

# Volunteering Strategy for South Australia 2021–2027

## Action Plan 2025–2027

..... partnering to deliver the  
**Volunteering Strategy**  
for South Australia .....



## A guide for the sector

The Steering Committee for the refreshed Volunteering Strategy for South Australia 2021–2027 (SA Strategy) is proud to present the new Action Plan for 2025–2027. The plan sets out a range of actions to support the implementation of the SA Strategy over the next three calendar years. Its core purpose is to support, engage, grow and celebrate volunteering in all its forms across South Australia. It builds on the comprehensive work achieved by previous action plans and has been further refined and shaped by feedback from both volunteers and stakeholders during public consultations.

The Action Plan 2025–2027 is flexible and will evolve and adapt over time to meet the changing needs and priorities of the sector. Some of the actions in the plan are already underway, others will require focused effort to achieve. The Steering Committee will review outcomes and progress towards actions on a quarterly basis and updates will be published on the [Volunteering Strategy for South Australia website](#).

## Timeframes for actions

- Short: work to commence in 2025
- Medium: work to commence in 2026
- Long: work to commence in 2027
- Existing actions: considered ongoing for the life of the plan unless specified otherwise.

## Glossary of acronyms

Acronym	Name	Description
<b>AA</b>	Ageing Australia (formerly Aged & Community Care Providers Association)	National industry association for providers of residential aged care, seniors housing, home and community care and related services.
<b>DHS</b>	Department of Human Services	South Australian Government department responsible for volunteering policy and funding.
<b>LGA</b>	LGA South Australia	Peak body representing local councils in South Australia.
<b>NFP</b>	Not for Profit	An organisation that does not operate for personal gain, stakeholder profit or benefit.
<b>NGO</b>	Non-Government Organisation	An independent, community-based organisation.
<b>SA</b>	South Australia	Used instead of writing the full state title.
<b>SAACCON</b>	South Australian Aboriginal Community Controlled Organisation Network	Representative body of South Australian Aboriginal community-controlled organisations and peak bodies.
<b>VIO</b>	Volunteer Involving Organisation	Any organisation or business that engages volunteers.
<b>VMA</b>	Volunteer Management Activity Program	Commonwealth funded national program to strengthen and support volunteering across Australia.
<b>VSA&amp;NT</b>	Volunteering South Australia and Northern Territory	Member-based peak body for the volunteering sector in South Australia.

# Focus Area 1 - Invest in the foundations of volunteering

## Theme

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Include and support

## Aim

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Build the capability of organisations to engage in inclusive volunteer management.

## Strategic alignment

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This focus area aligns with Focus Area 1 of the National Strategy for Volunteering: Volunteering is safe, inclusive, accessible, meaningful, and not exploitative.

## State Strategy Priority 1.1

Support organisations to ensure volunteering opportunities are inclusive and accessible to everyone regardless of socioeconomic status, ability, age, gender, sexuality, religion, ethnicity or cultural identity.

### Action 1.1.1

Continue current capacity-building work with VIOs focusing on disability access and neurodivergent affirming practices under the VMA program.

- Status: existing
- Time frame: ongoing
- Lead organisation: VSA&NT

### Action 1.1.2

Scope existing resources related to working inclusively with culturally and linguistically diverse groups, including refugees. Collate a suite of cultural competency resources and training options and promote these to VIOs.

- Status: new
- Time frame: medium
- Lead organisation: VSA&NT

### **Action 1.1.3**

Partner with existing LGBTIQ+ support organisations to collate a suite of resources and training options for VIOs on how to create safe and inclusive environments for volunteers who identify as trans or gender diverse.

- Status: new
- Time frame: short
- Lead organisation: DHS and VSA&NT

### **Action 1.1.4**

Deliver a multi-sector campaign to promote the 'We're Equal' program hosted by Equal Opportunity SA.

- Status: new
- Time frame: medium
- Lead organisation: DHS, LGA, VSA&NT, SA Business Chamber

**State Strategy Priority 1.2**  
Support organisations to use flexible recruitment strategies and offer meaningful opportunities that suit a wide range of volunteers and personal goals.

### **Action 1.2.1**

Provide practical support to VIOs to identify roles that suit different cultures, ages and stages of life, and to use existing volunteer matching apps, platforms and local networks to promote vacancies.

- Status: existing
- Time frame: ongoing
- Lead organisation: VSA&NT

### **Action 1.2.2**

Identify case studies for VIOs to leverage volunteering as a pathway to paid employment for young people and those from marginalised communities.

- Status: existing
- Time frame: ongoing
- Lead organisation: VSA&NT

### **Action 1.2.3**

Develop and implement a campaign to promote and encourage business participation in corporate volunteering programs.

- Status: new
- Time frame: short
- Lead organisation: VSA&NT, SA Business Chamber

### **Action 1.2.4**

Explore ways to include the volunteer voice and lived experience in developing state level policy and initiatives.

