

National Volunteer Action Plan

2026 - 2028





Acknowledgement of Country



In the spirit of Reconciliation, Netball Australia acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of this ancient unceded land where we live, work and play netball on.

We honour the continuing cultures, languages, and heritage of Aboriginal and Torres Strait Islander peoples whose cultural, spiritual and ancestral connections to the lands, sky, and waters has endured since time immemorial.

We pay our respects to Elders past and present, and we acknowledge and value the significant and continuing contributions Aboriginal and Torres Strait Islander peoples make within our community.

Netball Australia is committed to Reconciliation. We acknowledge the need to reflect on our shared history in order to build a vision for a reconciled and prosperous future for all within our sport. One built on mutual respect, equity, authentic collaboration, and genuine truth-telling.

Foreward

Volunteers are the heartbeat of netball. Their passion, commitment and contribution enables Australians to play, learn, lead, grow and stay connected to their communities through the sport. Without them, community netball simply does not exist.

This Volunteer Action Plan presents a targeted series of initiatives to be implemented over the next three years (2026-2028) that strengthen and sustain the volunteer workforce across all levels of the netball system. These initiatives focus on improving resource accessibility, reducing volunteer burden, modernising support, enhancing recognition, and ensuring that volunteering in netball is safe, rewarding and valued.

The development of this plan has been informed by the National Volunteer Resource Audit, insights from Member Organisations, and contemporary best practice thinking across Australian sport volunteering. It aligns strongly with the Australian Sport's Commission's Sport Volunteer Coalition Action Plan and reflects Netball Australia's commitment to working collaboratively with Member Organisations to deliver a national, consistent and future-focused approach.

Volunteers make netball possible, but they also build connection, belonging and purpose across our communities. We are committed to creating a volunteering experience that enables people to contribute in ways that align with their capacity, interests and availability. This plan marks a shared commitment to reimagining the volunteer experience and strengthening netball as a sustainable, community-led sport for the future.

Action Plan Principles



Volunteers at the Centre

Volunteers are the heartbeat of netball. We value, support and equip them with the knowledge, skills, and confidence to contribute meaningfully at all levels of the sport.



Flexible and Inclusive Experiences

Netball is for everyone. We are committed to creating inclusive, accessible, and welcoming volunteer experiences that strengthen connection, belonging, and opportunity across diverse communities.



Strength in Collaboration

We are stronger together. By working in partnership with Member Organisations, Associations and Clubs, we will deliver nationally aligned and locally relevant initiatives that empower volunteers and enhance the sport.



Recognition and Community

Volunteers are acknowledged and celebrated. We recognize achievements, share success stories, and foster pride, belonging, and retention across netball communities.

Governance & Implementation Framework

This Framework outlines how Netball Australia and MOs will work together to deliver the Volunteer Action Plan, providing shared responsibilities, consistent expectations and a coordinated approach that supports positive and sustainable volunteer experiences across the netball system.

Netball Australia:

- Set national direction, vision and standards for volunteer management across community netball.
- Lead the design, development and maintenance of national volunteer resources, tools and frameworks.
- Provide evidence-based insights by coordinating national audits, data collection and reporting.
- Facilitate collaboration opportunities between MOs, sharing best practice and supporting consistency.
- Develop national training, education and capacity-building initiatives to strengthen volunteer capability.
- Champion diversity and inclusion principles to ensure all volunteer strategies reflect equitable access.
- Support alignment across competitions, programs and participation pathways to reduce volunteer burden.
- Oversee monitoring and evaluation of the Volunteer Action Plan and communicate progress nationally.

MOs:

- Implement and support NA's volunteer initiatives within their State/Territory adapting for local context where needed.
- Support Associations and Clubs by providing guidance and promoting national initiatives.
- Lead support, recognition and retention initiatives that complement the national approach.
- Identify local challenges and capability gaps and provide insights to NA to inform national improvements.
- Promote consistent governance, compliance and safeguarding practices across community netball.
- Showcase strong local models of volunteer engagement and highlight opportunities for collaboration.
- Collect and share data on volunteer activity, needs and outcomes to support national evaluation.

National Volunteer Action Plan Overview

Vision

Every volunteer is supported, celebrated, and equipped to contribute meaningfully to netball.

1 Empower

Foster an environment that supports connection, learning and growth for netball volunteers.

2 Reimagine

Create a modern volunteer experience with streamlined systems, clearer roles and stronger support.

3 Innovate

Transform volunteering with digital and evidence driven support systems.

4 Celebrate

Communicate the value of volunteering in netball through storytelling.

