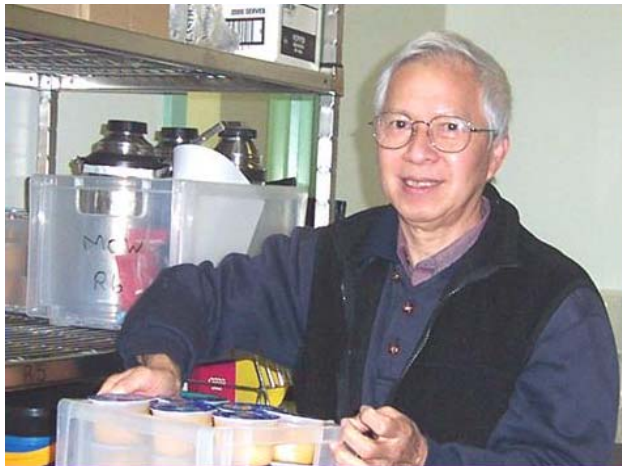




# ***Home and Community Care Services and Volunteers from Diverse Cultural Backgrounds***



***Sharon Porteous 2006***



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Sharon Porteous  
Project Officer

## GLOSSARY

ABS	Australian Bureau of Statistics
CALD	Culturally and linguistically diverse
COB	Country of Birth
DHS	Department of Human Services (Victoria)
DIMA	Department of Immigration and Multicultural Affairs
DVC	Department of Victorian Communities
ESB	English Speaking Background
HACC	Home and Community Care
LGA	Local Government Area
MIC	Migrant Information Centre (Eastern Melbourne)
NES	Non-English Speaking
NESB	Non-English Speaking Background
PAG	Planned Activity Group
VITS	Victorian Interpreting and Translating Service
VRC	Volunteer Resource Centre

## EXECUTIVE SUMMARY

The *Home and Community Care Services (HACC) and Volunteers from Diverse Cultural Backgrounds Project* was a joint initiative between the Migrant Information Centre (Eastern Melbourne) (MIC) and the Eastern Volunteer Recruitment Project (EVRP), a Department of Human Services (DHS) funded pilot project in Eastern Metropolitan Melbourne.

Volunteers make a considerable contribution to HACC funded services in Victoria. One strategy to improve access to HACC services in the EMR for people from CALD backgrounds is to recruit and retain volunteers from CALD backgrounds in those services.

### **Aim of project:**

The overall aim of the project was to develop an understanding of volunteering in mainstream HACC organisations by members of culturally and linguistically diverse (CALD) communities.

The project included an assessment of the level of volunteering by members of CALD communities in HACC organisations in the EMR, and the cultural sensitivity of those organisations in the recruitment and support of volunteers from CALD backgrounds. The project targeted all mainstream HACC organisations in the EMR.

### **Methodology:**

The project collected quantitative and qualitative data through a semi-structured interview of staff from HACC organisations. A cultural image was also completed to assess the cultural sensitivity of the organisation. Questions were asked about volunteer numbers, policy, recruitment, roles and management and support of volunteers.

Thirty-five organisations were interviewed and 30 checklists were completed.

Recent research was also considered regarding CALD volunteering. This research found that approximately one quarter of volunteers were from a CALD background. Word of mouth and contact with community organisations were key recruitment strategies used by organisations. Barriers to volunteering included language and cultural differences as well as a lack of inclusive policies and practices.

### **Results:**

Key results of the data collected from this project were:

#### Volunteer numbers

- Thirteen percent of the volunteers that worked for the organisations interviewed were from a CALD background. This is less than the proportion of the population in the EMR that are from a CALD background (20%) and half of what was found in previous research.

- ❑ Half of the organisations interviewed had a lower percentage of volunteers from CALD background than expected, based on population statistics for the target areas of the organisations.
- ❑ Seven of the top 10 countries of birth in the EMR were represented in the volunteer pools of the organisations interviewed.
- ❑ There was little difference in the length or frequency of volunteering between CALD volunteers and volunteers generally – most people volunteered once per week and had been doing so for five years or less.

### Policy

- ❑ While all organisations agreed that it was important to have volunteers from a CALD background working for them, only 6 had a volunteer policy that specifically encouraged the recruitment of volunteers from CALD backgrounds.

### Recruitment

- ❑ More than half of the organisations did not use any specific strategies to recruit volunteers from CALD backgrounds.
- ❑ The most commonly used specific recruitment strategies were contact with or presentations to CALD groups, clubs and communities (29% of organisations) and word of mouth (20%).
- ❑ Fifteen (43%) organisations interviewed said some English was required to be a volunteer with them.

### Roles

- ❑ There was little difference indicated between the CALD volunteers and volunteers generally regarding the types of roles they undertook with only 5 organisations stating that the role of CALD volunteers may differ. This was usually related to matching the volunteer with a client or group of clients from a similar background.
- ❑ Half of the organisations said they would or do try to match CALD volunteers with clients of the same background depending on whether the volunteer or client wanted to be matched.

### Management & Support

- ❑ Twenty-one organisations (60%) reported they used some specific strategies to do this. This included being welcoming, inclusive and non-judgmental, the availability of language assistance, the availability of cultural awareness training or information to staff or other volunteers, being sensitive to their cultural background, holding cultural events, providing extra support where needed, and providing translated information.
- ❑ Problems identified by organisations in managing, supporting and welcoming CALD volunteers included language or communication problems, and cultural differences.

## Cultural Sensitivity

- Twenty-five organisations had staff from culturally diverse backgrounds, although these were not necessarily working directly with the volunteers.
- Twenty-one (70%) displayed posters or images with a multicultural theme and 20 (67%) displayed the Victorian Interpreting and Translating Service poster or information.
- Only 13 organisations (43%) distributed information to CALD communities and 11 organisations (37%) had translated information. Translated information was mostly targeted at the clients and not the volunteers.
- Very few organisations displayed welcome signs in community languages.

## Barriers to volunteering

The results of this project indicate a number of barriers to volunteering in mainstream HACC organisations for people from CALD backgrounds. These include:

- ❖ a lack of policies that reflect the willingness of the organisation to accept and support volunteers from CALD backgrounds;
- ❖ the level of awareness that organisations have of the cultural diversity of their target area;
- ❖ the presumption of English proficiency for potential volunteers; and
- ❖ a lack of appropriate resources for organisations to recruit and support volunteers from CALD backgrounds.

