



Volunteering S.A. Inc.

# Engaging Gen Y

*“making your organisation youth friendly”*



Government of South Australia  
Office for Volunteers

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TIME: Start on time Allow NO MORE than 10 minutes (**TOTAL ELAPSED TIME 10 MINS**)

ACTIVITY: Ice Breaker and ‘Love List’

HANDOUT: N/A

Introduce yourself ( your name should already be on the Board) – very brief!! Set the example!!

Welcome INCLUDING brief Traditional welcome.

Housekeeping Toilets, Coffee, Break time - 15 mins at half time.

Note taking - Handouts will include all reference such as website/texts etc.

Time Management “for the benefit of the whole group”

Introductions and Ice Breaker

Say who you are, your organisation, what you want from today and tell us one thing you really LOVE doing

Trainer Boards these for later reference (don’t tell the group yet) – THE LOVE LIST

# Objectives

To assess the youth friendliness of your organisation's volunteering program

To develop strategies to be more inclusive of young people as volunteers

To develop ways to engage young people in your volunteering opportunities

To identify how your organisation can improve its youth-friendliness

To understand the barriers and opportunities in being more youth friendly

To learn more about the potential for culture clash between different generations of volunteers

# Youth by Definition

12-25 years

**ACTIVITY: when I was 15**

Age 15–24: Population 191,942 (13.2%)

**Young people: 13.2% of our population  
and 100% of our future!!**

TIME: 10 minutes **(TOTAL ELAPSED TIME 20 MINS)**

ACTIVITY: When I was 15

HANDOUT: N/A

Define the group we will be talking about for the duration of the project.

Note different ages can be suited to different tasks (child protection info will be covered in slide no. 5)

Within SA 13.2% of the population is between 15 and 24. This equates to 191,942 people.

State strategic plan target of 50% volunteerism by 2010.

Activity: Each person takes a card and in groups of 4-5 everybody shares their answers.

What are some of the major differences you notice between yourself as a teenager and young people today?

# Why Involve Young People?

A volunteer is someone who ...

**ACTIVITY:** in small groups, compile 10 reasons why your organisations should involve young people in your volunteer programs?

TIME: 10 minutes (**TOTAL ELAPSED TIME 30 MINS**)

ACTIVITY: Groups to write answers onto post it notes and stick on the board at the front of the room

HANDOUT: N/A

Define Volunteer- time and talents

Some additional ones if not already stated:

Sustainability, new ideas, unique skills (eg: technology), bridge the gap in community, support through mentoring, social inclusion, social responsibility

# Workplace Values

Respect

Diversity

Positive

Support

Value

TIME: 10 minutes (**TOTAL ELAPSED TIME 40 MINS**)

ACTIVITY: N/A

HANDOUT: *Doing It!* Page 10

## Points to make

Don't be afraid to learn from a young person, respect them, act positive and supportive eg; through job descriptions, feed back

This is why we involve young people but what do they expect?

Volunteering is a 2 way street

What values will make your organisation youth friendly? (brainstorm together in groups)

NOTE: The values on the screen are generally what everyone wants – but young people have given these responses as their most valued when surveyed

# Charter of Workplace Values

“We aim to ensure that all volunteers enjoy a high quality experience. As part of your commitment to this service as a volunteer, you can expect ...

- Opportunities for Personal Development
- A Supportive and Positive Environment
- Information and Advice
- Equality of Opportunity
- Induction and Support
- Training
- Involvement in Decision Making ...”

West Berkshire Youth Service Charter, England

TIME: 5 minutes (**TOTAL ELAPSED TIME 45 MINS**)

ACTIVITY: N/A

HANDOUT: *Doing It! Page 12*

Refer to page 12 of “Doing It”

Link to and mention National Standards and that all of these help you meet the national standards in your organisation

NOTE: equality of opportunity means to: training, job descriptions and workplaces

# Child Protection

Police Checks for Supervisors

Mandatory Notification Training

Policies and Procedures

Rules around Access to Personal Information

TIME: 5 minutes (**TOTAL ELAPSED TIME 50 MINS**)

ACTIVITY: an example from group could be shared

HANDOUT: example sheet

A part of your workplace values should include a commitment to Child Protection for volunteers

There are a number of ways you can begin to address this very serious issue:

- Police/ criminal history checks for Volunteer Managers and supervisor of anyone under 18
- Mandatory Notification training
- Policies and procedures for harrasment, bullying, discrimination, equal opportunities, grievances,
- Access to personal information, especially of minors, by other staff and volunteers

Where to find up to date info- OFY, YACSA Law handbook

Youth Participation Handbook 1 for volunteers and 1 for organisations web:  
[officeforyouth.sa.gov.au](http://officeforyouth.sa.gov.au)

Give example from group – no more than 5 minutes

# The Keys to Success

Identify barriers for young volunteers

Consider “defined time” volunteering

Package your volunteer tasks

Create “projects” or “events”

Location, location or location?

