



Valuing Our Volunteers

Tasmania's Volunteering Strategy **2025-2030**

Department of Premier and Cabinet



Accessibility

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Acknowledgement of Country

The Tasmanian Government acknowledges and pays respect to Tasmanian Aboriginal people as the traditional owners and continuing custodians of Tasmania's land, sea and waterways. In particular, we acknowledge Elders – the custodians of Aboriginal knowledge and holders of wisdom, who are deeply respected in their community, who generously volunteer their time, knowledge and skills to provide guidance and care for their Country and people.

We also recognise the many Tasmanian Aboriginal people who generously volunteer their time, knowledge and skills for the benefit and support of the whole Tasmanian community.

Closing the Gap

As a signatory to the National Agreement on Closing the Gap, the Tasmanian Government is committed to achieving Closing the Gap outcomes.

Please see the section on strategic alignment for how this strategy aligns to and supports Closing the Gap outcomes.

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Appreciation

This is the Tasmanian Government's first strategy to support our volunteers and the volunteering industry. We thank and acknowledge the hundreds of Tasmanians who shared their insights about the complex challenges facing the industry, as well as their aspirations for the future.

We acknowledge Volunteering Tasmania for its expertise and ongoing engagement in working alongside the Tasmanian Government to deliver the strategy. The organisation's contribution has shaped the strategy, ensuring that the insights of volunteers and volunteer involving organisations have been captured.

The Tasmanian Government acknowledges and appreciates the contributions of all volunteers, community members, volunteer managers and organisations in developing the strategy. Their collective dedication and commitment are fundamental to a thriving, sustainable future for the Tasmanian volunteering industry.

We welcome feedback on the strategy. Email volunteering@dpac.tas.gov.au

Acronyms

DPAC	Department of Premier and Cabinet
VIO	Volunteer involving organisation
VT	Volunteering Tasmania

Key terms

The key terms used in this strategy align with the those in the National Strategy for Volunteering 2023-2033.¹

Volunteers

Those who give their time willingly for the common good without financial gain.

Volunteer managers

People responsible for recruitment, induction, training, supervision, ongoing support and recognition of volunteers.

Formal volunteering

Time given willingly in a structured way to organisations and groups for the common good without financial gain.

