

Engaging the CALD Community in Volunteering - Summary Report to City of Melbourne

June 2017



Project Partners

- Volunteering Victoria (VV)
- North Melbourne Language & Learning (NMLL)
- Carlton Neighbourhood Learning Centre (CNLC)
- Kensington Neighbourhood House (KNH)
- The Centre (North Melbourne)

Project Supporters

- City of Melbourne – Social Investment Unit

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1. Executive Summary

This report provides an analysis and evaluation of information gathered as part of a series of consultations with individuals and organisations regarding the inclusion of culturally and linguistically diverse (CALD) individuals in mainstream volunteering.

In summary, during the course of this project 87 people were consulted:

37 members of the CALD community were engaged on their ideas and opinions of the barriers and enablers to volunteering. They mainly lived in the LGA's of Melbourne, Yarra and Moonee Valley. Participants originated from 19 different countries across the world and spoke 24 different languages in addition to English between them. With many of these participants speaking 2 or more languages. Participants length of stay in Australia ranged from less than 12 months to 10 years or more.

50 volunteer-involving organisations were consulted on the barriers and enablers for their organisation to engage CALD community members in their volunteering programs. Volunteer-involving organisations consulted in this project, represented a diverse cross-section of volunteer-involving organisations. Including: Neighbourhood Houses, Local Government, Arts, Sports, Multicultural, Youth, Migrants and Refugees, Health, Public Records, Community Development, Finance, Aged Care and Housing organisations. The information was gathered via in-person group consultations; in-person individual consultations and an online survey (volunteer-involving organisations only).

The feedback gathered from the in-person consultations was written up and grouped by themes to allow for a broad analysis of benefits and challenges of CALD inclusion in volunteering. In addition, specific recommendations made directly by participants were considered as part of the recommendations section of this report, or were extrapolated and adapted by the report writers.

Consultation sessions with CALD community members focused more on exploring the enablers or motivators around volunteering rather than the barriers to volunteering. It was felt that the consultations provided an opportunity to explore what enables communities to participate in volunteering rather than what prevents people from volunteering. However, barriers did arise through these discussions and have been noted in this report where appropriate.

Summary findings of the consultations with CALD community members include:

- CALD individuals are motivated to volunteer for similar reasons that other cohorts volunteer – with the main aim to give back to their community.
- There are some reasons for volunteering that are specific to CALD communities – namely the desire to improve their English by engaging with native English speakers and to gain a greater understanding of the Australian workplace.
- CALD individuals identified several **activities or strategies** that would help them to engage as volunteers including:

- Improved information dissemination that is also more culturally appropriate/targeted information, appropriate training (including pre-volunteer training);
- Support through the process of volunteering from application onwards including mentoring;
- Improved access to technology to make it easier for them to find appropriate roles;
- Word of mouth communication as the preferred way to connect with organization: and
- Acknowledgement that the technology is a potential barrier to volunteering.

Summary findings from consultations with volunteer-involving organisations found:

- Organisations identified 4 main barriers for them in engaging CALD individuals including:
 1. Lack of resources – both financial and personnel;
 2. Lack of priority within the organisation to engage the cohort;
 3. Lack of appropriate volunteer management structure for CALD; and
 4. A lack of or no links with CALD communities.
- Organisations identified a number of **resources or strategies** required that would help them to engage with this cohort including:
 - Adaptable and flexible volunteer management practices;
 - Prioritisation of CALD engagement within their own organisations;
 - Developing and or improving community partnerships with CALD organisations or leaders; and
 - Improved volunteer readiness of CALD individuals before they connect with them.

Taking into account the information gathered this report outlines 12 recommendations including:

1. Broader volunteer information and marketing strategies
2. Culturally appropriate marketing and promotion tools
3. Face to Face marketing
4. Building relationships to facilitate volunteer participation
5. Increase cross-cultural competency of volunteer involving organisations
6. Overcoming English-literacy barriers
7. Asset based Community Development approach to engaging volunteers from CALD community
8. Peer driven information delivery
9. Capacity building of CALD volunteers and volunteer-involving organisations
10. Improve pathways to study and employment through volunteering
11. Roll out of an off-the-shelf best practise model for CALD engagement

Refer to section 12 for more details regarding these recommendations.

2. Project Rationale and background

NMLL ran a volunteer forum in May 2016 and while there was good interest from the multicultural community, it was difficult to get organisations to come to the forum to provide our community with volunteer opportunities. As a result of this, NMLL wanted to find out more about how the volunteer "involving" agencies engaged the multicultural community in their volunteer programs. As well as the motivators and enablers to volunteer for the CALD community.

In July 2016, NMLL (North Melbourne Language & Learning) received funding from the City of Melbourne to work in partnership with Volunteering Victoria, Kensington Neighbourhood House, Carlton Neighbourhood Learning Centre (CNLC) and The Centre, to consult with the local multicultural community about their experience of volunteering – especially as a pathway to getting work, and to talk to agencies about their experiences in engaging the CALD (Culturally and Linguistically Diverse) community in volunteering.

3. Consultation Methodology

The consultation methods used within the Project were designed to ensure a range of views, concerns and ideas of the CALD community and volunteer-involving organisations were captured.

Consultation methods included the gathering of both qualitative or quantitative data used together and to be complimentary.

