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| --- | --- | --- | --- |
| **Activity** | **Outputs (quantifiable as much as possible)** | **Impact / learnings / quotes** | **Further info/resources** |
| Research | Survey - 167 organisations.Key facts and stats roundupLiterature review4 case studiesFocus groupsOne-on-one interviewsBBB Report | “There is a key element, it’s about leadership. It’s about people who are prepared to make this happen.” David Perry, Policy and Research, NHVic. | [https://www.victoriaalive.org.au/](https://www.victoriaalive.org.au/campaignvideos/)  |
| Micro-credentials | Case studiesCommunity engagementOrganisation engagement  | “Regardless of your role in your organisation, you can make a difference. You can change your own approach and attitudes. You can amend policy and write statements of inclusion. You can review the way your organisation recruits, interviews and trains your volunteers. You can change some of your core practices that are stopping people with disability from approaching you in the first place. This training is for anyone in any organisation who wants to learn how to more effectively and respectfully include volunteers with disability.” – disability inclusion in volunteering course introduction | [https://www.victoriaalive.org.au/](https://www.victoriaalive.org.au/campaignvideos/) |
| Videos | Series of 11 x videos filmed and produced, focusing on volunteers with disability and the organisations where they volunteer. Disseminated through the #WeAreAble social media campaign on all social media channels. 7 x organisations involved, including regional and metro. Organisations included: * CFA Greendale
* Travellers Aid
* Melbourne Fringe Festival
* Lort Smith Animal Hospital
* Castlemaine Community House & the Hub Garden
* 3CR Community Radio
* Boomerang Network

12 x volunteers featured in the videos, following 9 x case studies.  1 video profile collaboration (Voice at the Table) | “People with a disability are often able to grow into a volunteer role, discover their passion, and upskill. Volunteering offers a wide array of benefits for people of all abilities, from improved confidence, health and quality of life, through to increased opportunities for networking, skill development and employment.” “We have people with disability [at 3CR community radio] who are programmers, panellists, producers, even admin tasks or fundraising. Also people on air, so talent as well.” - 3CRStella (presenter) via her iPad - “I never imagined I could do radio, but 3CR were really welcoming and happy for me to present using my iPad. I’ve become a lot more confident since I’ve been volunteering at 3CR.” “Volunteering is a two-way street. It’s both advantageous to us as an organisation, but even more so advantageous to the individual getting some positive experience out of volunteering.” - Travellers Aid “At Melbourne Fringe we are revising our Disability Action Plan and we are ensuring that there’s a section in there around being committed to supporting volunteers – both preparing volunteers for working with people with disability and deaf people, and also making it an accessible and inclusive space for volunteers who are people living with disability.” - Melbourne Fringe Festival “Our volunteers are really diverse and come with a whole extraordinary array of skills and knowledge and experience, and I think that’s what makes it a really rewarding place for volunteers and staff alike.” - Lort Smith Animal Hospital | Video campaign – on Vic ALIVE website <https://www.victoriaalive.org.au/campaignvideos/> Vic ALIVE YouTube Channel<https://www.youtube.com/channel/UC7kdmfIQBgutAJq2s3njfgg/videos> |
| #WeAreAble | 150% increase in linkedin followers187% increase in fb followers43% increase in instagram followers59% increase in twitter followers95% increase in pageviews | “There’s a misconception that people with disabilities are in need of volunteers to help them, and not that people with disability are able and willing and wanting to be volunteers themselves.” – Marnie Higgs  | [https://www.victoriaalive.org.au/](https://www.victoriaalive.org.au/campaignvideos/) |
| Newsletters | 211 subscribers for first newsletter, increased to 349 people throughout the project6 x newsletters distributed34.5% – 43% open rate, well above non-profit industry average of 21.4% | Each newsletter followed the same format with sections for the Editorial, Spotlight, Promoting Change (articles, videos, podcasts etc), Events, Resources (grants, awards etc) and Research. “Spotlight” highlighted some of the people involved in and around the Victoria Alive project, introducing them and some of their own thoughts about volunteering and disability based on their own experience. * “Having both lived experience of a disability and extensive volunteering experience, I can see we need to recognise the value that each volunteer can bring to organisations and the community, whatever their ability.” Jake Lewis
* “Real disability access is everybody’s business and it’s a matter of tuning in, listening to people’s access needs and finding a way to make it work.” Sarah Barton
* "There is still a long way to go to be fully inclusive, but I really do think people are more aware now of people with disability and how to accommodate them. It’s just slow to change because people are slow to change their old views." Julyne Ainsley
 | Victoria ALIVE website – links to newsletters:<https://www.victoriaalive.org.au/promotion/>Victoria ALIVE website – links to Spotlight:<https://www.victoriaalive.org.au/spotlight/> |
| Forums | 276 attendees in total.32 panellists (of those, 17 were people with lived experience and 15 were volunteer managers or organisational representatives).5 performances by locally based All Abilities choirs & groups7 Partner organisations127 call to action cards381 individual calls actionTotal Call to Action cards for the project (forums/conferences)182 postcards546 individual calls to action commitments | Peer learning & consultation: Themes & IssuesA key feature of the forums was a world café style consultation, exploring issues and challenges in providing meaningful opportunities for volunteers with disability. While some regional-specific issues were raised, several key themes were identified across the forums:* Organisational systems for volunteer management
* Organisational culture
* Organisational capability
* Organisational capacity
* Volunteer capability
* Environment
* Leadership
* Measuring outcomes