**The**



**list**

TIME: 25 minutes (**TOTAL ELAPSED TIME 1 HR & 15 MINS**)

ACTIVITY: paper some of the activities you would love your volunteers to be able to do

HANDOUT: N/A

Go back to the love list and ask yourselves how your organisation could make use of an activity that someone loves

Eg. I love walking – in a nursing home – could have young person walk the dog ‘pets for therapy’ who is getting fat

**Refer to *Doing It* P13, this explains that young people have other demands on their time (as do other vols as well!)**

**Young people want to “taste” things - they don’t know what they don’t know. Make the learning fun and be generous with the positives and you will capture their imagination.**

**Consider ‘events’ such as the Games - why do people (of all ages) volunteer in such numbers?**

**Piggy Back in to other events such as Premier’s Reading Challenge and MS Readathon**

**Flexibility within your volunteer program - Packaging suitable tasks/ projects for young people**

	Short-term commitment	Medium-term commitment	Long-term commitment	Episodic or one-off commitment	Part of formal or informal studies
Can be done out of 9-5 business hours					
Can be done on weekends					
Can be done during secondary or tertiary school holidays					
Can be done off-site					

**NB:** Your organisation does not need an option in each box on this table, but can work at building options over time.

This is just a start so participants can go back to their workplaces as well and look differently at the tasks they would like to have young people engaged in.

Try one or two.

Have a mini marketing campaign to see how it goes – Learn by doing.

# What have we looked at so far – and what's next?

The keys to successfully making your organisation  
youth friendly and attractive:

- Marketing your programs to young people
- Your responsibilities (child protection etc)

**What's next I hear you say???**

Well...

TIME: 5 minutes (**TOTAL ELAPSED TIME 1 HR 35 MINS**) this slide and next

ACTIVITY: N/A

HANDOUT: N/A

Bringing everyone back into the room

Recap to refresh memory and move on to own organisation thinking

# IT and New Media

Are there opportunities for mutual learning?

Could young people help your organisation manage the pace of change?

**ACTIVITY: the jargon game!**

Could young people help your organisation manage the pace of change?

TIME: 10 minutes (**TOTAL ELAPSED TIME 1 HR 45 MINS**)

ACTIVITY: Jargon Game (Smarties)

HANDOUT: N/A

Do activity first then have a look at rest of slide

1. IT and new media are great for positive exchanges between yp and orgs.
2. IT etc often basic features of their work/life/recreation etc
3. This familiarity will be attractive for yp
4. Orgs can learn from yp at a suitable pace

Training opps for young person and also yp to train within org.

CAN'T assume all young people are computer savvy BUT the likelihood is high and your organisation may be able to use young people to help other young people (as well as others) experience the joy of the web etc.etc.

Consider the impacts of dealing with any changes you make across the organisation. Be prepared so that the work is not done in vain.

Example: RSB having a young volunteer go to a blind persons house and talk to them about what sort of music they like and loading their iPod for them

# Chunking the Elephant



## **ACTIVITY:**

Looking at your workplace what are some of the tasks that need doing?

Are there opportunities for young people?

TIME: 25 minutes for this slide and the next one (**TOTAL ELAPSED TIME 2 HR 10 MINS**)

ACTIVITY: work on matrix by self or in small groups with similar work

HANDOUT: matrix

### **Trainer moves around room**

Participants: Concentrate on your own vol program and organisational structure

### **Think outside the square**

Be creative - think of a task that needs to be done. Can it be chunked? Can it be done by a series of people who do a section at a time or can it be done by a group of young people who work together for a week or two during the school holidays?

Use the sheet provided to make notes and record your brainstorming no matter how weird!

Some Ideas shared among group

**Flexibility within your volunteer program - Packaging suitable tasks/ projects for young people**

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<b>Can be done out of 9-5 business hours</b>					
<b>Can be done on weekends</b>					
<b>Can be done during secondary or tertiary school holidays</b>					
<b>Can be done off-site</b>					

**NB: Your organisation does not need an option in each box on this table, but can work at building options over time.**

HANDOUT and work on sheet for about 20 minutes

# Attracting Young People

Where?

How?

What to offer?

Who can help?

