

# Local Lessons

PLACE-BASED SOLUTIONS FOR STRONGER VOLUNTEERING

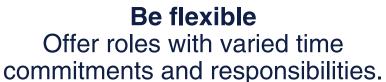
# SOLUTIONS FOR INCLUSIVE VOLUNTEERING

## 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.



**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.



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.



- 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.



- 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.

• Partner with CALD community leaders and gatekeepers to maximise engagement.

NEWLY ARRIVED MIGRANTS

- 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.

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