

AHC Volunteer Engagement Survey April 2026

Community Engagement Outcomes Report



Adelaide Hills
COUNCIL

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1. Introduction

Adelaide Hills Council was interested in finding out about the experiences of our volunteers. In particular, important issues such as:

- How many volunteers identify as living with a disability?
- What is the primary reason for volunteering?
- Do volunteers feel well supported, and do they have ample resources and training to perform their role?
- How do volunteers want to be recognised and thanked for their volunteering?
- Would current volunteers recommend volunteering with Adelaide Hills Council?

The Volunteer Engagement Survey was sent to all registered volunteers on 21 April 2026 with responses being received until 13 May 2026.

2. Summary of Engagement

Engagement approach

A feedback form was developed and provided online and in hardcopy format. It contained both closed and open style questions.

Feedback could be provided via any of the following options:

- Online submission form on Adelaide Hills Engagement Hub
- Email to engage@ahc.sa.gov.au
- Mail to Community Engagement Coordinator, 63 Mount Barker Road, Stirling SA 5152
- Phone 8408 0400
- Mail or email to council's Volunteering Coordinator

Distribution and promotion

The opportunity to provide feedback was promoted to volunteers via the AHC volunteers Better Impact platform (Online Volunteering platform) and through conversations with volunteers.

A copy of the feedback form is available in Appendix A.

All open text responses are provided in Appendix B.

3. Participants

The Volunteer Engagement Survey was sent to 150 registered volunteers via Better Impact (online Volunteer Management platform) and 46 responses were received, a 31% response rate.

Participation source

The following table displays how participants provided feedback during the engagement period.

Table 1 Participation Source

Activity	Number Participating
Online submissions	40
Hardcopy submissions	6
Total Consultation Participation	46

Participation characteristics

- All volunteers who responded are aged between 44 and 85+ years of age.
- 31 (67%) of volunteers were female, 15 (32%) were male and one person preferred not to say.
- 98% were from an English-speaking background
- Over 83% live in the Adelaide Hills Council District
- 8 (17%) of respondents identified as living with a disability – 1 volunteer said that they have a physical disability, 2 have hearing loss, one is deaf, one has vision impairment and two have a hidden disability.

Respondents' suburb

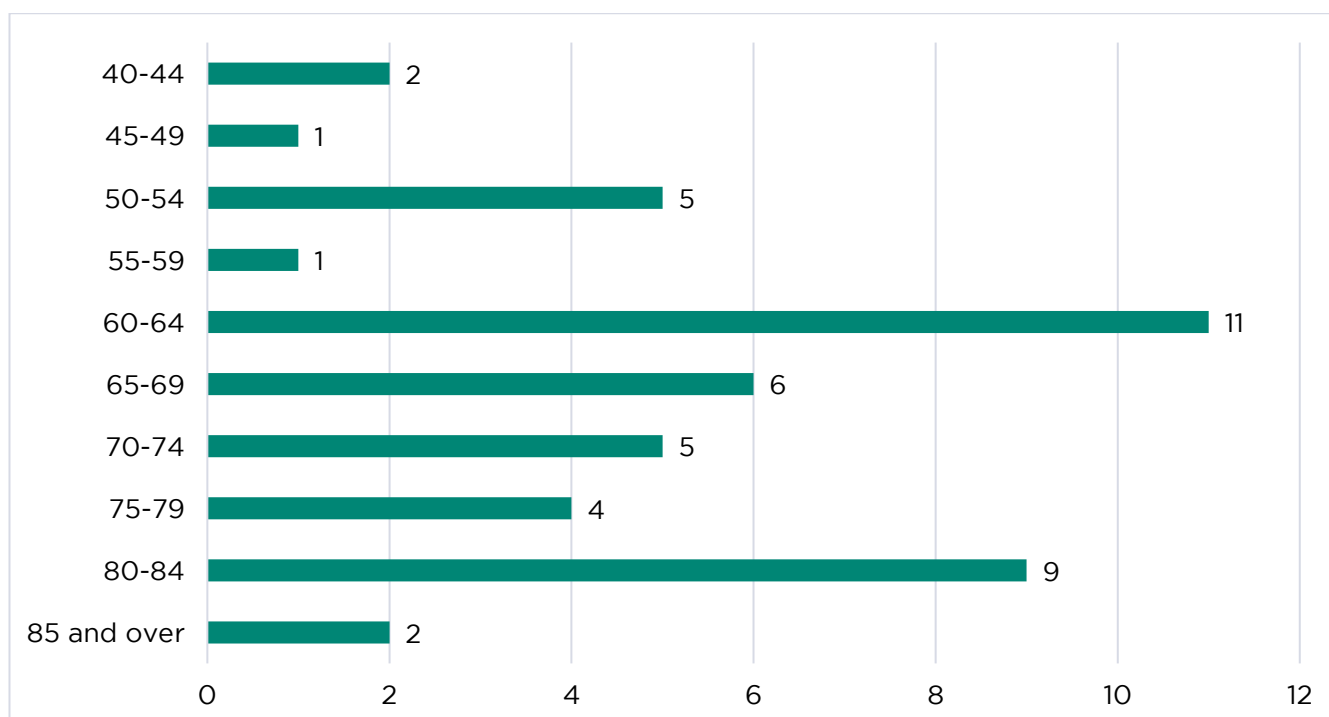
Table 2 Participants Suburb

Suburb or Township	N. of participants
Gumeracha	7
Woodside	5
Balhannah	4
Lobethal	4
Stirling	4

