

## **Involving Volunteers from a CALD background**

March 2017

Volunteering within multicultural communities encourages social inclusion and improves the engagement of the wider community with new members of a culturally and linguistically diverse (CALD) background.

Tasmania is welcoming more people from CALD backgrounds and many would like to volunteer in their communities to meet new people. This Tip Sheet gives information to support Volunteer Involving Organisations (VIOs) when engaging volunteers from a CALD background.

### **Barriers faced by volunteers from a CALD background**

Potential volunteers from a CALD background can face a number of barriers:

- A general lack of understanding of the benefits of volunteering.
- Unsure about how to access information about volunteering.
- Lack of someone to speak on behalf of skilled volunteers.
- Lack of diversity within volunteering programs.
- Lack of resources in languages other than English.

### **Barriers to engaging with volunteers from a CALD background**

Some VIO's have noted the following issues:

- Language and communication challenges.
- Cultural differences.
- Specific support systems not available e.g. interpreter services.
- Resources not translated into other languages or represented by icons and pictures.
- Small VIO's may not have the resources to provide support to CALD volunteers.

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### Tips for reducing barriers to volunteering

Increasing diversity within a VIO by engaging volunteers with CALD backgrounds can have a positive impact on the culture within an organisation. What can VIO's do to increase diversity and successfully attract volunteers with CALD backgrounds?

- Review your policies to ensure that CALD volunteers are considered.
- Consider adding pictures to your procedure documents to improve communication where language is an issue.
- Engage with organisations like TasTAFE and the Migrant Resource Centres to access Cultural Awareness Training and other support programs.
- Consider partnering with other VIO's who have successfully engaged with CALD volunteers.
- Engage with community groups that represent CALD sections of your community. Use these groups to assist with getting the message out that you welcome volunteers from all backgrounds.

### Where can VIO's get more information?

Volunteering Tasmania

T: 1800 677 895

Web: [www.volunteeringtas.org.au](http://www.volunteeringtas.org.au)

Migrant Resource Centre – Hobart

T: 6221 0999

Web: [mrchobart.org.au](http://mrchobart.org.au)

Migrant Resource Centre – Launceston

T: 6332 2211

Web: [mrcltn.org.au](http://mrcltn.org.au)

26TEN – Adult Literacy and Numeracy

T: 1300 00 2610

[www.26TEN.tas.gov.au](http://www.26TEN.tas.gov.au)