## **Recommendations:**

Based on these results it is recommended that:

- ❖ a working group be established as part of the EMR HACC CALD Network to take a lead role in developing a coordinated approach to recruit and support CALD volunteers for HACC services.
- ❖ The working group encourage HACC organisations to incorporate an “inclusiveness” principle in their volunteer policies, understand and build relationships with CALD communities in their target areas, collect information about and report on the cultural background of their volunteers, and develop innovative strategies to overcome language barriers and communication issues.
- ❖ The working group investigates opportunities for further research regarding the experiences of CALD volunteers in HACC and presents a forum of best practice initiatives to attract and support CALD volunteers





# 1. INTRODUCTION

The *Home and Community Care Services (HACC) and Volunteers from Diverse Cultural Backgrounds Project* was a joint initiative between the Migrant Information Centre (Eastern Melbourne) (MIC) and the Eastern Volunteer Recruitment Project (EVRP), a Department of Human Services (DHS) funded pilot project in Eastern Metropolitan Melbourne. The Eastern Metropolitan Region (EMR) is made up of seven local government areas in the Eastern side of Melbourne: Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse and Yarra Ranges.

The focus of the project was to develop an understanding of volunteering in mainstream HACC organisations by members of culturally and linguistically diverse (CALD) communities. This included an assessment of the level of volunteering by members of CALD communities in HACC organisations, and the cultural sensitivity of those organisations in the recruitment and support of volunteers from CALD backgrounds.

## 1.1 Volunteering in Australia

Volunteering is an important and valuable activity in Australia. The Australian Bureau of Statistics estimated in 2000 that volunteering was worth \$31 billion per annum to the Australian economy (ABS 2000b) and a recent Victorian survey in 2004 indicated that 41% of Victorians volunteered an average of 1.2 hours per week (Pope 2005). The importance of volunteering to the community is also emphasised by State and Federal government policies. The Victorian Government's social policy action plan expresses a number of strategies to support volunteers, including an expansion of regionally based volunteer resource networks (DVC 2005). Nationally the ABS is for the first time incorporating questions regarding voluntary work on the 2006 Census to reflect current policy and issues (ABS 2006a).

## 1.2 Volunteering and HACC Services

Local, State, and Commonwealth Governments fund HACC services in Victoria. These services are targeted "to frail older people, people with disabilities, and carers, providing basic support and maintenance to people living at home whose capacity for independent living is at risk, or who are at risk of premature or inappropriate admission to long term residential care" (DHS 2003b, p.3). HACC funded activities include assessment and care management, home care, property maintenance, personal care, delivered meals, planned activity groups, allied health, respite care, volunteer coordination, linkages and nursing (DHS 2003b).

Volunteers make a considerable contribution to the provision of services in HACC. They perform a wide range of tasks and without the contribution of volunteers, the capacity of organisations to achieve client outcomes would be significantly diminished (Fletcher 1999). HACC funded services that use volunteers include meals, planned activity groups, allied health, and a range of services that come under the umbrella of volunteer coordination such as carer support, friendly visiting, telelink, respite and transport. According to the Victorian HACC Program Manual, HACC funded organisations are responsible to identify and meet the training needs of volunteers as well as provide ongoing information, supervision and support. Recruitment, training and supervision of volunteers should be appropriate to ensure quality (DHS 2003b).

The Ministerial Priority Number 2 in the 2003-2006 HACC Program for Victoria is highly relevant to this project. This priority aims to “increase the quantity and quality of HACC Basic services for people from CALD backgrounds and develop new collaborative direct service delivery arrangements between mainstream, multicultural and ethno-specific organisations” (DHS 2003a, p.6). Increasing the number of volunteers from culturally diverse backgrounds within HACC funded organisations will aid the promotion of mainstream HACC services to their communities, assist with making HACC funded services more culturally appropriate, and increase the involvement of people from CALD backgrounds in the planning and delivery of HACC funded services.

### **1.3 Background - the MIC and EVRP**

The objectives of this project also fit within the broader objectives of the Migrant Information Centre (Eastern Melbourne) and the Eastern Volunteer Recruitment Project.

The MIC was established in 1999 to “take a lead role in the coordination of current, relevant information and the provision of services that will strengthen and stimulate opportunities to enhance the lives of new and existing migrant populations in the Eastern Region” of Melbourne (MIC 2005a). A considerable amount of the work the MIC does is concerned with providing information to new migrants and refugees and assisting them to settle in the area.

The population of the EMR is drawn from over 190 countries and 20% of the population speaks a language other than English at home (ABS 2001):

- Over 150 languages are spoken in the Eastern Region with the top seven languages spoken, apart from English, being Greek, Cantonese, Italian, Mandarin, German, Vietnamese and Arabic.
- The largest population groups in the Eastern Region born outside Australia or England are China, Italy, Greece, Malaysia, Hong Kong and India (MIC 2006). (See Appendix A for a table of relevant population statistics in the EMR).

One of the objectives of the MIC is to “identify service gaps and/or shortfalls in relation to migrants by mainstream agencies within the region and to provide advice and assistance related to appropriate service delivery in the development of new, alternative or additional services for migrants to bridge gaps and shortfalls” (MIC 2005a). In particular the MIC is focused on HACC services provided to people from culturally diverse backgrounds in the Eastern Region. The MIC is currently working on a number of projects that aim to improve access to those services.

The EVRP was funded by the DHS and managed by a committee of management made up of representatives from the five volunteer resource centres across the EMR. The five volunteer resource centres are: Boroondara Volunteer Resource Centre, Doncare, Eastern Volunteer Resource Centre, Knox Community Volunteers and Monash Volunteer Resource Centre. The EVRP was funded from 2001 to 2006.

The mission of the EVRP was “to provide leadership in ...HACC...volunteering initiatives by developing and using evidence-based strategies to build a sustainable volunteer workforce in the Eastern Metropolitan Region”. The project developed a volunteer recruitment kit, translated and distributed volunteer orientation kits in four

languages and established a volunteer recruitment website and information hub for the EMR. In addition, the EVRP supported a number of project areas including the identification of barriers to recruiting and retaining volunteers from culturally diverse backgrounds within the HACC sector (EVRP 2005).

There is a gap in knowledge about the participation of people from culturally diverse backgrounds as volunteers in HACC funded services in the Eastern Region of Melbourne. This project is the first step to fill this gap in knowledge and to assist HACC funded organisations to become aware of the barriers that may exist to people from CALD backgrounds wanting to volunteer in HACC funded organisations.



## 2. PROJECT OBJECTIVES

The purpose of this project was to develop an understanding of the accessibility to mainstream HACC agencies for volunteers from CALD backgrounds.

The key objectives of the project were to:

- Identify the level of volunteering by members of CALD communities for HACC organisations;
- Assess the cultural sensitivity of organisations in the recruitment and support of volunteers from CALD backgrounds;
- Identify barriers to volunteering for HACC organisations by members of CALD communities and develop recommendations to overcome those barriers.