Of these *‘Organisational Systems’, ‘Organisational Culture’* and ‘*Organisational Capability’* were consistently the dominant three issues raised at all forums. Calls to actionA key aim of the forums was to activate the community and encourage local, sustainable actions to promote inclusive volunteeringTop calls to action included:* 41 attendees planned to discuss their learnings with their volunteers/staff/management
* 35 organisations committed to develop more volunteer opportunities for PWD
* 30 organisations committed to reviewing their volunteer role PD’s/ads/recruitment processes
* 18 organisations planned to develop or review their DAP
* 17 attendees committed to network with local disability organisations/service providers
* 10 organisations committed to organising disability inclusion training for their organisation
* 9 organisations committed to developing pathways to employment for volunteers with disability
* 5 organisations committed to setting up an advisory group

In addition, many attendees reported making important connections with other organisations through attendance at the forums, and planned to follow up on these connections and engage in inclusive initiatives being run by collaborating partners or other local organisations*Key Eastern forum commitments*“I plan to expand my organisations diversity committee that currently only includes paid staff, to include representatives from the volunteer program”“I’m going to raise awareness on disability inclusion & commit to taking action to increase volunteers with a disability within my organisation, and support the action plan in the Eastern region”*Key Cobram forum commitments*“We’re going to create a business plan to develop a social enterprise that will create roles for people with mental health & disabilities, to develop volunteering & employability skills”“I’m planning to develop to a partnership with the local special development school to organise volunteer opportunities at the Op Shop for the VCAL students”*Key Geelong forum commitments*“I commit to increase volunteering opportunities at the City of Greater Geelong and convene a reference group to inform our practice. We’re also going to work with Volunteering Geelong to increase capacity for the volunteer sector”“I plan to strategically work with local organisations to build inclusiveness into their volunteer systems”*Key Western forum commitments*“I am going to organise training on communication accessibility for the reception and visitor guides at our hospital”“I commit to developing an inclusive framework for our organisation for addressing the specific issues and developing effective strategies for inclusive model for people with disability”Place based approach and regional collaborationEach regional forum involved engagement with a locally based organisation to plan and implement the forum, ensuring it was relevant to local need. The initiatives of these organisations were promoted at each forum. The organisations included:* Eastern Volunteers
* Moira Shire Council
* Cobram Community House
* Volunteering Geelong
* DHHS Geelong Regional Office
* Volunteer West
* Brimbank Council

