1	6
Ryde		5	26	12	43
Shellharbour City			5	1	6
Shoalhaven City			23	1	24
Singleton		13			13
Snowy Mountains			4	1	5
South Eastern Sydney		3	5		8
Southern Highlands			4		4
Sutherland	1	1	14	1	17
Sydney	1	8	12	7	28
Tamworth			7	1	8
Tenterfield			2	16	18
The Hills			12	3	15
The University of Newcastle		9	46	5	60
Tweed Shire			2	3	5
Upper Hunter	1	14			15
Wagga Wagga		1	6	1	8
Walcha			5		5
Wollongong		2	24	4	30
Wyong	12	320	40	9	381

During 2014 and 2015, new user registration grew by 44%, with the highest membership growth in Newcastle City (218), Blue Mountains (134), Albury Wodonga (103), Gosford City (97), Lake Macquarie City (91) and Port Stephens (83), as shown below in Figure 2: Distribution of new membership by geographic location. The top four new membership growth communities in 2014 – 2015 are from the Blue Mountains (134), Albury Wodonga (103), Bega Valley (70), and Northern Rivers (40). Further analyses of these communities to identify particular characteristics of their Timebanking participants will take place for our final report.

Figure 2: Distribution of new membership by geographic location 2014 – 2015



During 2014 to 2015 the largest contribution during this period made was by The University of Newcastle (1155), Blue Mountains (572), Wyong (404), Gosford City (321), and Hurstville (306), as shown below in Table 4: Distribution of hours given by geographic location. These trades and traded hours are explained further in the next section of the report.

Table 4: Distribution of hours given by geographic location

Community	2012 (n=995)	2013 (n=14268)	2014 (n=3307)	2015 (n=425)	Total (n=18995)
Albury Wodonga			19	0	19
Australia	16	1169	21	0	1206
Bega Valley			110	2	112
Bellingen Shire		10	0	2	12
Blacktown City			14	0	14
Bland Shire			1	0	1
Blue Mountains			437	135	572
Cessnock City	7.5	15	0	0	23
Coffs Harbour			0	6	6
Dubbo	91		0	0	91
Gosford City	117	4028	305	16	4466
Great Lakes		5	85	0	90
Guyra			35	0	35
Hawkesbury			24	0	24
Hurstville			307	0	307
Kiama			8	0	8
Lake Macquarie City	499	3644	82	0	4224
Lower North Shore Sydney			2	0	2
Macarthur		9	0	0	9
Maitland City	4	52	0	0	56
Muswellbrook		<1	0	0	<1
Nepean Penrith			0	21	21
Newcastle City	229	1143	193	0	1565
Northern Beaches Sydney	3		0	0	3
Northern Rivers			6	133	139
Port Stephens		183	0	0	183
Ryde			26	0	26
Shoalhaven City			58	0	58
Snowy Mountains			4	0	4
Tenterfield			2	110	112
The University of Newcastle		42	1155	0	1197
Walcha			11	0	11
Wyong	29	3968	404	0	4401

TIMEBANKING SYSTEM USE

To measure participation and engagement with Timebanking, we calculated the length of time that participants had been members of the Timebanking system, as well as the average number of recorded transactions for new active users from 2014 – 2015.

There were 4,897 users that had never used the system as at 16 June 2015; this means that 89% of users have never used the system after registration. Of active members, 426 are givers and 242 are receivers. The percentage of active members who have given is 75%, and of those who have received is 42%. As at 16 June 2015, there were 225 'needs' recorded in the system with 471 'offers'. These figures demonstrate there is a greater level of users who volunteer their skills more than they want reciprocity.

TRADES AND TRADED HOURS

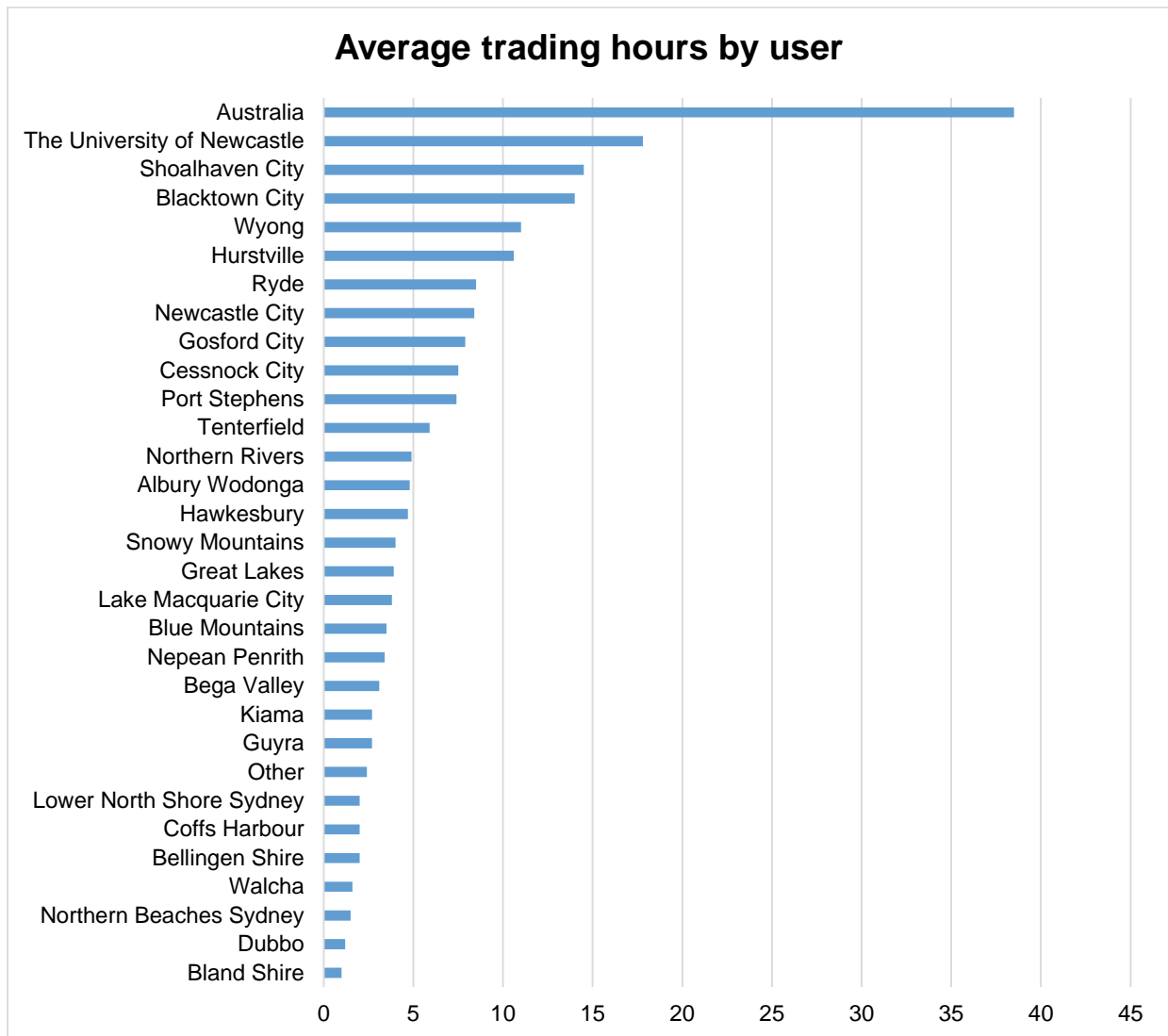
There have been 1,598 trades from 1 January 2014 to 16 June 2015 representing 11,151 hours that have been traded in the system, with a steady increase in the number of hours being traded. The table below illustrates the distribution of hours traded per month by community, and number of users performing the trade. The average trade was 6.7 hours with a median of three hours. This indicates that smaller trades continue to be more popular in the Timebanking system in comparison to last reporting period.

Table 5: Distribution traded hours by new memberships 2014 - 2015

Community	Hours traded (n=11281)	% of hours	Users trading (n=1625)	Average trade by user
Albury Wodonga	19	0%	4	5
Australia	1155	10%	30	39
Bega Valley	112	1%	36	3
Bellingen Shire	2	0%	1	2
Blacktown City	14	0%	1	14
Bland Shire	1	0%	1	1
Blue Mountains	572	5%	162	4
Cessnock City	8	0%	1	8
Coffs Harbour	6	0%	3	2
Dubbo	87	1%	71	1
Gosford City	2075	18%	262	8
Great Lakes	85	1%	22	4
Guyra	35	0%	13	3
Hawkesbury	24	0%	5	5
Hurstville	307	3%	29	11
Kiama	8	0%	3	3
Lake Macquarie City	2009	18%	522	4
Lower North Shore Sydney	2	0%	1	2
Nepean Penrith	21	0%	6	3
Newcastle City	569	5%	68	8
Northern Beaches Sydney	3	0%	2	2

Northern Rivers	139	1%	28	5
Port Stephens	104	1%	14	7
Ryde	26	0%	3	9
Shoalhaven City	58	1%	4	15
Snowy Mountains	4	0%	1	4
Tenterfield	112	1%	19	6
The University of Newcastle	1159	10%	65	18
Walcha	11	0%	7	2
Wyong	2532	22%	230	11
Other	26	0%	11	2