Crafers	3
Mount George	2
Oakbank	2
Bradbury	1
Carey Gully	1
Crafers West	1
Forrest Range	1
Forreston	1
Summertown	1
Teringie	1
I live outside of the Adelaide Hills Council area	8
Total Consultation Participation	46

Participants age range

Chart 1 *Participants age range*



Volunteers who identify as living with a disability

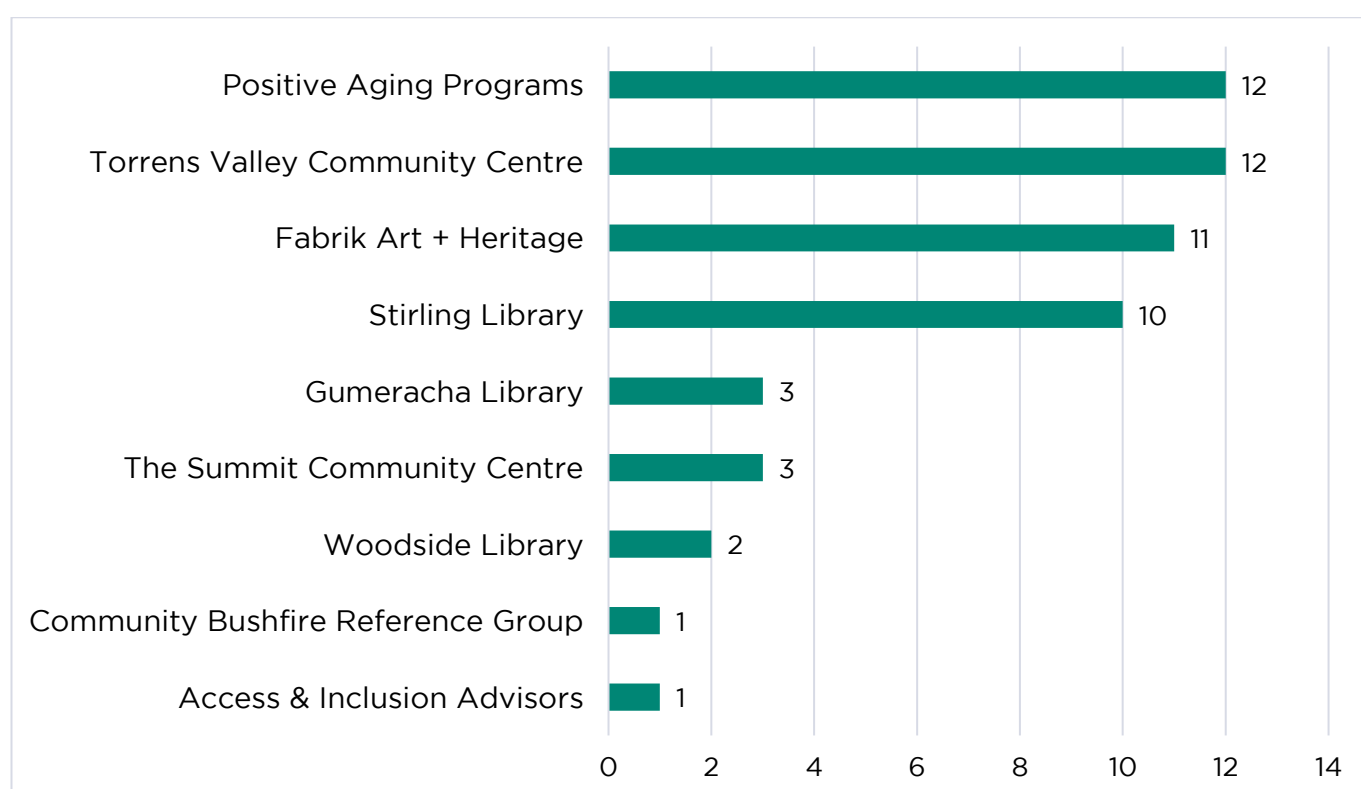
Eight (16%) respondents said that they have a disability, 37 / 81% said they did not have a disability and one person preferred not to say. Of the volunteers who reported they had a disability, one said that they have a physical disability, two have hearing loss and one is deaf. One volunteer has vision loss and two reported they have a hidden disability. One respondent ticked 'other'. In terms of additional support required, all but one respondent said that they did not have any additional needs.