- Status: new
- Time frame: medium
- Lead organisation: DHS

### **State Strategy Priority 1.3**

Support organisations working in place to involve local Aboriginal communities as active participants in the development and design of community-led volunteering opportunities that support Closing the Gap outcomes.

#### **Action 1.3.1**

Partner with Aboriginal Community Controlled Organisations, community Elders and networks to collate a suite of resources and training options for VIOs that builds understanding of Aboriginal history, the role of kinship collectives, culture and ongoing impacts of colonisation.

- Status: new
- Time frame: medium
- Lead organisation: DHS and VSA&NT

### **State Strategy Priority 1.4**

Support improved understanding of compliance and risk management so that volunteers are protected and safe from discrimination and exploitation.

#### **Action 1.4.1**

Continue current VIO capacity-building work focusing on compliance, risk management, screening, privacy and confidentiality, and the impacts of State and Commonwealth legislative changes.

- Status: existing
- Time frame: ongoing
- Lead organisation: VSA&NT and DHS

## **Focus Area 2 - Raise the profile and promote the benefits of volunteering**

### **Theme**

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Promote and grow

### **Aim**

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Build community awareness of the benefits and value of volunteering to encourage greater participation and growth.

### **Strategic alignment**

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This focus area aligns with Focus Area 2 of the National Strategy for Volunteering: The diversity of volunteering is articulated and celebrated.

## **State Strategy Priority 2.1**

**Broaden understanding of volunteering and how it is reflected in different cultures and contexts throughout our communities.**

### **Action 2.1.1**

Collate and analyse current research and resources relating to how different cultures view and talk about volunteering.

- Status: new
- Time frame: medium
- Lead organisation: VSA&NT

### **Action 2.1.2**

Based on the findings from Action 2.1.1, partner with representative cultural support organisations to:

- ▶ create a 'cultural language bank' resource for VIOs to use when promoting and recruiting for volunteers within diverse cultural communities
  - ▶ develop stories in a range of formats and languages which demonstrate the many different ways people can volunteer both formally and informally and share these through relevant networks.
- Status: new
  - Time frame: long
  - Lead organisation: VSA&NT

## **State Strategy Priority 2.2**

**Promote how volunteering improves health and wellbeing and benefits the individual, community and the environment.**

### **Action 2.2.1**

Develop a literature review/summary of current studies that demonstrates the health and wellbeing benefits of volunteering for individuals and communities.

- Status: new
- Time frame: medium
- Lead organisation: VSA&NT

### **Action 2.2.2**

Based on the findings from Action 2.2.1, develop a customisable communications toolkit for VIOs that highlights the health and wellbeing benefits of volunteering for specific cohorts (e.g., social media tiles, key messages, infographic data).

- Status: new
- Time frame: medium
- Lead organisation: VSA&NT

### **Action 2.2.3**

Explore opportunities to promote social prescribing of volunteering opportunities to reduce social isolation and loneliness amongst vulnerable populations with the SA Department for Health & Wellbeing.

- Status: new
- Time frame: medium
- Lead organisation: DHS

### **State Strategy Priority 2.3**

Support organisations to adopt community-led approaches to the design and promotion of volunteering opportunities in the priority areas of youth, regional and remote communities and Aboriginal Peoples.

#### **Action 2.3.1**

Explore potential partnership opportunities with SA Regional Development Australia committees, Aboriginal Community Controlled Organisations, local councils and philanthropic groups to support place-based opportunities in regional and remote locations.

- Status: new
- Time frame: long
- Lead organisation: DHS and LGA

#### **Action 2.3.2**

Provide training opportunities for VIOs in community-led and place-based approaches.

- Status: new
- Time frame: Medium
- Lead organisation: DHS and VSA&NT

#### **Action 2.3.3**

Work with the SA Department for Education to promote and expand the current Student Volunteer Army (SVA) pilot to all high schools across the state.