Figure 3: Distribution traded hours by new memberships 2014 - 2015

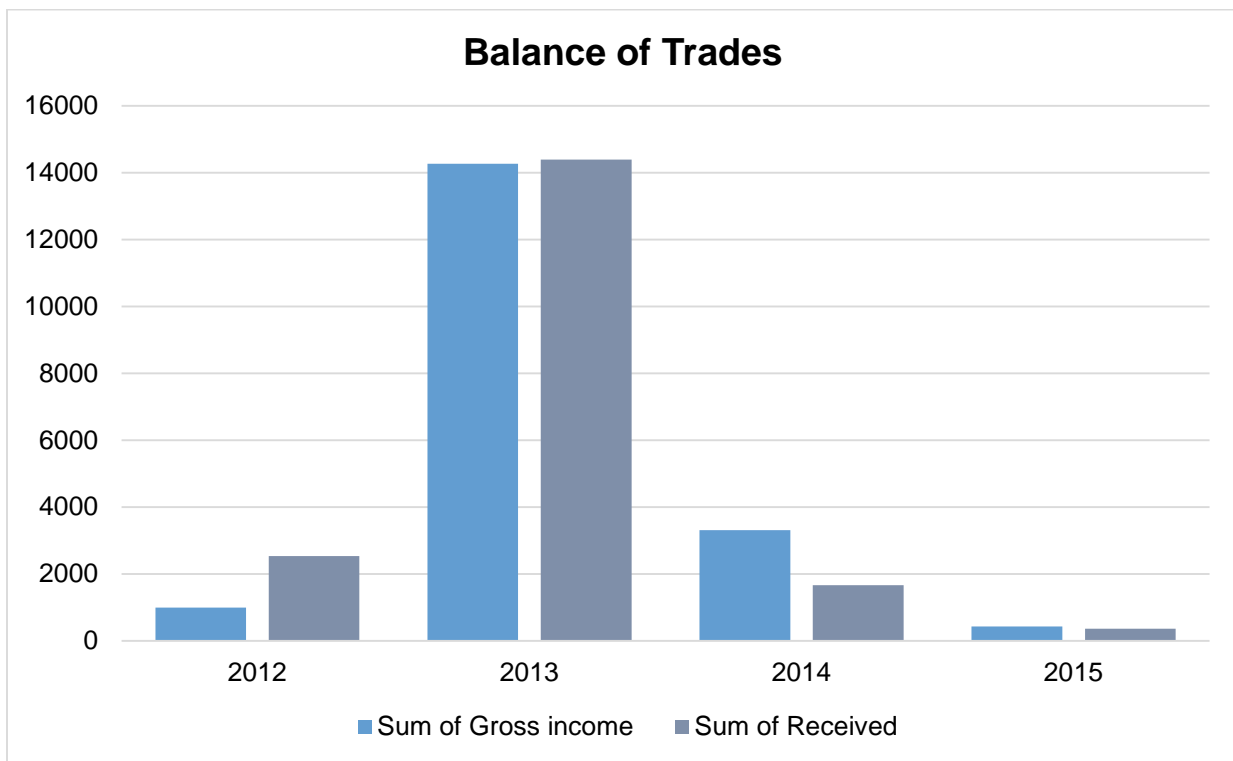


From this tally in Figure 3: Distribution traded hours by new memberships 2014 – 2015, we can see that where users have identified their community, the most active traders are more likely to be located in The University of Newcastle, Shoalhaven City, Blacktown City, Wyong and Hurstville. Further analyses of these communities to identify particular characteristics of Timebanking participants will take place for our final report.

In 2014 – 2015, 158 sellers and 263 buyers have been involved in the 1,626 trades. 53 users have been involved as both sellers and buyers. Therefore, 368 users have used the system for the purpose of trading, an increase of 18% compared to our last evaluation. A seller has performed an average of ten sells in the system and a buyer has performed an average of six buys in the system. Figure 4 provides a guide to the nature of trading from 2012 to 2015, and Figure 5 breaks down the trading by account type.

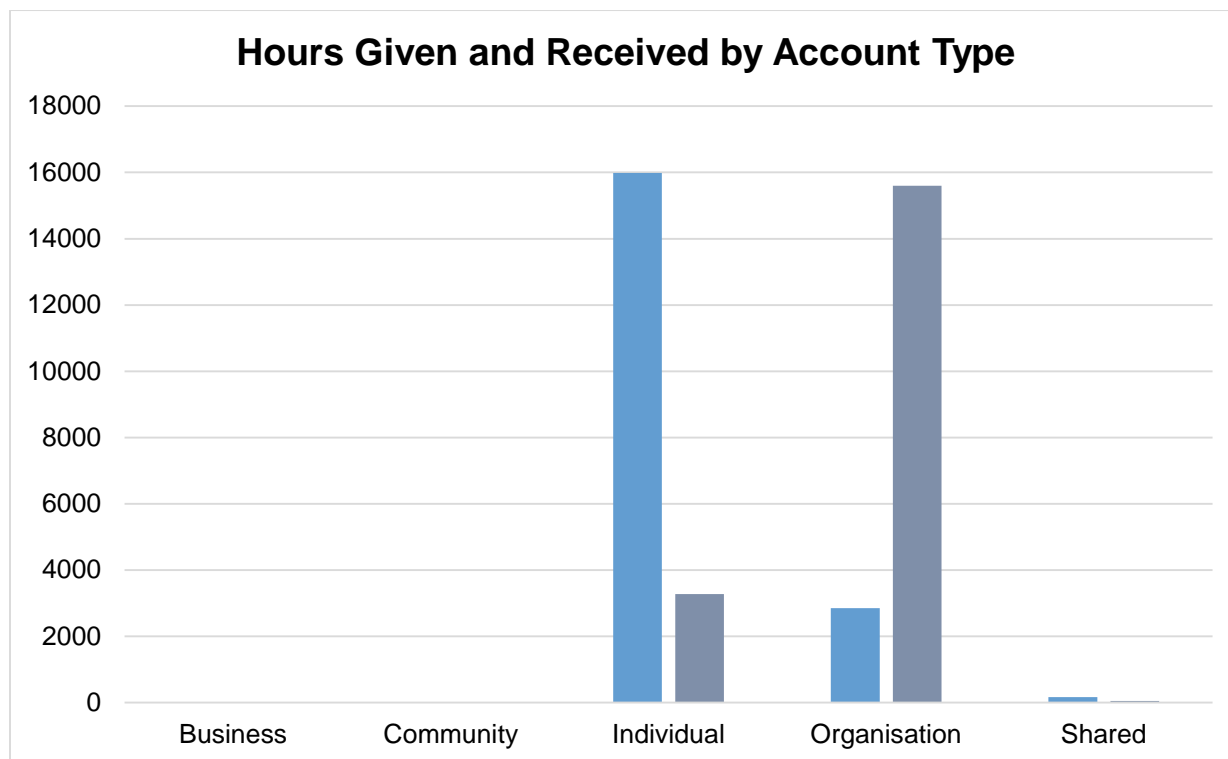
These indications on the nature of service the registered users desired ‘needs’, or could provide, ‘offers’ were coded into broad service categories to enable practical comparison. The most common trade continues to be for ‘office and administrative support’, followed by ‘horticultural activities’ and ‘cleaning, light tasks and errands’.

Figure 4: Hours given and received 2012 - 2015



Year	Hours given	Hours received
2012	995	2530
2013	14268	14394
2014	3307	1660
2015	425	356
Total	18995	18939

Figure 5: Hours given and received by account type 2012 -2015

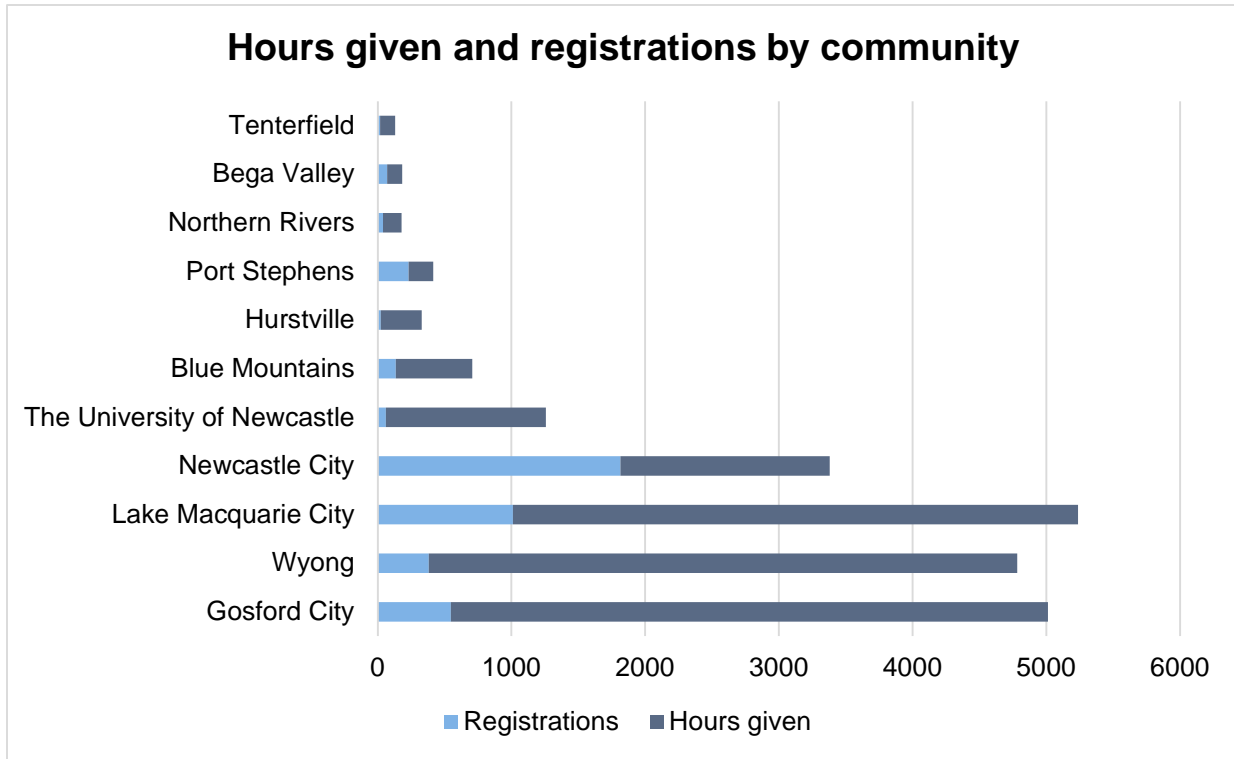


Account Type	Sum of Gross income	Sum of Received
Business	3	2
Community	0	11
Individual	15984	3276
Organisation	2847	15599
Shared	161	52
	18995	18939

Table 6: Top 10 registrations and hours given by community 2012 - 2015

	Registrations	% of total users	Hours given	Average hours given by membership
Gosford City	546	10%	4466	8
Wyong	381	7%	4401	12
Lake Macquarie City	1012	19%	4224	4
Newcastle City	1815	33%	1565	<1
The University of Newcastle	60	1%	1197	20
Blue Mountains	134	2%	572	4
Hurstville	23	0%	307	13
Port Stephens	231	4%	183	<1
Northern Rivers	40	1%	139	3
Bega Valley	71	1%	112	2
Tenterfield	18	0%	112	6

Figure 6: Top 10 registrations and hours given by community 2012 - 2015



The largest number of hours given is not related to registration as shown by Table 6: Top 10 registrations and hours given by community 2012 – 2015, and Figure 6: Top 10 registrations and hours given by community 2012 – 2015. Registrations don't equal participation but in itself, the act of Timebanking registration may be seen as a latent contribution and is an act of belonging to a community. Collom (2007), reports common motivations for joining Timebanking were needs and values related and that registration provides the opportunity for people to act on their values.