4. Feedback / Results

Which AHC team/s do you volunteer with?

The majority of the responses came from Torrens Valley Community Centre Programs (12 / 26%) and the Positive Ageing Program (12 / 26%) closely followed by Fabrik Arts + Heritage (11 / 24%) and Stirling Library (10 / 22%). In addition to this, some respondents noted that they volunteered for more than one Council Program.

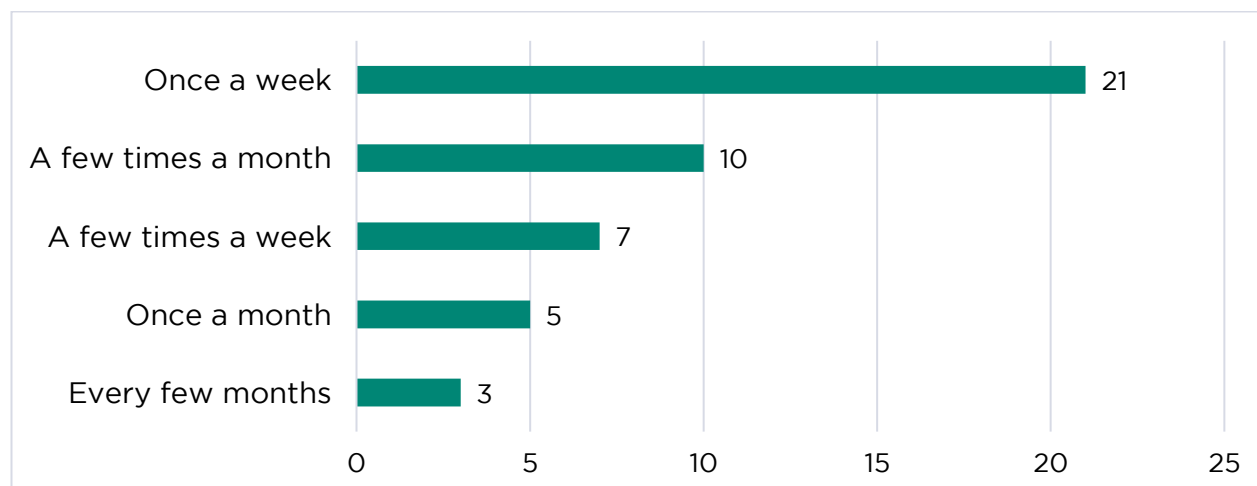
Chart 2 Volunteer team/s



How frequently do you volunteer?

The majority of volunteers who responded (21 / 46%) volunteer once a week with AHC programs and teams.

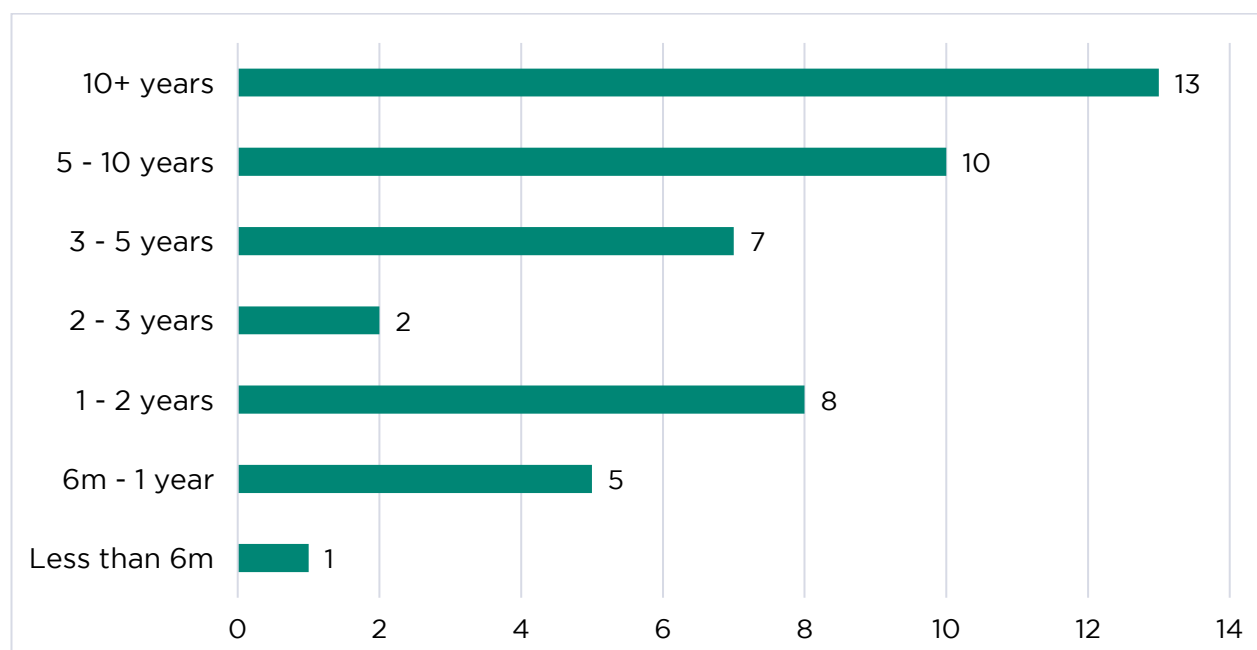
Chart 3 Volunteering frequency



How long have you volunteered with AHC?

