

Case study: Leading change towards inclusive practice

Pinarc: Volunteer from home program

Pinarc Disability Support is a proud not-for-profit organisation providing disability support services and therapy to children, teens, adults, families, and carers since 1999.

Pinarc have always engaged volunteers directly in their programs in Ballarat, however, the pandemic motivated Pinarc to implement change to the way that they engaged volunteers. They adapted and diversified their volunteering program to include 'volunteering from home' which enables a wider demographic of people to volunteer who may not typically engage in volunteering due to barriers such as disability, location or carer duties.

Volunteers who partake in volunteering from home create curriculum content across a range of subjects to deliver in Pinarc disability day programs. The biggest achievement however, is giving people who may have barriers to regular volunteering the opportunity to be part of an organisation from the comfort and security of their own home.

Current volunteers include:

- someone living with a spinal cord injury,
- a new migrant to Australia who is a full-time carer of a child,
- a person living with severe anxiety who can't leave their home, and;
- a volunteer who permanently travels in a caravan.

These volunteers regularly express the impact this volunteering has had on their lives to enable them to feel part of the Pinarc community and stay connected with society, when they otherwise may not have the opportunity to volunteer.

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Pinarc has a culture where volunteers are valued, heard and respected. When improving the volunteer experience, Pinarc reviewed the onboarding process to make it easier and quicker for volunteer from home roles, whilst still complying to strict recruitment practices.

To ensure that the reward and recognition program was inclusive and enabled all volunteers – both on site and from home – the same opportunity for recognition, Pinarc moved training to online, developed an e-newsletter, and held virtual morning teas.

The impact of volunteering from home has been transformational. Due to the diverse skills of volunteers, Pinarc customers now have access to a richer, more varied and comprehensive program. Pinarc now engage 20 volunteers across four states: Victoria, New South Wales, South Australia, and Queensland.

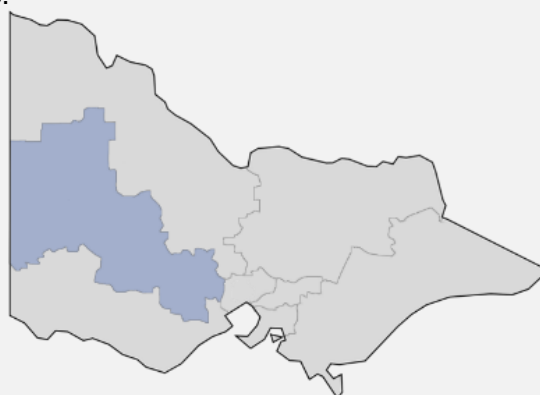
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<https://www.volunteeringvictoria.org.au/leading-volunteers/vma-2022-2026/>



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Volunteering Victoria acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea, and community. We pay our respect to Elders past and present.