SURVEY DATA EVALUATION

A total of 64 Timebanking users consented to take part in the online survey, representing a response rate of 13%. The survey was developed in consultation with NSW Volunteering and measures included prior volunteering behavior, participant experiences with the system, and post-volunteering outcomes with particular reference to measures of mutual support, motivation and changes in social connectedness. A copy of the survey and participant information statement are included in Appendix A.

Online survey respondents were asked if they would participate in a qualitative telephone interview that aimed to examine in more detail their involvement in Timebanking. The purpose was to discuss in greater detail their experience of the system, how they came to use it and the kinds of impacts it has had on their volunteering (and by extension), employment pathways and social connectedness.

Findings from the analysis of survey results include five key themes: involvement and motivations in volunteering and Timebanking; social interaction and personal development; employment, health and quality of life; and social capital. These findings follow the sample description, which is included below.

SAMPLE DESCRIPTION/DEMOGRAPHIC INFORMATION

A total of 64 participants completed the online survey and characteristics of the sample are detailed in Table 1. The majority of survey respondents (30%) were aged between 55 and 64 years. 2 respondents (5%) were under the age of 35, and a further 14 respondents (33%) were 65 years or older.

Other survey responses indicated that respondents were likely to speak only English in their homes (86%) while no respondents identified as being Aboriginal. Eleven survey respondents (26%) were primary care givers and more than half of those who took part in the online survey were either married or in a relationship (51%). Those who were not in a relationship had never married (n=3) or were separated or divorced (n=11). A clear majority of participants indicated that they had completed a further educational qualification (83%).

Table 7: Sample characteristics (n=64 participants)

Characteristic	Valid Response Percent	Valid Response Count
Age of participants		
< 24	0	0
25 to 34	5	2
35 to 44	5	2
45 to 54	28	12
55 to 64	30	13
65 to 74	28	12
75 or older	5	2
Household		
Carer	26	11
Non-carer	74	31
Relationship status		
Married	37	13
Defacto	37	8
Divorced	26	9
Separated	6	2
Never married	9	3
Education		
Secondary	17	7
TAFE (certificate/diploma)	38	16
Undergraduate	29	12
Postgraduate	17	7

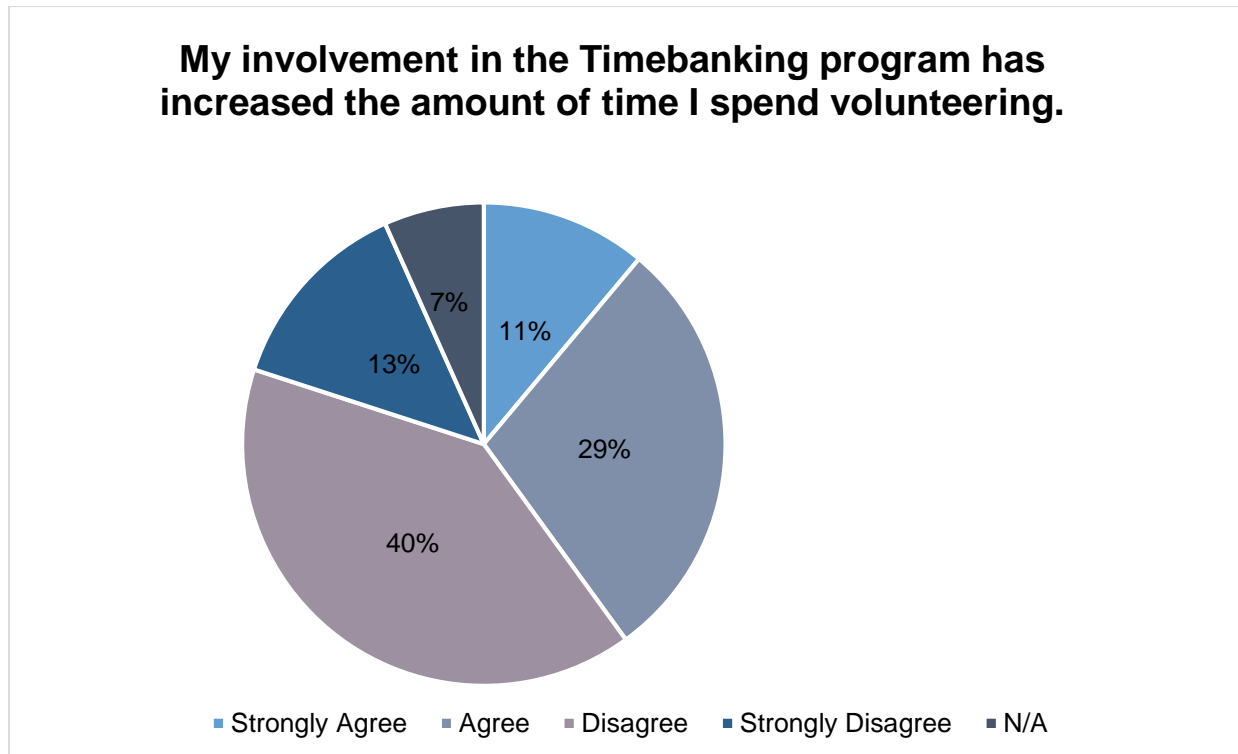
INVOLVEMENT IN VOLUNTEERING AND TIMEBANKING

A key component of the online survey was to gain an understanding of how participation in Timebanking affected time spent volunteering.

INCREASED TIME VOLUNTEERING

The figure below identifies responses to the statement “*My involvement in the Timebanking program has increased the amount of time I spend volunteering*”.

Figure 7: Increased volunteering through Timebanking 2014 – 2015



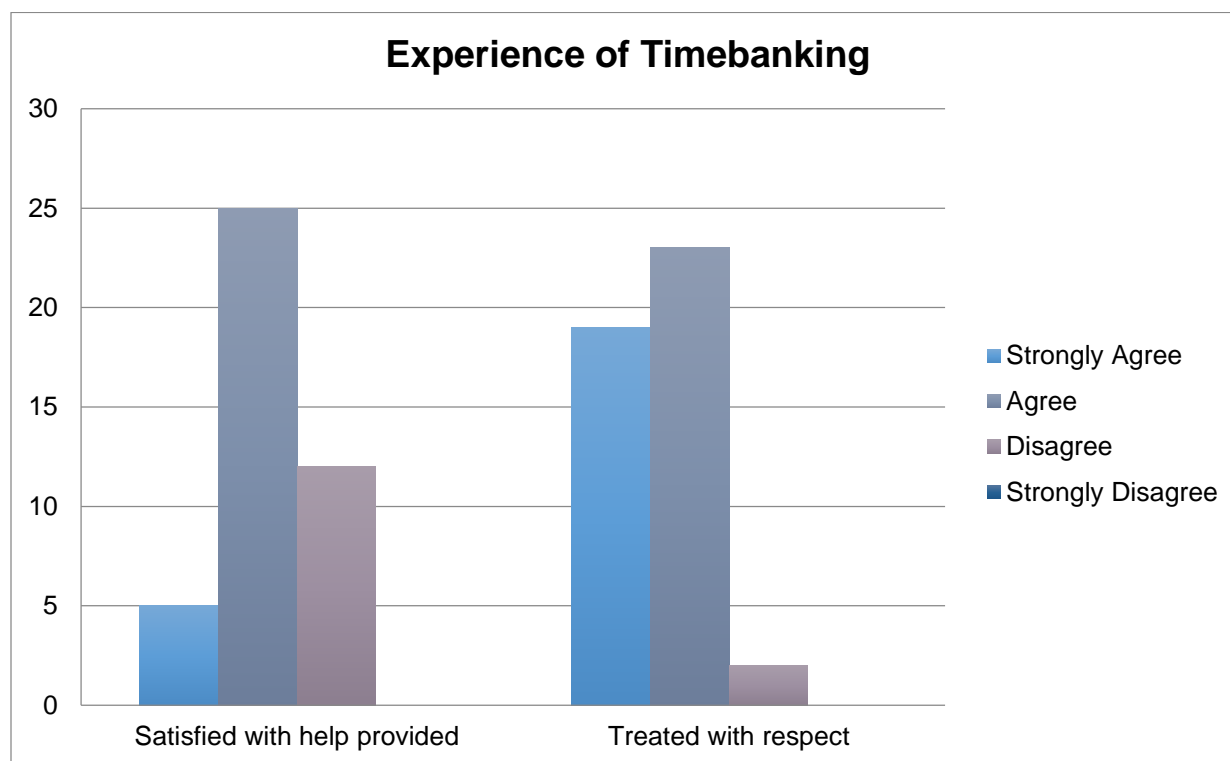
My involvement in the Timebanking program has increased the amount of time I spend volunteering.		
Answer Options	Response Percent	Response Count
Strongly Agree	11%	5
Agree	29%	13
Disagree	40%	18
Strongly Disagree	13%	6
N/A	7%	3
answered question		45

Survey results indicate that 41% of respondents reported an increase in the amount of time that they spent volunteering as a result of their participation in Timebanking. It is also important to note that 13% of respondents strongly disagreed with the statement.

EXPERIENCE OF TIMEBANKING

So as to gain an understanding of how respondents experienced Timebanking and to obtain feedback on the value of Timebanking, survey participants were asked to respond to the statements: “When I have asked for help through the Timebanking program, I have been satisfied with the result”, and “The Timebanking program treated me with respect.” The following figure identifies answers to these statements.

