

Volunteering Strategy for South Australia 2021-2027

Action Plan 2025-2027

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. This plan sets out a range of actions to support the implementation of the SA Strategy over the next three calendar years. It builds on the comprehensive work achieved by previous action plans and has been informed by stakeholder consultations conducted during the project to refresh the SA Strategy in 2024.

The Action Plan 2025-2027 is flexible and will evolve and adapt over time to meet the changing needs of the sector. Some of the actions in the Action 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 [SA Strategy website](#).

Timeframes

NEW Actions: Short = work to commence in 2025
Medium = work to commence in 2026
Long = work to commence in 2027

Existing Actions: Will be considered ongoing for the life of the plan unless specified otherwise.

Glossary of Acronyms

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

AIM	Build the capability of organisations to engage in inclusive volunteer management.				
Strategic Alignment	State Strategy Priority	Action	Lead Organisation/s	Existing or New	Timeframe
National Strategy for Volunteering: Focus Area 1 Volunteering is safe, inclusive, accessible, meaningful, and not exploitative. Volunteering for the UN Sustainable Development Goals National Standards for Volunteer Involvement State Disability Inclusion Plan State Autism Strategy SA Plan for Ageing Well SA Youth Action Plan SA Closing the Gap Implementation Plan SA Multicultural Charter National Carer Strategy RDSA Regional Blueprint	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.	1.1.1 Continue current capacity-building work with VIOs focusing on disability access and neurodivergent affirming practices under the VMA program. 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. 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. 1.1.4 Deliver a multi-sector campaign to promote the 'We're Equal' program hosted by Equal Opportunity SA.	VSA&NT VSA&NT DHS VSA&NT DHS LGA VSA&NT Business Chamber	Existing NEW NEW NEW	Ongoing Medium Short Medium
	1.2 Support organisations to use flexible recruitment strategies and offer meaningful opportunities that suit a wide range of volunteers and personal goals.	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. 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. 1.2.3 Develop and implement a campaign to promote and encourage business participation in Corporate Volunteering programs.	VSA&NT VSA&NT VSA&NT Business Chamber	Existing Existing NEW	Ongoing Ongoing Short
	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.	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.	DHS VSA&NT	NEW	Medium
	1.4 Support improved understanding of compliance and risk management so that volunteers are protected and safe from discrimination and exploitation.	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.	VSA&NT DHS	Existing	Ongoing

Focus Area 2 – Raise the profile and promote the benefits of volunteering

THEME: PROMOTE & GROW

AIM	Build community awareness of the benefits and value of volunteering to encourage greater participation and growth.				
Strategic Alignment	State Strategy Priority	Action	Lead Organisation/s	Existing or New	Timeframe
National Strategy for Volunteering: Focus Area 2 The diversity of volunteering is articulated and celebrated. Volunteering for the UN Sustainable Development Goals National Standards for Volunteer Involvement State Disability Inclusion Plan State Autism Strategy SA Plan for Ageing Well SA Youth Action Plan SA Closing the Gap Implementation Plan SA Multicultural Charter National Carer Strategy RDSA Regional Blueprint	2.1 Broaden understanding of volunteering and how it is reflected in different cultures and contexts throughout our communities.	2.1.1 Collate and analyse current research and resources relating to how different cultures view and talk about volunteering. 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 & 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.	VSA&NT VSA&NT	NEW NEW	Medium Long
	2.2 Promote how volunteering improves health and wellbeing and benefits the individual, community and the environment.	2.2.1 Develop a literature review/summary of current studies that demonstrate the health and wellbeing benefits of volunteering for individuals and communities.	VSA&NT	NEW	Medium
		2.2.2 Based on the findings from Action 2.2.1, develop a customizable 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).	VSA&NT	NEW	Medium
		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.	DHS	NEW	Medium
	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.	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 & remote locations.	DHS LGA	NEW	Long
		2.3.2 Provide training opportunities for VIOs in community-led and place-based approaches.	DHS VSA&NT	NEW	Medium
		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.	VSA&NT DHS	Existing	Ongoing

Focus Area 3 - Strong leadership and continuous improvement

THEME: COLLABORATE & IMPROVE

AIM	Build cross-sector relationships, networks and partnerships to improve the effectiveness and sustainability of volunteering across the State.				
Strategic Alignment	State Strategy Priority	Action	Lead Organisation/s	Existing or New	Timeframe
National Strategy for Volunteering: Focus Area 3 The right conditions are in place for volunteering to be effective and sustainable. Volunteering for the UN Sustainable Development Goals National Standards for Volunteer Involvement SA Closing the Gap Implementation Plan SA Multicultural Charter RDSA Regional Blueprint Commonwealth Department of Health & Aged Care Volunteer Stories Initiative Ageing Australia "You are ACE" workforce recognition initiative	3.1 Encourage partnerships and collaboration across government and between industry sectors to promote and sustain volunteering.	3.1.1 Collaborate with cross jurisdictional networks to address common barriers to volunteering that fall within the Commonwealth's policy or legislative scope. 3.1.2 Develop a plan to promote the Strategy, it's aims and priorities across State Government departments and explore opportunities for collaborative investment in related projects. 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.	DHS Volunteering Australia DHS AA VSA&NT Volunteering Australia	Existing NEW NEW	Ongoing Short Short
	3.2 Support research into the impact and growth of volunteering and use this data to inform decision-making.	3.2.1 Invest in continuing baseline research such as the biennial State of Volunteering Report for SA to inform funding and policy decisions. 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'.	DHS VSA&NT DHS VSA&NT Volunteering Australia	Existing NEW	Ongoing Medium
	3.3 Ensure organisations have access to relevant information, resources and networks to support effective volunteer governance, management and continuous improvement.	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 .	VSA&NT	Existing	Ongoing
	3.4 Encourage organisations to include volunteers and volunteer managers in program planning, design and evaluation.	3.4.1 Provide training opportunities for VIOs in the principles of co-design versus consultation.	VSA&NT	NEW	Medium
		3.4.2 Identify, document and share examples of organizations or programs who have benefitted from the knowledge, skills and solutions that volunteers and their managers contributed.	VSA&NT	NEW	Long