To maximise exposure and participation in the Project a combination of these methods were chosen whilst working within a limited budget. The following opportunities were devised and implemented to allow people to present their views in person and or for people to participate from remote locations:

- **Information Sessions and Consultations:** These were devised to provide information to the community as well as enabling people to provide views and ask questions around the project. Overall 3 service provider face to face consultations were conducted and 4 community face to face community consultations were conducted in a range of local locations.
- **Online Survey:** Both qualitative and quantitative data was collected. The online survey was available for volunteer involving organisations only.

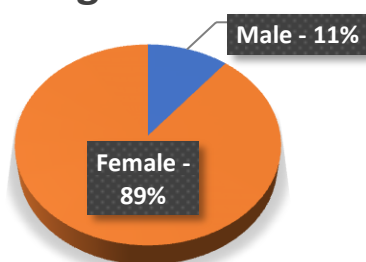
4. Participants

4.1 Individuals

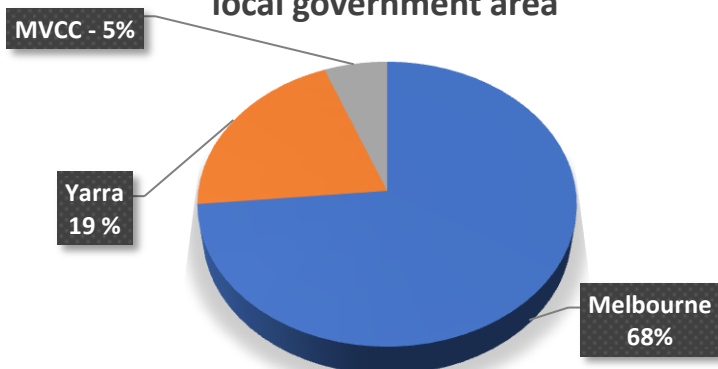
During October 2016, 37 culturally and linguistically diverse people from the communities of Carlton, Flemington, Kensington, North Melbourne and surrounding areas participated in group and individual consultation sessions regarding their understanding of and engagement in volunteering.

The majority of those community members consulted were women (89% or 33 people). Of those that specified their age (15 people), the largest age group were comprised from the 25-34 age bracket at 6 (16%) of participants followed by the 35-44 age bracket at 4 (11%) of participants.

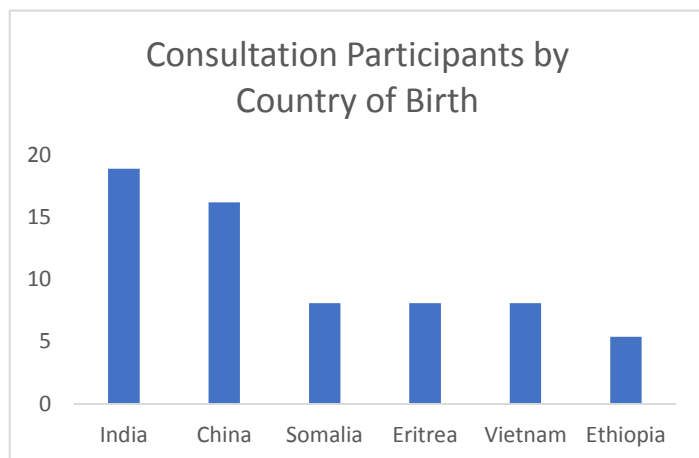
Consultation participants by gender



Consultation Participants by LGA - local government area

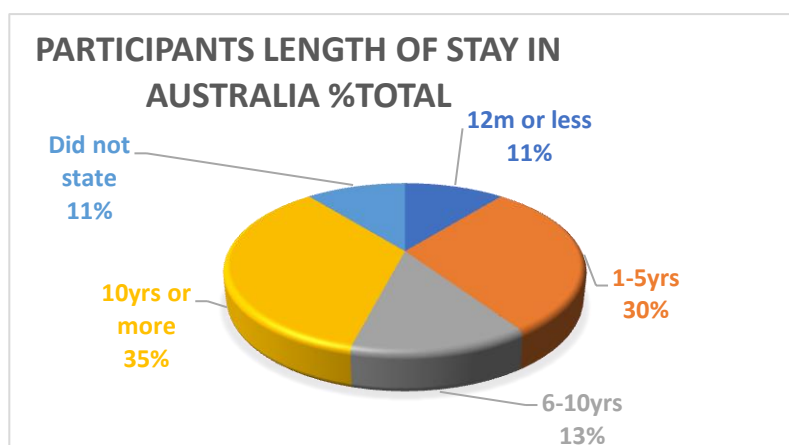


Just over two thirds (68%) of participants lived in the local government area (LGA) of Melbourne. The remaining community consultation participants lived in the following LGAs: Yarra (19%), Moonee Valley (5%) and other Melbourne LGA's (11%).



All community consultation participants were born outside of Australia originating from 19 different countries across the world within Asia, Africa, Europe, Middle East, Oceania and South America. The largest participant group were originally from India (19%), China (16%), Vietnam, Somalia and Eritrea (8% each).

Participants spoke a total of 24 different languages other than English – the majority speaking Indian based languages of Hindi Malayam, Gujuranti, Punjabi and or Telugu 22% (8 people); African based languages of Arabic, Amharic, Tigrigna and or Somali 19% (7 people); or Cantonese or Mandarin 16%; (6 people). Many of our participants spoke two or more languages other than English.



When asked how long participants had lived in Australia, of those that responded (33 out of 37 people) the largest two groupings had lived in Australia for 1-5 years (30%) or for 10 years or more (35%). Three people had been in Australia for less than 12 months and four people have been in Australia for 6-10 years.

