Association for the Wellbeing of Children in Healthcare

Breaking Down Barriers:

Engaging Diverse Volunteers

Scoping Snapshot









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.

Suggestion Citation
Spongberg-Ross, I. (2024). *Breaking Down Barriers: Engaging Diverse Volunteers - Scoping Snapshot*. The Association for the Wellbeing of Children in Healthcare, Australia. https://awch.org.au/wp-content/uploads/2024/12/BDB-Scoping-Snapshot.pdf

Copyright: The Association for the Wellbeing of Children in Healthcare, 2024.

This work is copyright. It may be reproduced in whole or in part for study training purposes subject to the inclusions of an acknowledgement of the source. It may not be reproduced for commercial usage or sale. Reproduction for purposes other than those indicated above requires written permission from the copyright owners. For more information, see www.copyright.com.au and www.copyright.org.au.

Table of Contents

4 Glossary

5 Project Overview

7 Background

9 Overview of Themes

10 Key Themes

10 Diverse Perspectives on Volunteering

12 Responsibility to Community & Culture

14 Connection to Community

16 Broadening Diversity and Representation

18 Key Considerations

19 Next Steps

20 References

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 Breaking Down Barriers project aims 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. Through this, 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 are 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

Key Activities

The Key Activities that will be undertaken to achieve the objectives are:

- Create a Scoping Snapshot, using current data and resources to gain insight into the current landscape of volunteering among diverse groups
- One focus group with volunteers (or those who have considered volunteering) from culturally and linguistically diverse and First Nations backgrounds
- One focus group with volunteer coordinators and other staff working with volunteers/at Volunteer Involving Organisations (VIOs)
- A Final Report in which the insights from the Scoping Snapshot, and the findings from the Focus Groups, will be explored and developed into practical strategies for AWCH regarding recruitment and retention of volunteers from diverse communities

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.

Diversity, inclusion, and cultural safety and responsibility are integral aspects of AWCH's philosophy. Thus, it is vital that these values are actively embedded into AWCH's policies, processes, and practices.

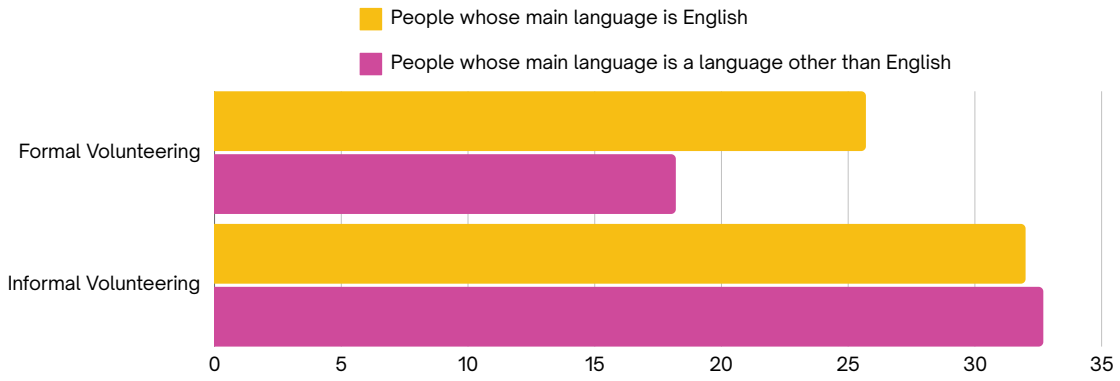
This report will examine current data and resources regarding volunteering among CALD and First Nations communities in order to identify common themes, barriers, enablers, recommendations and gaps. These findings, in conjunction with Focus Group findings, will inform AWCH's next steps towards a more actively culturally diverse, inclusive, and affirming organisation.

Background

One's ability to access and participate in volunteering opportunities can be impacted by a variety of factors, including geography, age, education, cultural background, health status, employment, finances, and so on. Organisational and systemic barriers such as a lack of cultural safety, lack of cultural representation, and overly-bureaucratic processes, can also have an impact on this. Further, one's desire to participate in formal volunteering opportunities may also be impacted by cultural nuances and norms, including varying definitions of what constitutes 'volunteering'.