### Definition of CALD

For the purpose of this project, the definition of CALD includes a person:

- Born overseas who:
  - Speaks a second language at home, or
  - Speaks English at home now, but his/her first language is not English, or
  - Does not speak another language (not including people born in English speaking countries such as US, England, New Zealand etc.).
- Australian born who:
  - Identifies with another culture (e.g. second/third generation migrants/lived overseas for the majority of their lives) (Exon 2005).

### Definition of voluntary work

This project is focused on formal volunteering where the volunteer willingly gave their time and skills to an organisation funded to provide HACC services within the EMR.



## 3. METHODOLOGY

This project was concerned with HACC funded mainstream organisations in the Eastern Region of Melbourne. There are 87 HACC funded organisations in the EMR with 74 meeting the criteria for this project.

The project utilised two methods of data collection to achieve the project objectives:

- Interviews with staff from HACC organisations;
- Completion of a cultural image checklist with HACC organisations.

### 3.1 Interviews with organisations

An interview schedule was developed to collect information relating to the level of volunteering in the organisations interviewed and to ascertain the accessibility and cultural sensitivity of those organisations for volunteers from CALD backgrounds (see Appendix A).

The questions were organised into five key areas:

- Participation statistics;
- Policies;
- Recruitment;
- Roles; and
- Management and support of volunteers.

The Interview Schedule was developed in consultation with the MIC and EVRP and through assessment of past research, particularly Brimbank City Council's Survey for their *Volunteer Action Plan 2004* (Brimbank City Council 2004) and *Volunteering in a Culturally Diverse Context: Implications for Project Designers and Managers* by Jay Martin (1999). A number of "guides" to setting up or managing a volunteering program were also considered (Effective Change 2003; Volunteering Victoria nodate; Intersect Consultants 1999)

The semi-structured interviews collected both quantitative and qualitative data about volunteering at the organisation. It should be noted that the quantitative questions asked for "approximate" numbers although it was hoped that organisations could provide specific numbers where possible. As most interviews were conducted in person it was possible to explore some of the open-ended questions further, which added to the depth of the information collected.

The project aimed to interview 40 HACC funded organisations with 36 interviews being conducted by the end of the interview phase, representing almost half of all eligible HACC organisations in the EMR. Organisations from all seven local government areas and all HACC service types that utilise volunteers were chosen in order to be as representative as possible. The main types of HACC funded services

that utilise volunteers are planned activity groups (PAG), meals on wheels, and volunteer coordination such as for friendly visiting services.

Thirty-six Interviews were conducted with five types of organisations (see Table 3.1).

*Table 3.1 Types of organisations interviewed*

<b>Organisation type</b>	<b>No. Interviews</b>
Community Health	6
Local Government	8
Non-government	7
Planned Activity Groups	10
Volunteer Resource Centre	5

There were 8 interviews conducted with local government organisations because the Shire of Yarra Ranges was interviewed twice to cover different service types. The results of these two interviews were combined for analysis. A full list of the organisations interviewed can be seen in Appendix C.

The organisations interviewed targeted all seven local government areas in the EMR (see Table 3.2). The number of interviews was low for Knox and Maroondah because few HACC organisations target Knox and Maroondah only. This was offset by conducting interviews with seven organisations that had a mixed target area, with 4 of these including Maroondah and 3 including Knox. 33 of the organisations interviewed target the EMR only. One organisation targets the Eastern and Southern regions of metropolitan Melbourne (Vision Australia) and one targets all of metropolitan Melbourne (Wesley Central Mission).

*Table 3.2: Local Government Areas of organisations interviewed*

<b>Local Government Area</b>	<b>No. Interviews</b>
Boroondara	4
Knox	2
Manningham	3
Maroondah	1
Monash	5
Whitehorse	3
Yarra Ranges	5
All LGA's	5
Mixed LGA's	7



The HACC Cultural Planning Tool was used to determine the HACC funding types of the organisations interviewed. These are listed in Table 3.3 below. All except one organisation (Clota Cottage) received HACC funding for more than one type of service.

Table 3.3: HACC funding types of organisations interviewed

HACC funding type	No. Organisations	HACC funding type	No. Organisations
Nursing	1	Volunteer Coordination EFT	21
Allied Health	9	Volunteer Coordination Other	14
Meals	8	PAG Core	18
Home Care	7	PAG High	15
Property Maintenance	7	Flexible Service Response	11
Personal Care	7	Service System Resourcing	17
Respite – Home & Community	9	Assessment & Care Management	7
Respite – Overnight	1		

### 3.2 Cultural image checklist

In addition to the interviews, a cultural image checklist was developed to determine whether the agency initially provided a welcoming environment for volunteers from CALD backgrounds (see Appendix B). The checklist was based on previous work done by the MIC regarding cultural planning and cultural image (MIC 2004). The checklist was focused on two objectives in the *Cultural Planning Framework* regarding service promotion:

“Objective 5.2: The content of promotional material reflects the cultural diversity of (the organisation’s) catchment.

Objective 5.3: The atmosphere/impression of the service should aim to be welcoming to consumers from a CALD background.” (MIC 2004, p.13)

The checklist was completed by the Project Officer with the help of the interviewee for all organisations interviewed in person. A total of 30 were completed.

It should be noted that completing such a checklist for HACC organisations was not straightforward. The variation between the organisations in size, location, types of services offered and how they are offered is enormous and makes comparisons difficult. Some organisations interviewed were large local government organisations where the reception of the organisation is not just related to the HACC services provided. Other HACC services, particularly delivery of meals, are designed for that function and not necessarily as a reception for volunteers.

### **3.3 Methodology limitations**

As the project was time limited it was not possible to satisfy the principle of triangulation in research that suggests that a number of methods should be used for data collection to improve the validity of the results (Alston & Bowles, 2003). Early in the project the Project Officer indicated to the EVRP Steering Committee that it would be useful to run some focus groups of representatives from culturally diverse communities to explore their perspective on volunteering. It was agreed that the time limitation of the project would not allow this to be done effectively and that further research would need to be undertaken to gain this perspective. As approximate numbers were gathered for the quantitative questions, only general conclusions can be drawn. Nevertheless, valuable qualitative and quantitative data was collected from the organisations interviewed, representing almost half of the targeted organisations for this project. This data was considered in the light of other recent research in the area to build an organisational perspective on volunteering in HACC funded organisations for people from CALD communities.

## 4. CURRENT LITERATURE

For the purpose of this project the literature reviewed was focused on Australian-based research in the past 10 years. No relevant research was found regarding volunteers from CALD backgrounds and HACC organisations, making it difficult to draw comparisons with the results of this project. It was preferred to focus on research concerning volunteers from CALD backgrounds, but some other relevant research regarding volunteering generally was included. The information gained from the research considered can be categorised into four areas – number of CALD volunteers, recruitment of CALD volunteers, barriers to volunteering, and managing and supporting volunteers.