Of the 46 responses, 13 (28%) volunteers have been working with AHC for over 10 years, and 10 (22%) have volunteered for between 5 and 10 years. 8 people (17%) have been with AHC for under 2 years.

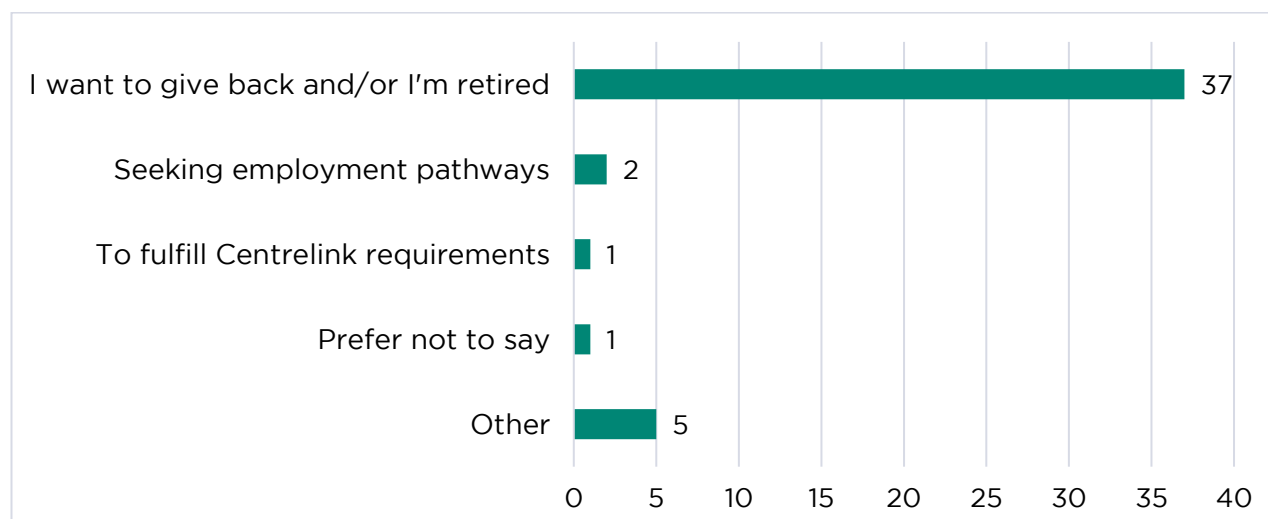
Chart 4 Length of volunteering



Why do volunteers contribute to Council Programs?

When asked about their primary reason for volunteering 37 (80%) said that it was to give back to the community, with 1 respondent saying that they are required to fulfill Centrelink requirements and two people are seeking experience to gain employment.

