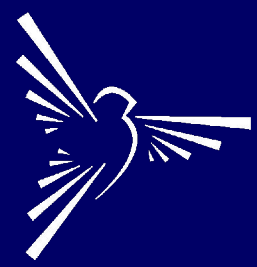


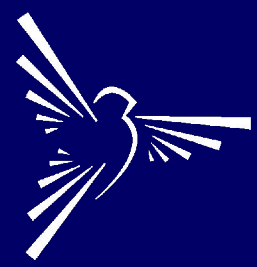
Practising what we preach: social inclusion and our volunteer programs

Margaret Robertson
Anglicare Australia Conference - September 2008



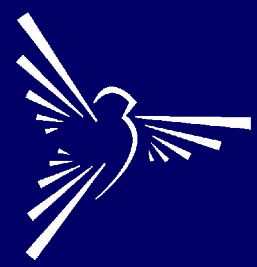
overview

- Volunteering enables people to give
- Who is excluded from your program?
- Research & resources
- Strategies
- Challenges
- Resource list



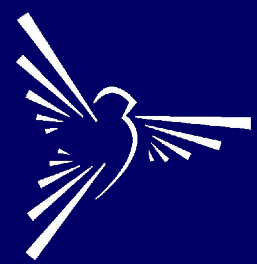
including...

- People living with disability, particularly:
 - Younger people with physical disability
 - People with mental health disability
 - People with intellectual disability
- People from minority ethnic groups
- Ex-offenders

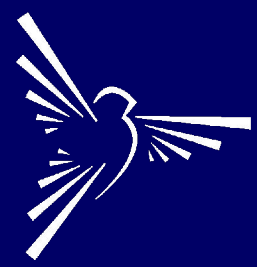


key messages

- Focus on capacity, skills and interests of the individual
- Educate staff
- Accommodations need not be expensive



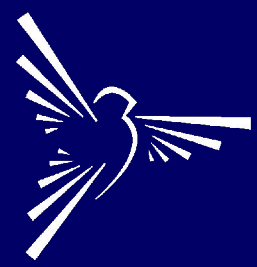
"Some minor fine tuning of the chair lift may be in order."



strategies

1. Flexible roles & opportunities

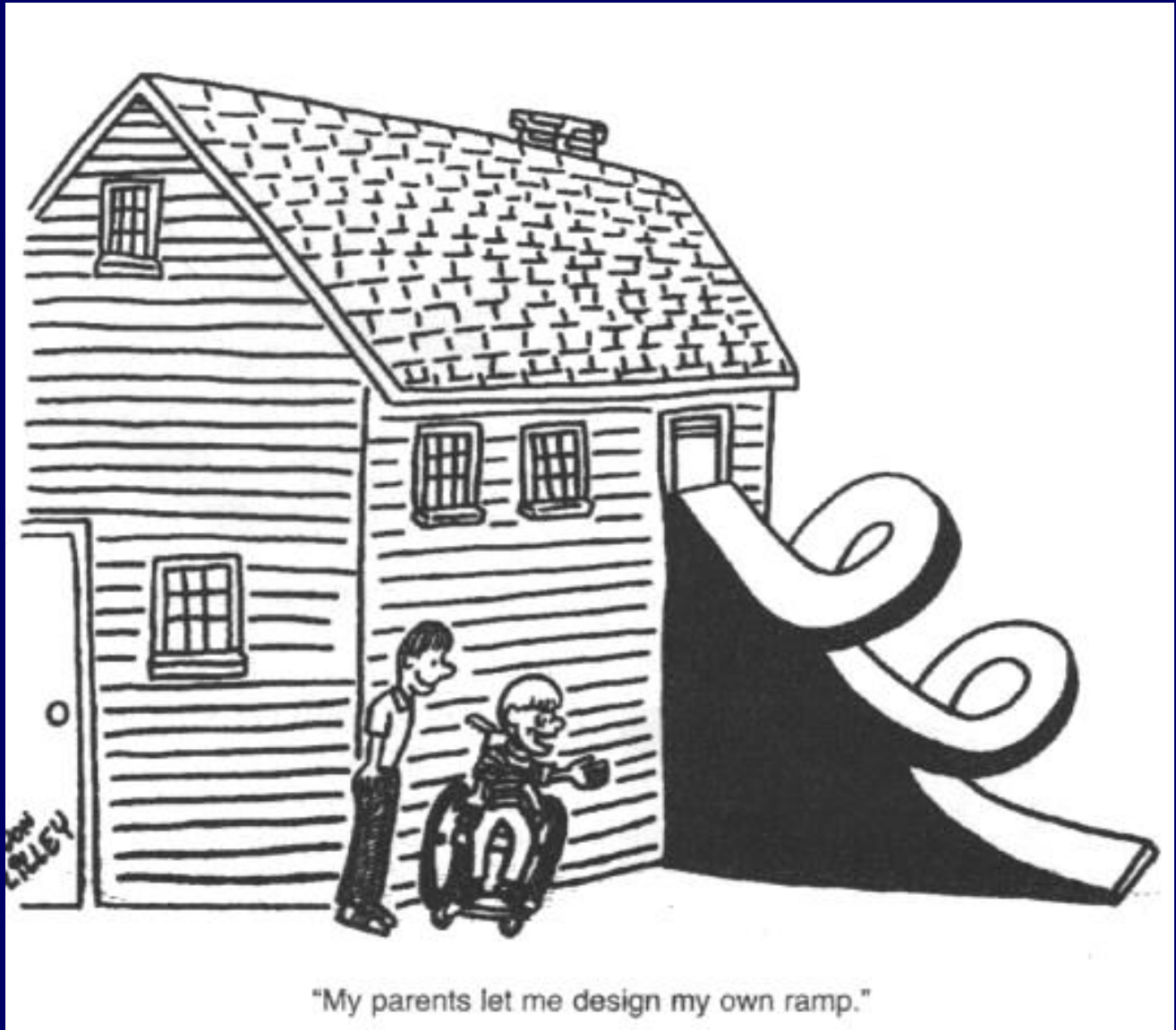
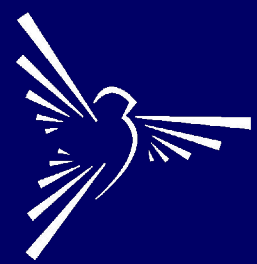
- Tailor the role and tasks
- Flexible time commitment – start/stop time, time off
- Have realistic expectations

