Association for the Wellbeing of Children in Healthcare

Breaking Down Barriers:

Engaging Diverse Volunteers

Final Report





Acknowledgement of Country

The Association for the Wellbeing of Children in Healthcare acknowledge the Traditional Owners of the lands on which we work, the Wallumedegal people.

We recognise and respect the continuing connection to the land, water, and community held by First Nations peoples, and pay respect to Elders past and present.

Sovereignty was never ceded.



Acknowledgement of Lived Experience

The Association for the Wellbeing of Children in Healthcare acknowledge the contribution and expertise of people with lived or living experience of:

- All communities, identities, bodies and relationships
- Physical and mental illness
- Disability
- Trauma
- Neurodivergence
- Caring roles
- And all healthcare system engagement

We value the willingness and openness of people sharing lived experience perspectives and acknowledge that this is integral to effective change. We continuously strive to value, celebrate & affirm people of all backgrounds, genders, sexualities, cultures, bodies and abilities.



This project was made possible through a Volunteering Diversity and Inclusion Grant from the Department of Communities and Justice.

The Association for the Wellbeing of Children in Health is also supported by NSW Health.

We would also like to thank the volunteers who contributed so much insight and lived experience to this project: Dr. Syed Haris Omar, Dr. Saba Nabi OAM, and Felicity Palmer.

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Glossary

Community Giving
The term 'community giving' is most often used to describe informal volunteering among First Nations people and communities, and can be defined as "community support through the contribution of unpaid time and labour" (Volunteering Victoria, 2022). Western concepts of 'formal' and 'informal' volunteering do not capture the cultural nuances present within community giving, nor the diverse range of forms of community giving.

"First Nations communities in Australia have a long history of giving their time to support their family, kinship groups, and broader community… Rather than being viewed as a distinct activity or role, community giving is seen as an intrinsic part of living in community and supporting each other to thrive." (Volunteering Victoria, 2022).

Culturally and Linguistically Diverse (CALD)
The term 'culturally and linguistically diverse' is broad and does not have one set definition. For the purpose of this report, it will be used to refer to those from a non-English speaking background, and/or being from a non-Anglo-Celtic cultural background (Diversity Council Australia, 2023).

Decolonisation
An active and ongoing process of deconstructing colonial structures, systems, and ways of thinking, and making room for First Nations' peoples, communities, and cultures' knowledge, systems, and voices.

First Nations, Indigenous & Aboriginal and Torres Strait Islander
In line with current best practice regarding culturally respectful language, this report will most often use the term 'First Nations' to refer to Aboriginal and Torres Strait Islander peoples (Australian Public Service Commission, 2023; Reconciliation Australia, 2021). The term 'Indigenous' will also be used where it appears in external sources, and to denote non-Indigenous population data.

Formal Volunteering
Volunteering Australia defines formal volunteering as 'time willingly given for the common good and without financial gain, taking place within organisations and groups (including institutions and agencies) in a structured way.'

Informal Volunteering
Volunteering Australia defines informal volunteering as 'time willingly given for the common good and without financial gain, taking place outside the context of a formal organisation or group. This includes assisting people in the community, excluding one's own family members. For example, looking after children, property, or pets; providing home or personal assistance; or giving someone professional advice.'

Intersectionality
A framework for understanding how aspects of a person's social and political identities combine to create different modes of discrimination and privilege.

Volunteer Involving Organisation (VIO)
A VIO is defined as any organisation, group, business, or government department that engages volunteers.

Project Overview

The goal of the Breaking Down Barriers project was to engage with volunteers from culturally and linguistically diverse (CALD) and First Nations backgrounds, to gain insight into motivators, barriers, and enablers to volunteering among diverse communities. From the findings of this project, the Association for the Wellbeing of Children in Healthcare (AWCH) will implement changes and shift approaches, where necessary, in line with feedback from diverse volunteers. AWCH hopes to improve pathways, processes, and procedures to enable us to build and support a more diverse volunteer base.

Key Objectives

The Key Objectives of this project were to:

- Identify barriers to, and motivators for, volunteering among diverse groups
- Identify areas for improvement/opportunity within AWCH regarding recruitment and retention of volunteers from diverse groups
- Use findings to develop pathways for effective recruitment and retention of volunteers from diverse groups at AWCH

We achieved these objectives through the facilitation of two online Focus Groups and an anonymous, online survey open to all who fit the criteria of:

- Those from a culturally and linguistically diverse (CALD) background
- Those from an Aboriginal and/or Torres Strait Islander background
- Former or current volunteers and/or have considered volunteering
- Volunteer coordinators or other VIO staff

This report will outline the findings from the Focus Groups and the survey, and utilise these to develop next steps for AWCH as a Volunteer-Involving Organisation.

About AWCH & Volunteering

The Association for the Wellbeing of Children in Healthcare (AWCH) has been at the forefront of advocating for children, young people and their families, in healthcare settings for over 50 years. As a national not-for-profit, AWCH promotes practices that address not just the physical health of children but their psychosocial needs and overall wellbeing. Through advocacy, education, and direct support programs such as the AWCH Ward Grandparent Program, AWCH plays a vital role in ensuring that the voices, needs and rights of children, young people and their families in healthcare environments are heard and addressed.

The AWCH Ward Grandparent Program was launched in 1987 by AWCH with the aim to ensure that every child or young person would have a caring person supporting them in the hospital. This program was designed to provide comfort, support, and a caring presence for children whose families were unable to stay by their side due to various reasons such as work, distance, and additional family commitments. Ward Grandparents, who volunteer their time, compassion, and experience, help bridge the gap, ensuring that young patients have someone to turn to for comfort and reassurance during their hospital stay.

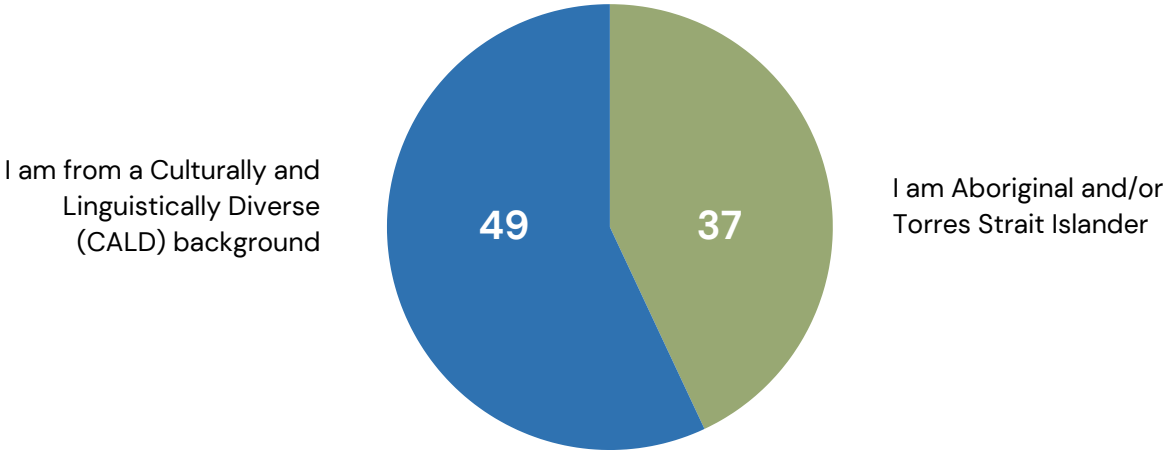
While there is no age or gender requirement to be a Ward Grandparent, simply due to the nature of the commitment, the vast majority of AWCH's volunteer base is made up of older people, primarily women. These are considerations that AWCH has focused on previously, and remain important intersections of our volunteer base demographics.