4.2 Volunteer-Involving Organisations

During October 2016, there were three face-to-face consultations held with volunteer-involving organisations¹ as well as an online survey conducted in March 2017.

4.2.2 Face-to-face consultations of volunteer-involving

The three consultations were held either as separate events or as an addition to regular network meetings involving organisations from the City of Melbourne, Moonee Valley City Council and neighbouring LGA's (some agencies working across LGA boundaries)

A total of 28 local volunteer involving organisations took part in the face-to-face consultations held over three sessions.

Organisations represented a wide array of sectors including: Neighbourhood Houses, Local Government, Art, Sport, Multicultural, Youth, Migrants and Refugees, Health, Public Records and Community Development.

All organisations engaged volunteers on some level and several these organisations already engaged volunteers from CALD backgrounds, although most on a very limited level.

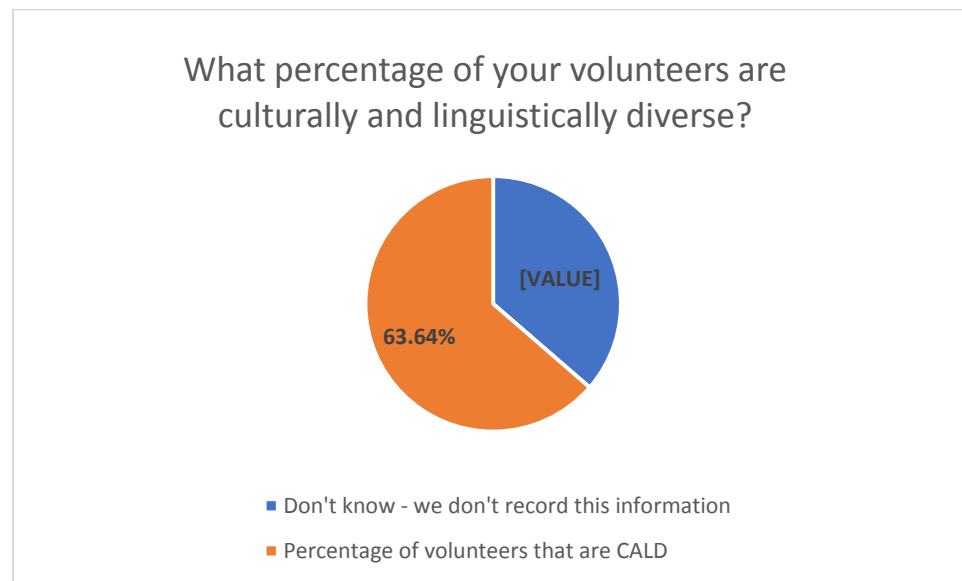
4.2.3 Survey of volunteer-Involving organisations

22 organisations participated in the online survey that was circulated through Volunteering Victoria, NMLL, CNLC and KNH's networks. Additional sectors represented in the online survey that were not represented in the face to face surveys included: Finance, Aged Care and Housing.

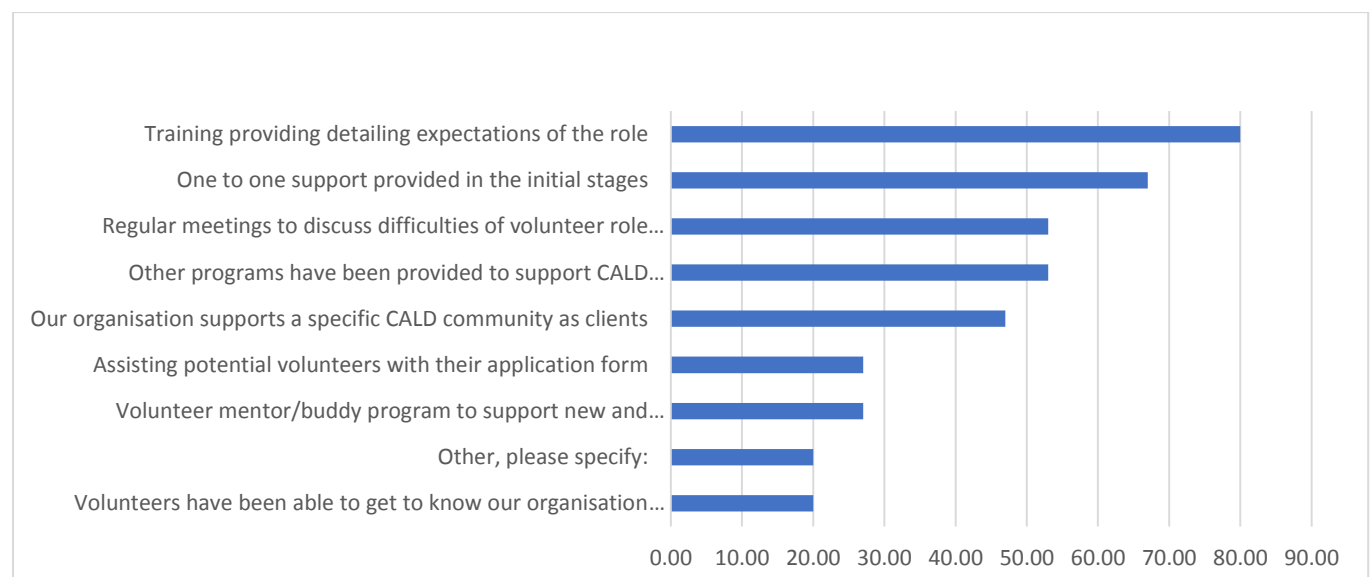
The online survey allowed the gathering of additional information following-on from the earlier consultations.