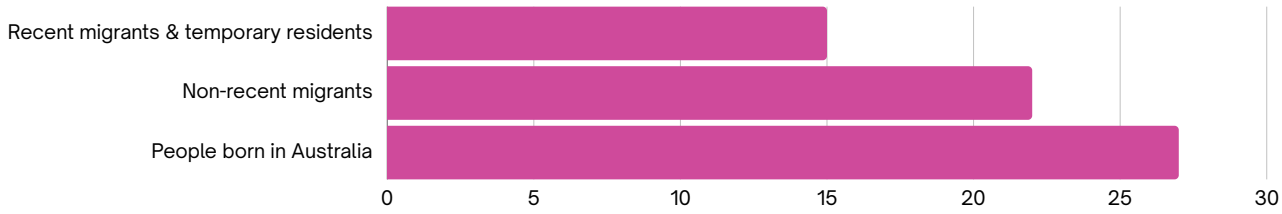
We can see these barriers and differences represented in current data:

In 2020, 25.7% of people whose main language is English volunteered formally (through an organisation), compared to 18.2% of people whose main language is a language other than English. In relation to informal volunteering, 32.0% of people whose main language is English volunteer informally, compared to 32.7% of people whose main language is another language (Volunteering Australia, 2024).



Data from the General Social Survey (ABS 2020), indicates that recent migrants and temporary residents (defined as having lived in Australia for less than ten years) are less likely to have undertaken voluntary work (15%) than non-recent migrants (22%) and people born in Australia (27%) (Jedwab, 2023).

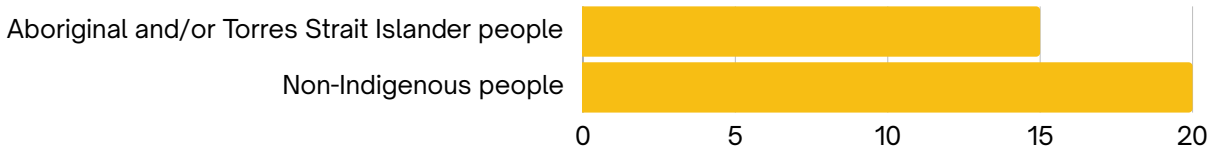
Percentage of respondents who completed voluntary work in the previous 12 months



"A longer time in Australia may also translate to higher rates of volunteering amongst migrant groups." (Jedwab, 2023)

Over 15% of Aboriginal and Torres Strait Islander people who responded to the voluntary work question in the 2021 Census indicated that they completed voluntary work in the previous 12 months, compared with 20% of non-Indigenous people (University of Canberra, 2023).

Percentage of respondents who completed voluntary work in the previous 12 months



In order to gain insight into the current landscape of volunteering among CALD and First Nations communities, this scoping report examined the following reports and resources:

- National Strategy for Volunteering 2023-2033 (2023)
- NSW Multicultural Volunteering Report (2022)
- Key Volunteering Statistics March 2024 (2024)
- Volunteering inclusion for people from CALD backgrounds (2023)
- Giving and volunteering in culturally and linguistically diverse and Indigenous communities (2016)
- Involving Volunteers from Culturally and Linguistically Diverse Backgrounds (2021)
- Barriers to Volunteering for Marginalised Groups: First Nations peoples, Newly Arrived Migrants and People with Disability (2023)
- Inclusive Volunteering: Engaging First Nations people (2023)
- Managing volunteers from a CALD background (2019)
- Community Giving in First Nations Communities in Gippsland: Strengths, Barriers, and Opportunities (2022)

Through analysis of these resources, the following themes emerged:
- Diverse Perspectives on Volunteering
- Responsibility to Community & Culture
- Connection to Community & Culture
- Broadening Diversity and Representation

This report will examine these themes, and identify barriers, enablers, and recommendations tailored to each.