Survey Results

In addition to Focus Groups, we distributed a survey to gain more insight into diverse volunteers' experiences. A total of 86 participants responded. See Appendix A for full questions and raw data.

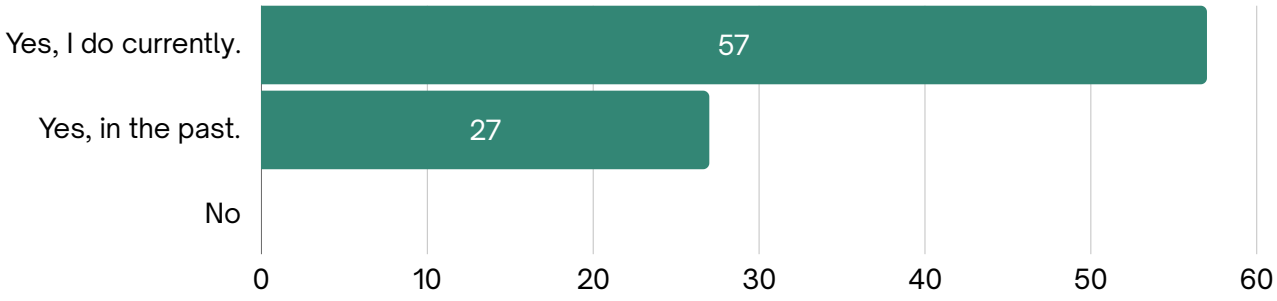
Please select which of the following describes you:

(n=86)

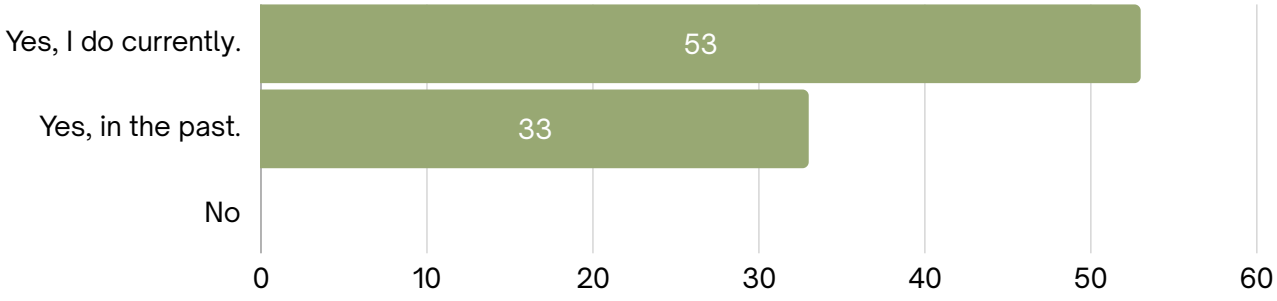


Have you volunteered with/through an organisation (referred to as 'formal volunteering')?

(n=86)



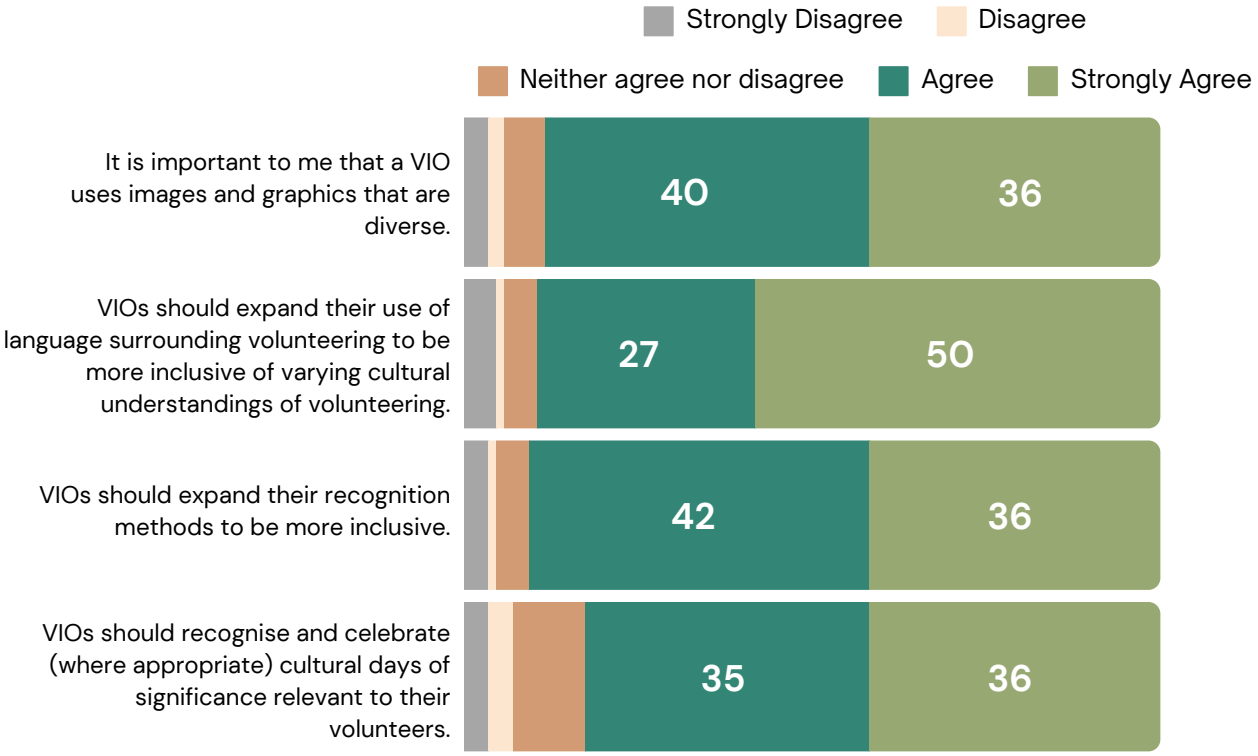
Have you volunteered in an informal* setting? (n=86)



Survey Results

Please rate your level of agreement with the following statements:

(n=86)



- **88.4%** of respondents **Agreed or Strongly Agreed** that "It is important that a VIO uses images and graphics that are diverse."
- **89.5%** of respondents **Agreed or Strongly Agreed** that "VIOs should expand their use of language surrounding volunteering to be more inclusive of varying cultural understandings of volunteering."
- **90.1%** of respondents **Agreed or Strongly Agreed** that "VIOs should expand their recognition methods to be more inclusive. E.g. not just holding formal award ceremonies but using informal, interpersonal recognition too."
- **82.6%** of respondents **Agreed or Strongly Agreed** that "VIOs should recognise and celebrate (where appropriate) cultural days of significance relevant to their volunteers."