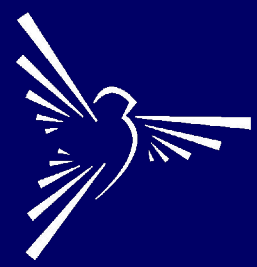


strategies

2. Accommodations

- “How can we...” approach
- Variety – eg. visual and audio
- Ask! The person, networks, support groups, resources
- Grant applications
- Volunteering from home

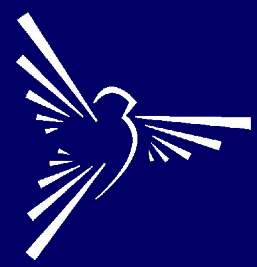




strategies

3. Thinking innovatively on risk management

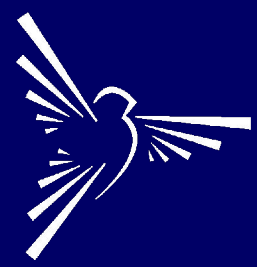
- Tailored training to match tailored role
- Question “everyone must...” rules
- Identify risk for client, service, volunteer
- Allow the dignity of risk especially where the risk is not related to the disability itself
- When and how to say “no”



strategies

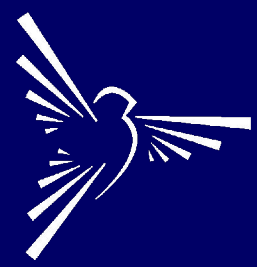
4. Clients as volunteers

- Equalising relationships between “provider” and “recipient”
- Delineate between when they’re a client and when they’re a volunteer
- Set people up for success, not failure
- Clients volunteering with other services – ours or others. Partnerships, exchange programs



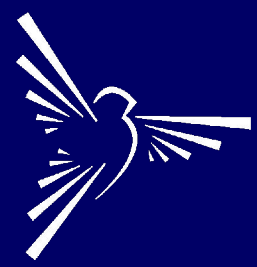
strategies

- **Recruitment messages: attraction or barrier?**
 - Images
 - Wording & reading level – information, application forms, training
 - Is help available? Other formats?
 - Accessibility: Ramp? Map? Travel reimbursement? Public transport? etc
 - Contact details



