

Local Lessons

PLACE-BASED SOLUTIONS FOR STRONGER VOLUNTEERING

SOLUTIONS FOR INCLUSIVE VOLUNTEERING

The best insights come from community itself.

These tips and strategies reflect real experiences from local organisations and offer practical ways to make volunteering more inclusive and accessible for all.



Demonstrate impact

Acknowledge individual and group contributions.



Remove financial barriers

Reimburse expenses like transport, onboarding and training.



Be flexible

Offer roles with varied time commitments and responsibilities.



Provide training and support

Equip volunteers and carers/supporters with the skills they need.



Listen and learn

Be respectfully curious and open to feedback from diverse volunteers.



Address isolation

Enable volunteering to be a space for community and belonging.



Communicate clearly

Use accessible language to explain roles and expectations.



Promote inclusive values

Reflect them in your organisational culture and actions.



Collaborate on role design

Adapt volunteer roles to suit individuals through two-way conversations.



Support inclusion

Foster welcoming environments where everyone feels safe, valued and connected.



Promote opportunities

Raise awareness about where and how to find volunteer roles – especially among young people, newly arrived migrants & jobseekers.



Simplify recruitment

Streamline processes and provide help to get required checks (e.g. *in-person sessions to obtain Working With Children's Checks*).

**BREAKING DOWN BARRIERS
TO VOLUNTEERING**



View our partner document on the identified barriers.

**INCLUSION
CASE STUDIES**



See how other organisations have implemented these solutions.



PEOPLE WITH A DISABILITY

- Ensure buildings and environments are physically accessible.
- Design flexible roles with various physical or cognitive demands.
- Provide supports such as buddies, transport help, and interpreters.
- Offer inclusive training for volunteers and staff.
- Use diverse learning methods and formats.
- Give regular feedback to build confidence.
- Explore alternate ways to meet compliance requirements.
- Improve access to service information
- Address stigma and misunderstandings around capabilities.



FIRST NATIONS

- Provide cultural safety and allyship training.
- Build respectful, mutually trusting relationships with local First Nations groups, ensuring it is mutually beneficial.
- Involve First Nations people in planning and review processes.
- Ensure volunteering is meaningful and reciprocal.
- Support and attend local events and initiatives.
- Observe cultural protocols and ensure formal arrangements are appropriate.
- Design volunteer roles with gradual steps that build confidence and increase responsibility over time.



YOUNG PEOPLE

- Offer flexible, skills-based roles that suit changing schedules, particularly study commitments.
- Highlight how volunteering builds skills and supports employment pathways.
- Help with transport and access.
- Use messaging that aligns with their goals, interests, and priorities.
- Consider options to enable digital participation.



NEWLY ARRIVED MIGRANTS

- Partner with CALD community leaders and gatekeepers to maximise engagement.
- Use translated and accessible materials.
- Look at alternative ways of promoting volunteering benefits (*e.g. as a pathway to employment, building skills, making friends in their new area.*)
- Offer practical support (*e.g. meals, transport, childcare*).
- Build trust and engage actively – not just via written promotion.
- Develop a cultural safe policy and provide training to staff.