Overview of Themes

Diverse Perspectives on Volunteering

Barriers & Implications:

- Inaccurate Data on Volunteering
- Lack of Recognition & Valuing of Informal Volunteering
- Non-inclusive Volunteering Structures
- Ineffective Communication & Engagement

Enablers & Recommendations:

- Integrate Informal Volunteering & Flexibility
- Adapt Definitions & Understandings
- Engage in Community-Led Design
- Recognise and Celebrate Diverse Contributions

Responsibility to Community & Culture

Barriers & Implications:

- Burnout & Overcommitment
- Cultural & Structural Misalignment
- Inadequate Recognition & Support
- Resource Constraints

Enablers & Recommendations:

- Build Strong Community Partnerships
- Existing Motivation to Contribute to Commnunity
- Reduce Systemic Barriers

Connection to Community & Culture

Barriers & Implications:

- Isolation from Formal Structures
- Lack of Recognition of Historic Harms & Distrust
- Limited Resources & Capacity

Enablers & Recommendations:

- Cultural Knowledge & Understanding
- Community Networks & Leaders
- Community-Centred Approaches

Broadening Diversity & Representation

Barriers & Implications:

- Lack of Diversity within your Organisation
- Lack of Cultural Representation & Visible Inclusivity
- Resistance to Change
- Resource Constraints

Enablers & Recommendations:

- Visible Diversity & Representation
- Commitment to Diversity & Inclusion
- Diverse Recruitment Strategies

Key Themes

Diverse Perspectives on Volunteering

Volunteering, a concept deeply embedded in many cultures, often manifests in ways that extend beyond the formal structures commonly recognized in Western contexts. For Culturally and Linguistically Diverse (CALD) and First Nations communities, volunteering frequently intertwines with cultural practices, community obligations, and informal networks of support. These communities often engage in volunteering through practices that may not align with traditional Western definitions, which typically emphasize formal, structured roles, undertaken through a Volunteer-Involving Organisation.

Understanding and embracing these diverse perspectives is crucial for organisations seeking to engage effectively with a broad spectrum of volunteers. This section explores how different cultures perceive and practice volunteering, the limitations of a Western-centric approach, and how organisations can adapt their frameworks to honor and integrate these varied forms of community contribution.

Barriers & Implications

Inaccurate Data on Volunteering

Current statistics fail to capture the true extent of volunteering among CALD and First Nations communities, often overlooking informal or culturally-specific forms of community giving.

This lack of accurate data can lead to a lack of funding, perpetuating a cycle of undervaluing and under funding types of volunteering common among CALD and First Nations communities.

Ineffective Communication & Engagement

Due to a lack of understanding of cultural differences and nuances within volunteering, organisations' engagement and communication strategies may fail to engage diverse groups effectively.

This may lead to an inability to reach certain groups at all, due to ineffective methods.

Lack of Recognition & Valuing of Informal Volunteering

Western definitions and measurements of volunteering may fail to capture the full extent of contributions of CALD and First Nations communities, often categorised as "informal."

As a result, these efforts are underrecognised, and undervalued by organisations and other relevant bodies. This can lead to a lack of motivation or desire to become involved in organisations and formal volunteering.

Non-inclusive Volunteering Structures

Current formal volunteering models may exclude those from diverse backgrounds who are more familiar and/or comfortable with more informal and flexible methods of volunteering.

Again, this may result in a lack of desire to become involved in organisational/formal volunteering among diverse groups.

Enablers & Recommendations

Adapt Definitions & Understandings

Adapt your/organisation's understanding of volunteering to encompass diverse cultural perspectives and practices. This ensures that volunteer programs are inclusive and accurately represent the varied ways CALD and First Nations volunteers contribute to their communities.

Shift language to capture the breadth of cultural understandings of volunteering and community giving. Terms like "community giving," "helping out," and "sharing" are highlighted as alternative ways some communities understand and view voluntary work.

Recognise & Celebrate Diverse Contributions

Establish formal recognition for various forms of volunteering and community contributions. Acknowledging these diverse efforts validates the importance of different cultural practices and encourages broader participation across communities.

Engage in Community-Led Design

Collaborate with community leaders to co-design volunteer programs that reflect cultural values and practices. This approach ensures the programs are relevant and appealing to diverse groups, leading to more meaningful participation.

Integrate Informal Volunteering & Flexibility

Create flexible volunteer roles that accommodate different cultural approaches to volunteering. This encourages broader participation by respecting non-Western volunteering practices and allows individuals to engage in ways that align with their values.