Figure 8: Experience of Timebanking

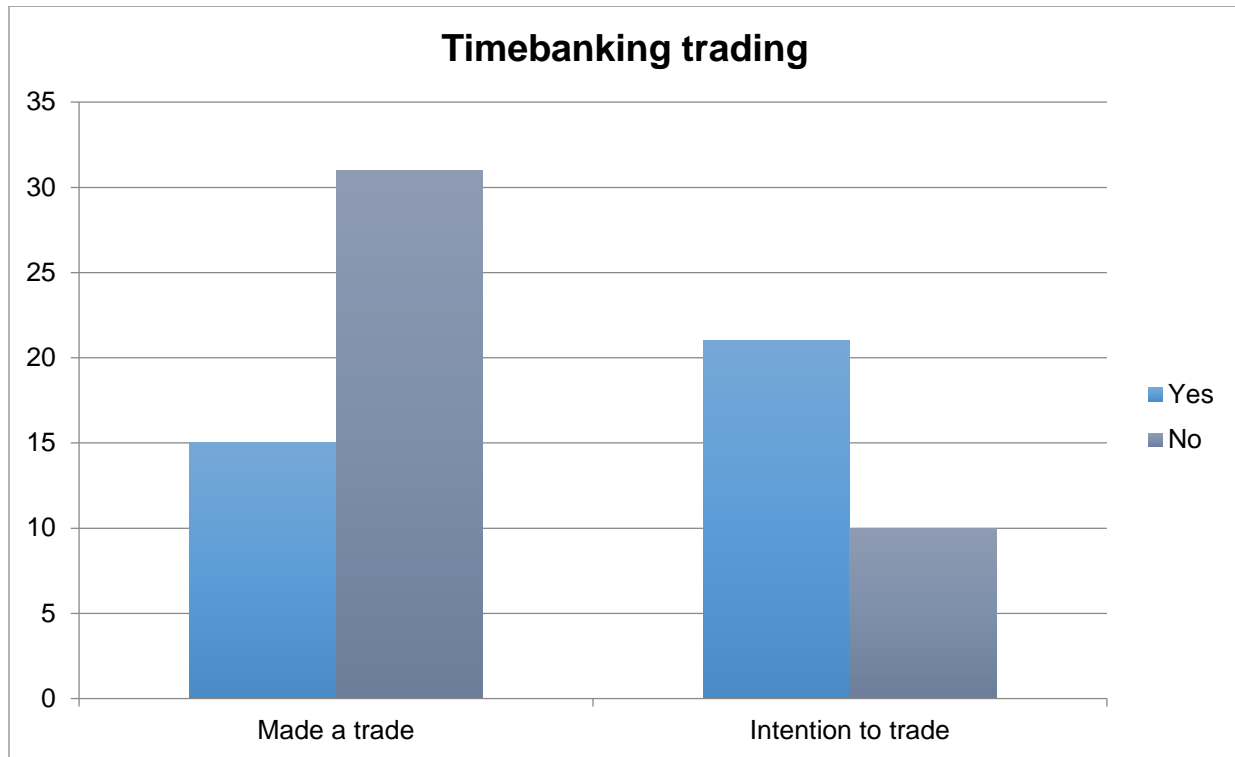


Overall, the results from the online survey indicate that 72% of respondents were satisfied with the result when they had asked for help through Timebanking. Survey respondents were also asked to indicate if they were treated with respect by the program. Results indicate that 96% of respondents agreed or strongly agreed with the statement. These results demonstrate that Timebanking participants are generally satisfied with the help provided and that they are treated with respect. These are indicators of a positive reaction to the Timebanking program.

TIMEBANKING TRADING

Key to the Timebanking concept is trading. To better understand how Timebanking was utilised by survey respondents, the online survey included two questions regarding Timebanking trading. The following table identifies user responses to the questions “*Have you made a trade using Timebanking?*” and “*Do you still intend to make a trade in the future?*”

Figure 9: Trading and trading intention of users



The survey link was sent to only active Timebanking participants, who were defined as those who have traded at least once since their registration. 67% of those who completed the survey did not identify themselves as having made a trade, even though the system had identified they had traded at least once. Participants may define a 'trade' as an equal exchange. Analysis indicates that 33% of the survey respondents answered they had made a trade using the Timebanking program. Furthermore, 68% of respondents indicated their intention to make a trade in the future.

This intent was supported by evidence from the open ended survey responses and key themes from these responses are included below.

New to the system:

I have only started participating and have not had any activity, so could not answer some of the question positively. But this might be changing soon, and I feel very good about participating and the involvement with other members of the community. (16062015 1037AM_15JUN)

One-third of survey respondents who had not traded suggested that they did not intend to make a future Timebanking trade. Participants who provided a negative response to this question were asked to specify the main reason they were not intending to trade. Key themes are included below and are supported by the qualitative data from survey respondents.

Only wanting to give:

I really do not know if I will require a trade in the future. As the moment I am happy volunteering but am not in need of assistance. This could change should my circumstances change. (16062015 419AM_1JUN)

Not requiring the service that others are providing:

Nothing I need, but may look at helping others (16062015 414AM_12JUN)

Lack of response from others in the scheme:

No one seems interested in this area. (16062015 158AM_13JUN)

I am accruing more credits than I can receive reciprocated. My short list of Needs expires each time without any offers. (16062015 1155AM_12JUN)

Administrative burden:

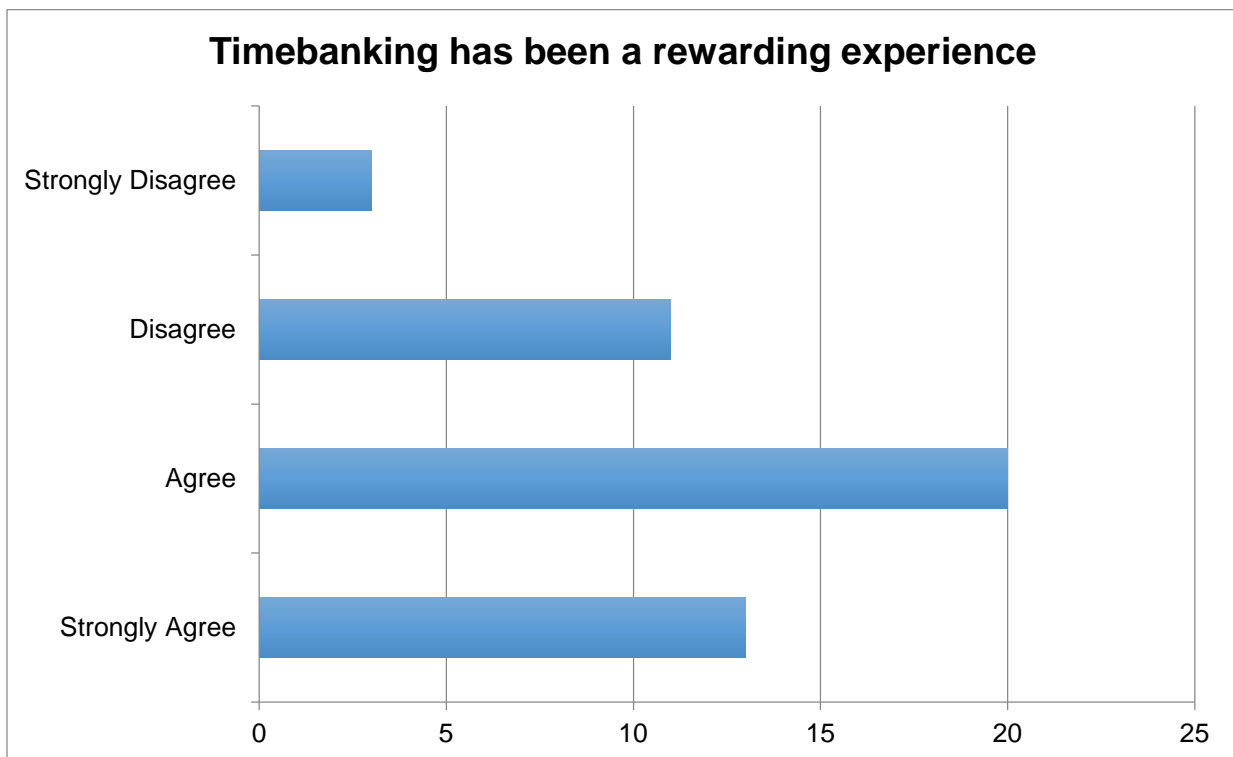
At this point I am not able to manage recording the large amount of hours I volunteer each weekso can't trade (16062015 938AM_1JUN)

We registered a lot of workers, but no one wanted to trade. Volunteers happy to offer their services - no one available to coordinate (16062015 548AM_15JUN)

MOTIVATIONS FOR PARTICIPATION

A key theme identified from an analysis of the online survey and qualitative responses was social interaction and personal development. Online survey participants were asked to respond to the statement “*My involvement in the Timebanking program has been a rewarding experience.*” The following figure identifies responses to this statement.

Figure 10: Timebanking has been a rewarding experience



Timebanking members have different motivations for joining with the main motivations of the survey respondents being: to make a positive difference to others (96%), to feel good (89%), to make a contribution (87%), to use existing skills (82%) and to be respected and valued (76%).

Table 8: Motivation structure for Timebanking participants

Answer Options		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Response Count
Reciprocal							
The friendships I have with members mean a lot to me	n	4	25	10	4	-	43
	%	(9)	(58)	(23)	(9)	-	(100)
To use my existing skills	n	8	29	5	3	-	45
	%	(18)	(64)	(11)	(7)	-	(100)
Meet Centrelink obligations	n	2	1	3	2	36	44
	%	(5)	(2)	(7)	(5)	(82)	(100)
Emotional							
People need my help	n	4	22	15	3	-	44
	%	(9)	(50)	(34)	(7)	-	(100)
Making a contribution is important to me	n	16	24	6	-	-	46
	%	(35)	(52)	(13)	-	-	(100)
Make a positive difference to others	n	21	22	1	1	-	45
	%	(47)	(49)	(2)	(2)	-	(100)
Normative							
Be respected and valued by everyone in my community	n	13	21	9	2	-	45
	%	(29)	(47)	(20)	(4)	-	(100)
People expect me to do this	n	-	9	26	10	-	45
	%	-	(20)	(58)	(22)	-	(100)
Hedonistic							
Have a personal feel good experience	n	11	29	4	1	-	45
	%	(24)	(64)	(9)	(2)	-	(100)

Approximately three-quarters of all survey participants agreed or strongly agreed that their experiences in Timebanking had been rewarding. Those who provided a description of the rewards of participating in Timebanking gave examples of these rewards which included closer connection to their communities and feelings of belonging. Key themes are listed below:

Reciprocal: Friendship/skills

I have traded in Timebanking and met lovely people who have become personal friends. Through working together in a community group we have formed strong bonds and are available to help and support each other in times of sickness or other emergency. We donate some of our excess hours to our community group and also to the community chest. It is satisfying to know that the excess

hours we volunteer are available through the community chest to help other community members in need. (16062015 324AM_1JUN)

