

Inclusion Checklist

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Instructions

These checklists have been designed to support you and your organisation to assess how inclusive your volunteer program is. The checklists can be completed separately, or altogether. You can use the red, yellow, and green traffic light system to highlight areas that your organisation can improve, and celebrate areas where you excel in inclusion.

If you'd like to provide us with **feedback** on this resource, please let us know by reaching out to info@volunteeringact.org.au.

Acknowledgements

This checklist was created on Ngunnawal Country. VolunteeringACT wishes to acknowledge and pay respect to the Ngunnawal people as the Traditional Custodians of the Canberra Region and recognises any other peoples or families with connection to this Country. VolunteeringACT is committed to reconciliation and will continue to walk alongside First Nations Peoples and embrace the traditions, stories, and wisdoms of the oldest continuing cultures in the world.

VolunteeringACT acknowledges people of all abilities, genders, sexualities, and cultures. This checklist was developed in collaboration with people with lived experience; their skills, expertise and time were critical in the development of this checklist.



The development of this resource was funded by the Australian Government Department of Social Services.

Volunteer inclusion

Policies and Commitment

	No (0)	Partially (1)	Yes (2)
1. Does your organisation regularly provide diversity and inclusion training for employees and volunteers?			
2. Does your organisation have a clear policy on diversity and inclusion, and articulate these values in its mission statement, code of conduct, website and social media?			
3. Does your organisation provide Volunteer Personal Accident Insurance?			
4. Does your organisation regularly review and address its gaps in diversity, equity, and inclusion?			
5. Does your organisation's conflict resolution policy ensure respectful dialogue and engagement?			
6. Are anti-discrimination policies enforced, with zero tolerance?			
7. Are policies in place to protect volunteer confidentiality?			

	No (0)	Partially (1)	Yes (2)
8. Do you modify the way you deliver your services to improve someone’s ability to access it, or are you prepared to with input from people with lived experience?			
9. Does your website feature diversity flags on it? (For example, the LGBTQIA+ flag or Aboriginal and Torres Strait Islander flags)			

Forms and systems

	No (0)	Partially (1)	Yes (2)
10. Does your organisation actively recruit volunteers from diverse backgrounds?			
11. Does your organisation have a simple feedback, or complaints process that volunteers know how to use to report concerns, with anonymous options? Does your organisation take volunteer complaints seriously, escalating and reporting as necessary?			
12. Does your organisation streamline its recruitment process to make it easy for volunteers to get involved? (For example, limiting the amount of paperwork required where possible)			
13. Does your organisation reflect on potential for bias in application and selection processes?			

	No (0)	Partially (1)	Yes (2)
14. Does your organisation collect and/or report on the demographics of volunteers involved in your organisation?			
15. Does your organisation have a point of contact who is patient, approachable, and welcomes questions from volunteers?			
16. Does your organisation adapt training and orientation processes to fit people with varying backgrounds and abilities?			

Environment

	No (0)	Partially (1)	Yes (2)
17. Does your organisation have clear internal and external signage?			
18. Is your organisation physically accessible? (For example, accessible parking, ramps/lifts, accessible toilet, quiet areas)			

Organisation Culture

	No (0)	Partially (1)	Yes (2)
19. Does your organisation ask and make reasonable adjustments or additional support for volunteers to participate in volunteer activities?			
20. Does your organisation consult volunteers in design and decision-making processes?			
21. Does your organisation communicate clearly? (For example, using plain language)			
22. Does your organisation celebrate diversity? (For example, observing events and days of significance such as International Day of People with Disability or National Reconciliation Week)			

Total Score: /44

Including First Nations volunteers

Policies and Commitment

1. Do your employees and volunteers have awareness and information on the Traditional Custodians of the area that you work in?
2. Does your organisation have an awareness of the barriers that might affect Aboriginal and Torres Strait Islander peoples participation in your volunteer program?

No (0)	Partially (1)	Yes (2)

Forms and systems

3. Do you know how many volunteers are involved in your organisation who identify as Aboriginal and/or Torres Strait Islander?
4. Do you modify the way you deliver your services to improve someone's ability to access it, or are you prepared to with input from people with lived experience?

