



My Leadership in Action (LiA) experience was with Big Group Hug (BGH) in Melbourne, Australia. BGH delivers material aid to vulnerable families across Victoria, without eligibility criteria for family situation or any other factor.

My LiA Project

Develop a questionnaire to be distributed to 1200+ caseworkers who work on behalf of the vulnerable families that BGH supports. Aim to provide recommendations on how to improve BGH service based on findings.

Goal 1:

Develop a questionnaire investigating the impact of material aid (eg clothes, toiletries and hardware) provided to families.

Outcome 1:

Designed 4-part survey asking specific, meaningful questions surrounding BGH experience and 'item priority'.

Goal 2:

Promote completion of survey, aiming for robust response rate for meaningful findings and recommendations.

Outcome 2:

~10% response rate achieved: 119 responses. Substantial increase (58%) in engagement after follow-up communications.

Goal 3:

Produce report with recommendations for management on how to improve BGH's service based on feedback.

Outcome 3:

7-page report, accompanying PowerPoint and 'action list' produced. Presented report live to senior management.

Impact

-  Provided data on caseworker views of BGH services to support future funding and promotion.
-  Created an action list to help leadership improve communications, partnerships and request management.
-  Compiled caseworker contacts for future client engagement and promotional opportunities.

Sustainable Development Goals (SDGs)

The SDGs most relevant to my LiA project and BGH's work are:



Working within BGH's overall mission to reduce material inequalities.



Assessing impact of items on families' health and wellbeing



Working alongside volunteers to sort unsuitable donations for recycling

Developing the 3Cs: Capacities, Character and Changemaker Values

Capacities

-  **People** – Strengthened communication through collaboration with staff, volunteers and interns in an international team.
-  **Process** – Developed project management and data analysis skills, producing a report, action list and presentation.
-  **Performance** – Strengthened critical thinking through survey design, data analysis and decision-making to maximise impact for BGH.

Character

- Turned Oxford Character Project 'theory into action' by developing character dimensions:
 -  **Courage** – living and working abroad alone
 -  **Drive** – finish project to a high standard in a limited timeframe
 -  **Humanity** – observed from all members of team at BGH. Noted dimensions requiring further development, including temperance.

Changemaker values

-  **Ambitious** – Led a survey of 1200+ caseworkers, learning new systems and presenting findings to senior leadership.
-  **Determined** – Addressed an initially low response rate to achieve enough responses for meaningful findings and recommendations.
-  **Fast** – Delivered high-quality outcomes within a 6-week timeframe.

- Looking forward:**
- Created directory of resources for BGH management to assist future development.
 - Incorporate the lessons I have learnt surrounding character development, project management and working in a collaborative team into future career progression.
 - Continue to develop my leadership style and global mindset by exploring future opportunities to progress as a young leader.

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