Informal volunteering

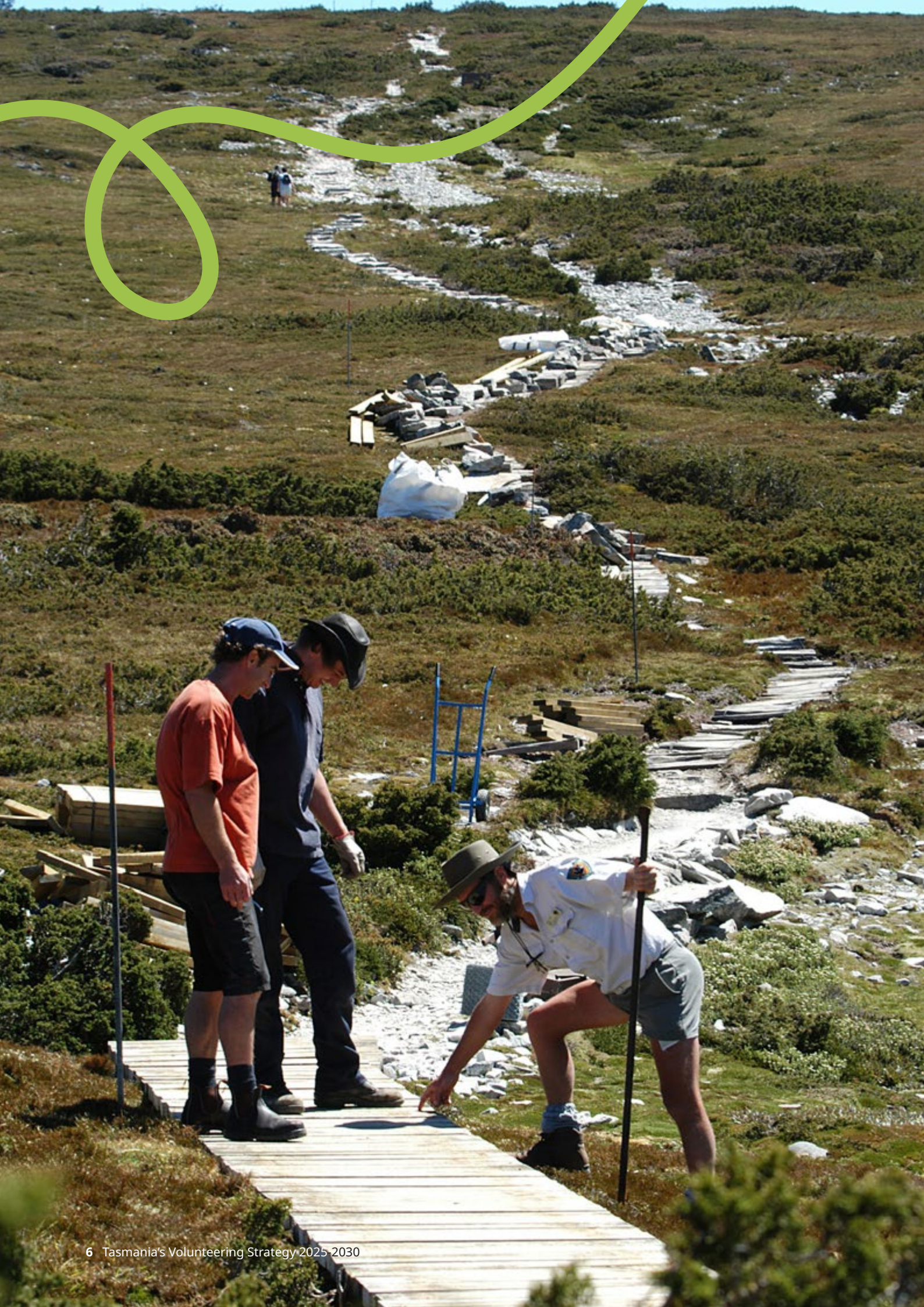
Time given willingly for the common good outside of any organisational structure, within the community, excluding family and for no financial gain. For example, assisting with home maintenance, transport, meals or professional advice.

Volunteering industry

The people, organisations, institutions and activities that support and facilitate volunteering, including volunteers themselves.

Volunteering infrastructure

Both human and built systems that sustain the industry, for example buildings, information technology, recruitment, training, policies and platforms connecting volunteers to volunteering opportunities.



Minister's foreword

Volunteering is a way of life in Tasmania. Our volunteers play a vital role in our community, culture, economy and natural environment.

Every day in communities around the state, Tasmanian volunteers generously give their time, knowledge, care and skills. We rely on the tireless efforts of our volunteer workforce to be there wherever and whenever help is needed.



In recognition of our volunteers and to ensure ongoing support for the volunteer industry, I am delighted to present Valuing Our Volunteers: Tasmania's Volunteering Strategy 2025-2030 (the strategy). This is our state's first strategic framework for the volunteering industry.

According to the 2023 State of Volunteering Report, Tasmanians gave a staggering 90 million hours and contributed more than \$12 billion to the state economy in 2023.

Our volunteers offer essential services to the whole community. Without this unwavering support, our quality of life would be unattainable. Tasmania is fortunate to have a diverse volunteer workforce with people from different backgrounds, abilities, genders and age groups supporting a wide spectrum of worthy causes.

I would like to thank all Tasmanian volunteers, service providers, businesses, volunteer involving organisations, Tasmanian Government agencies, community members and local groups that helped shape this strategy.

I acknowledge and thank Volunteering Tasmania for working alongside the Tasmanian Government to ensure that this Strategy aligns with the National Strategy for Volunteering 2023-2033 and meets the needs of Tasmania's volunteer industry.

There simply is no substitute for Tasmania's volunteer workforce. The Tasmanian Government will continue to work collaboratively with the community, business and across all levels of government to achieve our vision for our volunteering industry.