No (0)	Partially (1)	Yes (2)

Organisation Culture

	No (0)	Partially (1)	Yes (2)
5. Does your organisation know and have a relationship with any local Aboriginal and Torres Strait Islander organisations that operate in the area that you work?			
6. Do you acknowledge Aboriginal and Torres Strait Islander people's connection to country at the beginning of meetings? Does your organisation arrange a Welcome to Country for events?			
7. Does your organisation know and have a relationship with any local Aboriginal and Torres Strait Islander elders?			
8. Do your staff have knowledge and experience of Aboriginal and Torres Strait Islander history?			

Total Score: /16

Including volunteers with a disability

Policies and Commitment

	No (0)	Partially (1)	Yes (2)
1. Does your organisation regularly provide opportunities for training to staff and volunteers in disability awareness?			
2. Does your organisation have a mechanism for supporting disability inclusion? (For example, a committee, lived experience advisory group, working group or individual)			
3. Are anti-discrimination policies enforced, with zero tolerance for disability discrimination?			

Forms and systems

	No (0)	Partially (1)	Yes (2)
4. Does your organisation make reasonable adjustments for volunteers? (For example, flexible shift length, adjusting tasks depending on the abilities of the volunteer, allowing the presence of a support worker, providing sitting and standing options)			
5. Does your organisation provide information in multiple formats? (For example, audio, large print)			
6. Does your organisation adapt training and orientation processes to fit varying learning abilities?			

	No (0)	Partially (1)	Yes (2)
7. Does your organisation regularly check in with volunteers for any further adjustments or support needed?			
8. Does your organisation have an accessible website or social media? Does your content meet the Web Content Accessibility Guidelines (WCAG)? (For example, using alt text to describe images, audio and video)			
9. Does your organisation provide Auslan interpreting or translating services?			

Environment

	No (0)	Partially (1)	Yes (2)
10. Is your organisation physically accessible? (For example, accessible parking, ramps/lifts, accessible toilet, quiet areas)			
11. Does your organisation have clear internal and external signage?			
12. Does your organisation’s emergency evacuation procedures consider volunteers with a disability? (For example, visible and audible warnings, emergency buddy system)			

Organisation Culture

13. Does your organisation celebrate disability inclusion days?
(For example, Inclusion at Work Week or International Day of Persons with Disabilities)

No (0)	Partially (1)	Yes (2)

Total Score: /26

Including multicultural volunteers

Policies and Commitment

	No (0)	Partially (1)	Yes (2)
1. Does your organisation regularly provide training to employees and volunteers in cultural competency?			
2. Does your organisation's conflict resolution policy ensure respectful dialogue and engagement?			
3. Are anti-discrimination policies enforced, with zero tolerance for racism?			
4. Does your organisation have a mechanism for supporting diversity and inclusion? (For example, a committee, lived experience advisory group, working group or individual)			

Forms and systems

	No (0)	Partially (1)	Yes (2)
5. Does your organisation consistently clearly communicate information in easy-to-understand language?			
6. Does your organisation provide interpreting or translating services? (For example, TIS National)			
7. Does your organisation keep records of the cultural background of volunteers and/or languages spoken?			

Organisation Culture

	No (0)	Partially (1)	Yes (2)
8. Does your organisation provide volunteering opportunities to people with low levels of proficiency in English?			
9. Does your organisation have a relationship with any local multicultural community groups?			
10. Does your organisation consider the cultural practices of your volunteers? (For example, avoiding scheduling meetings during times of prayer, or considering dietary requirements)			
11. Does your organisation celebrate the different cultures of your staff and volunteers? (For example, Chinese New Year, Diwali or Eid Al-Fitr)			

Total Score: /22

Including LGBTQIA+ volunteers

Policies and Commitment

	No (0)	Partially (1)	Yes (2)
1. If a volunteer chooses to disclose their sexual orientation or gender identity, are policies in place to protect their confidentiality?			
2. Are anti-discrimination policies enforced, with zero tolerance for issues such as homophobia or transphobia?			
3. Does your organisation regularly provide training to staff and volunteers in avoiding assumptions and discriminatory attitudes and practices towards LGBTQIA+ people?			
4. Does your organisation have a committee, network, or lived experience working group for supporting LGBTQIA+ volunteers?			