Chart 5 Reason for volunteering

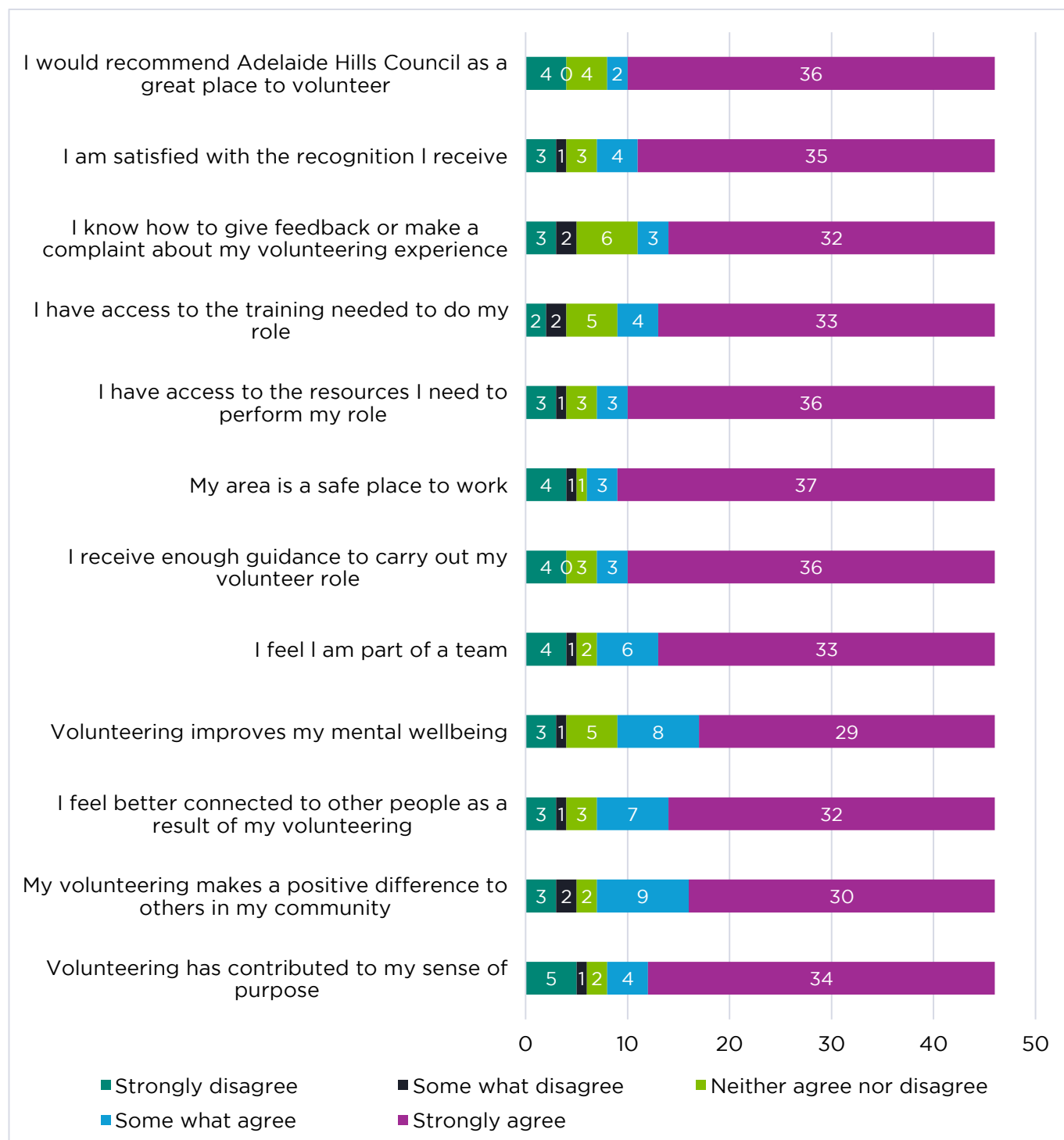


What is it like to volunteer at Adelaide Hills Council?

In terms of day-to-day experience, most volunteers reported feeling part of a team (71%) and would recommend their team to someone looking to volunteer (78%) with Adelaide Hills Council. In terms of training, over 46% of respondents have completed some volunteer training in the past year and 44% said that they have access to the training they require for their role. In terms of giving feedback to AHC and options for making a complaint, over 70% said that they know how to give feedback.

83% of respondents said they feel better connected to people as a result of their volunteering. 86% said that AHC is a safe place to volunteer.

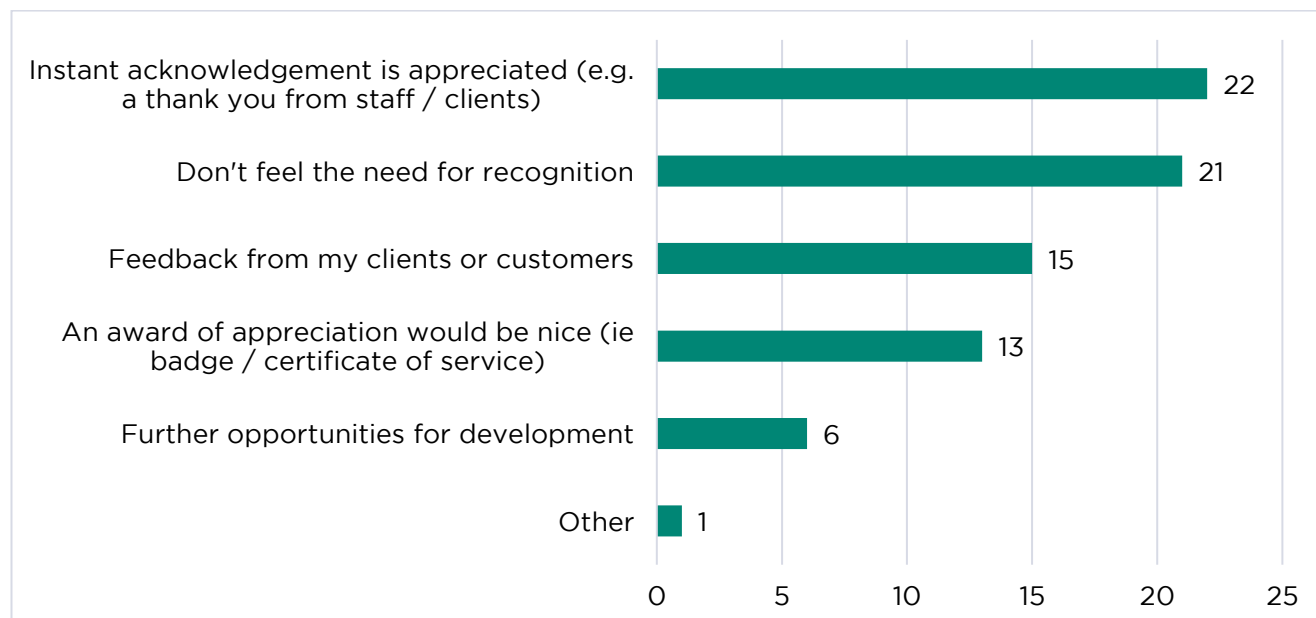
Chart 6 Experiences volunteering with AHC



How do volunteers want to be thanked and recognised for their contribution?