### 4.1 Number of CALD volunteers

It has been widely reported that the number of people from CALD backgrounds that participate in formal volunteering is low with the reason being that the concept of volunteering may be remote or threatening to some CALD communities (Volunteering Australia 2005).

Several surveys have been conducted in the past five years regarding the number of CALD volunteers in Australia. Nationally the ABS Survey of Voluntary Work in 2000, which defined a volunteer as “someone who, in the last 12 months, willingly gave unpaid help, in the form of time, service or skills, through an organisation or group” (p.1), found that:

- 32% of the population aged over 18 years volunteered, compared with 24% in the 1995 ABS survey;
- There was growth in volunteering for both males and females and across all age groups;
- The median weekly hours of voluntary work remained stable from 1995 to 2000 at 1.4 hours per week or 72 hours per year;
- 73% of volunteering occurred as a weekly commitment;
- 26% of volunteering occurred in community/welfare organisations;
- 35% of people born in Australia volunteered compared with 25% of people born outside Australia (ABS 2000).

A more recent survey of 12,000 volunteer involving agencies by the Australian Multicultural Foundation (AMF) in 2004 found that 23% of volunteers were from a CALD background with 61% of these involved in the broader community and 39% involved in their own community (Cain 2006). Therefore, more than half (61%) of the volunteers from a CALD background were working in mainstream organisations. These results differ from a 2001 study that found that volunteers from CALD backgrounds were mainly involved in their own community (Kerr, Savelsbert, Sparrow & Tedmanson 2001).

At a State level the Brimbank City Council survey of 49 organisations from a range of sectors found that overall 26% of volunteers were likely to come from a CALD background. But 49% of organisations had less than 20% participation by CALD volunteers and only 12% of organisations had more than 50% involvement by CALD volunteers (Brimbank City Council 2004). These results represent only half of what would be expected based on population statistics as the Brimbank City Council has a non-English speaking population of 53.9% (i.d 2006).

A Victorian telephone survey conducted in 2004 indicated that 41% of Victorians volunteered an average of 1.2 hours per week (Pope 2005), more than indicated by the ABS Survey. Of those that volunteered, 48% of volunteering was spent in community and social welfare organisations. This survey also found that not all population groups reported the same rates of volunteering. The survey confirmed the results of previous studies that overseas born and non-English speaking people were less involved in formal volunteering (Pope 2005), but specific figures were not given.

In terms of more detailed general volunteering statistics, a survey of volunteer involving organisations conducted in the Frankston/Mornington Peninsula area in 2002 found that 30% of the organisations surveyed had a small volunteering pool (1-10 volunteers), 29% had a medium sized volunteer pool (11-25 volunteers), 29% had a large volunteer pool (26–75 volunteers) and 12% had a very large volunteer pool (over 75 volunteers). They also found that 52% of the volunteers volunteered daily and 31% volunteered weekly. 26% of the organisations surveyed were community/welfare organisations. (Healy 2002)

No specific research was found regarding the percentage of CALD volunteers in HACC organisations. This is problematic in terms of comparing the findings from this project. Thus, analysis of the percentage of CALD volunteers found in this project was done using population statistics for the EMR. The AMF and Brimbank City Council figures cited above of 14% and 26% CALD volunteers can also be used as a guide, although they are not just related to HACC organisations.

## **4.2 Recruitment**

There were several studies that considered the methods of recruitment of volunteers from CALD backgrounds. In 2000 the Victorian Multicultural Commission (VMC) surveyed a small sample of volunteers from over 30 English speaking and non-English speaking countries. Most of the volunteers in the sample said that knowing someone who was already involved in voluntary work was how they were introduced to voluntary work. There was also a correlation between the length of time living in Australia and the likelihood of volunteering. The study concluded that the following strategies could be used to recruit people from diverse communities as volunteers:

- encourage volunteer work amongst longer-term residents;
- familiarise new arrivals with the concept of volunteering and encourage them to participate;
- consider ways to communicate with volunteers from non-English speaking backgrounds;
- and, promote cultural inclusiveness(VMC 2000).

The AMF survey from 2004 found that 28% of the organisations surveyed said they actively recruited CALD volunteers most commonly through word of mouth, working with community organisations, presentations to community organisations and through the media/advertising. The volunteer responses also reflected these recruitment strategies, particularly word of mouth and contact with community organisations (Cain 2006). But, a different 2004 Victorian telephone survey found that “People who spoke English at home were more likely than non-English speakers to have found out through word of mouth” (Pope 2005, p.33). As this result was not quantified it is difficult to rate its significance. The Pope study did find that 65% of all those surveyed found out about volunteering opportunities through word of mouth or personal contact and 33% through contact with the organisations.

From an organisational point of view the Brimbank City Council study found that almost half (49%) of the organisations they surveyed used the local paper to recruit volunteers, 47% recruited through word of mouth and 33% through leaflets and publications. The three least likely methods of recruitment were through the local radio, local churches and via posters (Brimbank City Council 2004). The Frankston/Mornington Peninsula study found that 85% of volunteers found out about the organisation through word of mouth or other organisations (Healy 2002). Neither of these studies separated recruitment of CALD volunteers from recruitment of all volunteers.

The above research highlights “word of mouth” as a key recruitment strategy for volunteers generally and volunteers from CALD backgrounds. Another recruitment method that stood out was familiarisation with the organisations that are recruiting volunteers which could be achieved in a number of ways. The recruitment approach suggested in the VMC research was to consider the demographics of the existing pool of CALD volunteers and then more specifically target both those demographics and the demographics of the CALD volunteers that were not being recruited. This would require organisations to have a better understanding of their pool of CALD volunteers than seems to exist currently. Pope (2005) also suggests that in their recruitment strategies, organisations must consider that different population groups have different preferences for accessing information and should plan their recruitment strategies accordingly.

### **4.3 Managing and supporting volunteers**

Two Victorian studies were reviewed that surveyed organisations that used volunteers about their policies and practices. The studies were not CALD specific but the questions asked were similar to those used in this project and may assist in drawing some conclusions.

In terms of managing volunteers, the Brimbank City Council found that 86% of organisations had a staff member designated to manage volunteers while the Frankston/Mornington Peninsula survey found this was 77%. In addition, the Frankston/Mornington Peninsula survey found that a range of people including the organisation’s manager, the Committee of Management, other staff, the volunteer coordinator or a combination, did supervision of volunteers. Furthermore, 80% of the organisations surveyed by Brimbank City Council had documented volunteer policies but only 45% had a written plan for promoting volunteer opportunities (Brimbank City Council 2004; Healy 2002).