¹ Volunteer involving organisations include all organisations that engagement volunteers in relation to the formal definition of volunteering. These include not for profits and government organisations. They exclude corporate intern programs.

The majority of organisations taking part in the survey were already engaging CALD volunteers:



Organisations that did successfully engage CALD volunteers identified several success factors. The four most popular strategies for successful CALD engagement included: Training providing detailed expectations of the role (80%); One to one support provided in the initial stages (67%); Regular meetings to discuss difficulties of volunteer role provided (either one to one or within a group situation) (53%); and Other programs have been provided to support CALD community to participate as volunteers (English classes, Community activities etc.) (53%).



The majority (60%) of respondents were not aware of successful models/programs currently used to engage the CALD community in volunteering. But 73% of respondents said they

would be interested in an “off-the-shelf” model if one was available with 79% saying they would use the model in its entirety or in part.

5. Definition of volunteering

To ensure a base level from which volunteering was discussed in the consultations, volunteering was defined in all sessions per the national definition as laid out by Volunteering Australia. That is:

‘volunteering’ is time willingly given for the common good without financial gain.

The definition of volunteering also includes explanatory notes as outlined on the Volunteering Australia website: <https://www.volunteeringaustralia.org/policy-and-best-practise/definition-of-volunteering/>

5.1 Limitations of definition in capturing informal volunteers

While the explanatory notes provided by Volunteering Australia do include both formal and informal volunteering, for the purposes of this exercise the focus was on formal volunteering within volunteer involving organisations.

Many people from CALD backgrounds volunteer within their own communities in an informal way². However what does need more formal intervention is engaging the CALD community in formal volunteering in order to improve their networks, connections, experience and tapping into the untapped job market.

It is also important to acknowledge the important role of “information volunteering” under the banner of informal volunteering.

CALD communities are heavily engaged in information volunteering particularly regarding settlement of new arrivals. This is explored in the 2016 paper “Giving and volunteering in culturally and linguistically diverse and Indigenous communities”³

² <http://www.communitybusinesspartnership.gov.au/wp-content/uploads/2016/08/Giving-and-volunteering-in-culturally-and-linguistically-diverse-and-Indigenous-communities-final-report.pdf>

³ As above

6. Benefits and Enablers – individual responses from Culturally and Linguistically Diverse (CALD) consultation participants

6.1 Benefits of, and reasons for, Volunteering – CALD Individuals

As part of the consultation, CALD individuals were asked why they were interested in (or in some cases, already were) volunteering (see table 1 below).

Many of the responses given by participants aligned with the answers typically given by many individuals – regardless of cultural background – when asked why they volunteer⁴.

These include:

- Giving back to their community;
- Making new friendships and social connections within the community and within their local neighbourhoods (therefore reducing social isolation). Participants saying that volunteering “Improves the quality of life of the community, society and individual” and “Brings people together”
- Positive feedback and feelings that people get from helping others;
- Personal and skill development achieved through volunteering; and
- Skilling-up and networking to improve their chances of finding work in the future

Table 1 – Reasons for volunteering identified by consultation participants	
Response	Response No.
It makes me feel good to give back to my community	14
I would like to meet other people and make friends	12
I would like to give back to the community that I live in	8
I know people that have volunteered and it helped them get a job	8
Improving self	8
Learn English	7
I would like to experience working in workplace in Australia	6
I would like to meet more people living in my local community	6

In addition, reasons that were specific to CALD individuals for volunteering included:

- Learn and or improve their English skills – improving interpersonal communication as well as reading and writing skills.
- Gaining an experience of the workplace in Australia – in order to understand the “workplace culture” to improve their chances of gaining employment in the first instance and being effective in their work and work environment

⁴ As reflected through the reflections of the NMLL Volunteer Manager – through NMLL’s volunteer intake process

7. Barriers to volunteering – responses from individual CALD consultation participants

A deliberate decision was made within the delivery of this project to de-emphasise the barriers to participation in volunteering for our CALD communities in the community consultations. In order, not to over focus our attentions on the deficits and the problems of volunteer engagement of the CALD community to the detriment of identifying the possibilities and enablers for action. Regardless of this positive focus within consultations, in the course of the consultations with the CALD some barriers were identified by consultation participants. Barriers identified by our CALD community to participating in volunteering include:

- Low English proficiency
- Family responsibilities and complex lives
- Costs associated with volunteering – including transport costs
- Volunteer Processes- including complicated volunteer intake and application processes which can make it difficult for people with low English proficiency to complete forms and participate in intake processes
- Lack of understanding about volunteering – including understanding the benefits of volunteering and being able to access volunteer opportunities
- Low computer literacy and access to computers
- Participants affirmed that that lack of cultural understanding within volunteer-involving agencies created a barrier to undertaking a volunteer role
- High reliance of volunteer-involving organisations on outreaching to prospective volunteers over the internet – for example through volunteering websites, volunteering portals and on-line advertisements. This communication strategy works well for native-speaking Australians or people with high language and computer proficiency however this does not work well with engaging people who are in various stages of acquiring the English language

In addition to these barriers identified by community consultation participants the “Giving and volunteering in culturally and linguistically diverse and Indigenous communities” report⁵ a recent report has highlighted the difficulties of measuring volunteering by CALD community members as they are usually involved in informal volunteering (page v) and their contribution is under estimated as a result.