Select any of the following barriers you have faced while volunteering:



Top three barriers:

- Time constraints
- Language barriers
- Financial considerations

Select any of the following motivations for volunteering that you experience:



Top three enablers:

- Community and/or cultural responsibility/maintenance
- To make a difference/help others
- Community/cultural connection

Focus Group Findings

As part of the project, we ran two Focus Groups. These focus groups were open to community members from CALD and First Nations backgrounds who:

- were a current or former volunteer,
- had considered volunteering OR
- were a current or former volunteer coordinator or other staff of a VIO

The focus groups were semi-structured, with prompting questions, and facilitated group discussions. The findings were then analysed for common themes. See Appendix B for raw data.

From the group discussions generated in Focus Group 1 and 2, the following key themes regarding engaging with diverse volunteers were found:

- Communication & Language
- Outreach & Engagement
- Recognition & Relationships
- Diversity & Representation



Communication & Language

Barriers	Enablers

• Cultural nuances in the understanding of 'volunteering', with the Western understanding often overlooking informal and culturally-specific forms of community giving. Leads to:
  ◦ Inaccurate data
  ◦ Ineffective outreach
  ◦ Poor experiences for volunteers
• Spoken language barriers can create challenges regarding:
  ◦ Navigating application processes including requirements such as Working with Children Check and Police Check
  ◦ Rapport building between VIO staff and volunteers
  ◦ Promotion and recruitment
• Cultural differences exist within nonverbal communication; needs to be managed
• The language used by organisations is often too complex, convoluted, or industry-specific
  ◦ For both potential volunteers and the organisation, this can lead to wasting time, energy, and money
	• Shift organisational understanding of volunteering, embed this into policy, processes, and so on
	• If possible, offer information sessions regarding navigating complex processes like the Working with Children Check
	• Ensure staff are aware of common cultural differences in appropriate body language and nonverbal communication
	• Ensure staff possess strong 'soft skills' such as listening skills, empathy, conflict resolution, flexibility, and team work
	• Language used should be clear and specific
	  ◦ Acronyms and jargon should be avoided completely, where possible
	  ◦ Plain English should be used; utilise tools to ensure this
	• If you are seeking volunteers from a specific demographic (e.g. international students), be clear about this

Ideas

Integrate inclusive volunteering understandings into policy

- Review and update organisational policies and processes to reflect a broader understanding of volunteering, emphasising inclusivity and flexibility. Provide training for staff on the revised policies to ensure consistency in practice.
- Provide information to staff on cultural differences in body language, nonverbal communication, and common cultural norms.

Offer navigation support for complex processes

- Host information sessions to guide volunteers through complex requirements, such as obtaining a Working with Children Check.

Use simple, clear language

- Use plain English in all volunteer-related communications, ensuring messages are clear and easy to understand. Avoid jargon and acronyms; use tools like readability checkers to ensure accessibility.
- Clearly state in recruitment materials if you are seeking volunteers from specific demographics, such as international students. Tailor outreach and messaging to resonate with the target demographic while maintaining an inclusive tone.

Outreach & Engagement

Barriers	Enablers

• Effectiveness of certain methods of outreach and engagement may vary between demographics
  ◦ Lack of co-design and consultation with diverse volunteers means organisations may not be utilising the most effective methods
• Organisations need to put effort into attending local events and getting involved in the local community
• Diverse volunteers often feel they are not provided the opportunity to give feedback to VIOs
• VIOs may not know how or where to receive feedback from diverse volunteers and local community members
	• Consult with CALD and First Nations volunteers and the local community to gain more insight into best outreach methods
	• Attend local community and cultural events; make connections, listen, learn, get involved
	• Embed processes to give and gain feedback from volunteers and the community
	  ◦ Exit interviews
	  ◦ Community forums/consultations
	  ◦ Check ins
	  ◦ Surveys

Ideas

Engage with CALD and First Nations Communities

- Organise regular consultations with CALD and First Nations volunteers and community members to understand their perspectives and preferred outreach methods. Build relationships with local leaders and cultural groups to foster trust and collaboration.

Participate in Community Events

- Attend local community and cultural events to connect with diverse populations. Use these opportunities to listen, learn, and identify potential volunteers while demonstrating your organization's commitment to inclusion.

Implement Feedback Mechanisms

- Develop and maintain processes for gathering feedback through multiple methods, such as community forums, consultations, and surveys. Ensure feedback processes are accessible, culturally sensitive, and inclusive of diverse communication preferences.
- Conduct exit interviews with volunteers to capture insights on their experience and identify areas for improvement. Use this feedback to refine volunteer programs and strengthen relationships with communities
- Schedule periodic check-ins with volunteers to understand their experiences and address any concerns proactively. Use this time to provide support and ensure alignment with community needs and expectations.

Recognition & Relationships

Barriers	Enablers

• Lack of knowledge regarding culturally significant dates and events
• Informal and culturally-specific forms of community giving often go unrecognised in the way that formal volunteering is recognised. E.g.:
  ◦ In data
  ◦ Through recognition events
  ◦ Societal understanding/recognition
• Organisations may lack more informal methods of recognition and rapport building, opting for more formal methods such as ceremonies
• Lack of upskilling opportunities; volunteers may feel they are missing out on relevant certifications
• Lack of feedback mechanisms and loops
  ◦ Impedes organisations' ability to improve and tailor their processes to the local or relevant communities
	• Learn about and recognise cultural days of significance
	• Embrace small acts of recognition
	  ◦ Check ins
	  ◦ Cup of tea/coffee & a chat
	• If capturing data regarding volunteering, ensure that the language and concepts are inclusive of cultural nuances
	• If possible, offer to host/facilitate volunteers to gain relevant skills and certifications (e.g. First Aid Certificate, Mental Health First Aid Certificate)
	• Develop robust feedback mechanisms to engage with the communities you are recruiting volunteers from, and that you are serving through your organisation

Ideas

Recognise and Celebrate Culturally Significant Dates/Events

- Develop a calendar of culturally significant days relevant to the communities you engage with. Share reminders and resources about these days to foster awareness and inclusivity within your team.

