

Volunteering Strategy for South Australia 2021-2027

Two-year Action Plan 2021-2023

This plan sets out preliminary actions to implement the Volunteering Strategy for South Australia for the financial years 2021-2023.

Some of the work is well defined, while other aspects will require further research and development.

Resources and responsibilities to progress specific areas of work have been identified through wide consultation with a range of stakeholders.

This is a live document which will be updated in response to the implementation of the strategy.

Delivery of actions will be supported by the establishment of topic-driven working groups across local and state government and non-government agencies which will report to the Volunteering Strategy Partnership Board (Partnership Board).

Working groups will:

- confirm clear terms of reference
- make decisions about the scope of projects and find / suggest possible partners
- work out priorities, resources, and timelines
- drive the activities to deliver project outcomes
- measure the success of the projects
- provide regular reports to the Partnership Board on activity progress.

This action plan will be reviewed every two years and actions agreed across all sectors through the life of the Strategy.

Focus Area 1 - Invest in the foundations of volunteering

This area will focus on the value and benefits of volunteering to the individual, the local community and across South Australia.						
To build the capability of volunteer involving organisations to inclusively engage, train and support volunteers.						
Stakeholders:						
<ul style="list-style-type: none"> Local councils State government agencies Volunteer involving organisations (Volunteer Resource Centres & non-government agencies) Businesses 						
In six years we will see:	Priorities	Actions	Description (existing / new initiatives)	Lead and partners	Working group category	Timescale (from project start date) • Short term: 6 months • Medium term: 1-2 years • Long term: 2 years +
An increased awareness of how volunteering builds skills, interests, talents, and education in individuals which contributes to community health.	1.1 Promote how volunteering improves health and wellbeing and benefits the individual, community, and the environment.	1.1.1 Undertake research on the current state of the South Australian volunteer sector and how this relates to wellbeing in older adulthood.	Existing Re-imagining Volunteering Research project.	Office for Ageing Well ACH Flinders University	Capacity building	Short term
		1.1.2 Undertake research on exploring rural South Australians' perspectives on volunteering for health promotion in their local communities.	Existing Improving rural health through	University of South Australia	Capacity building	Short term

		- Connect to studies where primary research focuses on rural volunteering ie National Rural Volunteering Road Map project	volunteering research project.			
		1.1.3 Promote Five Ways to Wellbeing campaign that encompasses simple and proven actions to help people find balance, and practise activities that are known to boost mental health and wellbeing.	Existing Evidence-based framework with a focus on giving.	SA Health Department of Human Services	Communi cations	Short term
		1.1.4 Develop a communications strategy to convey the motivations, value, benefits and impact of volunteering. This can include targeted promotional campaigns focusing on specific areas of volunteering eg volunteer recognition, health benefits, community benefits, economic benefits, job ready skills, networking benefits.	New	TBC	Communi cations	Short term
The diversity of our communities will be reflected more proportionately within the volunteering community.	1.2 Encourage organisations to connect with the community and engage with volunteers who have a range of ability, age, gender, ethnicity or sexuality.	1.2.1 Promote existing programs and resources that support volunteer involving organisations to increase the numbers of volunteers from under-represented groups, for example: <ul style="list-style-type: none"> - Volunteerability - Talking about your disability your way guide - VIBE Volunteering (Valuing Individuals Background and experience); - - Cross-Cultural Training for Volunteer Involving Organisations 	Existing These programs aim to create more inclusive communities by expanding organisational practices and growing opportunities for all volunteers in South Australia.	All stakeholders	Communi cations	Short term
More young people will be volunteering, especially in regional areas.	1.3 Support organisations to find new ways to keep and encourage regional and metropolitan volunteers, as well as targeting young people.	1.3.1 Identify state-wide opportunities around how young people can participate in their communities and feel supported and valued for their contributions.	Existing V.Y.P.I. working group (Volunteering. Youth. Participation. Impact.).	Education sector (schools & tertiary institutions) Local councils	Youth	Long term

				State Government agencies Non-government organisations Volunteer Resource Centres		
		1.3.2 Pilot a Youth into Volunteering 'connector' program aimed at developing employment and study pathway opportunities for young people through volunteering by strengthening the links between schools, tertiary institutions, and volunteer involving organisations.	New	Department of Human Services Northern Volunteering SA Southern Volunteering SA	Youth	Short term
		1.3.3 Promote the use of existing tools to help volunteer involving organisations improve their ability to encourage and keep volunteers - <u>The Recruitability Tool</u> - <u>Volunteer Convertability Calculator</u> Support new and existing network events (eg Expos) to connect potential volunteers with volunteer involving organisations	New	All stakeholders	Communications	Short term

Focus Area 2 - Communicate the benefits of volunteering

This area will focus on continuing to advocate for volunteering and raising the awareness of the range of volunteering activities available.

