

Volunteering Strategy for South Australia 2021-2027



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



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Message

Volunteering Strategy for South Australia signing partners

Building on the success of the Volunteering Strategy for South Australia 2014-2020, we are proud to deliver a second Volunteering Strategy for our state from 2021 to 2027.

To make volunteering better and stronger in our State, we need to understand why people volunteer. We need to increase the promotion of the personal and professional benefits of volunteering and make sure there are meaningful volunteering opportunities available to people wanting to engage with their community. To make sure the volunteering sector will be well prepared for the future, we need to support volunteer involving organisations as they look at new ways to promote volunteering, find new ways to engage volunteers and create more diverse workplaces.

This strategy sets out our volunteering goals and commitments for the next six years. It outlines how we will keep improving the volunteering experience for South Australians. There will be many opportunities to do this, particularly as society changes alongside the volunteering behaviours of a growing population.

We are focused on strengthening cross-sector collaboration. When we all connect through diverse networks, we make volunteering stronger, more inclusive and more sustainable. As partners, we know that volunteering is integrated across all levels of government, business and not-for-profit sectors. This new strategy will implement effective ways to collaborate, participate and set measurable ways to record our achievements.

Volunteers come from all walks of life and share a common objective – to give something back. Whether in aged care, the arts, community welfare, disability, education, emergency services, environment, health or sport, volunteering must be well supported, managed and valued.

We look forward to continue working with the sector to recognise and support everyone who volunteers and make sure volunteering continues to be at the heart of our community.

HON MICHELLE LENSINK
Minister for Human Services
Government of South Australia

EVELYN O'LOUGHLIN
Chief Executive Officer
Volunteering SA&NT

MATT PINNEGAR
Chief Executive Officer
Local Government Association of SA

MARTIN HAESE
Chief Executive Officer
Business SA

Our vision

Meaningful participation in volunteering leads to healthier, more resilient people and communities.

Definition of volunteering

“ Volunteering is time willingly given for the common good and without financial gain ”

Volunteering Australia

Why volunteering is important

Volunteering is the key strength in our most vulnerable communities

South Australia has a long history of volunteering and the value of volunteering contributes directly to the health and wellbeing of individuals, our communities and the economy of our state.

Volunteering keeps our communities and organisations working together. It maintains the quality of life in our communities by meeting critical, local needs and enables individuals, families and community groups to offer essential support and enhance their future potential.

“ Volunteering is important to the health and wellbeing of volunteers and to the economy ”

Australian Institute of Health and Welfare¹.

Volunteers enhance an organisation's brand and image and can help improve performance by bringing new people and ideas into the organisation.

“ Volunteers broaden their social networks and professional skills through volunteering ”

Volunteering Australia and PricewaterhouseCoopers Australia²

Through volunteering, we are committed to working towards the United Nations Sustainable Development Goals.



Volunteering in South Australia at a glance³

OVER
900,000
SOUTH AUSTRALIANS
VOLUNTEER

\$5 BILLION
ESTIMATED
ECONOMIC IMPACT

173
MILLION
VOLUNTEER HOURS
PER WEEK

45% ENGAGE
IN
FORMAL
VOLUNTEERING

BREAKDOWN FORMAL VOLUNTEERING

42% AGED 15-34

51% AGED 35-51

43% AGED OVER 55

COMMON REASONS FOR VOLUNTEERING

HELPING OTHERS IN THE COMMUNITY
TO GIVE SOMETHING BACK
SHARE SKILLS AND EXPERIENCE

COMMON BENEFITS FROM VOLUNTEERING

PERSONAL SATISFACTION
FRIENDSHIP
FEELING PART OF THE COMMUNITY

MORE VOLUNTEERS IN RURAL REGIONS THAN VOLUNTEERS IN METRO REGIONS

WOMEN

ARE MORE LIKELY TO VOLUNTEER THAN MEN
BUT THE 2% GAP IS CLOSING

GROUPS AUSTRALIAN-BORN ARE MORE LIKELY TO VOLUNTEER THAN OVERSEAS-BORN

Infographs indicate: Over 900,000 South Australians Volunteer; estimated economic impact of \$5 billion; 173,000,000 volunteer hours per week; 45% engage in formal volunteering; 42% are aged 15-34; 51% aged 35-51; 43% aged over 55; more volunteers in rural regions than volunteers in metro regions; women are more likely to volunteer than men (but the 2% gap is closing); Australian-born groups are more likely to volunteer than overseas-born groups. Common reasons to volunteer include: to help others in the community; to give something back; share skills and experience. Common benefits from volunteering include: personal satisfaction; friendship; feeling part of the community.