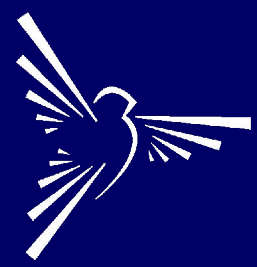
challenges

- Volunteer Coordination skills
 - Identified person in the role
 - Right person in the role
 - Adequate time
 - Opportunities to learn
 - Opportunity to be flexible & practise innovation



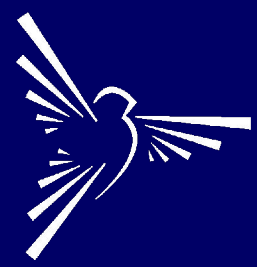
challenges

- Support & time requirements
 - Support needs for all staff, not just volunteers with disability
 - Strategies for managing time challenges: teams, mentors, buddies, “how-to” manuals, feedback, training
 - Is the volunteer in the right role?



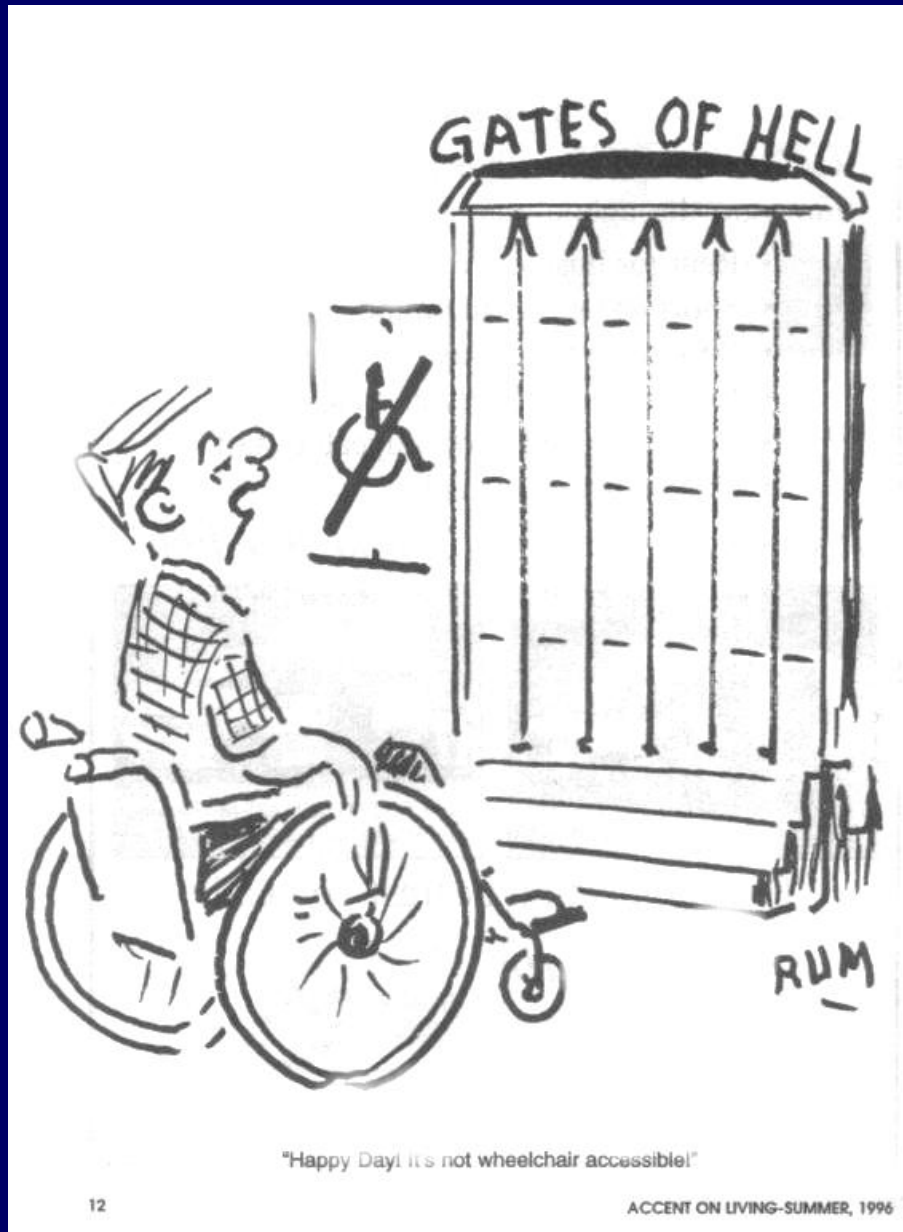
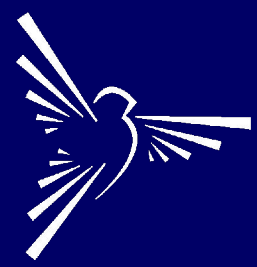
challenges