With regard to initial training and orientation, 73% of the organisations surveyed by Brimbank City Council had documented induction and orientation processes, compared with 82% of the organisations surveyed in the Frankston/Mornington Peninsula area. 73% of the Brimbank organisations had training and development programs compared with 38% of the Frankston/Mornington Peninsula organisations with regular training and 34% with occasional training. In addition in the Frankston/Mornington Peninsula area 22% of organisations did on the job training, 28% did specialist courses and 19% had support/information sessions incorporating training. (Brimbank City Council 2004; Healy 2002).

The Brimbank study also found that only 51% of organisations surveyed had a formal volunteer performance appraisal process but 73% did have volunteer recognition and award programs (Brimbank City Council 2004). The Frankston/Mornington Peninsula study found that 68% of organisations collected written or verbal feedback from their volunteers but only 9% of organisations collected feedback through a formal survey, 9% through meetings and 8% did not have a process to collect feedback at all (Healy 2002).

#### **4.4 Barriers to volunteering**

Determining the barriers to volunteering for people from CALD backgrounds is more difficult to research than other areas of volunteering. Some research has drawn conclusions based on the organisation's perspective while other research has taken account of the volunteer's perspective. Warburton, Oppenheimer and Zappala suggest that there is little empirical research as to why people from CALD backgrounds are documented as volunteering less than others (2004).

Organisations surveyed in 2004 by the AMF felt that the largest barrier to recruiting CALD volunteers was language (Cain 2006). Kerr et al (2001) also identified language as a barrier. As Volunteering Australia (2005, p.8) notes "Formal volunteering, particularly in generalist organisations, is likely to require some English language skills as a minimum, and perhaps other skills. Literacy and numeracy skills vary markedly within and between CALD communities and should not be overlooked as a barrier to formal volunteering".

While organisations said language was a barrier to volunteering, the AMF study found that the actual volunteers did not agree, citing travel as the main issue and other informal volunteering responsibilities as the second problem (Cain 2006). Another study indicated that people from CALD backgrounds had the perception that there was a lack of support to volunteer in the wider community and that they were more likely to do so when they were more settled, had more confidence in their English proficiency and were more able to adapt to the different cultural practices that they faced (Kerr et al 2001).

Some research concluded that cultural differences were a barrier to volunteering for members of CALD communities (Kerr et al 2001;Pope 2005). As Martin (1999, p.23) contends "the concept of 'volunteering' is in fact both culturally constructed and culturally specific, and people from other cultures and societies may hold very different understandings". For example the concept of volunteering may not be understood, there may be no interpretation for the term volunteering in their own

language, or a different meaning may be attached which may incorporate threat or coercion.

Gender roles based on cultural differences may also make volunteering inappropriate for some members of CALD communities (Pope 2005), or other family responsibilities and expectations may impact on the time available to volunteer (Cain 2006).

Members of CALD communities may have a lack of understanding about the social services system in Australia and how it works, leading to confusion about the role of volunteers involved in some of those services (Martin 1999).

Cultural differences and the barriers they create cannot only be attributed to members of the CALD communities but also to the organisations themselves. The barriers may be created through a lack of inclusive policies and practices and an unwillingness to adapt to the needs of CALD communities, leading to a “monoculture” and lack of acceptance of diversity (Warburton 2004). Feelings of acceptance or exclusion can be a barrier to volunteering (Kerr et al 2001).

Although there is a lack of specific research regarding HACC organisations and volunteers generally, or CALD volunteers specifically, a number of points can still be made about the results of this project in the light of the past research discussed here.





## 5. CALD VOLUNTEER AUDIT

The interviews with the HACC organisations reaped a considerable amount of information about volunteering in those organisations. Given that there is a lack of research in this area generally and more specifically in the Eastern Region of Melbourne, the following section gives a detailed analysis of the results of the interviews.

### 5.1 Overall number of volunteers

The 35 organisations interviewed had approximately:

- 4200 volunteers working in HACC funded areas;
- 520 or 13% of their volunteers from culturally diverse backgrounds.

The number and makeup of the volunteer pools in organisations varies from day to day. Some organisations used larger pools of volunteers than reported here but these were excluded as the volunteers were not utilised in HACC funded services.

Referring to Table 5.1, 13 organisations or 37% had a large total volunteer pool of more than 100 volunteers while 6 organisations or 17% had a small volunteer pool of 1 to 10 volunteers. 42% of organisations interviewed had between 10 and 100 volunteers in total.

Table 5.1: Numbers of volunteers and types of organisations:

Number of volunteers	Number of organisations	% of organisations	Total No. volunteers	Type of organisation				
				Comm'y Health	Local Govt	Non-Govt	PAG	VRC
1 to 10	6	17%	46			2	3	1
11 to 50	11	31%	319	4		3	4	
51 to 100	4	11%	377		2		1	1
101 to 150	3	9%	382		1			2
151 to 200	4	11%	678	2	1	1		
201 to 250	2	6%	475		1		1	
251 to 300	0	0%	0					
301 to 350	0	0%	0					
351 to 400	2	6%	755		1	1		
More than 400	2	6%	922		1			1
Unknown	1	3%					1	
<b>Total</b>	<b>35</b>	<b>100%</b>	<b>3954</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>10</b>	<b>5</b>

Most organisations said they either had a similar number (49%) or more (43%) volunteers compared to five years ago. Four organisations said they had more because the service had expanded with either more programs or more clients. Other reasons given were that more volunteers were presenting, the organisation was more flexible with volunteering times, and a new volunteer coordinator position had

boosted recruitment. Most organisations could not quantify how many more volunteers they had.

## 5.2 Number of volunteers from CALD backgrounds

In the 35 organisations interviewed:

- Approximately 520\* or 13% of the volunteers were from CALD backgrounds;
- Twenty (57%) of had between 1 and 10 volunteers from CALD backgrounds (see Table 5.2);
- Only two organisations reported that they had no CALD volunteers at the time of interview although both had CALD volunteers in 2005, and one of these organisations had CALD volunteers currently working in non-HACC areas.

In looking at these results it should be noted that organisations were asked to give *approximate* numbers of CALD volunteers.

Table 5.2: Numbers of CALD volunteers and types of organisations:

Number of CALD volunteers	Number of organisations	% of organisations	Total No. CALD volunteers	Type of organisation				
				Comm'y Health	Local Govt	Non-Govt	PAG	VRC
0	2	6%	0				2	
1 to 10	20	57%	90	4	4	5	5	2
11 to 20	3	9%	50		2		1	
21 to 30	2	6%	53	1		1		
31 to 40	1	3%	36					1
41 to 50	2	6%	95	1				1
51 to 60	0	0%						
61 to 70	1	3%	65					1
71 to 80	0	0%						
81 to 90	0	0%						
91 to 100	1	3%	100			1		
Unknown	3	9%			1		2	
<b>Total</b>	<b>35</b>	<b>100%</b>	<b>489*</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>10</b>	<b>5</b>

\*It is estimated that the total number of CALD volunteers is about 520 as 3 organisations could not give detailed figures.

