



## Stories of Practice - World Cafe

### Purpose of Conversation

The purpose of the 'World Café' was to seek input from Uniting Care Queensland Stakeholders on the 'Volunteer Management Alignment Project' to ensure the approach is fit for their purpose and use.

### Background Context

Each participant shared a story about what makes them passionate about volunteering. In order to ensure this project can build on everyone's good practice, the project group needed to understand what was working well and what do participants think would make it be even better.



### Process

The group reflected on some powerful questions and highlighted what would work better. Words were placed with each group to help guide and stimulate thoughts and conversations. At the end of the small group sessions each of the hosts reported the common threads from each conversation to the group.

- How should Uniting Care Queensland demonstrate its vision and commitment to volunteer involvement?
- What is it about our volunteer programs that keep volunteers coming back?
- How do we enable employees to feel fully engaged and energised about working with and involving volunteers? and

- What are the core elements to protecting volunteers' health and wellbeing in the workplace?

The final stage of the day involved a whole of group conversation around the question:

- How do leaders in Uniting Care Queensland understand and action their volunteer involvement responsibility?

### Outcomes

These questions raised important issues for the project team and allowed for a robust and positive conversation around what the group considered important for moving the project forward.



The activity was a great opportunity for the whole group to unpack a question that is central to the project – what is the groups expectations around Uniting Care Community's leadership responsibility in the volunteering space.

The checkout question was 'What had real meaning for you from what you've heard about this project?', 'What surprised you and what challenged you?' The group unanimously reported they enjoyed sharing their thoughts and ideas in a pleasant, friendly and safe way and would like to continue the conversation.