This report also identifies the following challenges to volunteering (page vii):

- Lack of time – have interest by find it difficult to find the time to volunteer outside family and community caring roles
- Burnout
- Lack of English

⁵ <http://www.communitybusinesspartnership.gov.au/wp-content/uploads/2016/08/Giving-and-volunteering-in-culturally-and-linguistically-diverse-and-Indigenous-communities-final-report.pdf>

- Potential for exploitation and racism – not being appreciated by their non-CALD co-workers and managers and issues of discrimination and exploitation
- Community vulnerability – especially during settlement process
- Lack of transparency and flexibility – regarding how donations are distributed by charitable organisations

This report also affirms that CALD volunteers are often involved in supporting their communities during the settlement process as interpreters and providing support for new arrivals. This informal type of volunteering has not been as well documented as more formal types of volunteering. This potentially resulting in the lack of recognition of the volunteer work already undertaken by members within the CALD community.

8. Support and Strategies to better enable CALD volunteering - responses from individual CALD consultation participants

When CALD community consultation participants were asked to identify what has been useful or would be useful for them to facilitate their participation in volunteering the main responses were (see also table 2 below):

1. **Information** – in a range of relevant languages and or in plain English. Information that is accessible to them provided to them in a range of ways and that is culturally appropriate. Participants indicated that information through the internet and websites is likely to be the least accessible way for providing information to this group of people in the community for a range of reasons outlined below.
2. **Training** – including introductory sessions outlining the volunteer landscape in Australia – such as: how to find out about volunteering opportunities; how to apply for volunteering roles; what their rights and responsibilities are as a volunteer; benefits of volunteering; tapping into the unadvertised job market.
3. **Support** - In addition to the what is outlined in points 1 and 2, other supports identified by participants include assistance through the application and recruitment process: from completing forms, interviews and responding to advertisements. Participants identified the need to understand these process (or volunteer-involving organisations simplifying these processes) and to also have systems in place to be able to support the multicultural community to fulfil the application and recruitment requirements.
4. **Mentoring** from senior or more experienced volunteers especially in the initial stages of their volunteering was identified as a strategy that could enable greater participation and reduce barriers for participation in volunteering. Participants also suggested that this would also provide a more welcoming environment for community members new to volunteering in formal settings.
5. **Access to technology** – delivering practical sessions to CALD community members on accessing volunteer opportunities online. This strategy acknowledges that currently volunteering roles are usually promoted through websites and volunteer portals – for a range of reasons including literacy in English and access to computers this practice can often work to exclude the CALD community in participating as volunteers.
6. **Word of mouth promotion and communication** - Word of mouth recommendation from their networks is a common mechanism for informing the CALD community of volunteer opportunities. This is a common theme identified in all NMLL community consultations in engaging with the CALD community over the past five years or more.

Table 2 – Supports and strategies to better enable the CALD community to participate in volunteering	
Information	22
Training	21
Support	14
Mentoring (ongoing help from a person in an area you are interested in)	11
Access to technology and computers	7

9. Enablers for CALD Volunteering – responses from individual CALD consultation participants

Participants were asked to provide ideas of how volunteer-involving organisations could make volunteering more appealing and accessible to them – in some instances they were asked to respond to some pre-identified strategies and facilitators also noted other suggestions by participants. Indicating the following strategies would support greater participation in volunteering for the CALD community (see table 3 below for results), including:

1. **Support with finding online volunteer opportunities** – this could be achieved through a range of mechanisms including providing information sessions and more detailed volunteer training sessions to practically demonstrate searching for volunteer roles online.
2. **Face to face** promotions and communications – participants suggested that one of the more effective ways of promoting volunteer opportunities to their communities is through face to face contact. Ideas put forward by participants to promote volunteering to the CALD community were:
 - a. Volunteer-involving organisations attending community group meetings
 - b. Distributing information out through a Community Champions program (a peer driven/lead program to be further discussed below).
 - c. Delivering social engagement programs (events, excursions). This was identified by participants themselves and received much support from many participants in the community consultations.
3. **Building relationships with the CALD community** – as outlined above. In particular, social engagement programs were a good mechanism for prospective volunteers to get to know the agencies and for agencies to get to know prospective volunteers. This strategy and others was identified as a community relationship and building exercise to facilitate volunteering.
4. **Volunteer training sessions / volunteer information sessions** – a volunteer 101 or volunteer fundamentals short course that provides more information and opportunity for discussion for CALD community members to access and apply for volunteer roles. Or shorter introductory information sessions that provide an overview to volunteering or an overview to volunteering with specific volunteer involving organisations.
5. **Peer driven/lead information delivery** – train and engage members of the CALD community as leaders/community facilitators to provide information about volunteering to other members of their community. The Community Learning Champions Program is an example of this model being implemented in volunteer-involving organisations (NMLL and CNLC) and overseas in the UK.
6. The development of a **volunteer broker program** that supports and connects people who want to volunteer from the CALD community to volunteer-involving agencies.

This model provides support both to prospective volunteers and volunteer involving agencies.