In three of the regions, local organisations contributed/donated to the event including:* Cobram event space by Moira Shire Council
* Western Metro event space and catering by Brimbank Council
* Gippsland event space by Latrobe Community Health Service

Feedback from attendees “I thought today was a really great day. It was a big chance to see all sides. Also, to be able to put across our point about how it is very hard to get employment and even volunteer work for people with disabilities. And I hope to see something like this every year. I think it was great.” (Quote from the Western Metro Forum).“One of the important things form the forum today was hearing from people with a lived experience of disability- the things that they found important and helpful in terms of finding roles… being able to capture that knowledge and experience and for everybody in the room to hear that and include that in what they are doing” – Eastern forum attendee | [https://www.victoriaalive.org.au/](https://www.victoriaalive.org.au/campaignvideos/) |
| Events | NHVic Conference23 call to action cards69 individual calls to action | “Advertise that our house is open to all, no one is excluded, everyone has one thing they can do”. (Action from a conference workshop attendee). | [https://www.victoriaalive.org.au/](https://www.victoriaalive.org.au/campaignvideos/) |
| Events | VV Conference22 call to action cards66 individual calls to action | “Include people with disabilities in our strategic planning process. Survey our volunteers, ask about their experience and seek feedback at the end of their time with us.” | [https://www.victoriaalive.org.au/](https://www.victoriaalive.org.au/campaignvideos/) |
| Events | Leaders Breakfast110 Attendees2 Victorian Parliamentary representatives4 community leaders with lived experience as panellists8 Calls to Actions for Leadership in Inclusive Volunteering | “Whether it’s down at the local footy club, at your library, out planting trees or in an animal shelter, you’ll find volunteers everywhere making Victoria the best place to live. It’s on us to recognise the incredible contribution volunteers with disability are making for our communities, and to break down every barrier so that they can volunteer effectively.” Luke Donnellan, Minister for Disability, Ageing and Carers | [https://www.victoriaalive.org.au/](https://www.victoriaalive.org.au/campaignvideos/) |
| Events | Training session at Marvel60 attendees7 panellists with lived experience or from peak disability organisations  | “Speak to everyone the same way. For example, when speaking with someone who is blind or has low vision, talk to them just how you would anyone else as they can tell if you are speaking off into the distance”. (Personal tip from a workshop attendee).“Just ask people. It’s not that hard yeah?” - quote from a panellist“(Since attending the training) we have now included an inclusive statement in our recruitment process, highlighting to applicants that we can accommodate any support or access requirements” (Training attendee)“(Since attending the training) we have already had a meeting with our Inclusion Officer about including more volunteers with a disability, and we have started working with our Volunteer Supervisors to provide them with professional development opportunities in this area” (Training attendee) | [https://www.victoriaalive.org.au/](https://www.victoriaalive.org.au/campaignvideos/) |
| Webinar | 24 volunteer managers engaged | “If when people get through the door, there is warmth, there are greetings, there is empathy, there is understanding, then that overcomes physical barriers.” Lana Bedford, Manager, Duke Street Community House | [https://www.victoriaalive.org.au/](https://www.victoriaalive.org.au/campaignvideos/) |
| Podcast | 2 project team members were interviewed as part of the “So…” podcast hosted by John McKenna | Two project team members were interviewed as part of the "So..." podcast hosted by John McKenna, a passionate disability advocate with lived experience.“There’s a misconception that people with disabilities are in need of volunteers to help them, and not that people with disability are able and willing and wanting to be volunteers themselves.” Marnie Higgs. | [https://www.victoriaalive.org.au/](https://www.victoriaalive.org.au/campaignvideos/) |
| VATT Video | Video profile collaboration featuring Julyne Ainsley, a Project Advisory Group member and her involvement in Victoria ALIVE | Featuring a PAG member and her involvement in Victoria ALIVE:“I went in there a bit timid and thinking I wouldn’t be able to talk a lot about anything but I was amazed by it all and yes I’ve put in my fair share of suggestions. I’m at a stage where I feel comfortable within myself and how I’ve been doing things. I feel more comfortable in myself” |  |
| Guides | 11 original guides and templates developed. | “Be flexible and adaptable. Avoid making assumptions. Focus on the positive and opportunities. Listen to your volunteers.” – forum attendee | [https://www.victoriaalive.org.au/](https://www.victoriaalive.org.au/campaignvideos/) |
| PAG | 10 members5 regular meetings7 instances of involvement in event panel discussions | “I’ve found a voice, that I’ve always had, but I’ve lost it along the way. But now I’ve found the voice back and I can use it. And use it quite confidently.” PAG member talking about their involvement in advising the Victoria ALIVE project.“It’s been a great chance to connect with other people and work together as a team. I’ve been able to learn about the perspectives of other people with disability, particularly people with different disabilities to my own” PAG member giving feedback on involvement in the project.“It’s been great being part of this, giving feedback and contributing to all of these wonderful activities – the forums, the training, the guides. It’s so needed out there. I feel like we’ve only just started” PAG member giving feedback on the project | [https://www.victoriaalive.org.au/](https://www.victoriaalive.org.au/campaignvideos/) |

