

## Supporting Digital Access in the Not-For-Profit Sector: A Panel of Volunteer Perspectives – CFA Australia

Our session was conducted by **Dr. Scott Hollier, CEO of Centre for Accessibility Australia (CFA Australia), alongside former volunteers at the centre, Bryan Benjamin, and Capri King.** Our session started with Dr. Hollier elaborating to the audience on what CFA Australia does and how the volunteers played a role in the organisation. After which, Dr. Hollier asked the two volunteers some questions with regards to their experience at CFA Australia, what they gained out of the experience, and how they felt about it all. We concluded the session by giving the floor to the audience to ask questions of their own. These questions ranged from the volunteering experience to more specifics on digital accessibility. At the end of the session, people from various organisations connected with us for future communications.

### Enthusiasm goes a long way

- Especially noticeable during our Q&A session where the questions were phrased and asked with such eagerness that it even took us aback.
- Made us realise that the way we spoke during our session had a direct impact on the emotions of the audience and how they understood and responded to what was being shared with them.

### Importance of hearing directly from volunteers' perspective

- Although we succinctly acknowledge the great importance of lived experience, we never imagined that this could be applicable to a volunteer as well, especially towards professional organisational improvements.
- This session enabled us to not only allow people to get an insight into the often unseen and unheard perspectives of volunteers, but it also allowed our volunteers to reflect on

what they have done and express themselves as they wished to.

### Knowledge can be acquired through volunteering

- The very fact that representatives from organisations were keen to ask our volunteers questions based around the improvement of their services showed us that knowledge could be gained from listening to the first-hand experiences and journeys of volunteers.
- Our volunteers realised that a lot of the knowledge that they have now, which have become just a part of life, were gained during the volunteering experience.
- This realisation was only possible through the session.

## Contact details

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