I am not using Timebanking as a 'volunteer', it is more like an 'exchange system' for me, i.e., you give something and receive something for that. (16062015 319AM_1JUN)

Emotional: People need help/contribution/make a difference

It is a great idea. Participating in Volunteering has is a rewarding experience and made me feel better about myself. (16062015 1029PM_13JUN)

Normative: respected and valued by community/expected

Timebanking is new to my own and the program is yet to build to critical mass. However initial interactions have been positive and I feel confident about its future success here. (16062015 112AM_11JUN)

Hedonistic: Feel good experience

I'm really enjoying Timebanking. I've been in several LETS schemes and have always loved the process of bartering whether goods or services. It's great it's so locally based and there's lots of backup help...I love it! (16062015 616AM_13JUN)

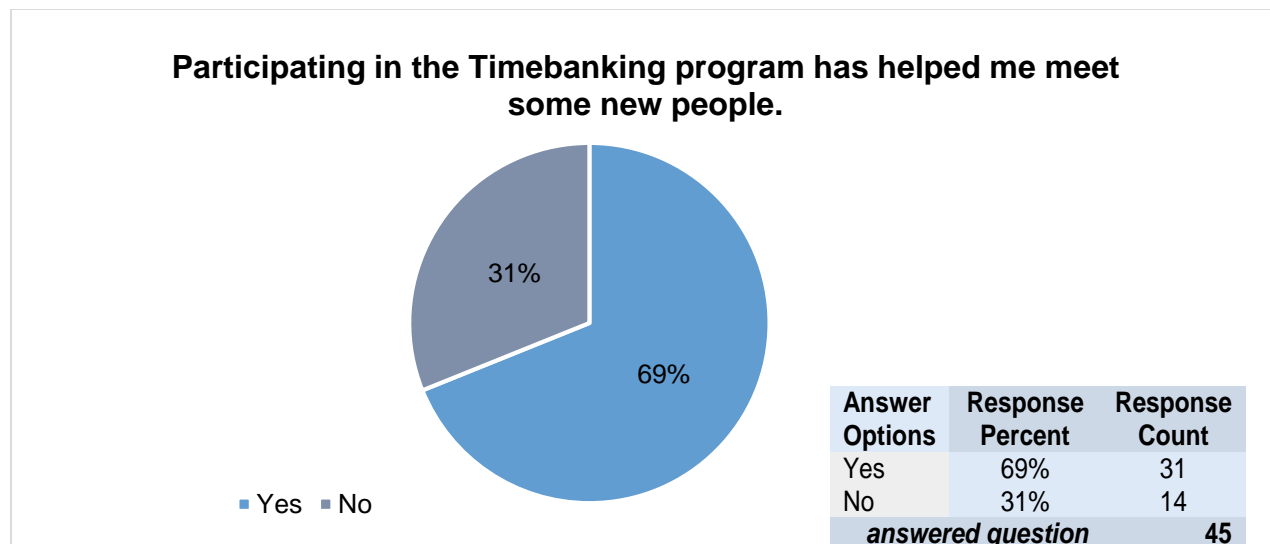
I feel very good about participating and the involvement with other members of the community. (16062015 638AM_16JUN).

SOCIAL INTERACTION

Analysis of the survey results reveal that 69% of those who took part met new people as a result of participating in Timebanking, thus increasing their social interaction with others. This is also supported by a written response from the online survey, which made reference to the importance of Timebanking for increasing opportunities for social interaction.

I am a retiree and found lots of friends through volunteering and had lots of happy times with this programme. (16062015 413AM_12JUN)

Figure 11: Changes in social interaction

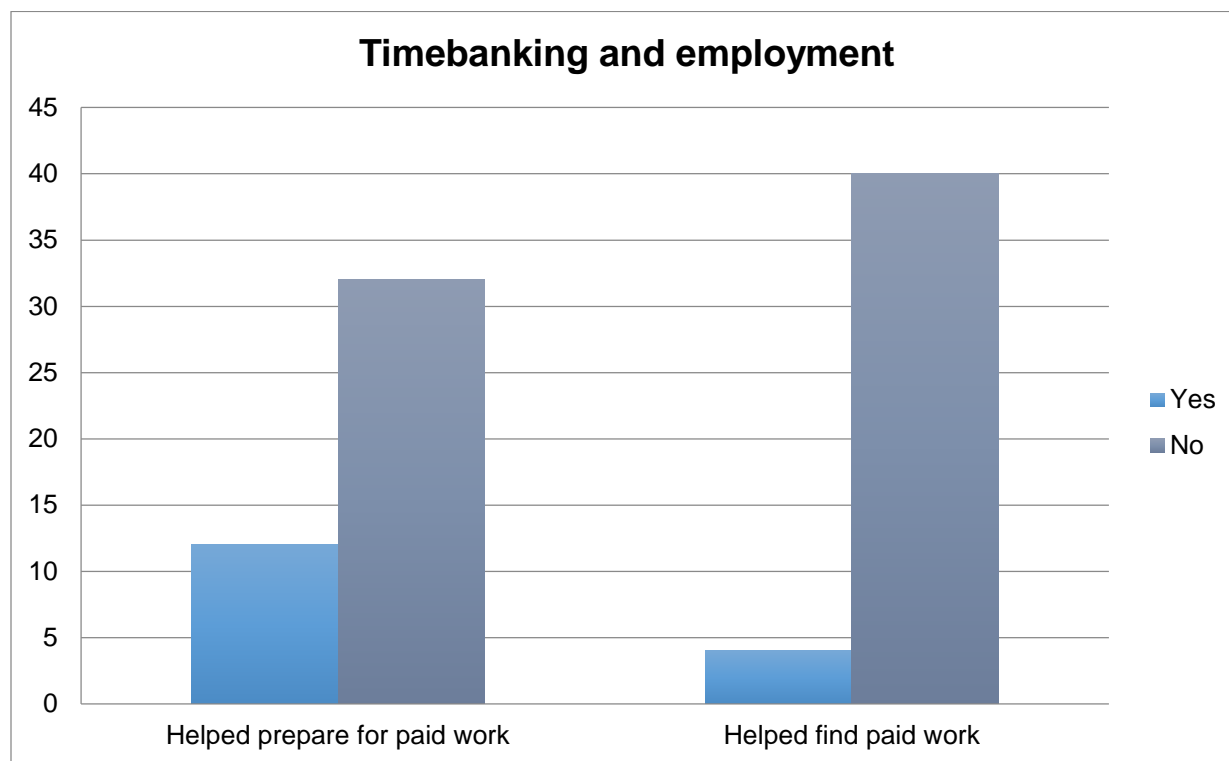


PATHWAYS TO EMPLOYMENT

A central theme examined in the online survey included how participation in the Timebanking program may influence employment. Survey respondents were asked to provide answers to two statements indicating this effect. These statements included “*Participating in the Timebanking program has helped me feel more prepared for paid work*” and “*Participating in the Timebanking program has helped me find paid employment.*” The figure below identifies the responses to these statements.

Analysis identified that participation in Timebanking was able to help approximately one-third of respondents feel more prepared for paid work. Furthermore, 9% of respondents indicated that participation in the program and helped them to find paid employment.