Our Goals

1 Invest in the foundations of volunteering

This goal focuses on the value and benefits of volunteering to the individual, the local community and across South Australia.

- 1.1 Promote how volunteering benefits the individual, community, and society. Help volunteers to achieve personal goals and improve their health and wellbeing through volunteering.
- 1.2 Include a diverse range of volunteers to connect with the community. Make sure that everyone knows they can make a valuable contribution regardless of age, culture, gender or ethnicity.
- 1.3 Find new ways to recruit and retain regional and rural volunteers.

2 Communicate the benefits of volunteering

This goal focuses on continuing to advocate for volunteering and raise the awareness of the range of volunteering activities available.

- 2.1 Make sure volunteers and their managers know about different ways to communicate and interact, so that:
 - volunteers can communicate well with each other
 - the community knows how volunteers help them
 - people who want to volunteer know what their options are.
- 2.2 Make sure that people can choose volunteer activities that suit them. Do this by having flexible ways of finding volunteers and a wide range of volunteer positions to choose from.

3 Implement leading practice and high quality standards

This goal focuses 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.

- 3.1 Help volunteer involving organisations use good volunteer management practices so they are accountable and that volunteers are trained to a high standard.
- 3.2 Increase the understanding of compliance and risk management to make sure that clients, volunteers and staff are protected and safe.

4 Continuous improvement

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

- 4.1 Encourage partnerships and collaboration between different sectors to promote and sustain volunteering.
- 4.2 Encourage continuous improvement in volunteer management and engagement.
- 4.3 Support research on the impact and growth of volunteering.

How will we reach the goals

To make our community healthier and more resilient through effective partnerships with communities and organisations

Cross-sector partnerships that involve state and local government, business and not-for-profit organisations are essential to achieving real social impact. This strategy will open up innovative ways of working, organise expertise and resources, create shared accountability, and generate shared value. Each sector has a key role to play, and through collaboration real transformation will happen.

Organising the collaborative effort takes work, so we will use a collective impact approach to reach our goals⁴.

We will:

Make sure that shared goals and outcomes are met – to support all parties work together to achieve shared objectives.

Ensure accountability – by documenting and analysing results, and sharing evidence and lessons with stakeholders.

Build strong relationships and partnerships – by establishing long-term, mutually respectful and valued cross-sector partnerships.

Support good governance – by having a partnership board that drives the achievement of our shared goals.

Establish a supporting team – to support the partnership board and coordinate the work. This will be known as the secretariat.

Design effective place-based approaches – by encouraging locally driven projects that respond to local needs.

Support capacity development – by developing and strengthening skills, abilities, and resources for organisations and communities.

Communicate better – by encouraging open communication to improve knowledge and resource sharing.

Support co-design – by bringing people and professionals together to share expertise and make decisions together.