Encourage Personal Connections

- Promote informal check-ins and one-on-one interactions, such as sharing a cup of tea or coffee, to build rapport with volunteers and community members. Create safe spaces for open conversations to understand individual experiences and needs.

Ensure Inclusive Data Practices

- When collecting data on volunteer activities, use culturally sensitive language and frameworks that reflect diverse perspectives. Regularly review data collection processes to ensure alignment with the values and practices of the communities you serve.

Facilitate Skill Development Opportunities

- Offer opportunities for volunteers to gain certifications like First Aid or Mental Health First Aid. Partner with local organisations to make these certifications accessible and affordable.

Embed Feedback Mechanisms

- Establish clear, accessible channels for feedback from both volunteers and the communities you serve. Regularly review feedback to identify areas for improvement and ensure your organisation's actions align with community needs.

Intersectionality, Diversity & Representation

Barriers	Enablers

• Lack of intersectional approach to volunteering
  ◦ Lack of knowledge/understanding of compounding marginalisation and the impacts on various, if not all, aspects of one's life
  ▪ Creates many barriers to entry, participation and retention for diverse volunteers
  ▪ Impacts rapport, if it's clear that an organisation does not understand or acknowledge intersecting issues and the impacts of such on their volunteer base
• Lack of visible diversity within organisation
• Lack of visible diversity in materials
  ◦ E.g. promotional materials, flyers, resources, reports, social media, website
• Lack of fully accessible information
  ◦ E.g. no translations available, complex language used
	• Gain a deep understanding of intersectionality and the ways it is relevant to your organisation and volunteer base
	• Strive to increase diversity within the organisation, both staff and workplace environment
	• Embrace diversity in graphics, images, social media, online, promotional materials
	  ◦ Include different cultures, skin colours, ages, gender expressions, people with disabilities, and so on
	• Provide accessible information
	  ◦ Offer translations for materials, where possible
	  ◦ Use simple language
	• Ask questions!
	  ◦ Do not be hesitant to ask questions to gain clarity regarding cultural needs and wants within your volunteer base

Ideas

An Intersectional Approach
- Ensure staff possess an understanding of intersectionality and it's relevance to volunteering among CALD and First Nations communities

Enhance Organisational Diversity
- Set measurable goals to increase diversity among staff/volunteers. Regularly review recruitment practices to identify and remove potential barriers to participation for underrepresented groups.

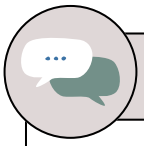
Increase Visible Diversity
- Audit existing graphics, images, and promotional materials to ensure diverse representation of cultures, abilities, gender expressions, skin tones, and so on. Use inclusive design principles when creating new content for social media, websites, and marketing campaigns.

Provide Translations
- Where possible, translate key materials and resources into the languages spoken by your volunteer base and the communities you serve.

Encourage Open Communication
- Create a safe and supportive environment where staff and volunteers feel comfortable asking questions about cultural needs and preferences. Regularly engage in dialogue with your volunteer base to better understand and address their unique experiences and perspectives.

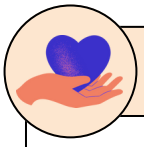
Next Steps

AWCH will be using these findings and actionable ideas, as listed in each of the four key areas, to inform our next steps and implementation. The following are the core areas for change or improvement for AWCH:



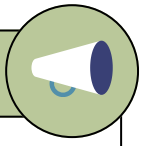
Communication & Language

- Update policies and processes to reflect inclusive understandings of volunteering and to use language that reflects this.
- Update communication processes to ensure:
  - Use of plain, jargon-free language in volunteer communications; ensure accessibility with readability tools.
  - Use of specific language tailored to the target demographics
- Where possible, translate key materials and resources into the languages spoken by your volunteer base and the communities you serve.



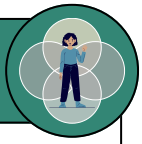
Recognition & Relationships

- Develop a calendar of culturally significant days relevant to the communities you engage with. Share reminders and resources about these days, both within the organisation and on social media, to foster awareness and inclusivity.
- Utilise regular check-ins with volunteers to foster rapport with volunteers.
- When collecting data on volunteer activities, use culturally sensitive language and frameworks that reflect diverse perspectives. Regularly review data collection processes to ensure alignment with the values and practices of the communities you serve. Promote culturally inclusive data collection.
- Where possible, offer opportunities for volunteers to gain relevant skills and certifications such as First Aid.
- Regularly review feedback to identify areas for improvement and ensure your organisation's actions align with community needs.



Outreach & Engagement

- Embed policy and processes to build community & volunteer relationships
  - Reach out and connect with local services, organisations, community groups, and community/cultural leaders
  - Attend community and cultural events
  - Regularly consult with local communities on their needs
  - Regularly consult with volunteer base regarding the organisation's areas of strength and areas for improvement
- Create accessible, culturally sensitive feedback processes (e.g., forums, surveys, exit interviews).
- Schedule regular check-ins with volunteers to provide support and address any concerns.



Intersectionality, Diversity & Representation

- Ensure staff possess an understanding of intersectionality and it's relevance to volunteering among CALD and First Nations communities.
- Set measurable goals to increase diversity among staff/volunteers. Regularly review recruitment practices.
- Audit existing graphics, images, and promotional materials to ensure diverse representation of cultures, abilities, gender expressions, skin tones, and so on. Use inclusive design principles when creating new content for social media, websites, and marketing campaigns.
- Create a safe and supportive environment where staff and volunteers feel comfortable asking questions about cultural needs and preferences.

Contact Information

The Association for the Wellbeing of Children in Healthcare (AWCH) advocates for the needs of children, young people and their families within the healthcare system.

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Appendix A

Survey Data

Id	Please select which of the following best describes you:	Please select which of the following describes you (you can select more than one):	Have you volunteered with/through an organisation (referred to as 'formal volunteering')?	Have you volunteered in an informal* setting?	Select any of the following barriers you have faced while volunteering (you can select more than one):	Select any of the following motivations for volunteering that you experience (you can select more than one):	It is important to me that a VIO uses images and graphics that are diverse.	VIOs should expand their use of language surrounding volunteering to be more inclusive of varying cultural understandings of volunteering.	VIOs should expand their recognition methods to be more inclusive. E.g. not just holding formal award ceremonies but using informal, interpersonal recognition too.	VIOs should recognise and celebrate (where appropriate) cultural days of significance relevant to their volunteers.	Do you have any comments, insights, or ideas for organisations on improving their recruitment, support, and retention of volunteers from diverse communities? (Optional)
1	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Time constraints;Lack of flexibility within the organisation;	Community/cultural connection;Community and/or cultural responsibility/maintenance;Personal satisfaction;Skill development/employment opportunities;To make a difference/help others;Environmental repair;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
2	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Time constraints;Financial considerations;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);Racism or discrimination;Language barriers;Lack of flexibility within the organisation;Lack of support from organisation;Lack of diversity in the organisation/promotional material;Lack of cultural safety;Uncertain if organisation a good fit for me;	Community/cultural connection;Community and/or cultural responsibility/maintenance;Personal satisfaction;Skill development/employment opportunities;To make a difference/help others;Religious motivations;	Agree	Agree	Agree	Agree	
3	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Time constraints;Lack of diversity in the organisation/promotional material;	Personal satisfaction;Skill development/employment opportunities;To make a difference/help others;Community and/or cultural responsibility/maintenance;Community/cultural connection;	Agree	Strongly agree	Agree	Agree	
4	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, in the past.	Time constraints;Financial considerations;Racism or discrimination;Lack of flexibility within the organisation;Lack of support from organisation;Lack of diversity in the organisation/promotional material;	Personal satisfaction;Skill development/employment opportunities;To make a difference/help others;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	