Hon Madeleine Ogilvie MP

Minister for Community and Multicultural Affairs

Introduction

Volunteering is at the heart of Tasmanian communities. Tasmania's volunteer workforce makes a vital contribution to our quality of life and the volunteering industry strengthens the state's economy, environment and community.

Volunteering reflects people's aspiration to give back to their communities and to find meaning by sharing their knowledge, time and skills with others.

Most Tasmanians over 15 years of age volunteer throughout any given year.² These individuals dedicate their effort across the arts, heritage, social services, emergency relief, sporting and cultural events, nature conservation, charity fundraising and many other worthy causes.

Beyond the practice of volunteering, it is also a life enhancing activity and, for some, it can be life-changing. It provides connection, friendship and a sense of purpose and belonging for both volunteers and those they serve and support.

However, the volunteering industry is not immune to the complex social, economic, environmental and technological changes that have impacted our state in recent times. These impacts affect the capacity of the volunteering industry to respond to increasing demands for services and infrastructure. As a result, the Tasmanian volunteer industry needs a strategic, collective response to ensure it's long term sustainability.

In 2023, the Australian Government released the National Strategy for Volunteering 2023-2033 (national strategy); a blueprint for a reimagined future for volunteering.

Acknowledging the need to localise the opportunities in the national strategy and to ensure it is relevant and supports our Tasmanian volunteers, the Tasmanian Government has worked alongside Volunteering Tasmania to develop Valuing Our Volunteers: Tasmania's Volunteering Strategy 2025-2030.

The Tasmanian Government engages the volunteer industry in a range of ways, including as a funder, volunteer manager, regulator, facilitator and partner.



This strategy aims to strengthen this engagement by enhancing coordination across local and national initiatives, and unlocking new opportunities to build a more connected, resilient and impactful volunteering industry in Tasmania.

The strategy will be underpinned by a five-year action plan which will describe the key initiatives Tasmanian Government agencies will implement to enable our volunteering industry to meet the challenges of the future, and to empower volunteers to continue making a lasting impact in our communities.

“Volunteering is critical for the wellbeing of the state and its people. The stronger the volunteering sector, the stronger our community.”

(Participant, consultations for Tasmania’s volunteering strategy)



Volunteering in Tasmania

Tasmania's 2023 State of Volunteering Report² (the report) highlights the most recent data about the national and state volunteering industries, based on findings from the Australian Bureau of Statistics⁴ and the General Social Survey 2020⁵.

Building on the 2019 report, it is the largest survey of volunteers and volunteer managers conducted in Tasmania with 993 individual responses in 2023.

The report provides a snapshot of Tasmania's volunteering landscape and reveals how broader social, environmental and economic changes effect the Tasmanian volunteering industry, and how changes in volunteering patterns also effect local communities, events, programs and services.

For instance, the report shows how VIOs find it difficult to recruit and retain volunteers because of labour force competition. It indicates that volunteer expectations about work-life balance are changing, such as access to flexible, casual and informal arrangements, training and health and safety conditions. It also notes cost of living has a cumulative effect across the industry at both a personal and organisational level.

Key findings of the State of Volunteering Report

Tasmania's volunteer workforce



69.8 per cent of Tasmanians over the age of 15 volunteered during 2023.



Young Tasmanians volunteer more than any other age group; **72.4 per cent** of people between 15 and 25 volunteered in 2023.

Volunteer hours



Tasmanians volunteered **89.4 million hours** in 2023.
Each volunteer gave an average of **22.4 hours per month**.
This was an increase of **21.3 million hours** from 2019.

Community impact and economic benefit



Almost **half the Tasmanian adult population** attributes the wellbeing of their community to volunteers.



Volunteers contributed **\$12.1 billion** to Tasmania's economy **in 2023**.
This is an increase of **\$8 billion since 2019** (total economic value in 2019 was \$4 billion)³.



For every \$1 invested in volunteering, **\$4.80 was returned in benefits** to the community.

9,900 jobs
were created
through volunteering
related activities
in 2023.

In 2023, the replacement cost of volunteers to the economy was **\$3.6 billion**.

