

CONNECT

Volunteer Management Activity

Breaking down barriers to volunteering



'If you want people to thrive and be at their best, it's simple.

Create the conditions for belonging.'

Carin Taylor, Chief Diversity Officer at Workday



'The best way the world works is everybody in, nobody out. Differences not just celebrated but essential!'*



* Apple – Inclusion & Diversity - Open

What we knew and where we started

Priority Groups



Volunteer Involving Organisations



CONNECT

A two-pronged approach that focussed on

> **Volunteer Involving Organisations:**

VSW provided intensive support to participating VIOs to support them in making their organisation more inclusive and welcoming to all and to plan for and engage with priority group volunteers.

At the same time, we provided them with a volunteer workforce that have been inducted in the role, have their clearance checks, reducing this burden on the Volunteer Manager.

> **Priority Group Volunteers:**

CONNECT offered the volunteers the opportunity to 'practice' a volunteer role whilst being supported 'on the job' by familiar VSW staff, that gave them the opportunity to improve self confidence, while also building their connectedness and giving them a meaningful volunteering experience.

CONNECT



A Program by Volunteer South West
to Connect People to Community



EXPERIENCE VOLUNTEERING

IN A SAFE AND SUPPORTED

ENVIRONMENT

The Process

Co-design and launch project

Working with stakeholders, referral agencies, VIOs and priority group volunteers:

- Connect with stakeholders to design project details and project plan
- Promotion to VIO membership, develop information material, advertise, call for expression of interest
- Create calendar for group sessions matched to participating VIOs ability
- List of stakeholders / organisations to present to

Test Group at a participating VIO to enhance and improve our project plan and process

Working with stakeholders

Presentations and meetings with staff of local job network providers, community service organisations, youth organisations etc to assist with building CONNECT groups.

Set up dates to present to their clientele to recruit group participants.

Support of VIOs, build capacity to encourage recruitment of volunteers

- Review induction paperwork and position descriptions, give feedback before and after group sessions, work together to make changes where relevant to be more inclusive.
- Work with VMs to see current gaps in volunteer management program and set up relevant inclusive procedures/practices in their organisation.
- Provision of inducted priority group volunteers.
- Regular sharing of information and resources (newsletter, emails, 1:1 conversations, social media).
- Build a bank of case studies of positive stories to demonstrate the benefit of recruiting these cohorts.
- Final feedback and advice report to VM after final group session.

Engaging/supporting priority groups

- Presentation to groups of people belonging to priority cohorts to build 5 CONNECT groups – using current relationships and building new ones. Place according to interest.
- Group sessions: introduction to volunteering, information about VIO and position of their choice, do induction process, fill out paperwork with small group. Discussion about needs.
- Volunteers are 'work ready' for volunteering at VIOs
- VSW staff to work with groups to ensure a soft landing and building confidence in volunteer role.

Evaluation VIOs & participating volunteers

VIOs: changes to organisational procedures and practices, feedback on CONNECT

Priority group volunteers: pre- and post placement survey, follow up after the last session, where do they sit with transferable skills, mental health, connectedness and confidence.

Learnings



The Outcome



VIOs & Volunteers

- 8 CONNECT groups and 4 individual placements
- 31 priority groups volunteers
- Priority groups represented:
 - New Migrants
 - Vulnerable Women
 - Unemployed
 - Youth
 - People with disability

VMs were very appreciative in receiving feedback and recommendations on how to improve their processes and being more inclusive in their organisation. Volunteers gained more confidence and felt more connected in their community.



Stakeholders

- We cooperated with more than 20 different stakeholders from our member VIOs to local Shires, Employment Service Providers, Community Service Providers representing various priority groups, High Schools and other not-for-profit organisations.

Invaluable insights and support received! Resulted in training opportunities and information material for VIOs.



Promotion/Activities

- 40 posts, reels and stories on social media
- 4 newsletter for our VIOs and other subscribers
- 2 trainings, online and face to face
- 1 Networking event for our Volunteer Managers
- 15 presentations at various stakeholders and organisations

Strengthened VSWs reputation and level of trust! Proved our expertise in working with priority groups and our creative approach to recruitment and engagement of new and diverse volunteers.

Volunteer South West

Connecting people to community

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Volunteering WA

Empowering people and communities to enrich Western Australia

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