To raise the profile of volunteering in the community to encourage greater participation.

Stakeholders:

- Local councils
- State government agencies
- Volunteer involving organisations (Volunteer Resource Centres & non-government agencies)
- Businesses

In six years' time we will see:	Priority	Actions	Description (existing / new initiatives)	Lead and partners	Working group category	Timescale (from project start date) • Short term: 6 months • Medium term: 1-2 years • Long term: 2 years +
A stronger culture of volunteering, leading to a potential increase in volunteer participation	2.1 Make sure volunteers and their managers know about different ways to communicate and interact, so that: <ul style="list-style-type: none"> • volunteers can communicate well with each other • the community knows how volunteers help them • people who want to volunteer know what their options are. 	2.1.1 Promote ways volunteering involving organisations can harness the use of emerging technology to add value, empower and cultivate a connected volunteering environment: <ul style="list-style-type: none"> - use hashtags - social media platforms - websites - community radio - Increased use of alternative volunteer recruitment websites (Integrate with actions in Focus Area One)	New	All stakeholders	Communications	Short term
More people will know how and where they can get	2.2 Make sure that people can choose volunteer activities that suit them and help achieve personal goals.	2.2.1 Support the ongoing development of the volunteering database, WeDo App.	Existing App where individuals can easily find	Department of Human Services	Capacity building	Long term

involved in volunteering.	Do this by having flexible ways of finding volunteers and a wide range of volunteer positions to choose from.	(Integrate with actions in Focus Area One and 2.1.1)	volunteering opportunities.	Department of Recreation Sport and Racing Volunteering SA&NT		
		2.2.2 Support Volunteer involving organisations to introduce flexible volunteering options (eg short-term options including event volunteering, emergency relief, skilled volunteering on specific initiatives). (Integrate with actions in Focus Area One, 2.1.1 and 2.2.1)	New	TBC	Capacity building	Long term

Focus Area Three - Implement leading practice and high-quality standards

This area will focus on organisations having high management standards to make sure that volunteers have the resources and support to do their work to the best of their ability.

Organisations have access to relevant information, resources and networks to establish effective management practices.

Stakeholders:

- Local councils
- State government agencies
- Volunteer involving organisations (Volunteer Resource Centres & non-government agencies)
- Businesses

In six years' time we will see:	Priority	Actions	Description (existing / new initiatives)	Lead and partners	Working group Category	Timescale (from project start date) • Short term: 6 months • Medium term: 1-2 years • Long term: 2 years +
Increased skills and knowledge of people who manage volunteers	3.1 Help volunteer involving organisations to develop good volunteer management practices, appropriate structure and governance, and relevant training opportunities for volunteers.	3.1.1 Promote and encourage the National Standards for Volunteer Involvement and the use of development toolkits to volunteer involving organisations in order to support good practice in volunteer management. - Contribute to future review of the National Standards for Volunteer Involvement and STARservice	New	Volunteering SA&NT Department of Human Services Current existing networks	Capacity building	Medium term
		3.1.2 Examine scope to develop competency framework / self-assessment tool to support the professionalisation of volunteer management and coordination (eg training, qualifications, policy and procedure, information management).	New	Existing Volunteer Manager Networks	Capacity building	Long term

		- Consider adaption of existing frameworks such as the Leaders of Health Volunteer Engagement competency framework; Council for Certification in Volunteer Administration self-assessment tool.				
		3.1.3 Identify and promote existing initiatives that bring together free useful, evidence-based and current good practice resources to support effective volunteer management. - Volunteering Resource Hub - Not-for-profit Law Hub	New	All stakeholders	Communications / Capacity building	Short term
An increase in the quality of the volunteering experience for all	3.2 Increase the understanding of compliance and risk management to make sure that clients, volunteers and staff are protected and safe.	3.2.1 Support the delivery of recommendations identified in the report Management of Volunteer Disputes in South Australia to make sure volunteering is a positive and safe experience.	Existing (continued action from first strategy) working group established to undertake research and consultation with the volunteer sector to understand the nature and scope of the problems experienced. Management of Volunteer Disputes in South Australia report delivered, fulfilling election commitment. New	Department for the Premier and Cabinet Department of Human Services Consumer and Business Services Equal Opportunity Commission Office of the Commissioner for Public Sector Employment City of Norwood City of Onkaparinga Justice Connect Volunteering SA&NT	Communications / Capacity building	Medium term