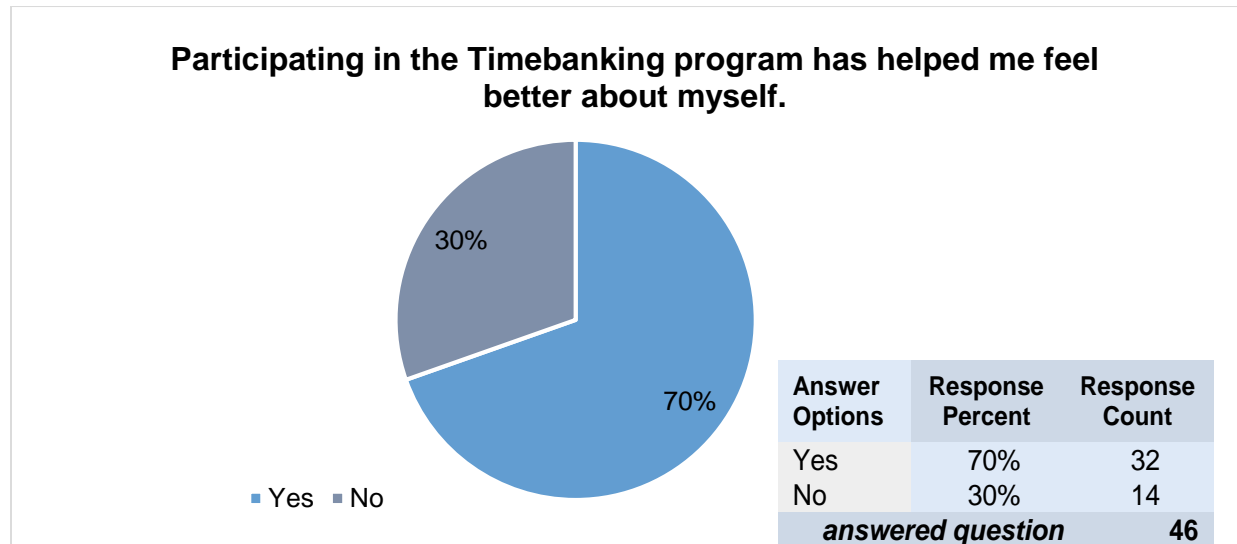
Figure 12: Changes in Employment



HEALTH BENEFITS

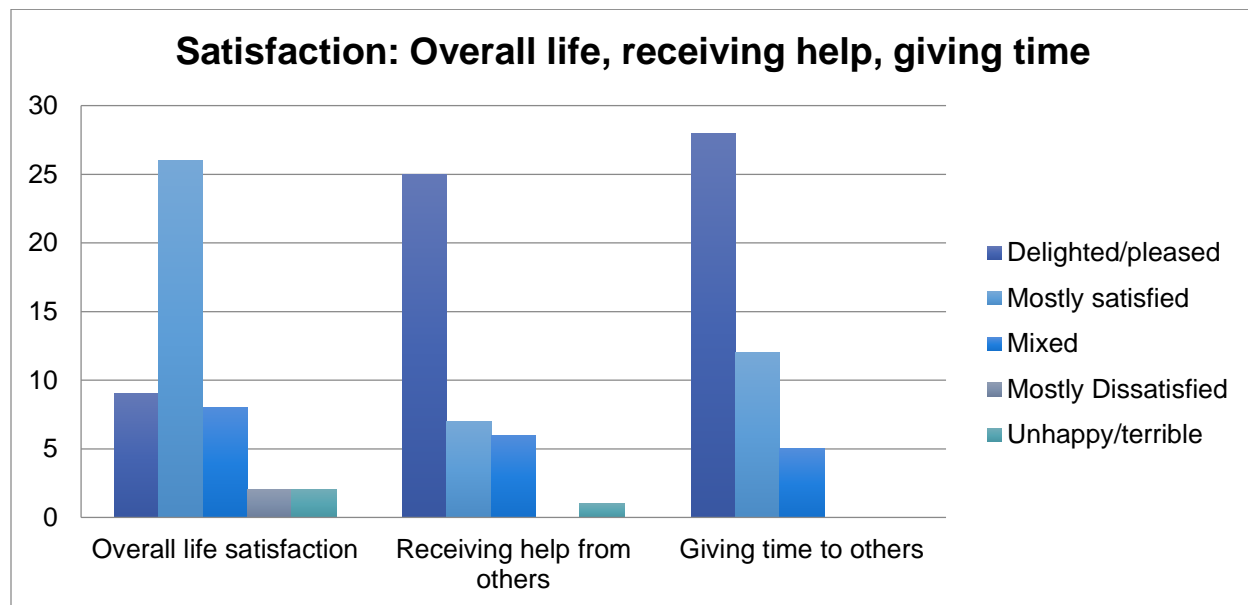
Key ideas identified from the online survey included health and quality of life. The figure below identifies responses to the question “*Participating in the Timebanking program has helped me feel better about myself.*” 70% of survey respondents indicated that participation in the Timebanking program had helped them to feel better about themselves and their lives.

Figure 13: Health and quality of life



Key to understanding how Timebanking may influence the health and quality of life of participants is an understanding of how satisfied individuals are with not only receiving help from others and giving time to others but also with their overall life satisfaction. The following figure identifies responses provided by online survey participants to three key statements. These statements included “How do you feel when you receive help from someone else?” “How you feel when you give your time to help someone else?” and “How satisfied do you feel overall, in your life?”

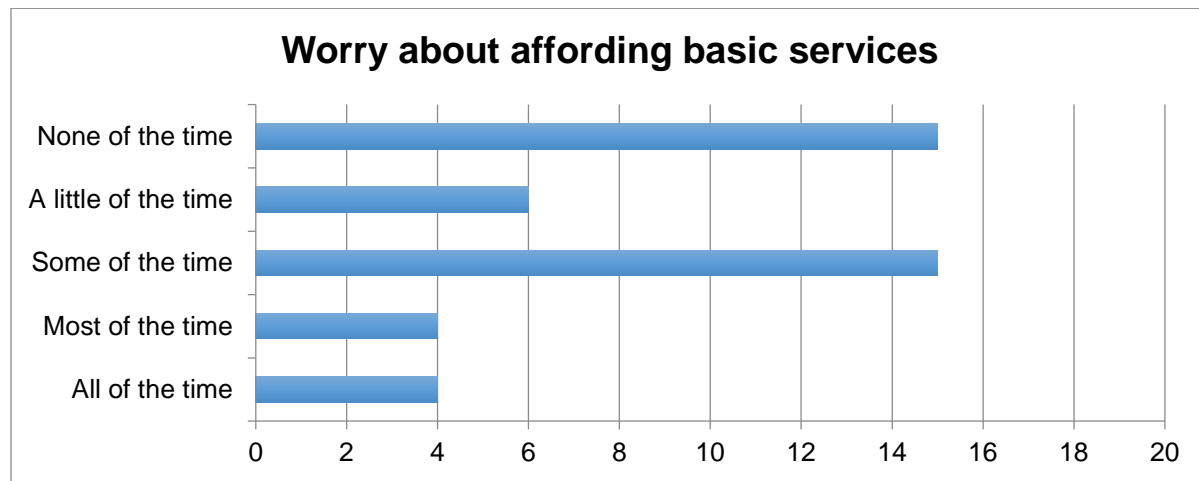
Figure 14: Overall life satisfaction



Analysis identified that 78% of respondents were either delighted/pleased or mostly satisfied with their lives overall. Furthermore, 82% of survey respondents indicated that they were delighted/pleased or mostly satisfied when they received help from others, while 89% of respondents indicated that they were delighted/pleased or mostly satisfied when they gave their time to help someone else.

Despite high satisfaction with giving time and receiving help from others, survey respondents also indicated that they worry about affording basic services. The figure below demonstrates user responses to the question “Do you worry about being able to afford basic services?”

Figure 15: Concern over affordability of basic services

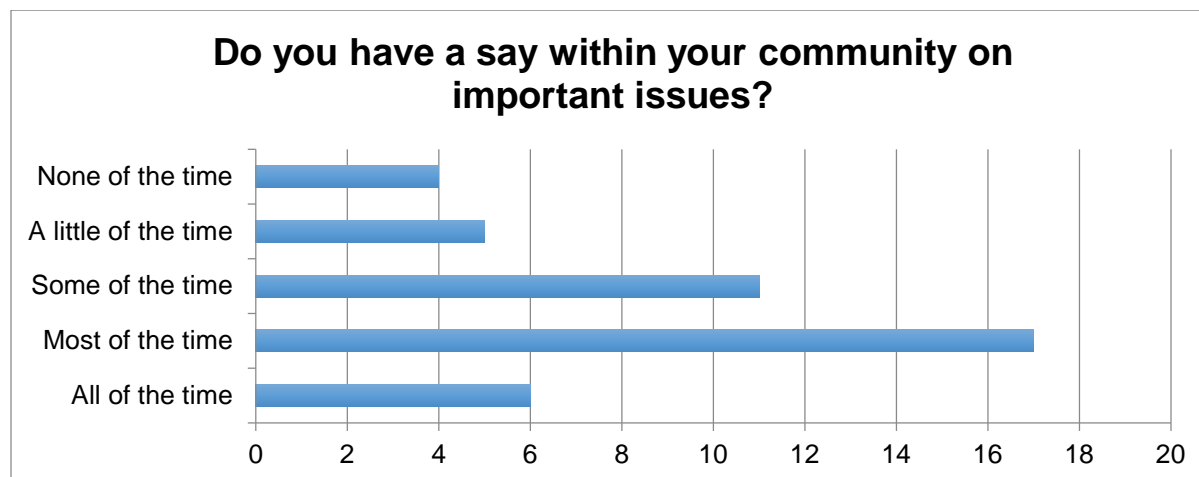


Analysis of survey responses indicates that 52% of respondents worry about affording basic services at least some of the time. 9% of respondents indicated that they were concerned about affording basic services all of the time.

SOCIAL CAPITAL

A central theme identified in the online survey was social capital. An indication of social capital within communities is feeling as though you have a say in communities on important issues. Those who took part in the survey were asked to provide a response to the question “Do you feel able to have a say within your community on important issues?” These responses are detailed in the following chart.

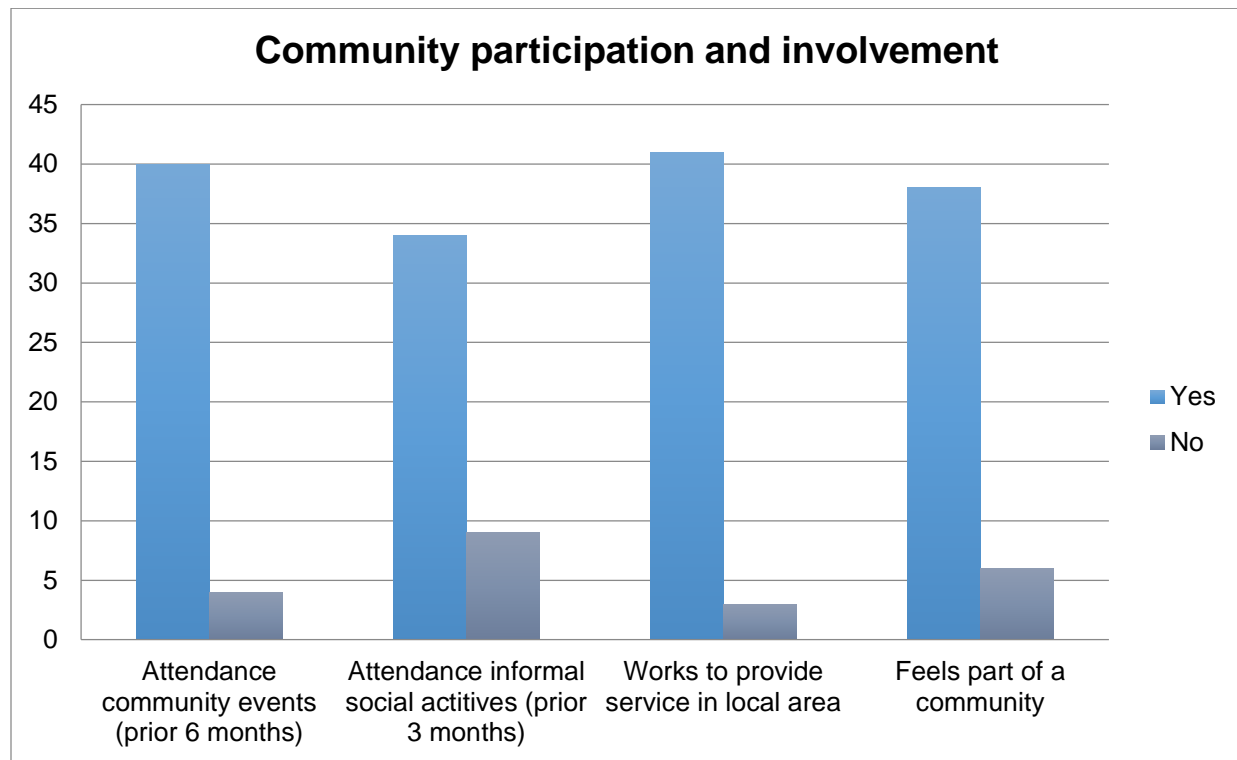
Figure 16: Community voice



Analysis of results indicated that 79% of respondents suggested that they felt that they had a say in their communities on important issues at least some of the time. This figure includes 14% (n=6) of respondents who suggested that they always had a say in their community on important issues.