Table 3 – how volunteer enabling agencies can make volunteering more appealing to the CALD community	
How to use the internet to find volunteering opportunities?	18
Talk to community groups	17
Volunteering training sessions: What is expected of volunteers? How to volunteer?	16
Train Community Champions to talk to people they know about volunteering	14
Create programs that connect multicultural volunteers with organisations that need volunteers	14
Organise volunteering information sessions for the multicultural community	12
Running activities/events to engage the community	11

10. Barriers for volunteer - responses from volunteer-involving organisations

Organisations identified several barriers they saw to engaging CALD volunteers within their own volunteer programs. These included:

- Inability to offer an appropriate and rewarding role
- Unable to match volunteer skills to roles available
- Too high an investment in training these volunteers
- Not engaging in culturally relevant recruitment
- Inadequate resources to meet the unique needs of CALD volunteers
- Unable to provide access to key information in native languages
- Inaccessible or cumbersome orientation process
- No access to bilingual trainers
- Lack of appropriate space
- Lack of cultural awareness training
- Organisation not committed to CALD engagement
- Lack of time
- Unable to provide appropriate reward or recognise CALD volunteers
- Lack of time to train and supervise
- Unable to appropriately match skills and attributes
- Lack of life skills from participants
- Language and cultural barriers
- Volunteers unable to make a long-term commitment
- People from CALD communities not connecting to the term volunteering
- Unable to translate volunteer opportunities to employment opportunities
- Legislation provides barriers that make it “too hard” i.e. food handling, working with children etc.
- Often CALD communities have other commitments to children and relatives so child care is an issue

Generally, barriers can be broken down into the following broad categories*⁶:

1. **Lack of resources** within an organisation. The engagement of CALD volunteers is considered more resource intensive – i.e. longer training times, the need to translate or adapt materials (for languages or into plain English), the tendency for CALD volunteers not to be able to commit long term. These challenges within already resource-strapped organisations means that recruiting CALD volunteers has not been accounted for in their budget.
2. **Lack of priority** within the organisation – difficult to make a case for resources being put into CALD recruitment and training when it is not a priority for the organisation

⁶ * Please note these categories are derived specifically from the barriers that relate directly to the barriers that organisations face. Barriers faced by individuals are covered in the previous section.

3. **Lack of appropriate volunteer management structure for CALD volunteers** – i.e. inappropriate roles, orientation, training, reward and recognition
4. **No links with the communities** – many organisations do not recruit directly from CALD communities or do not have connections with community leaders.

11. Enablers for CALD volunteer engagement – responses from volunteer-involving organisations

Organisations were asked to consider the barriers that they face and then come up with existing or potential solutions that organisations could implement to make engagement with CALD communities more successful for them. These included the following:

- Better resourcing allocated to volunteer management within the organisation
- Clear position descriptions
- Good induction
- Better recognition and reward
- Pathway to employment
- Flexible volunteering
- Short term volunteering opportunities
- Variety of platforms for promoting volunteer opportunities – i.e. in person, online, other media
- Shared roles/mentoring system
- Better systems for matching, agreements, training etc.
- Community education “why volunteer”
- Skilling up volunteer managers – i.e. cultural awareness training
- Reframing what it means to volunteer to be culturally appropriate
- Re-orienting the organisation’s value base to value CALD volunteers
- Resource poor organisations to share volunteers i.e. not organisation based and for organisations like VV (Volunteering Victoria) or VSS’s (Volunteer Support Services) to provide administrative support
- Bilingual workers
- Encourage volunteers to bring a friend
- Improve connections with community leaders

Generally, enablers can be broken down into the following broad categories*:

1. **Adaptable and flexible volunteer management practices:** Ensuring the volunteer management practices can be adapted to CALD audiences including recruitment and induction and that roles can be broken down to be appropriate for short term volunteering or as a pathway into employment and sharing resources and roles with other organisations.
2. **Prioritisation of CALD engagement:** This includes in program design, resource allocation and skilling up the workforce through cultural awareness training
3. **Community partnerships:** Successful engagement of CALD communities includes developing connections with community leaders and with organisations that have CALD specific connections and knowledge.
4. **Volunteer readiness:** CALD volunteers could be better prepared for volunteering before being deployed to agencies to ensure that their pathway into an organisation is more successful and that the burden on resource-poor organisations is decreased.

12. Report Recommendations

As a result of consultations with CALD community members and volunteer-involving organisations, the following recommendations have been put forward to improve the capacity and ability of volunteer-involving organisations to engage with the CALD community and to build the CALD community's capacity to be able to more fully participate in formal volunteer opportunities:

12.1 Broader volunteer information and marketing strategies – volunteer-involving organisations are too reliant on online promotion of volunteering opportunities. Volunteer-involving organisations need to consider and utilise a broader range of communication and promotion strategies to engage the CALD community in their volunteering programs.