5	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Time constraints;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);	Community/cultural connection;Community and/or cultural responsibility/maintenance;Personal satisfaction;Skill development/employment opportunities;To make a difference/help others;	Agree	Agree	Agree	Agree	so as long as recruitment, pathways in and out of volunteering, and wraparound support is co-produced with volunteers, I think it would improve retention and its attractiveness to prospective volunteers. Many of us contribute because we sincerely hope to make a difference, and it has nothing to do with helping organisations with their KPIs, or looking good on social media for doing good, etc. Some of the more successful ones I have been a part of definitely depended on the cohesion and connectedness we feel with other volunteers who share a similar mindset to us. If done well, it feels like a community of people I'd always want to hang out with!
6	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, in the past.	Yes, in the past.	Time constraints;	Community/cultural connection;To make a difference/help others;Community and/or cultural responsibility/maintenance;	Agree	Agree	Agree	Agree	
7	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Time constraints;Racism or discrimination;Lack of flexibility within the organisation;Lack of support from organisation;	To make a difference/help others;Skill development/employment opportunities;	Strongly agree	Strongly agree	Agree	Agree	
8	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, in the past.	Yes, in the past.	Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);	Community/cultural connection;Community and/or cultural responsibility/maintenance;Personal satisfaction;To make a difference/help others;	Strongly agree	Strongly agree	Agree	Agree	
9	I am Aboriginal and/or Torres Strait Islander	I am a volunteer coordinator;	Yes, I do currently.	Yes, in the past.	Racism or discrimination;Lack of support from organisation;	To make a difference/help others;Community/cultural connection;	Disagree	Agree	Agree	Disagree	
10	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, in the past.	Yes, in the past.	Financial considerations;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);Racism or discrimination;Language barriers;Lack of support from organisation;Lack of diversity in the organisation/promotional material;	Community/cultural connection;Community and/or cultural responsibility/maintenance;Religious motivations;To make a difference/help others;Skill development/employment opportunities;Personal satisfaction;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Volunteer organization should be able totur their members understand at least 2 language outside their mother tongue in other to follow well in any state they found theirselves

11	I am Aboriginal and/or Torres Strait Islander	I am a volunteer coordinator;	Yes, I do currently.	Yes, I do currently.	Racism or discrimination;Language barriers;Lack of cultural safety;	To make a difference/help others;Skill development/employment opportunities;Community/cultural connection;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
12	I am Aboriginal and/or Torres Strait Islander	Other staff of a volunteer involving organisation (VIO);	Yes, I do currently.	Yes, I do currently.	Time constraints;Racism or discrimination;Financial considerations;Language barriers;Lack of cultural safety;	To make a difference/help others;Skill development/employment opportunities;Religious motivations;	Agree	Strongly agree	Agree	Agree	
13	I am Aboriginal and/or Torres Strait Islander	Other staff of a volunteer involving organisation (VIO);	Yes, I do currently.	Yes, I do currently.	Language barriers;Racism or discrimination;Time constraints;Lack of support from organisation;Lack of diversity in the organisation/promotional material;	Community/cultural connection;To make a difference/help others;Personal satisfaction;Skill development/employment opportunities;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
14	I am from a culturally and/or linguistically diverse background	I am a volunteer coordinator;	Yes, I do currently.	Yes, I do currently.	Racism or discrimination;Language barriers;	Community and/or cultural responsibility/maintenance;Community/cultural connection;To make a difference/help others;Skill development/employment opportunities;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
15	I am from a culturally and/or linguistically diverse background	Other staff of a volunteer involving organisation (VIO);	Yes, I do currently.	Yes, I do currently.	Lack of flexibility within the organisation;Lack of cultural safety;Racism or discrimination;	Skill development/employment opportunities;To make a difference/help others;Community and/or cultural responsibility/maintenance;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
16	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Financial considerations;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);Language barriers;Racism or discrimination;Lack of cultural safety;Lack of support from organisation;Lack of diversity in the organisation/promotional material;	Community/cultural connection;Community and/or cultural responsibility/maintenance;To make a difference/help others;	Neither agree nor disagree	Agree	Agree	Strongly agree	N/A
17	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Financial considerations;Racism or discrimination;Language barriers;Lack of support from organisation;	Personal satisfaction;To make a difference/help others;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	All hands should be on deck

18	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, in the past.	Financial considerations;Language barriers;None of the above;	To make a difference/help others;Community/cultural connection;	Agree	Agree	Neither agree nor disagree	Agree	
19	I am Aboriginal and/or Torres Strait Islander	I have considered volunteering;I am a current or former volunteer;	Yes, I do currently.	Yes, in the past.	Racism or discrimination;Lack of cultural safety;Time constraints;	Community/cultural connection;Skill development/employment opportunities;Religious motivations;To make a difference/help others;Personal satisfaction;	Agree	Strongly agree	Agree	Disagree	Fosters connection among diverse volunteers.
20	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Financial considerations;Lack of flexibility within the organisation;Lack of support from organisation;	Community and/or cultural responsibility/maintenance;Personal satisfaction;Skill development/employment opportunities;	Agree	Agree	Agree	Strongly agree	
21	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Financial considerations;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);Time constraints;	Community/cultural connection;Community and/or cultural responsibility/maintenance;Skill development/employment opportunities;	Agree	Agree	Agree	Agree	
22	I am from a culturally and/or linguistically diverse background	I am a volunteer coordinator;	Yes, in the past.	Yes, in the past.	Financial considerations;Time constraints;Racism or discrimination;Lack of support from organisation;Lack of flexibility within the organisation;	Community/cultural connection;Community and/or cultural responsibility/maintenance;Skill development/employment opportunities;	Disagree	Disagree	Agree	Agree	N/A
23	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Time constraints;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);	Community/cultural connection;Community and/or cultural responsibility/maintenance;	Agree	Agree	Agree	Agree	
24	I am from a culturally and/or linguistically diverse background	I am a volunteer coordinator;	Yes, I do currently.	Yes, I do currently.	Financial considerations;Time constraints;Language barriers;Lack of flexibility within the organisation;Lack of diversity in the organisation/promotional material;	Personal satisfaction;To make a difference/help others;Community/cultural connection;Community and/or cultural responsibility/maintenance;	Agree	Strongly agree	Agree	Agree	