The online survey also asked a number of questions in order to ascertain involvement in communities and informal social networks, work provided as a service or activity in the local area, and sense of belonging to a community. These results are included in the following figure.

Figure 17: Community participation and involvement



Analysis of the survey results indicate that more than 90% of respondents had attended a community event in the six months prior to completing the online survey and 79% had attended informal social activities in the three months leading up to completion of the online survey. Furthermore, 93% of respondents indicated that they worked in their local areas to provide an activity or service.

A large proportion (86%) of those who took part in the survey felt part of a community. Respondents who answered yes to this question were then asked to name that community. Analysis of the answers indicated different types of responses. These included reference to their geographic location:

Blue Mountains. (16062015 447AM_1JUN)

Reference to community groups or organisations:

Woy Woy community Garden. (16062015 415AM_12JUN)

Or a combination of both:

I volunteer for Coast Community Connections at Woy Woy. This has given me the feeling of belonging to a community. (16062015 1023PM 13JUN)

RECIPROCITY AND COPRODUCTION

Timebanking is distinguished from conventional volunteering by reciprocity and those who give as well as receive from others create an atmosphere of trust. Coproduction is the sense of community and mutual support that results from the combined effort of members. As seen below in Figures 18 - 20, 62% of

survey respondents feel they belong to the Timebanking community, 81% cite the future success of Timebanking as important to them and intend to remain a part of the community for a number of years (88%). The need for reciprocity is shown in Figure 20, with 74% of respondents reporting it was important to give as well as to receive in Timebanking.

Figure 18: Timebanking community attachment

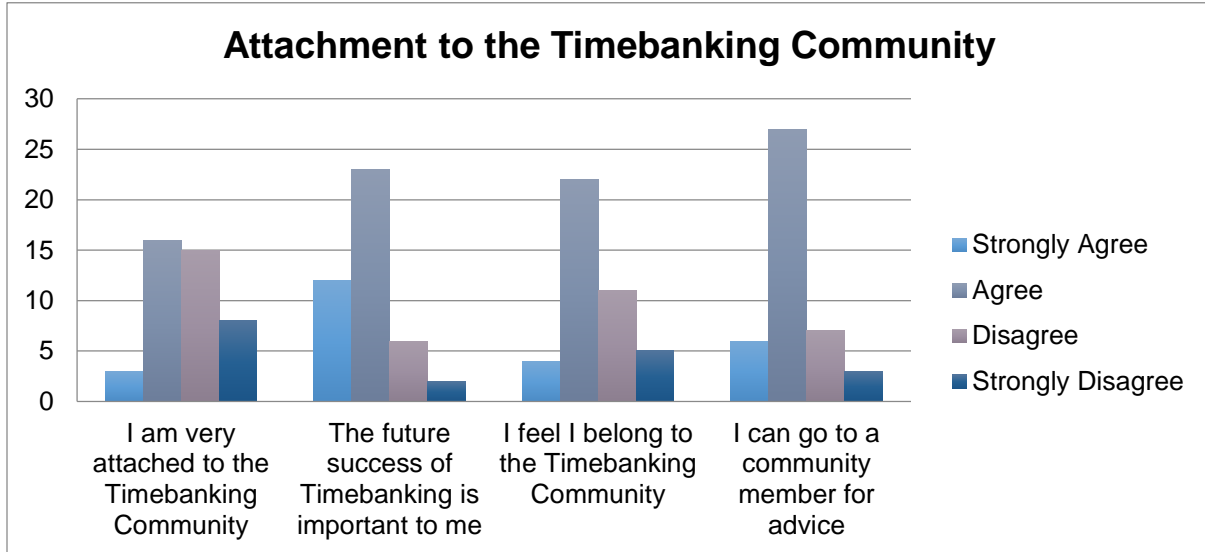
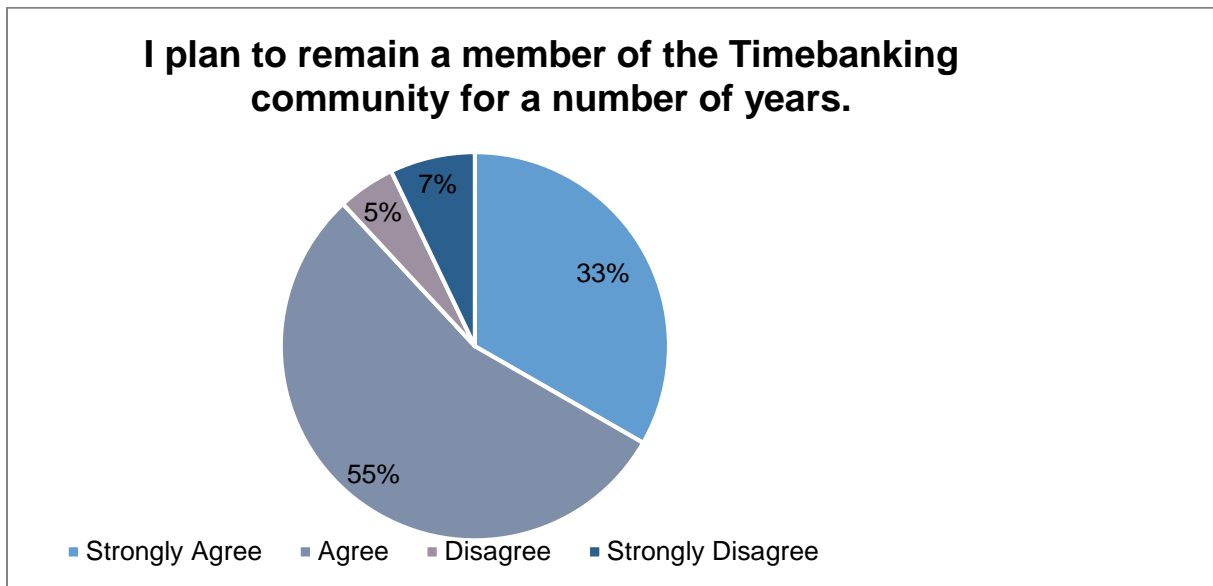
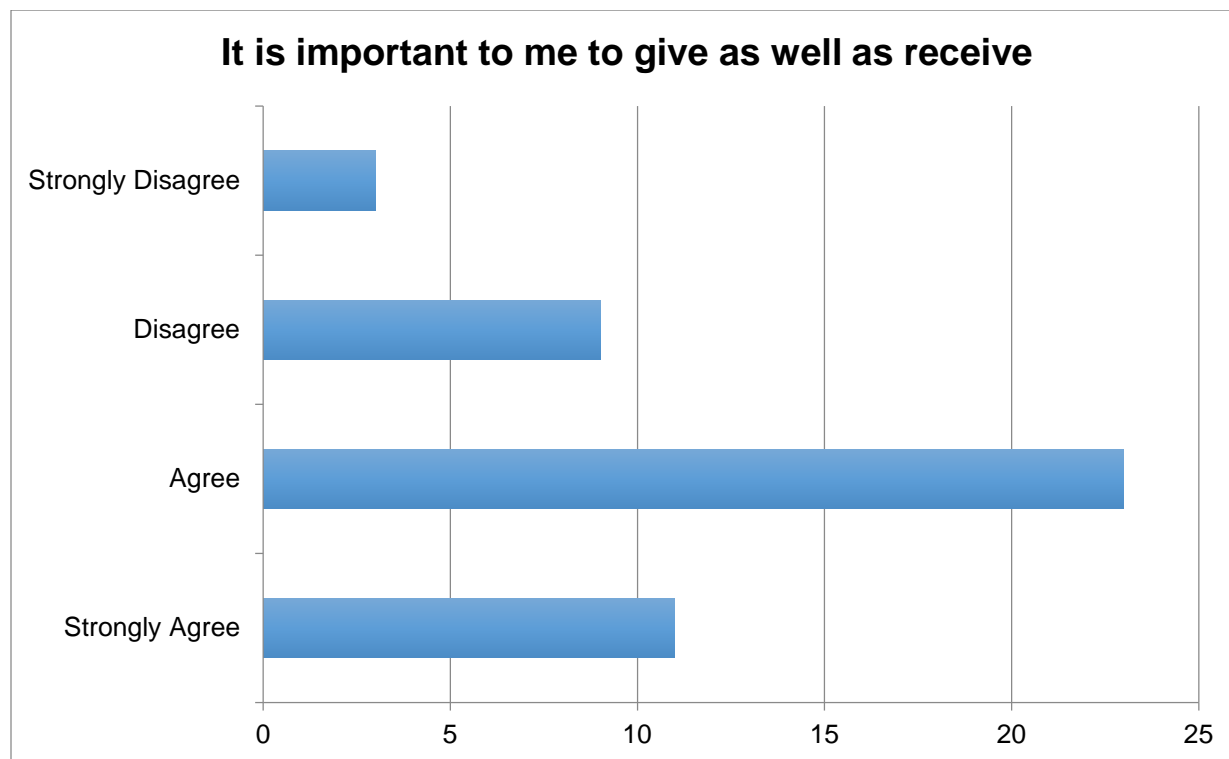


Figure 19: Future commitment to the Timebanking community



Answer Options	Response Percent	Response Count
Strongly Agree	33.3%	14
Agree	54.8%	23
Disagree	4.8%	2
Strongly Disagree	7.1%	3
answered question		42

Figure 20: It is important to me to receive as well as to give in Timebanking



SUMMARY

As Timebanking has expanded and the system has been used for a longer time, evidence relating to the benefits of increased volunteering and addressing the NSW volunteering strategy can be seen. There are currently 5,462 users registered with Timebanking; with a 44% increase in registrations, and an 18% increase in trading resulting in 19,044 hours of volunteering.

As stated in our previous evaluation, the literature indicates gross trading is far from the main indication of Timebanking success operationally. An additional measurement of success relates to the connections that are involved in exchange. To provide this measure further analyses of the new Timebanking sites and existing active memberships will be presented in the final evaluation. We propose to undertake three case studies with subgroups of active participants to explore:

- The relative impact of mutual support (via Timebanking)
- Factors that would encourage future Timebanking take-up and participation in trading, including barriers to trades
- Sustainable practices for the future.

These analyses will aid in the continued growth and sustainability of Timebanking in New South Wales. Consideration of the characteristics present in flourishing sites can also be useful for informing the broader NSW Volunteering Strategy as a successful contemporary model for innovative public policy.