It cost individuals **\$11.88 an hour** to volunteer **in 2023**, an increase from \$4.03 in 2019.³

It cost organisations **\$190.85 per month** to include a volunteer **in 2023**.



Industry trends

Three key changes across the volunteering industry are:

- The increased need for volunteer training
- The increased cost of volunteering
- The increased desire for flexible volunteering

The top three strategies to recruit volunteers:

- Word of mouth
- Social media
- Online services

The top three strategies to retain volunteers:

- Volunteer training and development
- Personal relationship building
- Role flexibility and accessibility support

The three most common reasons people volunteer:

- To help others
- For enjoyment
- For social and community connections

The three most common barriers to volunteering:

- Limited time
- Costs
- Burnout

“Volunteers need to feel appreciated for their contribution and see the benefits from their input.”
(Participant, consultations for Tasmania’s volunteering strategy)



“The simplest of barriers can prevent inclusion of many volunteers. Identifying and addressing these can make a big difference.”

(Participant, consultations for Tasmania’s volunteering strategy)



volunteering
TASMANIA



Tasmania's peak body – Volunteering Tasmania

Volunteering Tasmania is the peak body for volunteering in Tasmania. The organisation's vision is to see an inclusive, thriving, and celebrated culture of community participation across the state.

Volunteering Tasmania aims to strengthen and enhance volunteering through leadership, education, and connection.

The organisation promotes the value of community-based volunteering, recognising its pivotal role in sustaining and enhancing community resilience and overall wellbeing.

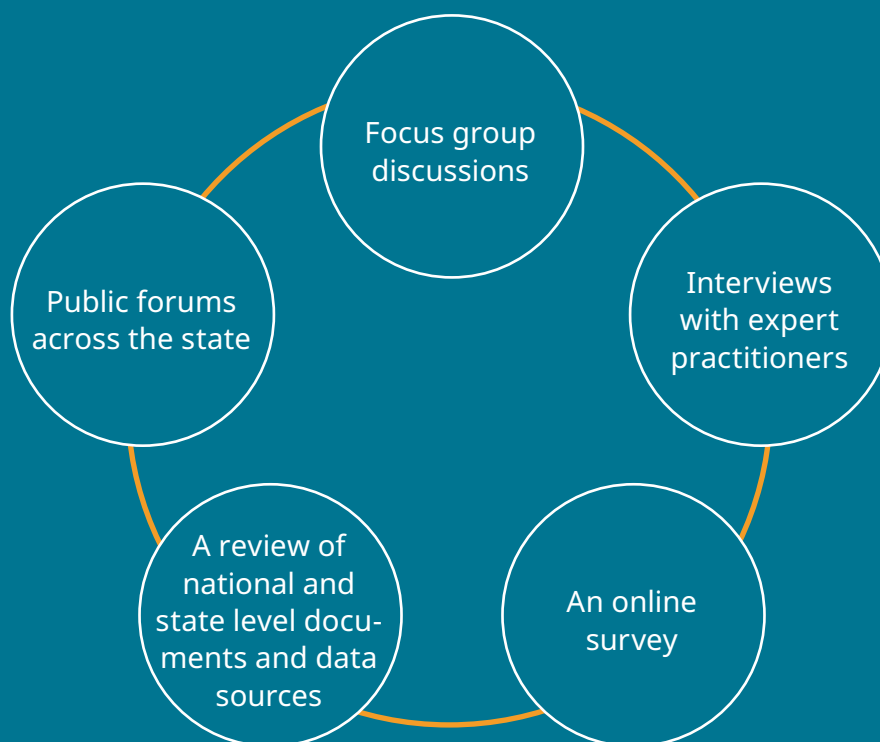
"Thank you for undertaking this vital work. I feel confident in the strategy and am excited for the future of volunteering in Tasmania."

(Participant, consultations for Tasmania's volunteering strategy)

How we developed the strategy



The Tasmanian Government has worked alongside Volunteering Tasmania to develop the strategy. It is been informed by a consultation process that involved hundreds of volunteers and VIOs across the State. This included:



The consultation process highlighted that Tasmanians from all backgrounds, communities and identities volunteer and that we all have unique motivations and volunteering experiences.