12.2 Culturally appropriate marketing and promotion tools

If agencies would like to engage CALD community members in volunteering programs they need to use culturally appropriate marketing and promotion tools (including actions outlined below):

12.3 Face to Face marketing –

- Attendance at community group meetings
- Peer driven delivery of information eg. Community Learning Champions program (NMLL and CNLC) model could be adapted to this context
- Organising or attending social participation activities and events – eg cultural celebrations, excursions, community lunches to facilitate relationship building with the community and to engage the CALD community

12.4 Building relationships to facilitate volunteer participation

Unexpectedly, consultation participants suggested volunteer-involving organisations could provide social participation and engagement activities as a strategy to engage the CALD community. This would facilitate relationship building between individuals and agencies, break down barriers to participation and increase confidence to participate as volunteers. The message here is that people need to get to know the agency before being confident to volunteer for them. Activities that:

- Bring people together with food
- Are fun and diverse activities – cater for various age groups
- Provides an opportunity for the community to get to know staff and the activities of the organisation
- Involve CALD community members

12.5 Increase cross-cultural competency of volunteer involving organisations – through training and support of volunteer managers. This will involve taking a “cross-cultural” lens over promotion, recruitment, training and “on-the-job” support mechanisms for CALD volunteers. Peak and regional volunteer organisations could support the staff of volunteer-involving organisations to assess the cross-cultural inclusion of their volunteer process and practices. Consultation participants affirmed that current volunteer recruitment and intake

process can be intimidating and require many forms to be completed before even becoming a volunteer. An important question for volunteer-involving agencies to address is: How can this process be made more culturally inclusive – yet meet the organisational recruitment and intake requirements?

A practical suggestion for making intake sessions more accessible for CALD communities and as identified by participants includes the use of visual aids in instructions provided by agency during training, orientation and induction sessions.

12.6 Overcoming English-literacy barriers

- Participants noted that barriers to volunteering included:
 - Low English literacy levels prevented the CALD community accessing information on websites and volunteer portals
 - Low computer literacy
 - Complex lives and family responsibilities

Participants didn't feel confident to volunteer because of their low-level English proficiency or felt that there weren't volunteer roles for them due to their low English proficiency. Here is an opportunity for volunteer-involving organisations to identify volunteer activities that could be suitable for low English proficiency community members as a pathway to other volunteering when they have gained a higher level of English proficiency and or gained more confidence.

12.7 Asset based Community Development approach to engaging volunteers from CALD community – it is important to identify and work with the strengths contained within communities. CALD communities are no exception. As experienced through delivering the Community Learning Champions Program agencies such as NMLL and CNLC were able to develop deeper connections and engagement within the CALD community as well as work with the strengths and skills present within these communities. In particular the CALD community members speak several languages and are able to communicate information to their community in their first language. This is a great strength of the CALD community and one which is underutilised within volunteer-involving organisations. Their language skills should be valued in addition to their extensive community connections, skills and strengths.

12.8 Peer driven information delivery

Peer driven information delivery programs are able to reach more community members about volunteering opportunities and deliver the information in a culturally inclusive and engaging manner. The Community Learning Champions (CLC) model can be adapted for this type of information delivery system and community engagement process. This is a model developed in the UK (www.communitylearningchampions.org.uk) and adapted in Australia by NMLL in partnership with CNLC.

12.9 Capacity building of CALD volunteers and volunteer-involving organisations

Progress a range of strategies that increase the volunteer-involving agencies ability and capacity to engage with CALD communities and build the capacity of the CALD community to engage in volunteering such as:

- Delivering volunteer 101 or Volunteer fundamental training courses focusing on the learning needs of people with low – intermediate English language proficiency (more detailed information for those wanting to understand the volunteer landscape and requirements)
- Volunteer involving organisations to organise information sessions for CALD community members which would allow for information to be culturally appropriate, appropriate for people in the process of acquiring the English language
- Develop programs that can build the capacity of the CALD community to participate in volunteering and build the cultural competency of volunteer-involving organisations examples include:
 - Mentor programs that support new CALD volunteers in their volunteer programs
 - Buddy system – where senior volunteers are paired with newer volunteers
 - Program that mediates or act as brokers for the community and the volunteer-involving agency
- Culturally appropriate information dissemination (see sections 11.2 and 11.3 regarding broader marketing strategies)
- Cross-cultural training for volunteer managers as well as providing access to cross-cultural audit tools for volunteer-involving organisations to utilise in assessing the inclusiveness of their volunteer intake and recruitment practices
- Developing the skills of CALD volunteers – training sessions for CALD volunteers to access online volunteer information and opportunities. Access to online information was specifically flagged as an important barrier to overcome given the way that volunteer information and opportunities are currently promoted and distributed.
- Create other support mechanisms across volunteer-involving organisations to facilitate successful volunteer experience for volunteers and agencies such as networking, information sharing, peers support and professional development opportunities.
- Support peer driven/lead volunteer models such as the Community Learning Champions model for engaging hard to reach members of the community in volunteering such as CALD community members

12.10 Improve pathways to study and employment through volunteering

In addition to making social connections – volunteering is a mechanism for broadening personal and professional networks. This can support tapping into work opportunities, broadening life experiences and being able to participate more fully in community life. Networking to tap into the “hidden” job market was highlighted to participants, with this information being well received. Providing some light bulb moments for consultation participants or confirming existing knowledge. Although volunteering is not a substitute for paid employment it is a valuable practice and one which should be promoted and resourced within the CALD community.

12.11 Roll out of an off-the-shelf best practise model for CALD engagement

In the online survey and in face to face consultations with service providers, a best practice model for CALD engagement was presented as a potential option. There was majority support for a model that would equip organisations with templates and roadmaps for their organisation to become more inclusive. This model is already in development by Volunteering Victoria with more support required to pilot this model in partnership with organisations.