In terms of how volunteers are recognised for their efforts, 50% of volunteers are happy to have instant acknowledgement (i.e. thank you from staff or clients) and over 47% (21) didn't feel the need for recognition.

Chart 7 Recognition for volunteering



5. Conclusion

The Volunteer Engagement Survey was provided to 150 registered volunteers with some completing it in hard copy. We received 46 responses. Overall, AHC volunteers are happy with their volunteering roles and receive enough guidance for their role. They feel that AHC is a safe place to volunteer and have access to the training they require.

Actions to be considered

- More training could be offered to volunteers regarding disability, inclusion, and hidden disabilities.
- Consideration of parking spaces for volunteers, particularly at Stirling Library.

When considering a future Volunteer Engagement Survey

- In terms of respondents to the Volunteer Engagement Survey, it would be helpful to encourage more responses from a broader range of age groups engaged in volunteering at AHC.
- Comparisons would be useful when considering people who identify as living with a disability and if they have any accessibility needs that are not being met.
- Suggestion to have more open dialogue boxes for respondents to leave comments / feedback / suggestions that can be considered and possibly actioned.

2026 Volunteer Engagement Feedback Form

6. Appendices

Appendix A –Copy of Feedback Form: About you

01. Your suburb, township or locality

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02. Age range

☐ 9 years or under	☐ 10 to 14 years
☐ 15 to 19 years	☐ 20 to 24 years
☐ 25 to 29 years	☐ 30 to 34 years
☐ 35 to 39 years	☐ 40 to 44 years
☐ 45 to 49 years	☐ 50 to 54 years
☐ 55 to 59 years	☐ 60 to 64 years
☐ 65 to 69 years	☐ 70 to 74 years
☐ 75 to 79 years	☐ 80 to 84 years
☐ 85 years or above	

03. Gender

Select one answer only	
☐ Male	☐ Female

☐ Non-binary / third gender	☐ Prefer not to say
☐ Prefer to self-describe	

04. Are you of Aboriginal or Torres Strait Islander origin?

Select one answer only	
☐ No	☐ Torres Strait Islander
☐ Aboriginal	☐ Aboriginal and Torres Strait Islander
☐ Prefer not to say	

05. Which language do you mainly speak at home?

Select one answer only	
☐ English	☐ Prefer not to say
☐ Other	

Access and Inclusion - We celebrate the diverse strengths and abilities of our volunteers and want to remove as many barriers to participation as possible. Sharing information about disability and/or accessibility needs helps us explore ways to support your involvement, where possible

06. Do you identify as living with a disability?

Select one answer only
☐ Yes
☐ No (skip to question 8)
☐ Prefer not to say

If yes, please speak to your Volunteer Leader or contact Kendra on (08)

8408 0490 kstephenson@ahc.sa.gov.au so we can discuss how we can best support you.

07. About your disability

Select one answer only	
☐ Physical	☐ Intellectual
☐ Hearing loss	☐ Vision loss or impairment
☐ Deafness	☐ Blindness
☐ Sensory	☐ I have a hidden disability
☐ Other	

08. How can we make our spaces and roles more accessible so as many volunteers as possible can participate?

Your volunteering

09. Within Adelaide Hills Council, which team/s do you volunteer with?

Select all that apply
☐ Torrens Valley Community Centre
☐ The Summit Community Centre
☐ Gumeracha Library
☐ Woodside Library
☐ Stirling Library
☐ Positive Aging Programs

☐ Youth Development
☐ Advisory Group
☐ Volunteer Management
☐ Fabrik Art + Heritage
☐ Access & Inclusion Advisors

10. On average how frequently do you volunteer with Adelaide Hills Council?

Select one answer only	
☐ A few times a week	☐ Once a week
☐ A few times a month	☐ Once a month
☐ Every few months	☐ Did not volunteer in the last 12 months

11. How long have you been a volunteer with Adelaide Hills Council?

Select one answer only	
☐ Less than 6 months	☐ 6 months - 1 year
☐ 1 - 2 years	☐ 2 - 3 years
☐ 3 - 5 years	☐ 5 - 10 years
☐ 10+ years	