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APPENDICES

APPENDIX A:

SURVEY

PARTICIPANT INFORMATION STATEMENT

NSW VOLUNTEERING EMAIL INVITATION TO PARTICIPANTS

INTRODUCTION

Welcome to the Timebanking Evaluation research project.

We invite you to participate in the Timebanking Evaluation Survey. The results of the survey will help the NSW Government to make Timebanking available to more people in NSW, and **will be used** to improve how Timebanking operates.

Please read and consider the information statement before answering the question below. You may exit at any time by closing your browser.

Informed Consent

1. I have read the information sheet and:

- Yes, I would like to participate
- No, I do not wish to participate

2. Please enter your Timebanking user details in the box below. You will find this in the email you have just received.

If you are having difficulty completing this survey, please contact 02 9561 8597.

TEXT BOX HERE

Section A: Your views on Timebanking

This section asks your views as a registered participant in the Timebanking program about your experience of the program. Please respond to the following statements.

3. My involvement in the Timebanking program has increased the amount of time I spend volunteering.

- Strongly Agree
- Disagree
- Agree
- Strongly Disagree

4. My involvement in the Timebanking program has been a rewarding experience.

- Strongly Agree
- Disagree
- Agree
- Strongly Disagree

5. When I have asked for help through the Timebanking program, I have been satisfied with the result.

- | | |
|---|--|
| <input type="checkbox"/> Strongly Agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly Disagree |

6. The Timebanking program treated me with respect.

- | | |
|---|--|
| <input type="checkbox"/> Strongly Agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly Disagree |

7. Participating in the Timebanking program has helped me learn something new.

- Yes
- No

8. Participating in the Timebanking program has helped me meet some new people.

- Yes
- No

9. Participating in the Timebanking program has helped me feel more prepared for paid work.

- Yes
- No

10. Participating in the Timebanking program has helped me feel better about myself.

- Yes
- No

11. Participating in the Timebanking program has helped me find paid employment.

- Yes
- No

12. If you have any comments about the Timebanking program please provide them in the space below

- TEXT BOX HERE

Section B: How do you use Timebanking?

This section looks at how you use Timebanking.

13. Have you made a trade using Timebanking?

- Yes
- No

14. Would you be interested in participating in a 20-25 minute phone interview with one of our research team? If yes, please provide your details below. If no, please click next.

- TEXT BOXES: Phone, alternative number, time.

15. Do you intend to make a trade in the future?

- Yes
- No (Please specify the main reason you are not intending to trade).
TEXT BOX

Section C: Why do you use Timebanking?

This section asks a few questions about your participation in Timebanking.

16. People who I know in Timebanking need my help

- Strongly Agree
- Disagree
- Agree
- Strongly Disagree

17. Making a contribution is personally important to me

- Strongly Agree
- Disagree
- Agree
- Strongly Disagree

18. To be respected and valued by everyone in my community

- Strongly Agree
- Disagree
- Agree
- Strongly Disagree

19. To make a positive difference to others

- | | |
|---|--|
| <input type="checkbox"/> Strongly Agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly Disagree |

20. To have a personal feel good experience

- | | |
|---|--|
| <input type="checkbox"/> Strongly Agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly Disagree |

21. Participating in Timebanking has assisted me to meet Centrelink obligations

- | | | |
|---|--|-----|
| <input type="checkbox"/> Strongly Agree | <input type="checkbox"/> Disagree | |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly Disagree | N/A |
| | <input type="checkbox"/> | |

22. Timebanking provides an opportunity to use my existing skills

- | | |
|---|--|
| <input type="checkbox"/> Strongly Agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly Disagree |

23. People who are close to me expect me to do this

- | | |
|---|--|
| <input type="checkbox"/> Strongly Agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly Disagree |

24. It is important to me to be able to receive as well as give in Timebanking

- | | |
|---|--|
| <input type="checkbox"/> Strongly Agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly Disagree |

25. The friendships I have with Timebanking members mean a lot to me

- Strongly Agree Disagree
 Agree Strongly Disagree

Section D: Community Connections

This section asks about yourself and your connection with others in the community.

26. How do you feel when you receive help from someone else?

- Delighted/pleased Mixed Unhappy/terrible
 Mostly satisfied Most dissatisfied

27. How do you feel when you give your time to help someone else?

- Delighted/pleased Mixed Unhappy/terrible
 Mostly satisfied Most dissatisfied

28. How satisfied do you feel overall, in your life?

- Delighted/pleased Mixed Unhappy/terrible
 Mostly satisfied Most dissatisfied

29. Do you feel part of a community?

- Yes
 No

30. If yes, could you name the community?

- TEXT BOX

31. Have you attended a community event in the last 6 months?

- Attended a community event
 Did not attend a community event

32. Have you participated in informal social activities in the last 3 months?

- Yes
 No

33. Have you ever worked to provide a service or activity in the local area?

- Have worked to provide service or activity
 Have never worked to provide service or activity

34. Do you believe most people can be trusted?

- Strongly agree Neither agree nor disagree Strongly Disagree
 Somewhat agree Somewhat disagree

35. Do you feel able to have a say within your community on important issues?

- All of the time Some of the time None of the time
 Most of the time A little of the time

36. Do you worry about being able to afford basic services?

- All of the time Some of the time None of the time
 Most of the time A little of the time

Section E: Timebanking Connections

This section asks a few questions about your connections to the Timebanking community. Please respond to the following statements.

37. I am very attached to the Timebanking community

- Strongly Agree Disagree
 Agree Strongly Disagree

38. The future success of the Timebanking community is important to me

- Strongly Agree Disagree
 Agree Strongly Disagree

39. I feel I belong to the Timebanking community

- Strongly Agree Disagree
 Agree Strongly Disagree

40. If I needed advice I could go to a member of the Timebanking community

- Strongly Agree Disagree
 Agree Strongly Disagree

41. I plan to remain a member of the Timebanking community for a number of years

- | | |
|---|--|
| <input type="checkbox"/> Strongly Agree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Agree | <input type="checkbox"/> Strongly Disagree |

Section D: About you

This section asks a few questions about you.

42. How old are you?

- | | | |
|-----------------------------------|----------------------------------|--------------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 35 - 44 | <input type="checkbox"/> 65 - 74 |
| <input type="checkbox"/> 18 – 24 | <input type="checkbox"/> 45 - 54 | <input type="checkbox"/> 75 or older |
| <input type="checkbox"/> 26 - 34 | <input type="checkbox"/> 55 - 64 | |

43. Is a language other than English spoken at home?

- Yes
- No

44. Are you Aboriginal?

- Yes
- No

45. Are you the primary carer of a child, or older relative?

- Yes
- No

46. Are you in a relationship?

- Yes
- No

47. What is your relationship status? (NB: if yes to 31)

- Married De facto Never married

48. What is your relationship status? (NB: if no to 31)

- Never married Divorced Separated

49. What is the highest educational qualification you have completed?

- Primary TAFE (cert/diploma) Postgraduate
 Secondary Undergraduate

Thank you for helping!

B) PARTICIPANT INFORMATION STATEMENT

Timebanking Survey Information

You are invited to be part of a Timebanking evaluation survey. Only people who are Timebanking members and give their informed consent will be part of this research.

Researchers from the Universities of Newcastle and Wollongong are interested in:

- *Getting your feedback on the value of Timebanking*
- *Understanding how you use Timebanking*
- *Considering how Timebanking may influence your life and community*
- *Learning about the people who use Timebanking*

Please read this information statement. If you would like to participate click the 'Yes, I would like to participate' button at the start of the survey. If you do not wish to participate, click the 'No, I do not wish to participate' button.

If you agree to participate, your Timebanking ID number will be made available to the research team. The researchers will not be able to identify you directly. However, they will be able to access the information you provide to the Timebanking program as a registered member.

What do I need to do to take part?

Complete the questions in the online questionnaire. If you do not wish to answer any of the questions you can leave them blank. The survey will take around 10 minutes to complete.

If you have traded you will be invited to participate in a 20 minute phone interview. The interview will be conducted by one of the research team at a time that suits you. If you want to take part we ask for your first name, phone number and a time when a member of the research team can call you.

How will my privacy be protected?

All your data will be kept in secure, locked/or password protected storage and given a code that will only be available to the researchers. If you agree to take part in a phone interview, the research team will only know your first name and phone number. The interviews will be recorded and typed out. If any part of your interview is to be quoted in reports, a made-up name will be used to protect your privacy.

The information will be used anonymously in reports to the NSW Office of Communities. We will also publish articles about what we find out and present these at conferences. No person will be recognised in anything we write or present.

There are no likely risks to you in taking part in the survey or interview. The benefits are to help make Timebanking available to more people in NSW, and to improve how Timebanking operates.

Before you consent to take part, please read this information sheet and be sure you understand it. It is entirely up to you if you want to be part of the research. Whatever your decision, it will not disadvantage you.

Further information

If you would like further information please contact Professor Maxwell Smith on (02) 4985 4957 or email: Maxwell.Smith@newcastle.edu.au

Thank you for considering this invitation.

Kind regards,



Professor Max Smith on behalf of the research team;
(Professors Maxwell Smith, Allyson Holbrook and Peter Siminski, Associate Professor Kevin Lyons, Drs Johanna Macneil, Mark Freeman, Melanie Randle and Daniella Forster, Duncan Rintoul and Elizabeth McDonald).

Complaints about this research

This project has been approved by the University's Human Research Ethics Committee, Approval No. H-2012-0428
Should you have concerns about your rights as a participant in this research, or you have a complaint about the manner in which the research is conducted, it may be given to the researcher, or, if an independent person is preferred, to the Human Research Ethics Officer, Research Office, The Chancellery, The University of Newcastle, University Drive, Callaghan NSW 2308, Australia, telephone (02) 49216333, email Human-Ethics@newcastle.edu.au.

If you are having trouble reading this email, you can read it online.



NSW VOLUNTEERING

Dear Libby

The Office of Communities invites you to participate in a [survey on Timebanking](#).

The results of the survey will help the NSW Government to make Timebanking available to more people in NSW, and to improve how Timebanking operates.

The first question on page two of the survey asks for your Timebanking ID. Your Timebanking ID is: **TBAU000859**.

Please click here to proceed to the [survey](#).

Thank you for your time.