**Descriptions**

**Research Survey**

Neighbourhood Houses Victoria (NHVic) led the research for the Victoria ALIVE project. The research conducted was to better understand the extent of disability inclusion in volunteer-involving organisations in Victoria, the strategies that organisations use and how the Victoria ALIVE project can best support the sector.

The project research activities included:

* Benchmarking surveys of volunteer-involving organisations.
* Focus groups and one-on-one interviews with volunteer managers and volunteers with lived experience of disability.
* Case studies on organisations identified as undertaking best practices.

**Community Forums**

The community forums engaged volunteering-involving organisations in an active process of identifying the barriers they face to provide disability inclusive volunteer opportunities for people with disability. [The forums utilised a place-based approach] and the project ran 5 highly successful forums in different regions in Victoria including Gippsland, Eastern & Western Metro, Cobram and Geelong, [with a regional collaborating partner in each location.

The community forums provided a platform for people with lived experience with disability and volunteer-involving organisations to share their experience and for attendees to benefit from a participatory learning environment.

A key aim was to activate the community. Attendees, organisations and networks were encouraged to continue progressing inclusive volunteering initiatives in their regions [and to commit to three actions that they would take in their own organisation over the next 3 months to make volunteering more inclusive for people living with disability].

**Newsletter**

A project stakeholder newsletter was been developed to provide project updates and promote awareness of issues and activities relating to volunteering and disability. Most importantly the newsletters provided a platform for people with disabilities to tell their stories. The newsletter also put a spotlight on people undertaking disability inclusion work.

**Micro-credentials**

The Victoria ALIVE project worked with Coonara Community House to develop inclusive volunteering “micro-credentials”. The online micro-credentials provide organisations with training opportunities to improve inclusion for volunteers with disability. The micro-credentials are available for anyone working or volunteering in a volunteer-involving organisation.

**#WeAreAble**

Through September & October the Victoria ALIVE project ran a social media campaign #WeAreAble. #WeAreAble was developed to put inclusive volunteering for people of all abilities in Victoria at the top of the agenda.

#WeAreAble refers both to organisations and volunteers. Organisations can make improvements to the volunteer programs to be more disability inclusive. Volunteers lived experience, who despite disability, contribute to our communities through volunteering and are not defined by what they cannot do but what they can do. The campaign showcased the video case studies developed for the Victoria ALIVE project.

**Videos**

Victoria ALIVE worked with Fertile Films to produce a range of films to showcase the experience of both volunteers and organisations. The films demonstrated the benefits of inclusive volunteering and how organisations can overcome barriers to involve volunteers with disability.

