

*[Your Organisation’s Name]*

Disability Action Plan Template

This document provides an outline to help you create an action plan for your organisation. It is intended for you to adapt to the context of your own organisation. Some of the sections may not be applicable or you may wish to include extra sections.

First determine whether this action plan will apply to the whole organisation or if this is a plan specifically for your volunteer program/s. Also decide whether this will be a disability-specific action plan, or a broader plan for inclusion and diversity covering a range of communities. You may wish to develop an Accessibility Action Plan or broaden this document out to be a Diversity Action Plan.

If your organisation already has an action plan which focuses on employees, you should review it to ensure that there are strategies and actions related to your volunteers.

Note that this is a template only. To finalise this document, use your organisation’s logo and branding.

Your Organisation

## About your Organisation

*[Provide a high-level summary of what your organisation does – this is likely available on your website]*

## Organisation Vision

*[State your organisation’s vision – this is likely available on your website]*

## Organisation Mission

*[State your organisation’s mission– this is likely available on your website]*

## Workforce and Volunteers

*[Here you may outline your workforce and the number of volunteers you have. You can add as much detail as you want however it is recommended at the least that you recognise volunteers as part of your workforce and the services they help you to provide]*

Your Commitment to Inclusion

## Purpose of a Disability Action Plan

*[Outline why your organisation is developing this plan]*

## Organisation’s Commitment to Disability Inclusion / Diversity

*[This could be a message from your CEO, chair of your board or a statement that summarises your organisation’s thinking around the benefits and commitment to being inclusive]*

## Consultation Process

*[Do you have a disability advisory committee? Or can you put a draft of this document out for a period of consultation in your community and/or volunteer workforce?]*

## Monitoring and Evaluation

*[How will you keep track of your achievements? How often will you take stock, for example every six months or every yearly quarter? This will depend on the actions you undertake.]*

## Achievements to Date

*[You may wish to highlight the work you have done already to make your organisation inclusive.]*

## Personal Stories

*[With permission you may wish to profile some of your volunteers to recognise their contribution and to bring the strategies in this document to life. Photos of your volunteers will help to personify the action plan and help to raise the profile of volunteers in your organisation]*

Your Action Plan

## The Action Plan

*This is the most important part of the action plan. You should tailor this section to suit your organisation.*

*Below are some examples of how you might develop actions and categorise them. Simply delete the versions that are not applicable or develop your own categories with the blank template. You can also add and delete columns as required.*

*The examples in the tables below are prompts only.*

## Version One – Volunteer Lifecycle Action Plan

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Area** | **Aspiration / objective / goal** | **Actions** | **Performance measures** | **Responsibility** | **Timeframe** |
| **Roles, recruitment and interviewing** |  | *Example: Develop accessible PDs*  *Review roles for flexibility*  *Provide options for role promotion*  *Provide options for interview* |  |  |  |
| **Registration & screening** |  | *Example: Ask about accessibility needs and focus on the person (not the disability)* |  |  |  |
| **Induction, orientation and OHS** |  | *Provide disability awareness training to your staff and volunteers.* |  |  |  |
| **Training, development & support** |  | *Example: Implement appropriate support systems* |  |  |  |
| **Acknowledgement & recognition** |  | *Example: Promote your volunteer achievements in your newsletters.*  *Nominate volunteers for awards* |  |  |  |
| **Performance management** |  | *Example: Support your volunteers with their career goals (if this is their motivation)* |  |  |  |
| **Exiting volunteers** |  | *Example: Survey your volunteers for accessibility / inclusive improvements* |  |  |  |
| **Organisational infrastructure** |  | *Example: Apply for grants for wheelchair ramps or assistive technology.* |  |  |  |
| **Organisational culture** |  | *Example: Promote #WeAreAble within your organisation* |  |  |  |
| **Organisational leadership** |  | *Example: Diversify your Board*  *Establish a disability advisory committee* |  |  |  |