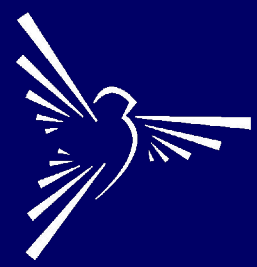
- Educating staff
 - Disability awareness
 - Include education on the value of diversity
 - On-going, not just one-off
 - Challenge assumptions & bias
 - Respect & sensitivity for the individual



challenges

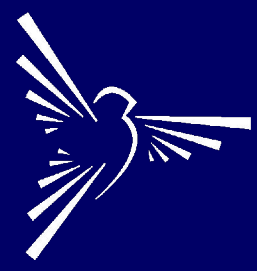
- Management issues
 - Policy and values
 - Budget
 - Set realistic goals & demonstrate success
 - Communicate success



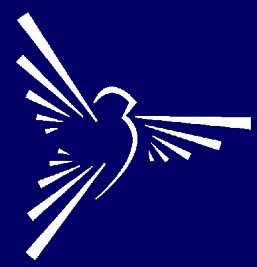


volunteers with criminal records

- Automatic requirement is a barrier leading to exclusion
- Loss of skills & experience
- Analyse risk and tailor role & placement
- Implement organisational policy – and question that, if required
- Advocacy please!



Social exclusion and our
volunteer programs: if we
don't question it, do something
about it, then who will?



acknowledgements

Thank you to

Lorraine Angeli

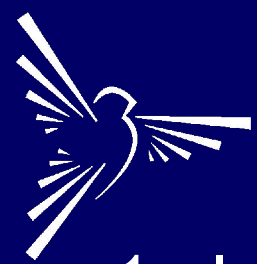
Neil Barringham

Ray Black

Amanda Tink

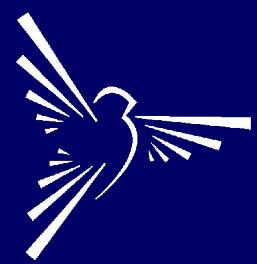
for allowing me to consult you and draw on your knowledge and experience in preparing this paper.

Any mistakes, omissions and misinterpretations are all mine.



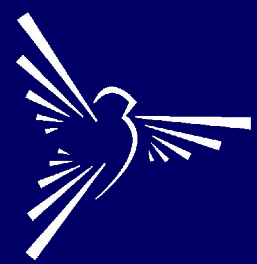
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2. Australian Bureau of Statistics: Information Paper 4431.0.55.001 *Disability, Ageing and Carers, Australia: User Guide* 2003
3. Volunteering Australia: *National Standards for Involving Volunteers in Not-for-profit organisations* 2001
4. Nacro and Volunteering England: *Involving Ex-offenders in Volunteering*. Cited in Coxon and Jump, *How to Recruit Socially Excluded Volunteers*. Third Sector Online 2006
5. Cartoons from CripKorner – Spinal Cord Injury Ring <http://members.tripod.com/~cripkorner/index.html>



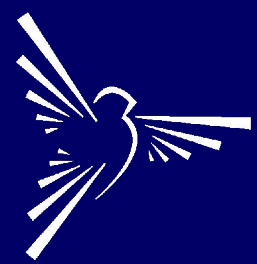
references & resources

- *Involving Volunteers with a Disability – Online Resources*
– Volunteering Australia. www.volunteeringaustralia.org
Includes links to fast facts, tips for inclusive language, making your service accessible, engaging people with disability, peak disability organisations, mentoring support etc.
- Energize Inc's Resource Library – Diversity/Inclusion, Virtual Volunteering etc. etc – www.energizeinc.com
- *Volunteer Connections: Creating an accessible and inclusive environment.* Volunteering Canada.
www.volunteer.ca/volunteer
- For definitions, data etc: Australian Bureau of Statistics:
www.ausstats.abs.gov.au



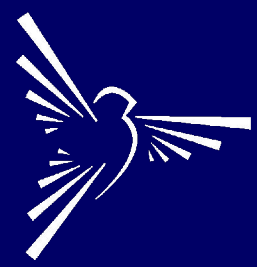
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