12. What is your primary reason for volunteering?

Select one answer only
☐ I'm a student
☐ Seeking employment pathways
☐ To fulfill Centrelink requirements
☐ I want to give back and/or I'm retired
☐ Prefer not to say
☐ Other

Training and employment

13. Since July 2025, have you completed any volunteer training?

Select one answer only		
☐ Yes	☐ No	☐ Prefer not to say

14. Is there any training you would like to undertake to support you in your volunteer role?

15. Since July 2025, have you gained employment?

Select one answer only	
☐ Yes	☐ No (but I'm looking for work)
☐ Not applicable (not looking for work)	☐ Prefer not to say

Your experience

16. Please rank your level of agreement with the following statements:

Volunteering has contributed to my sense of purpose
☐ Strongly agree
☐ Somewhat agree
☐ Neither agree nor disagree
☐ Somewhat disagree
☐ Strongly disagree
My volunteering makes a positive difference to others in my community
☐ Strongly agree
☐ Somewhat agree
☐ Neither agree nor disagree

☐ Somewhat disagree
☐ Strongly disagree
I feel better connected to other people as a result of my volunteering
☐ Strongly agree
☐ Somewhat agree
☐ Neither agree nor disagree
☐ Somewhat disagree
☐ Strongly disagree
Volunteering improves my mental wellbeing
☐ Strongly agree
☐ Somewhat agree
☐ Neither agree nor disagree
☐ Somewhat disagree
☐ Strongly disagree
I feel I am part of a team
☐ Strongly agree
☐ Somewhat agree
☐ Neither agree nor disagree
☐ Somewhat disagree
☐ Strongly disagree
I receive enough guidance to carry out my volunteer role
☐ Strongly agree
☐ Somewhat agree
☐ Neither agree nor disagree
☐ Somewhat disagree
☐ Strongly disagree
My area is a safe place to work
☐ Strongly agree

☐ Somewhat agree
☐ Neither agree nor disagree
☐ Somewhat disagree
☐ Strongly disagree
I have access to the resources I need to perform my role
☐ Strongly agree
☐ Somewhat agree
☐ Neither agree nor disagree
☐ Somewhat disagree
☐ Strongly disagree
I have access to the training needed to do my role
☐ Strongly agree
☐ Somewhat agree
☐ Neither agree nor disagree
☐ Somewhat disagree
☐ Strongly disagree
I know how to give feedback or make a complaint about my volunteering experience
☐ Strongly agree
☐ Somewhat agree
☐ Neither agree nor disagree
☐ Somewhat disagree
☐ Strongly disagree
I am satisfied with the recognition I receive
☐ Strongly agree
☐ Somewhat agree
☐ Neither agree nor disagree
☐ Somewhat disagree
☐ Strongly disagree

I would recommend Adelaide Hills Council as a great place to volunteer

- ☐ Strongly agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Strongly disagree

Reward and recognition

17. To be recognised by Adelaide Hills Council for my volunteering, I would most value:

Select between 1 and 3 answers

- ☐ An award of appreciation would be nice (i.e. badge / certificate of service)
- ☐ Instant acknowledgement is appreciated (e.g. a thank you from staff / clients)
- ☐ Feedback from my clients or customers
- ☐ Further opportunities for development
- ☐ Don't feel the need for recognition
- ☐ Other

Anything else

18. Do you have any hobbies, talents, skills and knowledge you want to share with others in the community? That you're not currently sharing in your volunteer role with us.

19. Would you like to know about other volunteering opportunities with Adelaide Hills Council?

Select one answer only		
☐ Yes	☐ Maybe in the future	☐ No

20. If yes, please specify what kind of opportunities you are interested.

21. Is there anything we can do to improve your volunteering experience with us?

If you would like to share further information about any of your feedback, talents or future volunteering interests, please contact your Volunteer Leader or Kendra on (08) 8408 0490 kstephenson@ahc.sa.gov.au.

Appendix B - Verbatim comments from online and hardcopy feedback responses

Table of verbatim comments received via online and hardcopy survey.

How can we make our spaces and roles more accessible so as many volunteers as possible can participate?
A hard one to answer!
Re above question: I just cant choose, I have many of these disability: Hearing loss, Deafness, Downs Syndrome
No, I dont understand what you are trying to say! But I think we need to help lot more whenever we are but to improve our manners a lot more each day by respect them.
Specific training about the site that we volunteer in. It is helpful to know the sites history and plans for the future. This helps when people come in and ask questions, particularly if there is a long and interesting history of that site. (for example the Onkaparinga Wollen Mill) Milk.
It all depends on the type of personality and what kind of the job , and the main reason for helping people with their skills and abilities and disabilities as well and make time to work with friendly people and Staff and other people as well , and always use positive, and polite and respectful with other people
More Disabled Parking spaces. Especially now since the change in the Act to include those with sensitivity disabilities - hidden. Any influence on businesses to also help with more spaces. It is Council's decision as to how many there should be.
In Stirling better access to parking spaces that are closer to the building.
I think most areas that I use are accessible for all volunteers.
Be very welcoming and open.
Note I have physical disability as well as hearing loss.
Volunteering carparks a little more accessible. Ie library.
Not sure how do this, or if you need to - but it is a very valuable and enjoyable thing to volunteer, and if more people knew this you may have more people putting their hands up - perhaps you need some sort of community of grand-parents - so maybe through the schools and the parents at schools - and then you need some way to get engaged - so maybe the lolly-pop stop sign people at crossings, that is very popular in Victoria - that might get more volunteers to participate.
Engage with the community in a way that promotes goodwill
Engage with the community in a way which promotes goodwill

Is there any training you would like to undertake to support you in your volunteer role?