Cross-sector partnership model

Volunteer Ecosystem

Strategic guidance and support to supporting networks

Partner-driven specific action, projects and initiatives for community

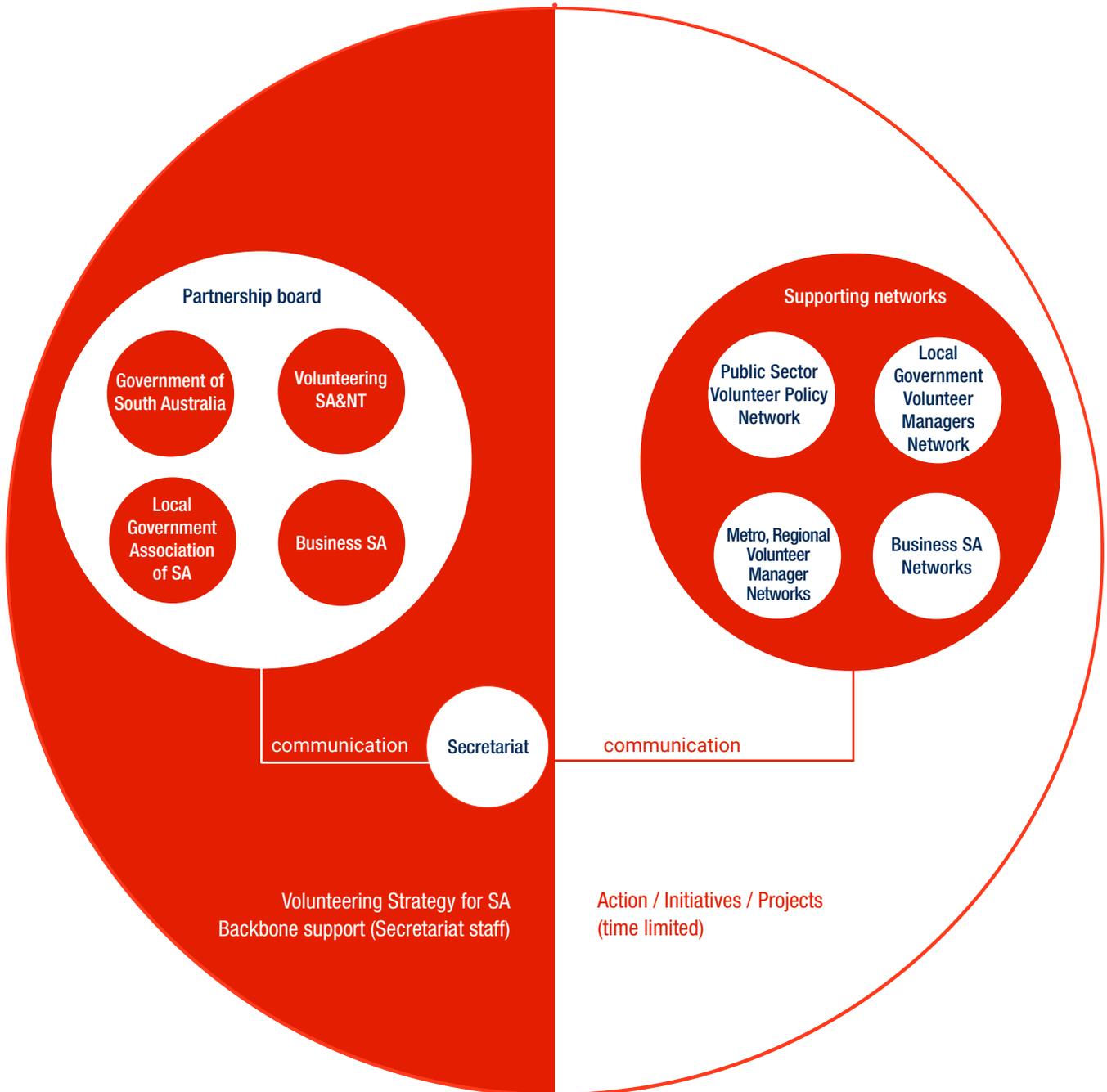


Diagram illustrates the ecosystem of Community Partners. It shows strategic guidance and support coming from the Partnership Board, and how that support flows in a two way direction with Community Partners via partner-driven action.

Roadmap



Delivering on outcomes

Using the approach we outline in How we will reach the goals (page 8), we will create an action plan to achieve the goals that we've listed in Our goals (page 6).

The action plan will support collaboration on specific projects by establishing working groups across local and state government and non-government agencies.

Working groups will:

- make decisions about the scope of projects and find possible partners
- work out priorities, resources and timelines
- oversee the actions to deliver the projects
- measure the success of the projects.

Demonstrating the impact

We will report on the strategy every two years.

The strategy will be flexible so that it can respond to new developments in volunteering.

Looking to the future

The cross-sector partnership will make sure that the strategy meets the needs of the volunteering sector, as well as keep up to date with changes in research, technology and best practice volunteering.

We will review our progress and have clear ways to improve the volunteering experience for everyone.



Shaping this strategy

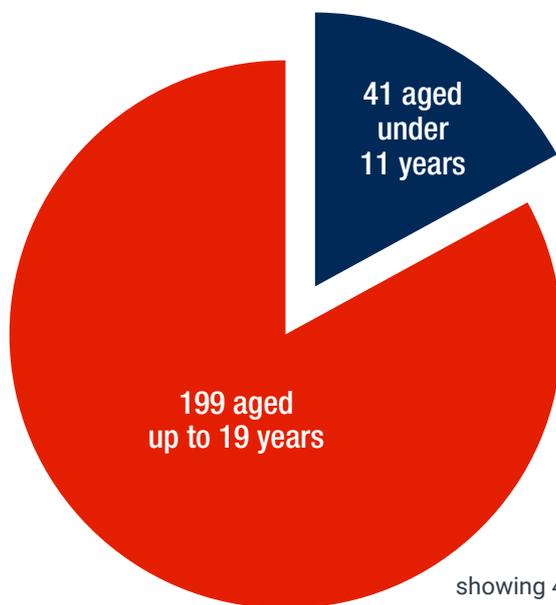
Community members, volunteers, and the volunteering sector have contributed to this strategy through a range of public and stakeholder consultations (April 2020 to February 2021).