National Volunteering Strategy 2023-2033

The strategy has been guided by the evidence base provided by the national strategy.

The national strategy is a blueprint for a reimagined future for volunteering and is supported by a three-year action plan 2024-2027.

While Tasmania's strategy supports the Tasmanian volunteering industry, our focus areas and outcomes align with the national strategy, providing opportunities to work collaboratively to achieve strategic objectives.

What we heard

The conditions of the industry

Regulatory systems and administrative requirements can be time-consuming and costly. Support for volunteer administration, risk management and compliance, along with work health and safety standards will ensure volunteer practices are safe and inclusive.

Volunteer managers need support and resources to effectively fulfil their roles. Training and access to resources for volunteer managers and VIOs will support sustainable volunteering practices.

Collaboration and knowledge sharing is valuable for VIOs as there is often competition for limited resources. Opportunities for greater collaboration, co-design, along with resource, data and knowledge sharing and practice across the industry would lift organisational efficiency and sustainability.

Professional pathways for volunteers and volunteer managers are needed to support the volunteering industry. Volunteers want meaningful opportunities to grow their skills and fulfill their aspirations. Opportunities for training and accreditation would enhance professionalism across the industry.

The volunteer experience

Volunteers give their time freely, but volunteering is not free. Investment in infrastructure, systems and resources is required to ensure volunteering is effectively coordinated and sustainable across the Tasmanian volunteering industry.

Rates of formal volunteering are declining as more people prefer flexible and informal volunteering opportunities. Volunteers need a range of options that match their motivations and availability so they can balance volunteering with other demands. This requires different recruitment and retention strategies to reduce barriers to participation.

Volunteers want to feel safe and included in the workplace. VIOs and government play a key role in ensuring that workplace culture, standards and practices support and protect the wellbeing of volunteers at work.

Volunteers seek meaningful roles and experiences so they can dedicate their energy to causes aligned with their interests and values, where their time, skill and knowledge are respected and valued.



The impact of the industry on the community

Volunteering has positive effects on our health and wellbeing. People are searching for meaningful volunteer experiences in supportive environments where they can use their expertise.

A fuller understanding of the social and economic impacts of the volunteering industry on the community is essential. Improved data collection, monitoring, evaluation and research will provide a clearer picture about Tasmania's volunteering industry and volunteer workforce.

"It is important to understand that volunteers are not free labour. Volunteers need proper onboarding, ongoing training, and mental health support throughout the lifecycle of volunteering."

(Participant, consultations for Tasmania's volunteering strategy)

"Greater recognition of the tireless and important efforts of the sector would be achieved through increased collaboration and sharing of knowledge with the community."

(Participant, consultations for Tasmania's volunteering strategy)

What is the Tasmanian Government's role?

The Tasmanian Government engages with the volunteering industry in multiple roles – as a **funder**, **manager**, **regulator**, **facilitator** and **partner**.

This strategy identifies opportunities to strengthen and align support for the industry across these varied roles, ensuring a cohesive and coordinated approach.



As a **funder**, the Tasmanian Government funds organisations that engage volunteers to deliver essential services to our communities. This includes direct investment in service delivery as well as volunteer infrastructure and equipment, like facility upgrades and capital works.



As a **volunteer manager**, the Tasmanian Government recruits, trains and deploys skilled volunteer workforces which deliver vital services for example the Tasmanian Fire Service, Ambulance Tasmania, the State Emergency Service, and Parks and Wildlife Services.



As a **regulator**, the Tasmanian Government oversees systems that protect volunteers and the people they serve. This includes the Registration to Work with Vulnerable People, the Child and Youth Safe Organisations Framework, and Work Health and Safety regulations.



As a **facilitator**, the Tasmanian Government provides opportunities for the industry to collaborate and supports initiatives and events that recognise and celebrate volunteers.



As a **partner**, the Tasmanian Government works alongside Volunteering Tasmania, through research, engagement, strategic policy development and community relationships.