The percentage of volunteers from CALD backgrounds determined in this study – 13% overall – compares favourably with findings from other recent research. While the AMF study by Cain (2006) found that 23% of the volunteers in the organisations they interviewed were from CALD backgrounds, only 61% worked in the broader community, or mainstream organisations. Thus more than half (61%) of the CALD volunteers in the organisations they interviewed worked in mainstream organisations (this equates to approximately 14% of the CALD volunteers). The Brimbank City Council study (2004) found that overall 26% of the volunteers in the organisations they interviewed were from CALD backgrounds, twice as many as found in this

project, but Brimbank has a non-English speaking population of 53.9%, (i.d 2006), compared to 20% across the EMR.

### Comparison with population statistics

While the 13% figure found in this study may be comparable to recent research it needs to be determined whether it is acceptable given that 20% of the population in the EMR is from a CALD background. For analytical purposes it is useful to look at the percentage of CALD volunteers compared to the total number of volunteers for each organisation (see Table 5.3).

*Table 5.3: Percentage of CALD volunteers and types of organisations:*

Percentage of CALD volunteers	Number of organisations	% of organisations	Type of organisation				
			Comm'y Health	Local Govt	Non-Govt	PAG	VRC
0%	2	6%				2	
1 to 5%	6	17%	1	3	1	1	
6 to 10%	4	11%		2		1	1
11 to 15%	6	17%	1	1	1	2	1
16 to 20%	3	9%	2		1		
21 to 25%	5	14%	1		3	1	
26 to 30%	2	6%	1				1
31 to 35%	0	0%					
36 to 40%	2	6%			1		1
41 TO 45%	0	0%					
46 to 50%	2	6%				1	1
Unknown	3	9%		1		2	
<b>Total</b>	<b>35</b>	<b>100%</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>10</b>	<b>5</b>

Considering the population statistics in the EMR, the data in Table 5.3 shows that:

- 60% of the organisations interviewed had 20% or less of their volunteers from CALD backgrounds, compared to 49% of the organisations interviewed by Brimbank City Council (2004);
- 23% or one quarter of organisations interviewed had only 5% or less of their volunteers from CALD backgrounds;
- 11% of organisations had between 6 and 10% of their volunteers from CALD backgrounds.

Thus, one third of the organisations interviewed had 10% or less of their volunteer pool from CALD backgrounds, which is a concern given that the percentage of the population from CALD backgrounds in the EMR is 20.2% (ABS 2001).

Alternatively:

- 23% or one quarter of organisations interviewed had between 16 and 25% of their volunteers from CALD backgrounds, much closer to what would be expected in the Eastern Region;
- a further 18% of organisations had more than 25% of their volunteers from CALD backgrounds.

In looking at these last figures, some caution should be taken as some organisations interviewed had very small numbers of volunteers in total. Thus an organisation with 2 volunteers where one was from a CALD background would register a 50% result (as did occur).

Given the variations in CALD populations in different LGAs in the EMR it is also useful to consider the percentages of CALD volunteers for organisations compared with the percentage of the population from CALD backgrounds in each of the LGAs (see Appendix D for population statistics). It could be expected that organisations would have a similar proportion of volunteers from CALD backgrounds to the proportion of people from CALD backgrounds living in the community.

*Table 5.4: Number of organisations with higher, similar and lower percentages of CALD volunteers than in the population of their target area:*

Target Area	Total No. of organisations	% of population from CALD backgrounds (see App D)	No. organisations with higher % of CALD volunteers than population	No. organisations with similar % of CALD volunteers than population	No. organisations with lower % of CALD volunteers than population
Boroondara	4	18.1%	1		2
Knox	2	16.3%	1	1	
Manningham	3	34.8%	2		1
Maroondah	1	8.6%			1
Monash	5	33.8%	1		4
Whitehorse	3	22.4%	1	1	
Yarra Ranges	5	5.6%	3	1	1
All EMR	5	20.2%	2	2	1
Mixed LGA's	7	20.2%		1	6
<b>Total</b>	<b>35</b>		<b>11 (31%)</b>	<b>6 (17%)</b>	<b>16 (46%)</b>

(note that the percentage of CALD volunteers was unknown for 3 organisations)

With regard to population statistics in each LGA, Table 5.4 shows that:

- one third of the organisations interviewed (11 organisations or 31%) had a proportion of CALD volunteers that was higher than expected based on the proportion of the population in the target areas from CALD backgrounds;
- six organisations had a similar proportion of volunteers from CALD backgrounds to the proportion of the population in the target area from a CALD background;

- half of the organisations had a similar or higher than expected proportion of their volunteer pool from CALD backgrounds including three of the five organisations that target the Yarra Ranges;
- half of the organisations interviewed had a lower proportion of volunteers from CALD backgrounds than expected based on population statistics, including four of the five organisations interviewed that target the Monash area.

These results reveal some interesting points. Firstly, the LGA with the lowest percentage of the population from CALD backgrounds, Yarra Ranges, has the highest number of HACC organisations with a comparable percentage of CALD volunteers. In addition, the LGA with the second highest percentage of the population from CALD backgrounds, Monash, has the fewest number of HACC organisations with a comparable percentage of CALD volunteers.

### Cultural backgrounds

It was difficult to ascertain detailed information about the cultural backgrounds of the volunteers working in the HACC organisations interviewed. Although most organisations were given advance notice of the questions to be asked at interview, only 19 provided detailed information about the country or language of their volunteers from CALD backgrounds. Thus it is difficult to draw firm conclusions from this information.

The results showed that:

- Twenty-five (71%) of the organisations interviewed said they recorded either the country of birth or language spoken of their volunteers while only 15 organisations (43%) recorded both;
- All of the Volunteer Resource Centres and Community Health Services recorded either country of birth or language spoken;
- Only two of the seven Local Government organisations (Manningham and Whitehorse) recorded country of birth or language spoken about their volunteers;
- Two organisations reported that they kept minimum records as most of their volunteers were referred through their local Volunteer Resource Centre which held more detailed records;
- The volunteers from CALD backgrounds that were known came from 29 different country or language backgrounds.

The largest group of volunteers was from a Chinese background and the second largest from a Taiwanese background. Both of these had one large group of volunteers based at one organisation (24 Chinese at Manningham CHS and 20 Taiwanese at Bass Care). There was a large group of Dutch volunteers (14) based at the Shire of Yarra Ranges which may also have skewed the results. The rest of the groups were spread across the organisations with 3 or less volunteers in each.

The top 10 cultural backgrounds (in order) of the volunteers compared to the top 10 countries of birth (non-English speaking) in the EMR can be seen in Table 5.5.