## Version Two – Goal-Based Action Plan

Some Disability Action Plans are oriented around goals instead of aspects of an organisation. Think SMART (Specific – Measurable – Achievable – Realistic – Timebound) to develop some goals for your organisation.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Goal** | **Actions** | **Performance measures** | **Responsibility** | **Timeframe** |
| **To have inclusive and accessible volunteer roles** | *Example: Review volunteer position descriptions and update them where appropriate.* |  |  |  |
| **To provide inclusive volunteer opportunities to more diverse communities** | *Example: Partner with a disability employment service to provide volunteer opportunities to people with disability.* |  |  |  |
| **To provide supported volunteer opportunities** | *Example: Establish a mentor or formal buddy system to support the volunteer manager and new volunteers of all abilities.* |  |  |  |
| **To commit to continuous improvement in disability inclusion** | *Example: Establish a Disability Advisory Committee or consultation process for people with disability.* |  |  |  |
| **To develop skills** | *Example: Provide disability awareness training to your staff/volunteers.* |  |  |  |
| [Include further goals by adding more rows] |  |  |  |  |

## Version Three – Blank Action Plan

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| --- | --- | --- | --- | --- | --- |
| **Area** | **Aspiration / Objective** | **Actions** | **Performance Measures** | **Responsibility** | **Timeframe** |
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| --- | --- | --- |
| Document prepared by | *[staff member / committee]* | *[Date]* |
| Document endorsed by | *[staff member / committee]* | *[Date]* |
| Document version |  | |

Examples of Actions

The following are real examples of initiatives (sourced from Victoria ALIVE community forums) that volunteer-involving organisations plan to implement.

**Organisational leadership**

Diversify your Board (you might find people with disability to serve on your board through organisations such as Voice at the Table or the Disability Leadership Institute).

If your organisation currently has a relevant committee focused on paid employees, such as a diversity committee, seek to include a representative from your volunteer workforce.

Engage people with disabilities and volunteers with disability in the business planning processes and building redevelopments.

**Organisational capacity**

Complete Victoria ALIVE micro-credentials / get other volunteer managers to complete the micro-credentials – or just the relevant ones.

Connect with your local Volunteer Support Organisation / Disability Employment Service to provide more opportunities for people with disability.

Establish a peer mentorship / buddy system or other volunteer support systems.

Partner with a local Disability Employment Service to provide opportunities to people with disability.

**Systems for volunteer management**

Write role position descriptions which promote diversity and inclusion.

Review questions on application forms and in interview templates to ensure they are inclusive. Provide options to answer queries or for holding interviews. For some people face-to-face or telephone meetings are better that online processes.

Include inclusion and accessibility statements in volunteer Position Descriptions.

Remove unnecessary barriers from Position Descriptions, e.g. requirements for a driver’s licence or to perform heavy lifting if these are not needed.

Diversify the ways you promote volunteer opportunities, including ads offline such as at your local library.

Promote volunteering for all abilities at a local special school.

Hold a network meeting in your area/region/community with a focus on volunteer opportunities for people with disability.

**Organisational culture**

Share the success stories of your wonderful, diverse volunteers. Publish regular success stories of volunteers (including those disabilities) in social media. Develop a profile / case study on a volunteer with a disability to feature in newsletter / on website.

Hold a 'You Can't Ask That' disability panel session for staff and volunteers (remember to keep is appropriate and respectful!) or seek disability awareness training.

Invite local disability organisations / champions to come and talk to your organisation – as a guest at a staff meeting for example.

Nominate a volunteer for an award – or find other ways to celebrate/recognise volunteers with disability.

**Engage with lived experience**

Develop a role specifically for a person with a disability.

Survey volunteers with a disability on what could be improved in your organisation. Include questions around disability and volunteering in your member surveys (or other consultation mechanisms).

Have an access audit done for the organisation <https://accessauditsaustralia.com.au/>

**Pathways to employment**

Develop pathways to employment for volunteers – e.g. allow your volunteers to be able to access and apply for internally advertised paid roles.