

# Inclusive Volunteering Checklist



Making your volunteer program more inclusive for more people is easier than you think! This simple checklist provides some practical steps to make sure everyone can access the benefits of volunteering. Start your journey towards more inclusive volunteering today!

## Recruitment and Advertising

- Write volunteer advertisements in plain language and break text into smaller paragraphs
- Make it clear what a role involves (a clear role title, tasks, shift times, location, relevant photo)
- Include contact details for people to ask further questions
- When interviewing, offer multiple options (in person, over the phone) and send the questions prior
- Consider offering “come and try” days, or trial shifts, where a volunteer can try without signing up
- Ask “is there anything that we should know so that you can have the best volunteer experience here?”

## Creating and Adapting Volunteer Roles

- Create a general expression of interest form not linked to a specific role. Include details of any requirements/information relevant to all volunteers.
- Meet with prospective volunteers and discuss their interests, strengths and goals. Discuss ways they could assist in your volunteer program.
- Break down existing roles into the tasks it involves, could a volunteer perform some but not all of the tasks? Could the way tasks are carried out be adapted? Could more than one volunteer share a role?
- Explore new areas volunteers could help out in. Consider things like IT or social media, admin, welcoming people, making tea and coffees, creating art or a newsletter.

## Training and Induction

- Share important details (via phone or email) before a volunteer’s first shift, including where they go when they arrive, what to bring, how long they’ll be there for, who they’ll be meeting with.
- You may choose to create a volunteer welcome pack or handbook that includes all the relevant information volunteers need to know (WHS, policies and procedures, key staff, site map).
- Assign a “welcomer” or buddy to meet with new volunteers, show them around, introduce them to others, and talk them through their role and it’s tasks.
- For online training modules, allow volunteers to be complete at home so they may be supported by a friend or family member.
- Make your WHS information and processes clear and easy to understand, or use some of [our videos](#)

## Recognition and Retention

- Learn about volunteer’s motivations, and try and cater their role to suit their goals (e.g. to meet new people, learn skills, gain work experience)
- Check in regularly with volunteers, if they’re enjoying their role and if any adjustments could be made
- Include volunteers when sharing and celebrating the achievements of the organisation, let volunteers know how their efforts made a difference.
- If planning a celebration event, ensure the venue suits everyone’s needs and is accessible.