25	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;I have considered volunteering;	Yes, in the past.	Yes, I do currently.	Time constraints;Financial considerations;Lack of cultural safety;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);	Personal satisfaction;Skill development/employment opportunities;To make a difference/help others;	Agree	Strongly agree	Neither agree nor disagree	Agree	Organisations should encourage their volunteers
26	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;I have considered volunteering;	Yes, I do currently.	Yes, I do currently.	Racism or discrimination;Language barriers;Financial considerations;Lack of diversity in the organisation/promotional material;	Community and/or cultural responsibility/maintenance;Religious motivations;To make a difference/help others;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Collaborate with organizations serving diverse communities
27	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Financial considerations;Racism or discrimination;Language barriers;Lack of support from organisation;Lack of cultural safety;	Community and/or cultural responsibility/maintenance;Personal satisfaction;To make a difference/help others;Skill development/employment opportunities;	Agree	Strongly agree	Agree	Strongly agree	Provide transparent information on volunteer roles and expectations
28	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, in the past.	Yes, in the past.	Financial considerations;Language barriers;Racism or discrimination;Lack of support from organisation;	Community/cultural connection;Community and/or cultural responsibility/maintenance;Religious motivations;To make a difference/help others;Skill development/employment opportunities;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Use language that resonates with diverse communities, educate staffs and volunteers on diversity and inclusion.celebrate contributions and achievements
29	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;I have considered volunteering;	Yes, in the past.	Yes, I do currently.	Racism or discrimination;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);Language barriers;Lack of cultural safety;Lack of diversity in the organisation/promotional material;	Community/cultural connection;Community and/or cultural responsibility/maintenance;Personal satisfaction;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	They should have interpreters
30	I am Aboriginal and/or Torres Strait Islander	I am a volunteer coordinator;	Yes, I do currently.	Yes, in the past.	Language barriers;Lack of flexibility within the organisation;Financial considerations;	Personal satisfaction;Community and/or cultural responsibility/maintenance;Religious motivations;	Strongly agree	Neither agree nor disagree	Strongly agree	Agree	Nil
31	I am from a culturally and/or linguistically diverse background	I am a volunteer coordinator;	Yes, I do currently.	Yes, in the past.	Racism or discrimination;Language barriers;	Skill development/employment opportunities;To make a difference/help others;	Agree	Agree	Strongly agree	Neither agree nor disagree	Educate volunteers and staff on diversity and inclusion

32	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Financial considerations;Language barriers;Lack of support from organisation;	Personal satisfaction;	Agree	Strongly agree	Strongly agree	Neither agree nor disagree	They should partner with community group or places of worship
33	I am from a culturally and/or linguistically diverse background	Other staff of a volunteer involving organisation (VIO);	Yes, I do currently.	Yes, in the past.	Lack of flexibility within the organisation;Lack of cultural safety;	Community and/or cultural responsibility/maintenance;	Agree	Strongly agree	Strongly agree	Strongly agree	Organization should encourage staffs from diverse background to promote volunteering
34	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, in the past.	Yes, I do currently.	Racism or discrimination;Language barriers;Lack of flexibility within the organisation;Time constraints;Lack of diversity in the organisation/promotional material;	Community/cultural connection;Personal satisfaction;Community and/or cultural responsibility/maintenance;To make a difference/help others;	Strongly agree	Strongly agree	Strongly agree	Agree	
35	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Language barriers;	Skill development/employment opportunities;To make a difference/help others;Community/cultural connection;	Agree	Agree	Agree	Agree	
36	I am from a culturally and/or linguistically diverse background	Other staff of a volunteer involving organisation (VIO);	Yes, in the past.	Yes, in the past.	Financial considerations;Lack of support from organisation;	Community/cultural connection;	Strongly disagree	Strongly disagree	Strongly disagree	Strongly disagree	
37	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, in the past.	Yes, I do currently.	Time constraints;Language barriers;	Community/cultural connection;To make a difference/help others;Personal satisfaction;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	Engage diverse stakeholders in strategic planning
38	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, in the past.	Lack of support from organisation;Language barriers;	Skill development/employment opportunities;Community and/or cultural responsibility/maintenance;Personal satisfaction;	Strongly agree	Strongly agree	Agree	Strongly agree	
39	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, in the past.	Yes, I do currently.	Financial considerations;Time constraints;	Community and/or cultural responsibility/maintenance;Community/cultural connection;Personal satisfaction;	Strongly agree	Agree	Strongly agree	Strongly agree	Regularly solicit feedback from diverse volunteers

40	I am from a culturally and/or linguistically diverse background	I am a volunteer coordinator;	Yes, I do currently.	Yes, in the past.	Financial considerations;	Community/cultural connection;	Strongly disagree	Strongly disagree	Strongly disagree	Strongly disagree	No
41	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Language barriers;Racism or discrimination;	To make a difference/help others;Personal satisfaction;	Agree	Strongly agree	Strongly agree	Strongly agree	
42	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, in the past.	Financial considerations;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);	Skill development/employment opportunities;Personal satisfaction;Community/cultural connection;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	They should be more open and welcoming to people without considering their cultural background
43	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, in the past.	Yes, I do currently.	Time constraints;Racism or discrimination;Language barriers;	Religious motivations;To make a difference/help others;Personal satisfaction;	Agree	Strongly agree	Strongly agree	Agree	
44	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Time constraints;	Community/cultural connection;	Agree	Strongly agree	Agree	Agree	Nil
45	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Time constraints;Financial considerations;Language barriers;	Personal satisfaction;	Neither agree nor disagree	Agree	Agree	Disagree	
46	I am Aboriginal and/or Torres Strait Islander	I have considered volunteering;	No	Yes, in the past.	Time constraints;Financial considerations;	Personal satisfaction;	Agree	Agree	Agree	Neither agree nor disagree	
47	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, in the past.	Time constraints;Financial considerations;	Community/cultural connection;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	