Forms and systems

5. Does your organisation include 'non-binary' or an option to not disclose gender identity on its forms?

(For example; rather than only provide 'male', 'female' and 'other' options)

6. Does your organisation ask volunteers and staff for their pronouns, and respect the right not to disclose this information?

No (0)	Partially (1)	Yes (2)

Environment

7. Does your organisation have a signposted gender-neutral bathrooms, with sanitary disposal units provided?

No (0)	Partially (1)	Yes (2)

Organisation Culture

	No (0)	Partially (1)	Yes (2)
8. Does your organisation use inclusive language? (For example, gender neutral terms such as 'spouse' and 'partner' instead of 'husband' and 'wife')			
9. Does your organisation use symbolic gestures to signal safety? (For example, displaying rainbow flags, images of same-sex couples and gender diverse people on your website and social media)			
10. Does your organisation demonstrate support for LGBTQIA+ causes by acknowledging and celebrating events such as Pride?			
11. Does your organisation actively engage with the LGBTQIA+ community in program development or community outreach?			

Total Score: /22

Including young volunteers

Policies and Commitment

1. Does your volunteer insurance cover people under the age of 18?

No (0)	Partially (1)	Yes (2)

Forms and systems

2. Does your organisation allow young people to participate by not having an 18+ limit for appropriate roles?
3. Does your organisation allow for flexibility for shifts to fit around things like school, or offer project-based, event-based, or online opportunities?
4. Does your organisation seek to understand the motivations and interests of young volunteers to better shape volunteer activities where possible?
5. Does your organisation offer support systems for young volunteers?
(For example, mentorship or peer-support)

No (0)	Partially (1)	Yes (2)

Organisation Culture

	No (0)	Partially (1)	Yes (2)
6. Does your organisation consult with and involve young people in the design and implementation of youth-related volunteer activities?			
7. Does your organisation encourage young people to lead activities, building their confidence, knowledge and skills? (For example, leadership roles, critical thinking, decision making)			
8. Does your organisation promote volunteering opportunities across different platforms, including through education institutions and social media used by young people? (For example, Instagram)			
9. Does your organisation communicate the benefits of volunteering to young people? (For example, gaining experience, references for job applications)			

Total Score: /18

Getting support to improve inclusion

If, by completing this checklist, you identify areas in which your organisation can improve, you can always reach out to inclusion experts for support.

VolunteeringACT

Supports available – VolunteeringACT can support you to make your volunteer programs more accessible. You can call or email to get advice and support around inclusive best practice for volunteering. The Inclusive Volunteering Pathways to Employment Program can also provide specialist support to reduce barriers to volunteering for people with disabilities or mental health conditions.

Email – info@volunteeringact.org.au

Phone – (02) 6251 4060

Meridian

Supports available – Meridian is a community-led organisation that provides training to build capacity, knowledge and confidence in delivering inclusive and affirming practices for people from sexuality and gender diverse communities (LGBTQIA+).

Email - contact@meridianact.org.au

Phone – (02) 6257 2855

Canberra Multicultural Community Forum (CMCF)

Supports available – CMCF represents and advocates on behalf of the multicultural community. They regularly provide information and training events regarding inclusion, multicultural issues, racism and advocacy. They also provide a forum for ongoing discussion and communication on multicultural issues, events and policy.

Email - chair@cmcf.org.au

Phone - (02) 6262 7060

Gulanga Program

Supports available – The Gulanga Program is designed to support ACT community sector organisations to develop, and improve upon good, culturally appropriate practice standards. The program can provide tailored support, advice, tools and training for community sector organisations and their staff including engaging through forums and networks.

Email – requests@gulanga.com.au

Phone – 1300 486 272

The Youth Coalition of the ACT

Supports available – The Youth Coalition provides a range of activities that aim to support workers, services and the youth sector to build their capability to work with young people in the ACT. This includes ongoing networks, forums, training opportunities and other capacity building activities.

Email – office@youthcoalition.net

Phone – (02) 6247 3540