This strategy outlines how the Tasmanian Government will create a more connected and impactful approach to volunteering across the State, aligned to the national strategy.



The Tasmanian volunteering action plan

The strategy will be underpinned by a five-year action plan that will describe the programs, projects and initiatives that the Tasmanian Government will deliver to achieve the vision.

Together, the strategy and action plan will provide a coordinated and responsive framework to strengthen volunteering in Tasmania - one that meets the needs of volunteers and VIOs, while delivering meaningful, long-term benefits to our communities.



“Volunteering is a very important part of the Tasmanian economy, providing crucial supports in many areas of life. A well established and supported system is essential for maintaining those supports now and in the future.”

(Participant, consultations for Tasmania’s volunteering strategy)

Strategy overview

This strategy describes the Tasmanian Government's contribution to supporting and strengthening the volunteer industry over the next five years.

Our vision

Our vision is that Tasmanian volunteers are safe, valued and enabled.

Our focus areas

Our three focus areas to achieve our vision:



Volunteer
experience

Conditions
for volunteering
to thrive

Community
impact

The focus areas align with the *National Strategy for Volunteering 2023-2033*.

Our outcomes

Our outcomes describe what we would like to achieve.



A safe, enabled and
valued volunteer
workforce

A successful
and sustainable
volunteering industry

The contribution
of volunteers is
recognised and
celebrated

Our strategic objectives



Our strategic objectives show where we will focus our effort over the next five years.



Tasmania's Volunteering Strategy

What we want to see	Our vision		
	Tasmanian volunteers are safe, valued and enabled		
	Our focus areas		
	Volunteer experience	Conditions for volunteering to thrive	Community impact
How we will know we are achieving our vision	Our outcomes		
	A safe, enabled and valued volunteer workforce	A successful and sustainable volunteering industry	The contribution of volunteers is recognised and celebrated
What we will do to achieve our vision	Our strategic objectives		
	Improve the volunteer experience	Enhance volunteering industry systems and conditions	Raise the profile of volunteering in Tasmania
	Enhance volunteer capacity and pathways	Support volunteer management capability	Enable community-led approaches to volunteering
	Improve access to volunteering	Increase industry collaboration	Evaluate and communicate the impact of volunteering

Enablers: the conditions needed for our strategy to succeed

Enabler	What this means in practice
Governance	Continue the partnership with Volunteering Tasmania to support and monitor the implementation of the strategy and action plan, and advise on new and emerging issues.
Strategic alignment and resourcing	The strategy responds to the needs of the volunteering industry and is supported by adequate resourcing to achieve outcomes.
Partnerships and engagement	Establish ways to increase collaboration and partnerships between organisations, maximising the value of investments.
Capacity building	Embed opportunities to build capacity and capability of VIOs and volunteers through the sharing of resources and knowledge.
Data and evaluation	A thorough understanding of our volunteering industry and impact including data capture, monitoring and reporting.



Governance

The Tasmanian Government will continue to work with Volunteering Tasmania to stay informed about the emerging needs and trends for volunteering within Tasmania.

This partnership will help to ensure that Tasmanian Government policies and programs remain relevant, responsive and grounded in evidence.



Monitoring and evaluation

The Tasmanian Government will develop an evaluation framework to collect data, monitor the progress of activities and evaluate the strategy and the underpinning action plan.

To support the successful implementation of this strategy and the subsequent action plan over the next five years, the Tasmanian Government will undertake an interim review of the strategy and report on progress made.

The review will involve a whole-of-government approach and include consultation with Volunteering Tasmania to ensure that the perspectives of diverse stakeholders continue to shape and inform the Tasmanian Government's priorities for the volunteering industry.

There will also be final review and report at the conclusion of the strategy and action plan.

"Recognising the impact of volunteering will help with securing investment in volunteering resources, skills and systems."