Recognize and integrate informal community-based volunteering into formal volunteer programs. By doing so, organizations can capture the full spectrum of community contributions and engage volunteers who may not identify with traditional volunteering models.

Idea 💡

Community-Led Co-Design of Volunteering & Recognition Methods:

- Work with CALD and First Nations communities to co-design volunteer programs that reflect their cultural values and community needs.
- Host focus groups with community leaders and members to gather input on how volunteer roles can be adapted and made more culturally appropriate, ensuring the programs resonate with the communities they are meant to engage.
- This can also be done to gain insight into culturally affirming and meaningful ways to recognise the various methods of contribution that may have been under recognised thus far.

Responsibility to Community & Culture

The concept of volunteering within CALD and First Nations communities is deeply intertwined with a strong sense of responsibility to community and culture. For many, contributing time and effort to support family, friends, and community members is not viewed as formal volunteering, but rather as a cultural obligation or way of life. This informal, community-driven approach often goes unrecognised within Western frameworks, leading to under appreciation and lack of support. Understanding these cultural nuances is essential for volunteer-involving organisations to engage effectively with these groups, while ensuring that their contributions are valued and supported in ways that respect their cultural practices and responsibilities.

Barriers & Implications

Burnout & Overcommitment

Many individuals from CALD and First Nations communities are already heavily involved in informal community support and responsibilities. This can lead to burnout and reduce their capacity to engage in formal volunteering.

Individuals may be unable to take on additional formal volunteer roles due to exhaustion or competing demands.

Cultural & Structural Misalignment

The formal volunteering framework often does not align with the community-centric, informal practices prevalent in CALD and First Nations communities. The structured nature of formal volunteering can feel disconnected from their cultural practices and values.

This misalignment can create a barrier to participation, as formal volunteering may not resonate with their traditional ways of community engagement.

Resource Constraints

CALD and First Nations communities often face limitations in financial, educational, and logistical resources.

These constraints can make it difficult for individuals to commit to formal volunteer roles, which may require additional time, money, or resources.

Inadequate Recognition & Support

Formal volunteering opportunities may lack adequate recognition and support for the contributions of volunteers from diverse backgrounds.

This can lead to a lack of motivation and engagement, as individuals may feel undervalued or unsupported.

Enablers & Recommendations

Existing Motivation to Contribute to Community

Many individuals from CALD and First Nations communities have a strong sense of responsibility towards their community, which drives their informal community support and involvement.

This sense of responsibility can be drawn upon to encourage formal volunteering if aligned with community values, needs, and practices.

Gaining understanding of community needs and perspectives on volunteering/giving may assist organisations to bridge the gaps between informal and formal roles, and tailor volunteer programs that fit community needs and wants.

Build Strong Community Partnerships

Collaborate with community leaders and organisations to co-design volunteer programs that reflect cultural values and meet local needs. This may also lead to deeper understanding of the ways in which CALD and First Nations communities support themselves in 'informal' ways, thus recognising the reasons for burnout.

These partnerships foster trust, ensuring volunteer opportunities are relevant and embraced by the community, as well as offering understanding to be able to create roles that integrate informal and formal methods, bridging gaps between community and organisations.

Reduce Systemic Barriers

Simplify bureaucratic processes, remove logistical barriers, and address any organisational cultural competency issues.

Barriers such as volunteer burnout can be mitigated by streamlining processes and ensuring ease of access and participation.

Making volunteer roles more accessible and equitable increases participation by reducing obstacles faced by diverse groups.

Idea

Cultural Awareness Workshops & Cultural Celebrations:

- Host quarterly cultural awareness workshops for staff and volunteers, focusing on the unique experiences and needs of CALD and First Nations communities.
- Invite community leaders or external facilitators to lead these sessions, and ensure that participants receive ongoing training, not just a one-time session.
- These workshops could include recognition and celebration of relevant cultural celebrations/practices. This could involve music, food, decoration and information about the celebration/practice.

