

# Volunteering Strategy for South Australia 2021–2027

## Draft Action Plan 2025–2027

### Feedback summary

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

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## Acknowledgement of Country

We acknowledge and respect Aboriginal Peoples as the State's first Peoples and nations and recognise them as traditional owners and occupants of land and waters in South Australia.

Further, we acknowledge that the spiritual, social, cultural and economic practices of Aboriginal peoples come from their traditional lands and waters, that they maintain their cultural and heritage beliefs, languages and laws which are of ongoing importance, and that they have made and continue to make a unique and irreplaceable contribution to the state.

## Background

Following the launch of the refreshed Volunteering Strategy for South Australia 2021-2027 (the Strategy) in December 2024, the governing Steering Committee was tasked with developing a new Action Plan to support implementation and drive priority work over the remaining years of the Strategy.

The Draft Action Plan 2025-2027 (draft plan) was subsequently developed, building on the comprehensive work achieved by previous plans and reflecting the views of a broad cross-section of stakeholders from across the South Australian volunteering ecosystem.

The draft plan contained a mix of existing and new initiatives so that current work across the sector could be captured and celebrated and was designed to be flexible over time. Importantly, every action in the draft plan linked directly to one or more of the 3 Priority Focus Areas in the refreshed Strategy.

## What we asked

The draft plan was released for public consultation on the YourSay platform over a four-week period from 25 March to 23 April 2025.

Information about the consultation was sent via email to 35,436 registered YourSay users along with promotions on social media. Each Steering Committee member also distributed the YourSay link to their sector networks ensuring a wide and diverse pool of volunteering stakeholders were given the opportunity to review the draft plan and provide feedback.

Respondents were asked to complete an anonymous short survey of five questions, with the option to provide a written or oral submission directly to DHS if preferred.

### **Survey questions:**

1. Where in SA are you based? (pick list)
2. In what capacity are you providing your feedback? (pick list)
3. Do you feel the proposed actions align with your needs? (pick list)
4. Are there any actions that you think are missing or could be improved? Please describe what you would like to see added or changed. (free text)
5. Is there any other feedback you would like to provide about the draft Action Plan or how it could be implemented? (free text)

## Who responded & what we heard

We received a total of 17 responses during the consultation period with 69% of respondents based in metropolitan Adelaide and 31% in regional SA.

The majority of respondents were volunteers (56%), followed by paid volunteer managers/coordinators (25%) and volunteer-involving organisations (19%).

Five respondents felt the draft plan aligned with their needs, ten felt it somewhat aligned and two felt it did not align at all.

Whilst positive overall, the strongest theme that emerged from responses to questions 4 and 5 came from volunteers themselves, who felt that the draft plan lacked opportunities for them to influence volunteer-related policy and strategy within their organisations and more broadly.

There was strong support from volunteers for greater promotion of the benefits of volunteering such as better mental health and making new social connections. Reimbursement of expenses, opportunities to extend skills and pathways to paid employment were also suggested.

Volunteer managers and organisations would like to see issues related to insurance and overall regulatory burden addressed, particularly small organisations who are entirely volunteer run.

Continuity of funding and sustainable investment in the disaster recovery sector was also highlighted along with centralised streamlining of compliance and onboarding requirements.

## What we changed

In response to this feedback we have made a number of changes to the final plan including strengthening the opening statement to make clear the plan is for all volunteers across all sectors and roles.

We also created an additional action (Action 1.2.4) led by DHS which will explore ways to engage volunteers in policy planning and initiatives at the state-level.

Issues that are cross-jurisdictional in scope, such as portable National Police Checks, regulatory requirements and volunteer insurance, have been noted for further investigation and discussed with relevant state and federal departments.

Some of the broader systemic changes needed will also be addressed through the new [National Action Plan 2024-2027](#), which delivers on the [National Strategy for Volunteering 2023-2033](#).

## Next steps & thanks

We gratefully acknowledge the time given and shared insights of everyone who provided feedback. Your contributions have directly shaped and improved the final [Action Plan 2024-2027](#) which was released by the Hon Nat Cook, Minister for Human Services and Minister for Seniors and Ageing Well, during National Volunteer Week in May 2025.

The governing Volunteering Strategy Steering Committee is committed to ongoing engagement with people with lived experience, priority populations, and relevant stakeholders throughout the implementation of the Action Plan. Regular progress reports will be published on the DHS website, and we welcome feedback about the Strategy or Action Plan at any time via email to [OFV@sa.gov.au](mailto:OFV@sa.gov.au).