- Status: existing
- Time frame: ongoing
- Lead organisation: VSA&NT and DHS

## **Focus Area 3 - Strong leadership and continuous improvement**

### **Theme**

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Collaborate and improve

### **Aim**

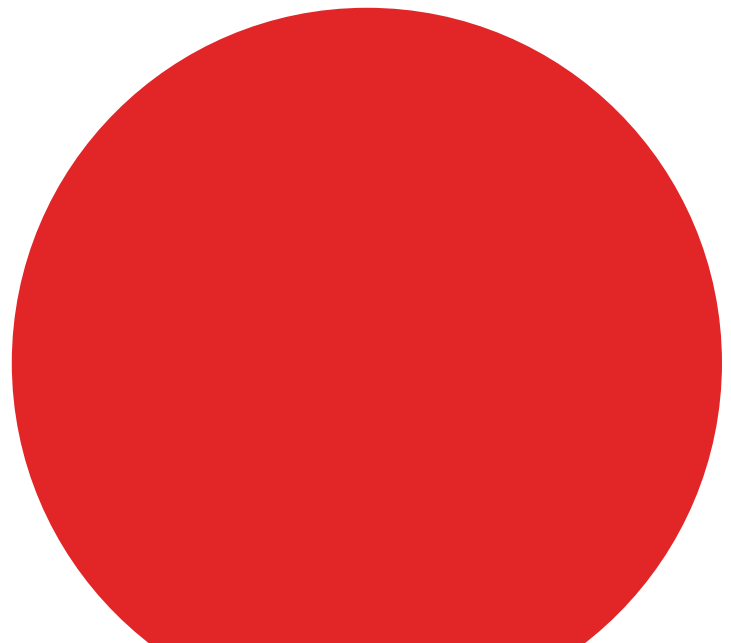
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Build cross-sector relationships, networks and partnerships to improve the effectiveness and sustainability of volunteering across the State.

### **Strategic alignment**

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This focus area aligns with Focus Area 3 of the National Strategy for Volunteering: The right conditions are in place for volunteering to be effective and sustainable.





### State Strategy Priority 3.1

Encourage partnerships and collaboration across government and between industry sectors to promote and sustain volunteering.

#### Action 3.1.1

Collaborate with cross jurisdictional networks to address common barriers to volunteering that fall within the Commonwealth's policy or legislative scope.

- Status: existing
- Time frame: ongoing
- Lead organisation: DHS and Volunteering Australia

#### Action 3.1.2

Develop a plan to promote the Strategy, its aims and priorities across State Government departments and explore opportunities for collaborative investment in related projects.

- Status: new
- Time frame: short
- Lead organisation: DHS

#### Action 3.1.3

Ensure links to the [Commonwealth Department of Health and Aged Care's volunteering resources](#) are promoted on both state and national volunteer platforms.

- Status: new
- Time frame: short
- Lead organisation: AA, VSA&NT and Volunteering Australia

### State Strategy Priority 3.2

Support research into the impact and growth of volunteering and use this data to inform decision-making.

#### Action 3.2.1

Invest in continuing baseline research such as the biennial [State of Volunteering Report for SA](#) to inform funding and policy decisions.

- Status: existing
- Time frame: ongoing
- Lead organisation: DHS and VSA&NT

#### Action 3.2.2

Consider options for partnering and commissioning research in:

- ▶ A longitudinal study to measure the social impact on South Australian individuals who volunteer (possible segmentation by age, location or socioeconomic status)
- ▶ Models to support sustainability of rural volunteering in response to the current [Australian Research Council Linkage Project 'Developing a National Rural Volunteering Roadmap'](#).

- Status: new
- Time frame: medium
- Lead organisation: DHS, VSA&NT and Volunteering Australia

### **State Strategy Priority 3.3**

Ensure organisations have access to relevant information, resources and networks to support effective volunteer governance, management and continuous improvement.

#### **Action 3.3.1**

Enhance the capacity of VIOs by providing ongoing workshops, training, resources, and Communities of Practice focused on risk mitigation, complaint management, and implementation of the [National Standards for Volunteer Involvement](#).

- Status: existing
- Time frame: ongoing
- Lead organisation: VSA&NT

### **State Strategy Priority 3.4**

Encourage organisations to include volunteers and volunteer managers in program planning, design and evaluation.

#### **Action 3.4.1**

Provide training opportunities for VIOs in the principles of co-design versus consultation.

- Status: new
- Time frame: medium
- Lead organisation: VSA&NT

#### **Action 3.4.2**

Identify, document and share examples of organisations or programs who have benefitted from the knowledge, skills and solutions that volunteers and their managers contributed.

- Status: new
- Time frame: long
- Lead organisation: VSA&NT



## **Strategic alignment**

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The actions in this plan support and align with the following strategies:

- [Ageing Australia “You are ACE” workforce recognition initiative](#)
- [Commonwealth Department of Health & Aged Care Volunteer Stories Initiative](#)
- [National Carer Strategy](#)
- [National Standards for Volunteer Involvement](#)
- [RDSA Regional Blueprint](#)
- [State Autism Strategy](#)
- [State Disability Inclusion Plan](#)
- [SA Closing the Gap Implementation Plan](#)
- [SA Multicultural Charter](#)
- [SA Plan for Ageing Well](#)
- [South Australia’s Youth Action Plan](#)
- [Volunteering for the UN Sustainable Development Goals](#)

## **Acknowledgment**

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We wish to acknowledge the valuable support of the Steering Committee in the development of this Action Plan.

## **More information**

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Visit [dhs.sa.gov.au/SAVolunteeringStrategy](https://dhs.sa.gov.au/SAVolunteeringStrategy)

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