			Consider actions in response to recommendations outlined in the report to enhance the volunteering experience.			
		3.2.2 Investigate broadening opportunities to access free National Police Checks to include State Government Agencies and local councils .	New	Public Sector Volunteer Policy Network Local Government Volunteer Managers Network Department of Human Services SA Police	Capacity building	Medium term
		3.2.3 Investigate extending access to Employee Assistance Programs to volunteers.	New	Existing Volunteer Manager Networks	Capacity building	Medium term
		3.2.4 Continue to advocate for consistency in volunteer management across local and state government, and non-government organisations.	New	Existing Volunteer Manager Networks	Capacity building	Medium term

Focus Area Four - Continuous improvement

This area will focus on helping government, business and not-for-profit organisations and groups improve how they build the community through volunteering.

To continue to build relationships, networks and partnerships to maintain the impact of volunteering on our communities.

Stakeholders:

- Local councils
- State government agencies
- Volunteer involving organisations (Volunteer Resource Centres & non-government agencies)
- Businesses

In six years' time we will see:	Priority	Actions	Description (existing / new initiatives)	Lead and partners	Working group	Timescale (from project start date) • Short term: 6 months • Medium term: 1-2 years • Long term: 2 years +
Strengthened relationships and linkages	4.1 Encourage partnerships and collaboration between different sectors to promote and sustain volunteering.	4.1.1 Develop the potential for further volunteering partnerships between government, the business sector, and community organisations - Working with government and the corporate sector to develop volunteering among employees, which could include an extension of Volunteering SA&NT's Business & Corporate Volunteer program	Existing Brokerage service that facilitates successful NFP - Business and corporate volunteering opportunities. The service also helps businesses and NFPs to develop their own NFP – Business and Corporate Volunteering program.	Department of Human Services Volunteering SA&NT Business SA Local Government Association of SA	Capacity building	Long term
		4.1.2 Showcase the range of multi-stakeholder initiatives helping to contribute to achieving Volunteering Strategy outcomes	Upkeep of dedicated Volunteering Strategy for SA project hub webpage, that promotes different sectors working together in a collaborative way by pooling	Department of Human Services	Communications	Long term

			resources, knowledge and expertise			
Improved assistance for volunteer involving organisations to help them support volunteers and develop the skills of volunteer managers	4.2 Encourage continuous improvement in volunteer management and engagement.	4.2.1 Continue to promote and facilitate networks aimed at stakeholders who manage or supervise volunteers to be able to connect, share information and expertise and collaborate on initiatives relevant to volunteer management.	Existing Organise and convene quarterly meetings	Local Government Volunteer Managers Network Public Sector Volunteer Policy Network Regional and metro Volunteering Managers Network Grassroots associations	Capacity building	Long term
		4.2.2 Explore forum opportunities which will showcase good practice and address key areas in the development of volunteering.	New	Department of Human Services Volunteering SA&NT Local Government Association of SA Business SA	Capacity building	Short term
		4.2.3 Scope developing a pilot project for professional mentoring as a support to volunteers and smaller Volunteer Involving Organisations	New	Business SA Volunteering SA&NT	Capacity building	Medium term
		4.2.4 Build on existing network eNewsletters or utilise a specific eNewsletter to incorporate volunteer management content	New	Existing Volunteer Managers Networks	Communications / Capacity building	Short term

		or consider other methods for combining communications.				
Greater understanding among public, policy makers and decision makers of the impact of volunteering	4.3 Support research on the impact and growth of volunteering.	4.3.1 Scope ways to provide more structured volunteer pathways to employment. This might include apprenticeships / traineeships.	Existing Research project aimed at developing a new model formally recognising the competencies and experiences gain through volunteering as prior learning.	Department of Human Services Department of Innovation and Skills Volunteering SA&NT Associate Professor Lisel O'Dwyer	Capacity building	Short term
		4.3.2 Explore the potential to develop a centralised database of research on volunteering occurring in South Australia. (Integrate with actions from Focus Area One)	New	Tertiary / research institutions	Capacity building	Long term