(Participant, consultations for Tasmania's volunteering strategy)



Strategic alignment

National level

This strategy aligns with the following national and state level strategies, plans and policies:

- [National Strategy for Volunteering 2023-2033](#)
- [National Strategy for Volunteering Action Plan 2024-2027](#)
- [National Agreement on Closing the Gap 2020 and the Tasmanian Implementation Plan](#)

Commitment to Closing the Gap

As a signatory to the National Agreement on Closing the Gap 2020, the Tasmanian Government is committed to achieving Closing the Gap outcomes through four priority reforms:

1. Formal partnerships and shared decision making with Aboriginal people.
2. Building the Aboriginal community-controlled sector.
3. Transforming Government organisations so they work better for Aboriginal people.
4. Sharing access to data and information to enable Aboriginal communities to make informed decisions.

To support these priority reforms, when implementing the volunteering strategy, the Tasmanian Government will:

- Consult and share decision making with the Aboriginal community-controlled sector about volunteering opportunities and needs within that sector.
- Explore opportunities to partner with Aboriginal community-controlled organisations on the provision of volunteer support services.
- Ensure initiatives implemented through the volunteering strategy are culturally respectful and inclusive of Aboriginal people; this includes workplaces, programs, policies, services and information, and acknowledging that Aboriginal Tasmanians 50 years and over are considered older.
- Share information and data with Aboriginal people about Aboriginal volunteering, in accordance with the principles of Aboriginal data sovereignty and within the requirements of privacy legislation.

Local level

Through the Safeguarding Volunteers Project, funded by the Tasmanian Government, Volunteering Tasmania worked with local councils to co-design volunteering strategies for local communities:

- [Break O'Day Volunteering Strategy \(2022\)](#)
- [Brighton Community Volunteer Strategy \(2024\)](#)
- [City of Clarence Community Volunteer Sustainability Strategy \(2021\)](#)
- [Devonport Community Volunteer Sustainability Strategy \(2021-2026\)](#)
- [Huon Valley Volunteering Strategy \(2021\)](#)
- [King Island Community Volunteer Strategy \(2022\)](#)
- [Volunteering in Kentish \(2024\)](#)
- [West Coast Community Volunteering Strategy \(2024\)](#)

Broader strategic alignment

There are numerous strategies, plans and reports that underpin the volunteering industry in Tasmania including:

Health and wellbeing:

- [Long-Term Plan for Healthcare in Tasmania 2040](#)
- [Healthy Tasmania Five-year Strategic Plan 2022-2026](#)
- [Healthy Active Tasmania: Discussion Paper: 20-year Preventative health Strategy 2026-2046](#)
- [Rethink 2020: Implementation Plan 2023-2024](#)
- [Tasmanian Suicide Prevention Strategy 2023-2027](#)
- [Health Literacy Action Plan 2019-2024](#)
- [Building Food Resilient Communities Tasmania's Food Resilience Strategy 2025-2031 \(in development\)](#)

Child development, youth and family support:

- [Tasmania's Child and Youth Wellbeing Strategy: It Takes a Tasmanian Village](#)
- [Change for Children Strategy](#)

Multicultural:

- [Embracing Diversity, Fostering Belonging: Tasmania's Multicultural Action Plan 2025-2029](#)

Older Tasmanians:

- [A Respectful, Age-Friendly Island: Older Tasmanians Action Plan 2025-2029](#)

Life-long learning:

- [Lifting Literacy: Tasmania's Implementation Plan 2023-2026](#)

Economic growth and participation:

- [Tasmania's sustainability strategy](#) (in development)
- [Youth Jobs Strategy 2024-2030](#)
- [Planning for Our Future: Tasmania's Population Policy](#)
- [Tasmanian Government Events Strategy 2023-2027](#)
- Women and Girls Sports Strategy (in development)
- [Cultural and Creative Industries Recovery Strategy: 2020 and Beyond](#)
- [Natural Heritage Strategy for Tasmania 2013-2030](#)

Emergency services:

- [Tasmanian Fire Service and State Emergency Service Volunteer Sustainability Strategy 2024-2028](#)

Endnotes

1. National Strategy for Volunteering 2023-2033
2. 2023 State of Volunteering Report
3. 2019 State of Volunteering Report
4. Australian Bureau of Statistics 2021
5. Australian Bureau of Statistics 2020