“ Recognition of volunteering as a state agenda that is active and doesn't just sit in the Volunteering Strategy ”

Feedback from a volunteer involving organisation

Who we heard from

240 school students and young people



Pie chart showing 41 people aged under 11 years and 199 people aged up to 19 years.

366 volunteers, volunteer-involving organisations and members of the community

REPRESENTED GROUPS

- Aboriginal people
- Culturally diverse groups of people
- Young and older people
- People with disability
- Sporting clubs
- Regional and emergency services
- Volunteer resource centres
- Volunteer involving organisations
- Public sector
- Local government

Who was involved

5 ONLINE FOCUS GROUPS INVOLVING **69** PARTICIPANTS

6 INDEPENDENT SUBMISSIONS

537 ONLINE SURVEY RESULTS

What they spoke about

- clear language
- innovation
- better ways to connect
- volunteering is for all
- volunteering for different groups of people
- education
- new ways to engage
- recognition
- expanding roles

Diagram (left top) indicates who was involved:

- 5 online focus groups involving 69 participants
- 6 independent submissions
- 537 online survey responses



Leave no one behind

Ensure that all members of our society can positively contribute to sustainable development of our communities

Students and young people

Volunteering helps young people:

- feel more included
- develop skills for work
- develop values like generosity and civic responsibility.

Through volunteering, students and young people can make a positive contribution to their communities and become more confident learners.

These benefits can be realised through well-structured in-school volunteering programs. This can help build connections between the school and the wider community by sharing knowledge and experiences, and by making links across generations and cultures⁵.

Older South Australians

Older South Australians have a lot of life experience, skills and knowledge that they can share through volunteering. Research shows a link between volunteering and mental and physical health benefits for older people⁶.

People with disability

More people with disability are engaging with and becoming more socially active in their local communities.

Supporting access and inclusion to people with disability plays an important role in improving their health and general wellbeing, as well as bringing benefit to the organisations, their clients and the broader community.

Aboriginal and people from non-English speaking backgrounds

Aboriginal people and people from non-English speaking backgrounds participate in a lot of informal volunteering⁷.

Informal volunteering is when people get together to help others without being part of an organisation's formal programs. It still increases volunteer wellbeing and brings economic, social and civic benefits to the community.

LGBTIQA+

People who identify as lesbian, gay, bisexual, transgender, intersex, queer, questioning, asexual, ally, pansexual (LGBTIQA+) bring an abundance of life experience and resilience that contributes to organisational culture and the community. Additionally, volunteers from the LGBTIQA+ community can benefit from the confidence, skills and networks that they get through volunteering to support them in becoming leaders in their own communities⁸.

Volunteer support services

The volunteering infrastructure in Australia is a combination of peak bodies, volunteering resource centres, and volunteer involving organisations.

These volunteering bodies make an important and valuable contribution to volunteering by promoting and resourcing volunteer efforts in local communities.

Strategic alignments

This strategy combines with other plans to make a broader impact:

- Strong Futures: SA Youth Action Plan
- South Australia's Plan For Ageing Well 2020 – 2025
- Game On: Getting South Australia Moving
- The State Disability Inclusion Plan 2019 – 2023
- Open Your World.

More information

www.savolunteeringstrategy.org.au

References

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- 2 Volunteering Australia and PricewaterhouseCoopers Australia, State of volunteering in Australia, Canberra, 2016.
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- 4 J Kania and M Kramer, 'Collective impact', Stanford social innovation review, Winter 2011.
- 5 Commonwealth of Australia Department of Education, Skills and Employment, *Through Growth to Achievement: Report of the Review to Achieve Educational Excellence in Australian Schools*, Canberra 2018.
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- 7 Commonwealth of Australia Department of Social Services, *Giving and volunteering in culturally and linguistically diverse and Indigenous communities*, 2016.
- 8 W Leonard, M Pitts, et al, *Private lives 2: The second national survey of the health and wellbeing of gay, lesbian, bisexual (GLBT) Australians*, Australian Research Centre in Sex, Health and Society, Melbourne, 2012.



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