48	I am from a culturally and/or linguistically diverse background	Other staff of a volunteer involving organisation (VIO);I am a current or former volunteer;	Yes, I do currently.	Yes, in the past.	Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);Financial considerations;Language barriers;Lack of flexibility within the organisation;Lack of diversity in the organisation/promotional material;	Community/cultural connection;Community and/or cultural responsibility/maintenance;Personal satisfaction;To make a difference/help others;	Agree	Agree	Agree	Agree	
49	I am Aboriginal and/or Torres Strait Islander	I am a volunteer coordinator;	Yes, I do currently.	Yes, in the past.	Lack of support from organisation;Language barriers;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);	Skill development/employment opportunities;Community and/or cultural responsibility/maintenance;Community/cultural connection;	Agree	Strongly disagree	Agree	Neither agree nor disagree	N/A
50	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, in the past.	Lack of diversity in the organisation/promotional material;Racism or discrimination;Lack of support from organisation;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);	To make a difference/help others;Personal satisfaction;Community and/or cultural responsibility/maintenance;	Neither agree nor disagree	Agree	Disagree	Disagree	N/A
51	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Time constraints;Financial considerations;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);	Community/cultural connection;Community and/or cultural responsibility/maintenance;Personal satisfaction;Skill development/employment opportunities;To make a difference/help others;Religious motivations;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
52	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Time constraints;Racism or discrimination;Financial considerations;Lack of flexibility within the organisation;Language barriers;Lack of cultural safety;Lack of diversity in the organisation/promotional material;	Community/cultural connection;Community and/or cultural responsibility/maintenance;Personal satisfaction;Skill development/employment opportunities;To make a difference/help others;	Agree	Agree	Agree	Agree	We should comprehensively consider the recruitment, support and retention, and take targeted measures to better attract and retain volunteers from different communities.
53	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;Other staff of a volunteer involving organisation (VIO);	Yes, I do currently.	Yes, in the past.	Time constraints;Language barriers;	Community/cultural connection;Community and/or cultural responsibility/maintenance;To make a difference/help others;	Agree	Agree	Agree	Agree	
54	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, in the past.	Yes, I do currently.	Time constraints;Financial considerations;	Personal satisfaction;To make a difference/help others;Community and/or cultural responsibility/maintenance;	Agree	Agree	Agree	Agree	

55	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, in the past.	Yes, I do currently.	Time constraints;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);	Personal satisfaction;Community and/or cultural responsibility/maintenance;	Agree	Strongly agree	Strongly agree	Agree	
56	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, in the past.	Yes, I do currently.	Financial considerations;Language barriers;	Skill development/employment opportunities;Community and/or cultural responsibility/maintenance;Personal satisfaction;	Strongly agree	Agree	Agree	Agree	
57	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, in the past.	Yes, I do currently.	Financial considerations;Time constraints;	Community and/or cultural responsibility/maintenance;Personal satisfaction;Skill development/employment opportunities;Religious motivations;	Agree	Strongly agree	Agree	Agree	
58	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Time constraints;Language barriers;	Community/cultural connection;Personal satisfaction;To make a difference/help others;	Agree	Agree	Agree	Agree	
59	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, in the past.	Yes, I do currently.	Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);Time constraints;Language barriers;Lack of diversity in the organisation/promotional material;	Personal satisfaction;Skill development/employment opportunities;Community and/or cultural responsibility/maintenance;	Strongly agree	Strongly agree	Agree	Agree	
60	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, in the past.	Yes, in the past.	Lack of flexibility within the organisation;Lack of diversity in the organisation/promotional material;	Community/cultural connection;Community and/or cultural responsibility/maintenance;To make a difference/help others;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
61	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, in the past.	Yes, in the past.	Financial considerations;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);Lack of flexibility within the organisation;Lack of diversity in the organisation/promotional material;	Community/cultural connection;Personal satisfaction;Religious motivations;	Agree	Strongly agree	Agree	Neither agree nor disagree	
62	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Financial considerations;Lack of support from organisation;	Community/cultural connection;Personal satisfaction;Skill development/employment opportunities;	Agree	Strongly agree	Agree	Agree	According to the needs and concerns of the community, adjust the focus of recruitment information.

63	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;I have considered volunteering;	Yes, in the past.	Yes, in the past.	Language barriers;Racism or discrimination;Lack of flexibility within the organisation;Lack of cultural safety;	Community and/or cultural responsibility/maintenance;Community/cultural connection;Personal satisfaction;To make a difference/help others;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
64	I am from a culturally and/or linguistically diverse background	I have considered volunteering;	Yes, I do currently.	Yes, I do currently.	Financial considerations;Racism or discrimination;Language barriers;Lack of flexibility within the organisation;	Community and/or cultural responsibility/maintenance;Personal satisfaction;Skill development/employment opportunities;	Agree	Strongly agree	Agree	Agree	
65	I am from a culturally and/or linguistically diverse background	I have considered volunteering;	Unsure	Yes, in the past.	Time constraints;Racism or discrimination;Lack of diversity in the organisation/promotional material;	Skill development/employment opportunities;To make a difference/help others;Religious motivations;Community and/or cultural responsibility/maintenance;	Agree	Agree	Agree	Agree	I don't have any opinions. The idea is to have more recruiters and community volunteers working together to it right.
66	I am from a culturally and/or linguistically diverse background	I have considered volunteering;	Yes, in the past.	Yes, in the past.	Racism or discrimination;Language barriers;	Community and/or cultural responsibility/maintenance;Community/cultural connection;	Agree	Agree	Agree	Agree	
67	I am Aboriginal and/or Torres Strait Islander	I have considered volunteering;	Yes, I do currently.	Yes, I do currently.	Financial considerations;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);Language barriers;Lack of cultural safety;	Community and/or cultural responsibility/maintenance;Personal satisfaction;To make a difference/help others;	Agree	Agree	Agree	Strongly agree	N/A
68	I am Aboriginal and/or Torres Strait Islander	I have considered volunteering;	Yes, I do currently.	Yes, I do currently.	Lack of diversity in the organisation/promotional material;Uncertain if organisation a good fit for me;	Skill development/employment opportunities;Community and/or cultural responsibility/maintenance;	Neither agree nor disagree	Neither agree nor disagree	Neither agree nor disagree	Neither agree nor disagree	
69	I am Aboriginal and/or Torres Strait Islander	I have considered volunteering;	Yes, I do currently.	Yes, I do currently.	Time constraints;Language barriers;	Community and/or cultural responsibility/maintenance;Skill development/employment opportunities;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
70	I am from a culturally and/or linguistically diverse background	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);Language barriers;	Skill development/employment opportunities;Community and/or cultural responsibility/maintenance;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	

71	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);Uncertain if organisation a good fit for me;	Skill development/employment opportunities;Community and/or cultural responsibility/maintenance;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
72	I am from a culturally and/or linguistically diverse background	I have considered volunteering;	Yes, in the past.	Yes, in the past.	Time constraints;Lack of flexibility within the organisation;Lack of support from organisation;	Skill development/employment opportunities;To make a difference/help others;Community/cultural connection;	Agree	Agree	Agree	Agree	
73	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	None of the above;	Community and/or cultural responsibility/maintenance;Skill development/employment opportunities;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
74	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	None of the above;	Religious motivations;Skill development/employment opportunities;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
75	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	None of the above;	Skill development/employment opportunities;Community and/or cultural responsibility/maintenance;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
76	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	None of the above;	Skill development/employment opportunities;Community and/or cultural responsibility/maintenance;Community/cultural connection;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
77	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	None of the above;	Skill development/employment opportunities;Community and/or cultural responsibility/maintenance;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
78	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;I am a volunteer coordinator;	Yes, I do currently.	Yes, in the past.	Time constraints;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);Lack of flexibility within the organisation;Lack of diversity in the organisation/promotional material;	Community/cultural connection;Community and/or cultural responsibility/maintenance;Personal satisfaction;Skill development/employment opportunities;To make a difference/help others;	Agree	Strongly agree	Strongly agree	Agree	Establish policies and systems that are suitable for volunteers based on their different cultural backgrounds, including diversity and inclusivity