Table 5.5: Comparison of cultural backgrounds of volunteers to population:

Top 10 cultural backgrounds of volunteers	Top 10 countries of birth in EMR (ABS 2001)
Chinese	China
Taiwanese	Italy
Italian	Greece
Dutch	Malaysia
German	Hong Kong
Sri Lankan	India
Greek	Sri Lanka
Indian	Germany
French	Vietnam
Japanese	Netherlands

As can be seen in Table 5.5, 7 of the top 10 countries of birth in the EMR are represented in the top 10 cultural backgrounds of the volunteers. Malaysia, Hong Kong and Vietnam are missing. Some organisations interviewed did report volunteers from Vietnam and Malaysia but the numbers were quite low. Volunteers from Hong Kong and some from Malaysia are included in the volunteer numbers from Chinese background, because they identify themselves as Chinese.

It would be interesting to explore further why there were lower numbers of volunteers from Vietnam than expected and higher numbers from France, Japan and Taiwan. If organisations wanted to increase the number of volunteers from CALD backgrounds, they could start by looking at where their existing volunteers were from and target population groups that were not represented.

### 5.3 Length and frequency of volunteering

There was very little difference between the lengths of time volunteering for all volunteers compared to volunteers from CALD backgrounds (see Table 5.6):

- The most common length of volunteering for all volunteers and volunteers from CALD backgrounds was 0 to 5 years;
- At least 6 organisations reported that they had volunteers who had been volunteering for more than 15 years, some as long as 40 years;
- Three organisations reported that CALD volunteers stayed for less time because they used volunteering to gain work experience and then moved on to paid work, although this is not indicated in the results.

Table 5.6: Length of time volunteering comparison – all volunteers & CALD volunteers:

	ALL VOLUNTEERS		CALD VOLUNTEERS	
	No. organisations	% Organisations	No. organisations	% Organisations
0 to 5 years	20	57%	18	51%
6 to 10 years	8	23%	7	20%
More than 10 years	3	9%	2	6%
Unknown	4	11%	8	23%

As can be seen from Table 5.7 there was also very little difference in the frequency of volunteering between all volunteers and volunteers from CALD backgrounds:

- The most common frequency of volunteering for all volunteers and volunteers from CALD backgrounds was once per week (63% for all volunteers and 57% for CALD volunteers);
- The frequency of volunteering was largely dependent on the type of program. For example, Planned Activity Groups generally meet once per week or once per fortnight. Volunteers delivering meals usually do so once per week. Hosting a child with a disability usually occurs on a monthly basis.

Healy's research found that only 31% of volunteers volunteered weekly while 52% volunteered daily (2002). This difference may have occurred because the range of organisations surveyed by Healy was much broader.

Table 5.7: Frequency of volunteering comparison – all volunteers & CALD volunteers:

	ALL VOLUNTEERS		CALD VOLUNTEERS	
	No. organisations	% Organisations	No. organisations	% Organisations
More than once per week	4	11%	4	11%
Once per week	22	63%	20	57%
Once per fortnight	6	17%	3	9%
Once per month	2	6%	1	3%
Less than once per month	1	3%	3	9%
Unknown	0	0%	4	11%

## 5.4 Volunteer recruitment

### Policy

All of the organisations interviewed agreed that it was important to have volunteers from CALD backgrounds working for their organisation. The reasons given are listed in Table 5.8.

Table 5.8: Reasons why it's important to have volunteers from CALD backgrounds:

Reasons	No. organisations	% of organisations
Good for the clients – more comfortable, better communication	15	43%
Reflect the diversity of population, reflect makeup of community	12	34%
Adds to diversity of organisation	9	26%
Raises cultural awareness and understanding, builds links with community	7	20%
Add more interest and diversity to program	5	14%
Improves awareness of clients re. other cultures	5	14%
Promotes services available to CALD communities	5	14%
Helps to ensure more culturally appropriate services	1	3%

Despite the overwhelming agreement by the organisations interviewed that volunteers from CALD backgrounds were important, the results from the interviews indicated that:

- only 6 of the organisations had a volunteer policy that specifically encouraged the recruitment of volunteers from CALD backgrounds;
- twenty-one organisations said they did not have such a policy;
- eight organisations had policies with more general statements of inclusiveness.

The type of phrases used in the more explicit policies were “welcoming to people of all backgrounds”, or of all “ages and backgrounds”, and “access and equity for everybody”. Wesley Do Care and Vision Australia also reflected these policies in their mission statements and business plans. The more general policies used phrases such as “includes all members of the community” and “accept everybody”.

Many of the 21 organisations who said they did not have an explicit policy emphasised that they don't discriminate, accept everybody and are inclusive of all volunteers. Two organisations felt there was no need for such a policy because there were low CALD demographics in their target areas. Four organisations were currently reviewing their policies and strategic plans and wanted to include more specific statements about recruiting volunteers from CALD backgrounds (Clota Cottage, Villa Maria, Monash City Council, Whitehorse CHS).



## Strategies for recruitment of CALD volunteers

- More than half (54%) of the organisations interviewed said they did not use any specific strategies to recruit volunteers from CALD backgrounds;
- Eight of the organisations that said they did not specifically recruit CALD volunteers were Planned Activity Groups (representing 80% of all PAG organisations interviewed). This is probably because PAG organisations generally had smaller numbers of clients and smaller numbers of volunteers, with fewer resources to do specific recruitment drives for CALD volunteers.
- Only one of the 5 VRCs interviewed said they did not specifically recruit CALD volunteers.

Table 5.9 outlines the main strategies used to recruit volunteers generally:

*Table 5.9: General strategies to recruit volunteers:*

<b>General strategy</b>	<b>No. organisations</b>	<b>% of organisations</b>
Word of mouth	11	31%
Volunteer Resource Centre	10	29%
Advertisements in local media	10	29%

Some of these general recruitment strategies had similarities to the specific recruitment strategies mentioned by organisations as listed in Table 5.10.

*Table 5.10: Specific strategies to recruit volunteers from CALD backgrounds:*

<b>Specific strategy</b>	<b>No. organisations</b>	<b>% of organisations</b>
Contact with or presentations to CALD groups, clubs, communities	10	29%
Word of mouth	7	20%
Advertisements in Ethno-specific media	4	11%
Volunteer Resource Centres	3	9%
Employed a bilingual worker (paid or volunteer)	3	9%
Regular contact with ethno-specific organisations	3	9%
Distribute translated information to CALD communities	3	9%

One third of the organisations said that they used contact with or presentations to CALD groups to recruit CALD volunteers. One organisation said that this approach was important because some communities were apprehensive about the process of government and what the term “volunteer” actually meant. This personal approach helped to allay such fears and build a rapport with those groups. This strategy was also found to be important in other research (Pope 2005; Cain 2006.).