Evaluate

Continually evaluate and enhance the volunteer experience with the netball community.



Overall indicators of success



More people volunteering in netball more often



Volunteers feel valued and have an enjoyable and positive experience



Volunteering is a strategic priority for netball



Social and economic contribution of volunteers in netball realised



Volunteers in netball are reflective of local community



Evidence informed volunteer policy and practice

1 Empower

Support and connect volunteers in netball.

🔄 Action & Objective	🕒 Timeline
1.1 Collaboratively co-design inclusive volunteer resources together with MOs, leveraging and elevating existing national and state-based resources to ensure relevance, accessibility and cultural appropriateness across all ages and backgrounds.	2026-2027
1.2 Develop and deliver interactive bite-sized learning modules that build volunteers confidence and capability in key roles no matter their experience level.	2027-2028
1.3 Leverage the ASC Game Plan platform as a key enabler to help Associations and Clubs assess their governance, planning and volunteer management practices to empower and strengthen volunteers and their operations.	2027-2028



Outcome

Volunteers feel confident, capable, and clear about their roles and responsibilities.

Reimagine

Create a modern volunteer experience with streamlined systems, clearer roles and stronger support.

🔄 Action & Objective	🕒 Timeline
2.1 Review and collate existing volunteer roles and delivery models, to create best practice, flexibility and sustainability in community netball.	2026-2027
2.2 Identify and showcase professionalised and hybrid administration models that reduce volunteer burden and create supported entry points for young and emerging volunteers.	2026-2028
2.3 Collaborate with MOs to support engagement with under-represented communities to co-develop strategies that support their involvement in netball volunteering.	2026-2028
2.4 Explore opportunities to streamline compliance and complaints process to reduce administrative load and protect volunteers from managing complex or sensitive issues.	2028



Outcome

Modernised volunteer experience, reduced burden, more accessible and adaptable roles.

Innovate

Transform volunteering with digital and evidence driven support systems.

🔄 Action & Objective	🕒 Timeline
3.1 Integrate volunteer data across platforms (NA LMS, PlayHQ, ASC Game Plan) to track engagement, training, and retention to enable evidence-based decision making to optimise volunteer support.	2026
3.2 Establish a Volunteer Resource Hub accessible to all, serving as an online destination where netball volunteers can easily access necessary information, and resources, as well as register their interest in volunteering.	2026-2027
3.3 Develop a digital dashboard for NA and MOs to monitor volunteer activity and resource usage to provide real-time insights that support volunteers more effectively.	2027
3.4 Explore the development of an Online Netball Volunteer Network to support connection, knowledge sharing and a sense of community among our volunteers.	2028





Outcome

Digitally enabled, evidence-informed, and scalable volunteer support systems.

Celebrate

NA in collaboration with MOs to recognise and honour the diverse roles and invaluable contributions made by volunteers within the netball community.

 Action & Objective	 Timeline
4.1 Use days of significance to promote and celebrate the diversity of roles and invaluable contributions made by our volunteers in netball, whilst encouraging individuals from under-represented groups and diverse communities to volunteer with us.	2026-2028
4.2 Deliver ongoing micro-recognition initiatives and storytelling campaigns to strengthen volunteer connection, pride and retention across the netball community.	2026-2028
4.3 Share case studies of successful volunteer and club initiatives to inspire others by showcasing innovation, inclusion and impact in community netball.	2026-2028
4.4 Celebrate the contributions of community netball volunteers during the Netball World Cup 2027 through recognition and public storytelling to inspire ongoing participation across the netball community.	2026-2027
4.5 Establish a national volunteer recognition framework across local, state and national levels to acknowledge and celebrate volunteer contribution through consistent, and data-informed recognition.	2028



Outcome

Volunteers are acknowledged, valued, and retained; stories inspire engagement and connection.

Evaluate

Continually evaluate and enhance the volunteer experience with the netball community.

🔄 Action & Objective	🕒 Timeline
5.1 Develop and implement an evaluation framework to assess the progress and impact of the National Volunteer Action Plan to ensure netball can continue to make evidence-based decisions that strengthen the volunteer experience and support ongoing growth.	2026
5.2 Conduct regular volunteer engagement surveys to capture insights to continuously improve support, communication and resource development.	2026-2028
5.3 Showcase the successes and lessons learned from the National Volunteer Action Plan through case studies and communication to the netball community highlighting achievements, best practices to inspire engagement and continuous enhancement of volunteer initiatives.	2027-2028



Outcome

Clear insights to inform strategy effectiveness and identify further improvements required, ensuring volunteer support continues to strengthen.

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