VSA training

UniSA Marketing students

**VOLUNTEERING SA- [volsa@volunteeringsa.org.au](mailto:volsa@volunteeringsa.org.au)**

[www.unisa.edu.au/flc](http://www.unisa.edu.au/flc)

[Anna.lee@unisa.edu.au](mailto:Anna.lee@unisa.edu.au)

Anna Lee- Manager, Employer Relations & Career Services

TIME: 10 minutes (**TOTAL ELAPSED TIME 2 HOURS 20 MINS**)

ACTIVITY: N/A although could discuss possibilities as a group

HANDOUT: contact details will be on resource sheet at the end

Show examples of effective promotion need this Greg!!!!

Brainstorm recruitment

You can recruit a young designer or marketing student to assist with this project style work. They can benefit from the work experience/ volunteering and take ownership, as well as build a strong relationship with your organisation.

- Community Radio
- Internet
- Links from other sites/recruitment agencies
- School Newsletter
- Uni Employment Services
- Sporting Clubs

# Decision Making Involvement

Stages of youth involvement in decision making

What would be the benefits?

Youth Participation handbook from Office for Youth

Brainstorm – in your organisation, identify where this involvement could start

TIME: 10 minutes (**TOTAL ELAPSED TIME 2 HR 30 MINS**)

ACTIVITY: N/A

HANDOUT: Can take a copy of the OFY Handbook at the end

**Lots of organizations struggle with decision making participation**

**Ask for contributions from group**

Tell people they can take an OFY handbooks at the conclusion of the workshop

Share one or two examples from the brainstorm – trainer to board answers

What would be needed to facilitate this?

Discuss advantages of mentor within organisation for young people

Youth reps of board/sub committees and Event management

Some more structured ways are meetings/suggestion boxes etc

# Personal Growth / Recognition

## Training

Letters of reference from a senior manager

Profiling in newsletters / websites / publications

Certificates and acknowledgement at public events

Job descriptions with personal growth outcomes

Standards met

TIME: 5 minutes (**TOTAL ELAPSED TIME 2 HR 35 MINS**)

ACTIVITY: *Turn to the person next to you and share one way in which you have either given or been given recognition. How did it feel?*

HANDOUT: N/A

**Training** opportunities exist through VSA and can be valuable for people of all ages.

Young people value accreditation or something that will help them achieve employment or further opportunities beyond their involvement as a volunteer.

**Reference letters-** Should come from as senior manager. Increase credibility and profile the org in positive light.

**Newsletters-** Supporting the concept of public acknowledgement and sharing positive stories. This not only raises the profile of young volunteers and increase acceptance within your org, but may also attract other young people.

**Certificates-** which show the young person has met a specific standard or performed to a certain level shows that they have achieved a goal, and gives others something to aim for- role model behaviour.

Anyone like to share a special story???? Trainer Be careful that this does not go on and on.....

## Who are you gonna call? Or email / text?

### For Grants:

[www.officeforyouth.sa.gov.au](http://www.officeforyouth.sa.gov.au)  
Youth Participation Grants  
Youth Engagement Grants

[www.ofv.sa.gov.au](http://www.ofv.sa.gov.au)  
Volunteer Support fund

<http://www.grants.ord.sa.gov.au>  
Grants register across all areas

TIME: 3 minutes (**TOTAL ELAPSED TIME 2 HR 38 MINS**) THIS NEEDS TO BE ON THE HANDOUT

ACTIVITY: N/A

HANDOUT: details will be on resource handout

It can cost to attract young people, and funding is available.

See the office for youth website, and look specifically at their grants page. Youth Participation grants are for youth on boards and committees, youth engagement grants are for project activities.

The grants register does not just cover grants relating to youth participation, but covers different areas, and people have the opportunity to find grants that allow them to really get creative and think outside the square. Maybe getting a group of young volunteers involved in this grant research and application process is a great start.

## Conclusion

Today's outcomes  
Contacts - see handout

Volunteering SA  
Regional Volunteer Resource Centres  
Youth Affairs Council of South Australia  
Office for Youth

TIME: 2 minutes (**TOTAL ELAPSED TIME 2 HR 40 MINS**)

ACTIVITY: N/A

HANDOUT: contacts on resource handout

List outcomes

-Practical skills and contacts gained

# Evaluation

**Please complete an evaluation form and leave  
it with the trainer before you leave  
😊 THANK YOU 😊**



**Government of South Australia**  
Office for Volunteers

**TIME: 5 minutes (TOTAL ELAPSED TIME 2HR 50 MINS)**

**ACTIVITY: Evaluation Sheet**

**HANDOUT: N/A**

Contacts for the future include organisations that have engaged well with young people. Networking can begin. Look to orgs like the Red Cross, or local councils. On a more formal level enrol in more training