Victoria ALIVE also collaborated with Voice at the Table to profile one of the members of the Victoria ALIVE Project Advisory Group, who is also a graduate of the Voice at the Table Program. The video highlights the incredible contribution people with disabilities can make to inform organisational practices.

**Guides and resources**

The Victoria ALIVE identified and developed a range of resources to support organisations to be more inclusive of volunteers with disability.

**Project Advisory Group**

Project Advisory Group (PAG) consisted of people with lived experience with disability, including people with firsthand experience of disability and family members and carers of people with disability. The PAG not only informed the project on project activities, but also co-developed many of the resources produced by the project and participated in all the project events, by speaking on panels, featuring in content and appearing in videos.

**Webinar**

Volunteering Victoria’s webinar series offers monthly insights and stories with experienced volunteer managers talking about their journeys, challenges and successes in our dynamic and challenging sector. “Webinar #9: Supporting Volunteers with Disability – with Victoria ALIVE” explored inclusive volunteer management at a neighbourhood house.

**The “So…” Podcast**

The “So…” podcast focusses on disability issues through conversation with everyday people, such as: social workers, CEOs, activists, politicians, artists, accountants and “everyone with a story to tell”. Members of the Victoria ALIVE project team featured on the podcast to talk about the project and what they had learned.

**NHVic 2019 Conference**

The Victoria ALIVE project held a stall and delivered a breakout workshop on Thursday 9 May. The workshop was entitled “Making volunteering disability inclusive”. The session provided a professional development opportunity for the neighbourhood house sector to learn about the project research findings, hear from a panel with lived experience with disability on how best practice volunteer management and also to commit to actions in their organisations to become more disability inclusive.

**Volunteering Victoria 2019 Conference**

The Victoria ALIVE project collaborated with the Department of Health and Human Services to deliver a conference session called “[Inclusive Program Design: Delivering for Your Volunteers and Community](http://vvstateconference.org.au/workshops/)”. The workshop included a panel discussion of people with lived experience, a presentation of Designing for Diversity and an interactive group discussion.

**Disability Inclusion: Volunteer Management Training**

The Victoria ALIVE project held a one-off training session to help people who lead volunteers with the basic theoretical basis and a range of practical skills to support inclusive volunteering. Those who attended were provided with an introduction to Disability Inclusion in Volunteering micro-credentials and participated in workshop activities on volunteer management developed by Volunteering Victoria.

**Project Scope**

The Victoria ALIVE (Ability-Links-Inclusive-Volunteering-Everyday) project is an activity of the 2018-19 Information Linkages and Capacity Building (ILC) Transition Grant Stream, within the community awareness and capacity building activity area. The project aims to improve disability Inclusion in the volunteering community sector.

In partnership with Volunteering Victoria and Neighbourhood Houses Victoria, and with the support of the Victorian Government, the project is working to build the capacity of the community and volunteer involving organisations to actively involve and engage with people with disabilities.

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| Venn Diagram: |
| All abilities | Inclusive volunteering | All volunteering sectors |
| Intellectual disabilitiesAutism Down SyndromePhysical disabilities[Spinal cord injury](http://www.spinalcure.org.au/sci-facts/)Acquired brain injurySensory disabilitiesBlindness and low visionDeaf and hear of hearingMental disabilitiesBipolar disorderDepressionAnxietyAnd more | Victoria ALIVE Project Scope | CultureLibraries & museumsHealth & aged careLaw & orderEducation & trainingHeritageFestivalFaith-basedArtsBoard & committee leadershipParenting, children & youthPoliticalWelfare/communitySports & active recreationEnvironmentTourismInternational aid and developmentEmergency servicesAnimal welfareDisability support servicesAnd more |

**Lived experience at every level**

* **Project Governance Group**

The Project Governance Group included project partners and members with disability

* **Project Team**

The Project team included staff with lived experience

* **Project Advisory Group**

All members of the Project Advisory Group included members with firsthand lived experience, carers and family members.

* **Project Delivery**

This included panellists, profiles, speakers, all sharing their stories of lived experience and volunteering