12.12 Funding volunteer-involving organisations to build their organisational capacity and build the CALD community's capacity to participate in volunteering

Council, State government and funding providers should prioritise adequate resourcing of volunteer-involving organisations to improve their internal practices in order to support the engagement of the CALD volunteers in their volunteer programs. The two main stages include: firstly, undertaking a cross-cultural competency audit of volunteer-involving organisational practices (internal audit). Secondly, building the capacity of volunteer-involving organisations to better engage the CALD community in their volunteering program through the provision of adequate financial resources to pilot new approaches and / or implement proven CALD volunteer engagement models. This would work to:

- Build the evidence base of good practice models for engaging CALD community in volunteering
- Facilitate knowledge sharing and learning between practitioners of volunteer-involving organisations
- Measure outcomes for CALD community participants in volunteer programs especially as a pathway to employment and or further education.

12.13 Dedicated CALD Volunteer Engagement Roles

Prioritising and funding dedicated CALD Volunteer Engagement Managers within volunteer-involving organisations to facilitate CALD community engagement in volunteering programs. Volunteer-involving agencies will require additional resources in order to be able to implement a range of recommendations outlined within this report.

13. Conclusions and opportunities

The “*Engaging the CALD Community in Volunteering*” Project adds to the body of knowledge around volunteering within the CALD community and the practices of volunteer-involving organisations in engaging the CALD community in their volunteer programs. At present this body of knowledge is limited requiring further research into CALD volunteering from the perspective of the CALD community and volunteer-involving community to further tease out the issues raised in this report.

Information from the community consultations affirmed that CALD individuals were motivated to volunteer for similar reasons that other cohorts volunteer – with the main aim to give back to their community. Specific motivators for volunteering by the CALD community included improving their English by engaging with native speakers and to gain a greater understanding of the Australian workplace. This further affirms the need to expand access and inclusion for volunteering for the CALD community as a pathway to employment. Implementing recommendations within section 12 of this report will work to improve access to volunteer opportunities to the CALD communities.

Volunteering has the potential to provide a range of benefits and opportunities for both volunteer-involving agencies and the CALD community. In particular the engagement of the CALD community in volunteering is able to:

- Facilitate and improve understanding and relationships between the members of CALD community and the volunteer-involving organisations.
- Build deeper connections between the CALD community and agencies, thereby promoting understanding and diversity and counteracting ignorance and prejudice.
- Tap into unique skills and opportunities that the CALD communities possess – especially language skills and access to community networks.

Common themes identified and documented within this report between the CALD community and volunteer-involving organisations around volunteering include:

- **Road blocks to volunteering** – for the volunteer-involving organisations and the CALD community in participating more fully in formal volunteering programs are:
 - English - **literacy levels** - this was identified as an issue from both groups consulted – CALD community members indicating that they didn’t feel that there were volunteer opportunities for them or they lacked confidence. Volunteer-involving agencies indicating that there were limited volunteer opportunities for CALD community members – with low English literacy levels cited as one reason for this.
 - The lack of organisational **cross-cultural competency** in working with CALD volunteers – again this issue was raised by both groups.
 - **Lack of sustained** funding and resources for volunteer-involving organisations – especially initiatives focused on CALD engagement specific programs for volunteer-involving organisations.
 - **Communications and promotions strategies being at odds** with the practices of volunteer-involving organisations and the communication and information needs of the CALD community.

- **Low computer literacy and reduced access to computers** for CALD community – again this is at odds with the way in which volunteer opportunities are promoted by volunteer-involving organisations. Most volunteer opportunities are mainly promoted online.
- **Lack of organisational priority** for the volunteer-involving organisation to engage the CALD community in their mainstream volunteer programs.
- **Lack of links and connections** to CALD communities and CALD community leaders within some volunteer-involving organisations.
- **Bridge-building opportunities** between volunteer-involving organisations and CALD community include:
 - **Improved information and communication** channels from volunteer-involving organisations with CALD communities. Using strategies that work best for communicating with CALD communities including face to face and peer driven communication methods.
 - **Training** to improve the CALD community's capacity to engage in formal volunteering and for volunteer-involving organisations' volunteer managers to improve the cross-cultural competency of volunteer-involving organisation's volunteer programs.
 - A range of **practical strategies and initiatives** aimed to "build-a-bridge" between the CALD community and volunteer-involving organisations. Ranging from: improvements to intake and recruitment practices; creating supportive environments for volunteering; brokering relationships between the two groups through a volunteer broker program; practical communication strategies that could be adopted by volunteer-involving organisations to engage with CALD communities; relationship building opportunities; implementing proven CALD volunteer engagement programs and practices – for example the Community Learning Champions (CLC) program delivered by NMLL and CNLC.
 - **Re-orientation in organisational value base** to value the benefits of engaging the CALD in volunteering and the opportunities this brings – particularly around first language delivery of information and access to community networks otherwise untapped.
 - **Adaptable and flexible volunteer management practices** – which encompasses all or a range of actions identified above.

The 13 recommendations outlined within this report (refer to section 12) have been derived from the feedback gained in the consultations. Recommendations identified range from:

- Initiatives targeted to **internal organisation change** practices regarding volunteer intake and recruitment processes;
- **Practical ideas** that can build relationships and promote understanding between the two groups;
- **Evidence-based practices** known to work with engaging CALD communities in volunteering and community activities;
- Recommending **funding providers and decision-makers to resource support initiatives** that directly change practices and provide greater opportunities for the CALD community to participate more fully in volunteer programs.

In order to be able to act upon many of the opportunities detailed above, dedicated and sustained funding needs to be provided to implement proven CALD volunteer engagement programs, pilot new approaches and build evidence-based practice in this space. In particular the resourcing of paid volunteer manager positions that specifically focuses on engaging the CALD community in volunteering.