79	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, in the past.	Yes, I do currently.	Time constraints;Financial considerations;Burnout (Low energy/capacity due to already giving/volunteering in various ways within my community);Lack of flexibility within the organisation;Uncertain if organisation a good fit for me;	Personal satisfaction;Skill development/employment opportunities;To make a difference/help others;Religious motivations;Community/cultural connection;	Strongly agree	Strongly agree	Strongly agree	Strongly agree	
80	I am from a culturally and/or linguistically diverse background	I am a volunteer coordinator;	Yes, I do currently.	Yes, in the past.	Lack of support from organisation;	To make a difference/help others;	Strongly disagree	Strongly disagree	Strongly disagree	Strongly disagree	Organizations should try to support tye volunteers too
81	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, in the past.	Yes, I do currently.	None of the above;	Community/cultural connection;None of the above;	Strongly agree	Strongly agree	Agree	Strongly agree	Accommodate more volunteers from different countries.
82	I am Aboriginal and/or Torres Strait Islander	I have considered volunteering;	Yes, in the past.	Yes, I do currently.	Time constraints;Racism or discrimination;Lack of support from organisation;Lack of diversity in the organisation/promotional material;	Community/cultural connection;To make a difference/help others;Skill development/employment opportunities;	Agree	Strongly agree	Agree	Agree	I think organizations often struggle to genuinely connect with diverse communities because they don't put themselves in others' shoes. To improve recruitment, they should attend local events, partner with community groups, and use inclusive language in their materials. Showcasing diverse faces and stories can also help, highlighting relatable role models.
83	I am Aboriginal and/or Torres Strait Islander	I am a current or former volunteer;	Yes, I do currently.	Yes, I do currently.	Racism or discrimination;	Religious motivations;	Agree	Agree	Agree	Agree	There should be diversity and inclusion.
84	I am from a culturally and/or linguistically diverse background	I have considered volunteering;	Yes, in the past.	Yes, in the past.	Uncertain if organisation a good fit for me;	Community/cultural connection;To make a difference/help others;Personal satisfaction;	Neither agree nor disagree	Neither agree nor disagree	Neither agree nor disagree	Neither agree nor disagree	
85	I am Aboriginal and/or Torres Strait Islander	I have considered volunteering;	Yes, I do currently.	Yes, in the past.	Time constraints;Language barriers;Lack of flexibility within the organisation;Lack of support from organisation;	Personal satisfaction;Skill development/employment opportunities;To make a difference/help others;	Agree	Neither agree nor disagree	Agree	Strongly agree	
86	I am from a culturally and/or linguistically diverse background	I have considered volunteering;	Yes, in the past.	Yes, in the past.	Financial considerations;Lack of cultural safety;	Personal satisfaction;To make a difference/help others;	Strongly agree	Agree	Agree	Neither agree nor disagree	

Appendix B

Data from Focus Groups
1 & 2

Breaking Down Barriers: Focus Group Findings

Focus Group 1

Identified Barriers/Issues/Challenges

- Stereotyping/Generalising
  - Assuming all people from a country speak the same language
  - Assuming all people from a country have the same cultural traditions, values, practices
  - Assuming only negative experiences of migration
- Lack of casual recognition
  - E.g. Having a cup of tea with a volunteer and checking in/showing appreciation can go a long way
- Lack of:
  - Visible diversity
  - Trust
  - Cultural Safety
  - Resources & support
- Ineffective outreach
- Need to diversify methods based on community feedback
- Word of Mouth is highly valuable
- Physical materials are highly valuable

Identified Enablers/Ideas

- Recognition - diversify methods
  - Small moments - cup of tea, etc
  - Checking in more often
  - Recognise the little things we do day to day
- Recognise cultural days of significance
- Simple English for materials/resources
- Materials/resources in places that are accessible to community and demographic
  - E.g. flyers in community centres, libraries, health centres
- Use word of mouth and hard copy materials more
- Expand view of what volunteering is/looks like
- Use inclusive imagery and language
- Ask questions!
  - Be curious but not intrusive - don't pry for personal insight, but ask questions when you're unsure about something relevant to the work or volunteer role

Focus Group 2

Identified Barriers/Issues/Challenges

- Some people are unaware of what CALD means
  - Leads to ineffective outreach, recruitment, connection, rapport building
- There are many different demographics within the CALD and Migrant umbrellas
  - E.g. international students, 'skilled migrants', asylum seekers and refugees
  - It can be useful to use specific language, if you are seeking engagement with a specific cohort
- Intersecting challenges that arise, or are often exacerbated, for diverse volunteers
  - Transport, childcare, finances, employment, burnout, family obligations
- Processes such as Working with Children Check and Police Check can be difficult to navigate - particularly with language barrier
  - Ideas: offer information sessions on how to navigate, look for/offer translations
- Language barrier = need for effective soft skills and nonverbal communication
  - Cultural differences in body language and nonverbal communication can complicate or hinder effective communication and rapport building
- Volunteers sometimes leave volunteering position with little information regarding why and/or little opportunity to provide organisation with feedback = exit interviews help mitigate this

Identified Enablers/Ideas

- Being clear and specific about the benefits of volunteering with your organisation
  - E.g. the cause being worked on, benefits to stakeholders, benefits to volunteers
  - Use of specific case studies or testimonials can be an effective method of capturing diverse volunteers' interest
- Engage with cultural and community leaders
- Engage with local council staff, local politicians, utilise connections
- Word of mouth is highly valuable
- Diversify data capture to include more cultural nuances
- Make volunteering and engaging with your organisation fun!
- Share power and ownership over programs, work, achievements
- Soft skills, nonverbal communication and body language are very important - particularly where there is a spoken language barrier
  - Be aware of common cultural differences in nonverbal communication and body language
- Attend invitations to cultural and community events
- Actively address and dispel common myths regarding volunteering
- Exit interviews are important
- Upskilling is highly valued by many
  - Potential to offer qualifications such as First Aid Certificate, Mental Health First Aid Certificate
- "Glorify volunteering"
  - Make volunteering an enjoyable and desirable activity
  - Share positive stories/experiences
  - Share about the benefits