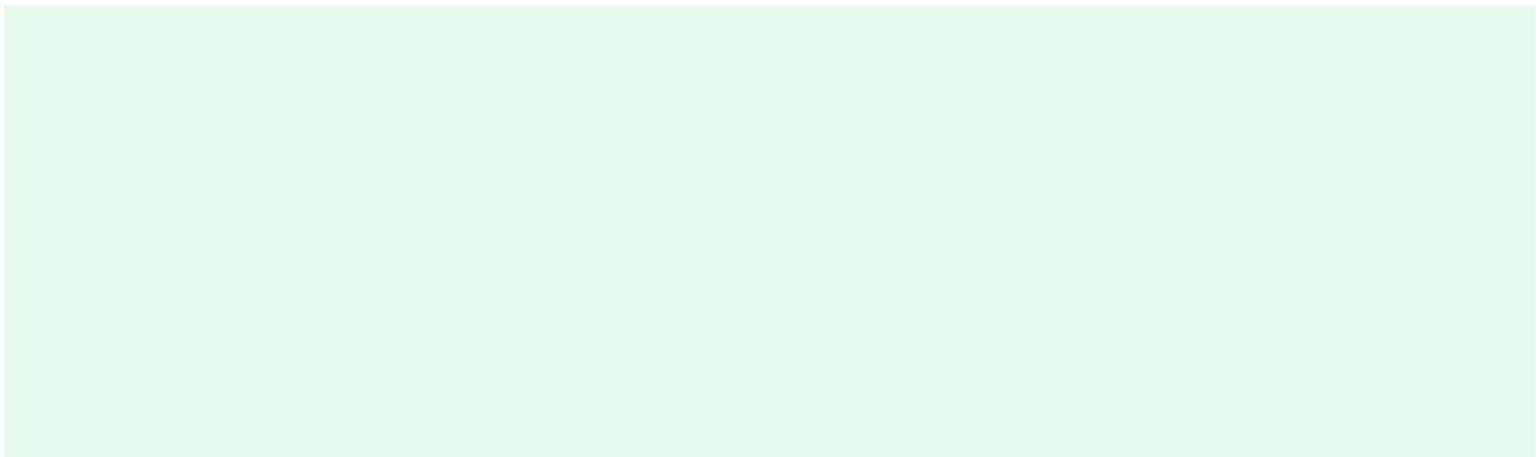**12**

Encouraging CALD Volunteering

01 November 2017

Purpose of Tool

Volunteering covers a wide range of activities and includes formal volunteering that takes place within organisations in a structured way and informal volunteering, which takes place outside the context of a formal organisation.

Ensuring your organisation's volunteers reflect the communities you serve is an integral component of ensuring your organisation is culturally responsive.

For the purpose of this tool, we are referring to formal volunteering as it occurs within an organisational structure. However, for some communities, particularly smaller or new and emerging communities, volunteering may take the form of informal, community volunteering which is more fluid, flexible, local and responsive to community needs. Consideration should also be given to the value of informal volunteering structures locally to your organisation's needs.

Important Considerations

There are important considerations for encouraging CALD community involvement in volunteering. These include:

- Partnerships and collaborations between CALD community groups and your organisation;

- Greater flexibility in volunteering options (e.g. less rigid timeslots);

- Opportunities for work experience and skills development;

- Public acknowledgement and respect;

- Partnership projects that benefit CALD communities;

- Taking a long-term approach;

- Providing an organisational environment where people from CALD backgrounds are comfortable and staff and other volunteers are culturally sensitive.

Encouraging CALD Volunteering

Culturally sensitive organisational environment

- Before you start recruiting CALD volunteers you must do your preparation work within your organisation. Your organisation will need to have a focus on building and maintaining the cultural competency of your structures, staff and volunteers, to be able to work effectively and successfully with, and retain CALD volunteers.

- Implementing cultural competency training for staff and volunteers would enhance the capacity of your organisation to work effectively with CALD organisations. This would make it more likely that you will attract and retain CALD volunteers and enhance capacity to develop effective and culturally respectful partnerships and collaborative projects

Partnering with CALD community groups

- One of the most successful ways to encourage CALD volunteers into your organisations is to partner with a local CALD community organisation or group. This will involve knowing which local communities you should approach, and what the needs might be specific to that community (are most community members newly arrived in Australia? Are they older, more established communities whose members might be ageing? Is it a young community? Do community members need work experience? Or are they more interested in volunteering in a caring role?).

- Support for partnerships and collaborations that promote better understanding, communication, relationship-building and culturally sensitive approaches among volunteer-involving organisations, on one hand, and CALD communities, on the other. This could be effective in building a more accessible and responsive not for profit sector for meeting CALD needs.

Greater flexibility in volunteering options

- In the modern age volunteering is becoming less popular as people have less time to give to their local communities. Being flexible in what you offer in your volunteering program will help you attract people form CALD backgrounds. Financial demands on newly arrived migrants and refugees during settlement

can be a barrier to volunteering. Equally parents or those caring for people with disability may not be able to sign up to a program that expects them to put in regular hours each week.

Opportunities for work experience and skills development

• Promotion of the benefits of volunteering in relation to skills development and employment pathways is likely to be an effective way of engaging more volunteers from CALD communities

• There are a range of people from CALD backgrounds who may benefit from a formal volunteering program that will help them develop work based skills. These include:

  – Newly arrived migrants;
  – Young people;
  – People whose English needs further development;
  – People who need some help with work experience in Australia;
  – Parents, in particular, mothers who may not have been able to access more formalised work experience programs due to their caring responsibilities;
  – Parents and carers of people with disability.

Public acknowledgement and respect

• As with any other community, people from CALD backgrounds value being recognised for their volunteering efforts. Consider establishing internal awards or ways to recognise your CALD volunteers, or if you have such mechanisms, make sure your CALD volunteers are being nominated.

Look for external awards for volunteers, in particular government awards such as *volunteering queensland's* annual awards held during National Volunteer Week in May each year - https://volunteeringqld.org.au/news-media/87-campaign/870-2017-volunteering-awards-nominations-now-open

Taking a long-term approach

- Support should be given to long-term approaches and investments with CALD communities in order to ensure projects and programs are realistic and achievable.

Support for partnerships and collaborations that promote better understanding, communication, relationship-building and culturally sensitive approaches are key. This could be effective in building a more accessible and responsive disability sector for meeting CALD community needs.

When considering engaging volunteers to assist in disability service delivery, the following table can be used in strategic planning approaches to embed the activity.

Priority	How can this be achieved?	Looking to the future	Key Performance Indicators
Develop CALD volunteers to assist with service implementation and community engagement	Assess current volunteers to establish a level of CALD representation. Assess and include CALD recruitment practices in the attraction of new volunteers.	Target CALD volunteer recruitment and community engagement to enhance service delivery.	XX% of all volunteers are identifiably CALD.
Develop internal capacity to work with CALD volunteers	Assess current levels of cultural competency. Provide cultural competency training to staff across all levels.	Ensure staff are provided with the skills and knowledge to work in a culturally appropriate and sensitive manner with CALD volunteers and communities.	XX% of staff have undertaken cultural competency training.