Connection to Community & Culture

Aside from a sense of responsibility to community and/or culture, one may volunteer their time in order to foster a connection to their community and/or culture. Community ties and cultural identity can play a significant role in how those from CALD and First Nations backgrounds engage in volunteering. Conversely, various systemic issues and historic harms have led to disconnection between communities and formal structures, as well as between or within communities themselves. This may include a distrust of organisations and formal structures, limited community resources to engage with larger organisations, a lack of cultural safety among organisations that acknowledges historic harms and current impacts, language barriers and other cultural differences leading to difficulties engaging between communities, and a lack of understanding within formal volunteering organisations of the deep importance of community and cultural connection. Recognising, respecting, and fostering community-driven approaches to volunteering and community connection is essential to engaging with and supporting CALD and First Nations volunteers.

Barriers & Implications

Isolation from Formal Structures

Often CALD and First Nations communities may operate within tight-knit, informal community networks that may be disconnected from formal volunteer organisations and structures.

When not accounted for, these cultural nuances and complexities can make organisational outreach and engagement efforts more difficult to navigate.

Limited Resources & Capacity

Smaller or grassroots community organisations often have limited resources and capacity to engage with larger formal organisations or to build extensive partnerships.

Such disconnection between bigger organisations and community-level groups or organisations may lead to little understanding of community needs within bigger organisations, and thus ineffective engagement strategies.

Lack of Recognition of Historic Harms & Distrust

Historic harms and the ongoing impacts of such can have significant impacts on trust of formal structures, willingness to engage, and desire to participate in formal programs.

Previous negative experiences such as discrimination may contribute to this. If organisations do not acknowledge and address such issues, trust may not be earned.

This may lead to reduced willingness of community members to engage with formal organisations or participate in structured volunteer roles.

Enablers & Recommendations

Community Networks & Leaders

CALD and First Nations communities often have strong existing community networks that organisations can draw upon to improve outreach, engagement, and support for volunteering initiatives.

By connecting and building relationships with these existing networks, organisations can improve their engagement strategies, improve outreach, and create mutually beneficial connections.

Forming strategic partnerships with trusted community leaders may enhance the trust and credibility of the organisation, broaden access and outreach, and improve the overall effectiveness of their programs.

Cultural Knowledge & Understanding

Understanding and respecting cultural practices and values can help organisations build authentic relationships and effectively engage with diverse groups.

Increased trust and cooperation from community members, leading to more successful partnerships and programs. Implement ongoing cultural awareness training for staff and volunteers. Adapt engagement strategies to respect and incorporate cultural norms and practices.

To create culturally safe and relevant programs that foster trust and effective communication with diverse community members.

Community-Centred Approaches

Community-centred approaches that involve:

- Building connections within and between communities and organisations
- Co-designing programs and initiatives with the community

...can ensure that volunteer programs meet community needs and reflect community values.

This can lead to:

- More relevant design, implementation, and focus
- More effective engagement, outreach, recruitment, and retention
- Increased impact

Idea 💡

Community-Driven Volunteer Information & Recruitment Events:

- Partner with local CALD and First Nations organizations to co-host community-driven volunteer recruitment events.
- These events should be designed in collaboration with community members, with materials and presentations provided in multiple languages.
- Use culturally relevant promotional materials and involve local cultural/community groups, stakeholders, and leaders to encourage participation.

Broadening Diversity and Representation

Broadening diversity and representation within organisations is crucial for creating inclusive and effective volunteer programs that resonate with diverse communities. Despite the clear benefits of having a diverse volunteer base—such as increased cultural awareness, broader perspectives, and stronger community ties—many organisations struggle to achieve this due to inadequate representation and non-inclusive practices. By actively addressing barriers to diversity, including ineffective communication strategies and lack of culturally relevant outreach, organisations can enhance their recruitment and retention efforts. Emphasising the importance of inclusive language, diverse imagery, and representation within staff and volunteer roles helps to build a more welcoming environment, ultimately fostering greater engagement and impact within diverse communities.

Barriers & Implications

Lack of Diversity within Organisation

Many organisations have limited diversity in their leadership and staff, which can result in a lack of understanding and representation of diverse community needs and perspectives.

Leads to reduced ability to attract and retain diverse volunteers, as potential volunteers may not see themselves reflected or valued within the organisation.

Lack of Cultural Representation & Visible Inclusivity

Organisations may lack policies or practices that promote inclusivity and representation, such as culturally relevant language and imagery.