No, other than first aid update.

Yes, (on June 13 workshop) for AED or communication workshop skills as well. Helping elderly people / normal as well.

Induction?

Volunteer in the hut book shed where I've had training in the last 6 mths

Yes I will please first Aid , etc people skills work shop and any other type of work Experience in op shop couple of times and to help with money , or packing some bags

I'm happy to be trained as the need arises.

*this relates to the next question. No I haven't worked since 2025. No I'm not actively looking for a job but if something suitable came up on the grapevine I would take it.

Mental health

Computer skills

Teach my computer to be more usable to oldp eople.

Do you have any hobbies, talents, skills and knowledge you want to share with others in the community? That you're not currently sharing in your volunteer role with us.

I do have a lot of patience, communication in my work. I do want to work in silence and quiet place without any noises or loud talking it does bother me. I have used a lap top or overhead projector in my local church where I used to grow up in but now I can't do that now. I go to a smaller church different religion.

No, I currently have the opportunity to share my skills and knowledge Thankyou.

I love to do my job and stick to it , or being able to help people and stuff as well and people skills and being able to help others as well as I can

I am an artist and teach Gelli plate printing, junk journal/ upcycling books, slow stitching and art journalling

I enjoy art and craft and gardening but not really sure if I'm talented enough though. At the moment I've been mucking around with painting on old colouring books and then making gift tags and bookmarks. Might be a fun thing to do around Christmas time.

Plenty of hobbies. I am in U3A and share with friends informally.

"Whilst it is true I do have hobbies, skills and knowledge I would enjoy sharing with others I am already doing this in a volunteer situation outside of the role I have with the Council.

I am a quilter and I also preserve

Would you like to know about other volunteering opportunities with Adelaide Hills Council? If yes, please specify what kind of opportunities you are interested.

Driving related

Idea NOT plans for 2036 (State) Bicentenaries 2039 for Gumeracha. Cooperation between Halls through Torrens Valley Townships for future inter-hall inter-town exchanges

Part time work 1 - 2 days

Is there anything we can do to improve your volunteering experience with us?

No

I am quite happy with the way things are at the moment!

No, all good thank you !!

No, thanks!

I would prefer to have a choice of films to see for volunteer week as the film at Mt Barker Wallis does not interest me!

The team at Fabrik are lovely and always appreciative of my volunteer time.

All fine

I also help medieval fair and other events in the area of Gumeracha like Australia Day breakfast on Weekend in January 26th

No. It's a great place to volunteer the staff and fellow volunteers are great. Some are new like me and others have more experience.

I enjoy my time when I'm able to help out.

No

Offering a limited parking space /permit for the morning I volunteer would be a blessing as I often arrive to find nothing available and have to drive quite some distance before I can park then must walk to and from the Library.

Yes, provide access to parking for the time that I am volunteering. My shift as a JP is 2 hours long and usually means that I get to the Coventry Library early to set up in the Mayor's office and often leave late because of client load. Parking at the library is limited and if I go over the time limit I get fined. I would have thought it reasonable that any fine would be waived but that is not the case. I have asked about having some kind of permit that allows a reasonable overstay at times I am working at the library but this is apparently too hard. I am considering that if you won't look after me properly I might as well stop providing free services for you as a Council.

I hope I am realistic enough to not expect the impractical and too idealistic possibilities.

Everything that the people here have given me have helped with my volunteering experience.

I have been volunteering since 1960 Stirling St. John's, Mylor Bridgewater CFS, 29 years, 7 yrs pres B, water school council, 10 years a Stirling Council Councillor and it's many committees, JP 44 years, meals on wheels over 25 years, and probus 13 years.

Get more people to enjoy volunteering.

No improvement required as far as I am concerned. The team at the Norton Summit and Torrens Valley Community Centres are such wonderful people. The harmony they bring to the workplace is a credit to them. They have made me very welcome and always teaching me new skills. I have made wonderful friendships with the staff and other volunteers and the community that frequent the facilities. I am always amazed at the constant change of programs available to the community, always something new to join in and experience. I am very humbled and proud to be a part of the team in my volunteer capacity.

I feel appreciated and valued working as a volunteer with AHC at Fabrik

No



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