

Are we serious about including people with disabilities or from culturally and linguistically diverse backgrounds in our volunteer programs?

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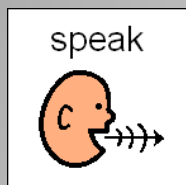


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Why should we have
people with disabilities
or people who come
from other countries in
our agencies?

People in our Community



- In 2006 the Australian Bureau of Statistics asked people across Australia what language they speak at home. They found that 20% of people who live in Victoria and are 5 years and older speak a language other than English at home



- They found that 1 in 4 people who live in Australia were born overseas



- They found that 1 in 5 people who live in Australia have a disability
- Of those people who have a disability, most had a physical disability (84%). Some had a mental illness (16%) and some had a behavioural disorder (16%)

What is good about having different people from our community volunteering in our agency?

volunteer



community

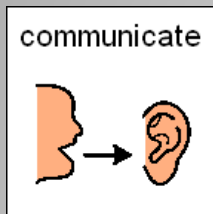


people



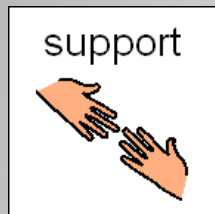
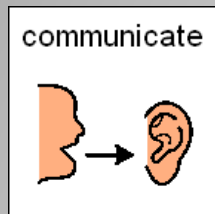
- Have more volunteers
- Have people with new ideas and different skills
- Everyone gets to know all the different people in our community
- They can help to improve the way you work
- Have services that people want to go to because they feel welcome by the people that work there
- Have volunteers from across the community that have different interests and gifts

What are some things that make it hard to have different people from our community volunteering in our agency?



- Talking with people who may not understand what you are saying
- It may take more time to help someone who is from another country or has a disability to do their volunteer role
- That the volunteers know what volunteering is
- We may need to change the way we do things

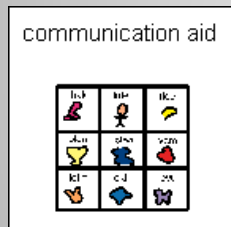
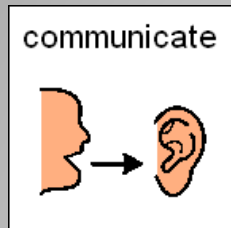
What are some things that make it hard to have different people from our community volunteering in our agency?



- We have people who are doing jobs that don't really need to be done
- They may not get along with other people in the agency
- They only want to volunteer with people from the same country or with a disability
- It is too hard to try to get people from another country or with a disability to volunteer in our agency
- The person with a disability may do something and I won't know what to say or do

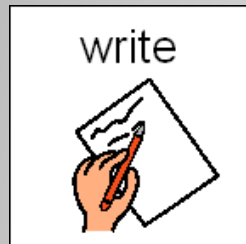
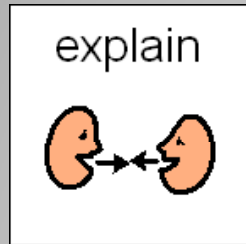
Talking and listening

What can you do to make sure that people understand what you have said and that you understand what they have said?



- People may not have the same amount of spoken English that you have. It would help to think of other ways to make sure the person understands what you have said
- You may need to change what you do when you interview people and when you ask them to fill out any forms
- Ask the new volunteer “is there anything that makes it hard for you to do your volunteer role?”, “what things can upset you?”, “what can we do to help you?”
- You can use photos, pictures, compic and gestures to find out if people understand what you are saying. These things may also help them to show you what they are trying to say

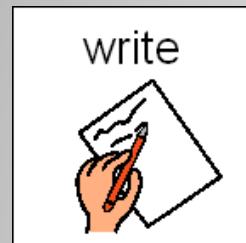
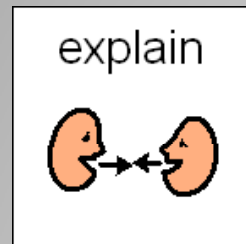
What can you do to make sure someone understands their volunteer role and what they need to do?



EXAMPLE – when interviewing or meeting with a new volunteer:

- Tell the person about how they apply for the volunteer position – what will happen and when it is likely to happen
- Go through the form that they need to complete and what they need to complete
- Offer to help them fill out the form by asking each question and writing down their answer or ask them if they would like to take it home

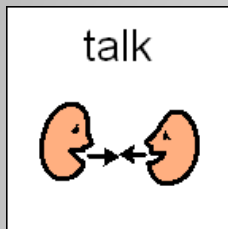
What can you do to make sure someone understands their volunteer role and what they need to do?



EXAMPLE – when interviewing or meeting with a new volunteer:

- Try not to use words that are used in your work and they may not understand
- Use pictures, photos and gestures to help the person to understand what you are trying to say
- Learn to say people's names the way they want

What can you do to help your volunteers?



- Have someone to work beside the volunteer to help them learn the job
- Meet with the volunteer to ask if they are enjoying the job and talk about any problems they may have
- Talk to other organisations that may be able to help you if you are not sure about anything
- Think about different ways to solve problems

An activity for
you to do



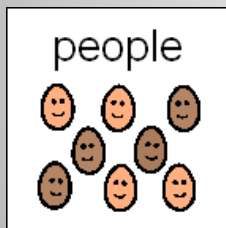
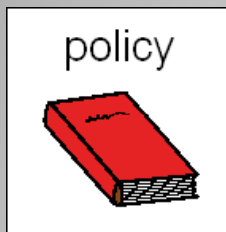
We are all different



People are all different, even if we have the same:

- Disability label
- Language
- Religion
- Country of birth

What can we do to be more welcoming to everyone in our community?



Everyone will feel welcome when:

- Your whole organisation welcomes everyone from the community and it is written in your policies
- The way you do things in your agency considers that there are lots of people in our community that have different ways of understanding and talking
- That all the people in your agency such as the manager, staff and volunteers are welcome and friendly to everyone

What can we do to be more welcoming to everyone in our community?

policy



welcome



people



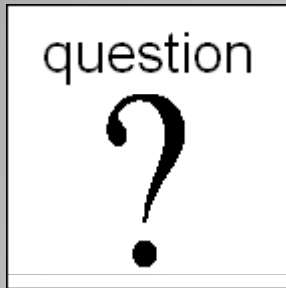
Everyone will feel welcome when:

- Your whole agency knows about the cultures and different disabilities in our community
- Everyone at your agency has training on different cultures and different ways of communicating

Move

FROM "them and us"

TO 'us'



- **Questions**
- **Further Resources**

Thank you