Leads to limited appeal to diverse groups, making it harder to recruit and engage volunteers from underrepresented communities.

Resource Constraints

Organisations may have insufficient resources to invest in diversity and inclusion programs, training, or outreach.

Leads to inability to implement comprehensive diversity strategies or sustain efforts to improve representation and inclusivity.

Resistance to Change

Internal resistance to changes in organisational culture or practices can impede efforts to broaden diversity and representation.

Leads to slowed progress in creating an inclusive environment that supports and attracts diverse volunteers.

Enablers & Recommendations

Commitment to Diversity & Inclusion

Demonstrate a strong organisational commitment to diversity and inclusion through commitment to change, and reflect this in policy, processes, language, and environment.

Use of inclusive language and imagery in promotional materials and communications that reflect the diversity of the community can have a significant impact in this area.

Provide ongoing training for staff and volunteers on topics such as cultural safety, cultural responsibility, and intersectionality and decolonisation.

Visible Diversity & Representation

Ensure that diverse representation is visible at all levels of the organisation, including:

- Within staff and leadership
- Promotional materials, physical and digital (e.g. imagery on materials, language used)
- Online presence (e.g. imagery on website and social media, language used)
- Workplace (e.g. posters, stickers, artwork)

Diverse Recruitment Strategies

Utilise targeted recruitment strategies that reach out to diverse communities and highlight inclusive practices and values. Use a range of imagery and language appropriate to the specific community you are recruiting from.

Use a range of strategies for outreach including:

- Word of mouth
- Community events, organisations and services
- Social media

Idea 💡

Targeted Digital & On-the-Ground Campaigns for Volunteer Recruitment:

- Run a targeted recruitment campaign with both digital and physical promotion materials
- Ensure use of appropriate language, and diverse imagery within promotion materials
- Diversify your outreach, run a social media campaign, an email campaign and utilise on-the-ground promotion through flyers in relevant community areas, attend community events, and word of mouth promotion

Key Considerations for AWCH

Using these findings, AWCH aims to engage with volunteers from CALD and First Nations communities in order to effectively integrate the following considerations. These considerations will be taken on with the guidance of stakeholders and community members.

Embed an Intersectional Understanding of Volunteering

Based on engagement with relevant communities, considerations include:

- Shift organisational understanding of 'volunteering' to encompass cultural and community-based nuances
- Shift language to encompass relevant terms
- Adapt policies/processes/pathways to capture cultural nuances

Embrace Diversity in Volunteering Models & Recognition

Based on engagement with relevant communities, considerations include:

- Create flexible volunteer roles that accommodate different cultural approaches to volunteering
- Integrate informal community-based volunteering into formal volunteer programs
- Establish formal and informal recognition for various forms of volunteering and community contributions

Build Relationships with Community

Based on engagement with relevant communities, considerations include:

- Connect with, and build relationships with relevant community and cultural groups and organisations
- Form partnerships with local community leaders
- Adapt engagement strategies to respect and incorporate cultural norms and practices
- Work alongside community groups, leaders, and stakeholders to tailor programs, policies, and so on

Increase Visible Diversity & Representation

Based on engagement with relevant communities, considerations include:

- Commitment to change, and reflect this in policy, processes, language, and environment.
- Provide ongoing training for staff and volunteers on topics such as cultural safety, cultural responsibility, and intersectionality and decolonisation
- Ensure that diverse representation is visible at all levels of the organisation, including:
  - Within staff and leadership
  - Promotional materials, physical and digital (e.g. language & imagery on materials)
  - Online presence (e.g. imagery on website and social media, language used)
  - Workplace (e.g. posters, stickers, artwork)

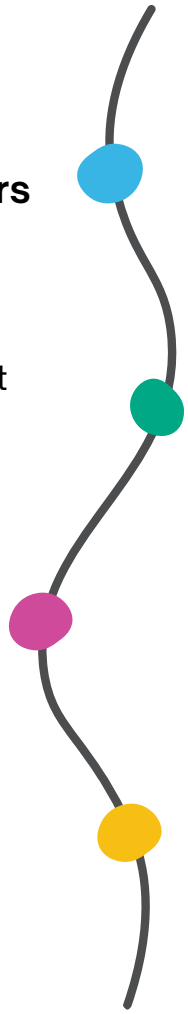
Next Steps

Focus Group with Volunteers

We are running one online focus group with a group of volunteers, or those who have considered volunteering, from CALD and First Nations backgrounds.

Final Report

The Final Report will contain further examination of themes identified in this Snapshot, as well as findings from the two Focus Groups.



Focus Group with VIO Staff

We are running one online focus group with volunteer coordinators and other staff from Volunteer-Involving Organisations.

Implementing Changes

Based on the Considerations identified in this Snapshot, the findings from the Focus Groups and the further analysis in the Final Report, we will be incorporating relevant findings and implementing any changes identified as necessary and possible.

References

Australian Public Service Commission. (2023). *Aboriginal and Torres Strait Islander peoples.* Australian Government Style Manual. https://www.stylemanual.gov.au/accessible-and-inclusive-content/inclusive-language/aboriginal-and-torres-strait-islander-peoples#authoritative_guidance_lives_with_the_relevant_community_or_individual

CIRCA. (2016). *Giving and volunteering in culturally and linguistically diverse and Indigenous communities.* Cultural & Indigenous Research Centre Australia (CIRCA). https://volunteeringhub.org.au/wp-content/uploads/2021/02/Giving%20and%20Volunteering%20in%20Cultural%20and%20Linguistically%20Diverse%20and%20Indigenous%20Communities.pdf

Diversity Council Australia. (2023). *Words at Work: Should we use CALD or CARM?* https://www.dca.org.au/news/blog/words-at-work-should-we-use-cald-or-carm

Jedwab, C. (2023). *Volunteering inclusion for people from CALD backgrounds.* Volunteering Australia. https://volunteeringstrategy.org.au/wp-content/uploads/2023/07/VRP_Volunteering-inclusion-for-people-from-CALD-backgrounds.pdf

Reconciliation Australia. (2021). *Demonstrating inclusive and respectful language.* https://www.reconciliation.org.au/wp-content/uploads/2021/10/inclusive-and-respectful-language.pdf

The Centre for Volunteering. (2022). *NSW Multicultural Volunteering Report.* https://www.volunteering.com.au/wp-content/uploads/2022/12/NSW-Multicultural-Volunteering-Report-2022.pdf

University of Canberra. (2023). *Barriers to Volunteering for Marginalised Groups: First Nations peoples, Newly Arrived Migrants and People with Disability.* https://www.volunteeringvictoria.org.au/wp-content/uploads/2023/11/Barriers-to-Volunteering-for-First-Nations-Peoples-Newly-Arrived-Migrants-and-People-with-Disability.pdf

Volunteering Australia. (2021). *Involving Volunteers from Culturally and Linguistically Diverse Backgrounds.* https://volunteeringhub.org.au/wp-content/uploads/2021/02/Involving%20Volunteers%20from%20Culturally%20and%20Linguistically%20Diverse%20Backgrounds.pdf

Volunteering Australia. (2023). *National Strategy for Volunteering 2023-2033.* https://volunteeringstrategy.org.au/wp-content/uploads/2024/01/National-Strategy-for-Volunteering-2023-2033.pdf

Volunteering Australia. (2024). *Key Volunteering Statistics March 2024.* https://www.volunteeringaustralia.org/wp-content/uploads/Volunteering-Australia-Key-Volunteering-Statistics-2024-Update.pdf

Volunteering SA & NT. (2023). *Inclusive Volunteering: Engaging First Nations people.* https://vsant.org.au/wp-content/uploads/2023/10/Engaging-First-Nations-people.pdf

Volunteering Victoria. (2019). *Managing volunteers from a CALD background.* https://volunteeringhub.org.au/wp-content/uploads/2021/02/Managing%20Volunteers%20from%20a%20CALD%20Background.pdf

Volunteering Victoria. (2022). *Community Giving in First Nations Communities in Gippsland: Strengths, Barriers, and Opportunities.* https://www.volunteeringvictoria.org.au/wp-content/uploads/2022/11/Community-Giving-in-First-Nations-Communities_Nov-2022.pdf