Based on the results of other research, It is not surprising that word of mouth rates highly as both a general strategy and specific strategy to recruit volunteers in this project (see VMC 2000; Healy 2002; Brimbank City Council 2004; Pope 2005; Cain 2006). It was believed that the experience of existing volunteers was passed on to their friends, family and networks which led to the recruitment of more volunteers. Another organisation suggested that if they gain recognition as an organisation that looks after its volunteers, offering proper training and support, then this will be passed on to other potential volunteers in the community through word of mouth and will also help to retain the volunteers that it has.

Problems in recruiting CALD volunteers

Only a minimal number of problems recruiting volunteers from CALD backgrounds were reported by the 16 organisations that had specifically recruited CALD volunteers. These are listed In Table 5.11.

*Table 5.11: Problems recruiting volunteers from CALD backgrounds:*

<b>Problems identified</b>	<b>No. organisations</b>	<b>% of organisations</b>
Language & communication	5	14%
Cultural Differences	3	9%
Lack time to specifically target CALD communities	3	9%
Prejudice or judgements of organisations referring volunteers to (VRC identified)	2	6%

The organisations said that communication and language were a problem as it was difficult to ensure that information was understood and often took more time to do this. Cultural differences included different attitudes to disabilities or difficulty with administrative processes (which could also be a language and communication problem).

English proficiency and other requirements for CALD volunteers

Organisations reported a range of requirements for volunteers to meet:

- Nearly all organisations interviewed said that prospective volunteers needed to undergo a police check before they can volunteer, as this is required by DHS;
- Fourteen organisations said recruits needed to show a general suitability for the roles available and this was usually undertaken at an interview;
- Thirteen organisations also did reference checks (usually 2);
- Other general requirements were based on the type of role being undertaken – such as having a clean car, driver’s license and insurance to be able to provide transport services or deliver meals on wheels.

Details of English proficiency requirements reported by organisations interviewed are given in Table 5.12.

Table 5.12: English proficiency requirements for volunteers:

Proficiency requirement	No. organisations	% of organisations
Some English required	15	43%
English proficiency not been an issue	10	29%
Depends on role (eg. Need for answering telephones)	7	20%
Would provide help with English if required	3	9%

Fifteen organisations said that a certain level of English was needed for a range of reasons:

- to understand the volunteer policies and regulations including privacy and confidentiality agreements,
- to understand the position description and what is required of the volunteer,
- to read a meal delivery sheet,
- and to be able to communicate with clients.

One organisation said that volunteers with low English proficiency are difficult to place in smaller organisations because they require a greater time commitment on the organisation’s behalf to ensure they understand what is required. It was their experience that smaller organisations were not able to put in the time required to do this and thus would not be as willing to accept volunteers from CALD backgrounds.

It seems that a level of English proficiency is required by nearly all organisations as very few had translated information about their volunteer programs, let alone translated position descriptions, forms and policies. As one organisation put it: “(we) need to make sure the volunteer understands the position description and what volunteering here is all about, (we) need to ensure we are providing them with information they understand”.

**5.5 Volunteer roles**

Based on the interviews, there were seven service types identified where HACC volunteers worked. Not all organisations were able to provide detailed information about where their volunteers worked. The data collected did show that (see Table 5.13):

- For 86% of organisations interviewed, the roles for volunteers from CALD backgrounds were similar to the roles for all volunteers;
- For Five (14%) organisations, the roles for CALD volunteers may differ because CALD volunteers were involved in using their bilingual skills to assist

clients. (This included being matched to an individual client from a CALD background (Wesley Do Care); assisting with a telelink (group phone call) service for a Japanese group of clients (Wesley Do Care); working with an Italian planned activity group (Shire of Yarra Ranges); and assisting with the Chinese Diabetes Program at Whitehorse Community Health Service);

- 1651 volunteers worked in delivery of meals for the 8 organisations that offer this service. This represents approximately 42% of all volunteers;
- 180 or 4% of all volunteers worked in pet companion programs.
- At least 460 volunteers worked in Planned Activity Groups, representing at least 11% of volunteers (18 of 23 organisations provided data);
- At least 611 volunteers worked in Social Support, representing at least 15% of all volunteers (12 of 16 organisations provided data).

Table 5.13: Service types identified where volunteers in HACC organisations worked:

Service type	Number organisations interviewed	Description of service type
Planned Activity Groups	23	Assist with group by welcoming clients, chatting with clients, helping with meals, facilitating group interaction and activities; may be on an outing doing similar functions
Social Support/Friendly visiting	16	Help on social outings with group or individual Visit individual socially isolated clients at home for interaction on regular basis. Facilitate telelink with group of clients (group contact by phone). Hosts for Interchange become primary carer of child
Transport	9	Driving clients to and from appointments or outings, sometimes in groups in bus or to a centre for PAG.
Delivered Meals	8	Delivery of a meal to HACC clients at their home, mostly through local government organisations, making brief contact with client and reporting back any concerns.
Other	6	Indirect services such as administrative support, garden maintenance
Allied Health	5	Work with allied professionals who run small groups for clients – may take leader role or just assist program leader.
Pet Companion Program/CAVS	2	Help care for pets of clients on regular basis such as take on walks and to vet appointments.

It was also found that 89% of organisations interviewed had developed written job descriptions for their volunteers. Two local government organisations said that job descriptions had been developed but they were now working on more corporate standards for voluntarism. In some cases position descriptions were kept at Volunteer Resource Centres to help with recruitment and the Volunteer Resource Centres had played a role in assisting organisations to develop position descriptions.

## Determining the role of the volunteer

Most organisations considered a range of factors when determining the role the volunteer would undertake. Of the 9 organisations that thought it was important to recruit for particular roles available, 4 were Community Health Services, representing two thirds of the Community Health Services interviewed. In some organisations only one role was available, such as for meals on wheels services, although general suitability still needed to be determined. See table 5.14 for details.

5.14: Strategies used to determine the role of the volunteer:

<b>Strategies</b>	<b>No. organisations</b>	<b>% of organisations</b>
Volunteer's own interests, aspirations	21	60%
Consultation with volunteer (mostly interview)	15	43%
Skills and experience of volunteer	14	40%
Recruit for specific roles, specific needs of organisation	9	26%

## Matching CALD clients with CALD volunteers

When asked about whether the organisation matches CALD volunteers with CALD clients, 17 (48%) organisations responded that they do try to match volunteers from CALD backgrounds with clients from the same background.

The reasons given were that it was a positive experience especially for older HACC clients who may not have very good English proficiency or may have lost their English language skills. In addition the matched volunteer and client shared cultural knowledge and experiences. A further 9 organisations (26%) said they may try to match volunteers from CALD backgrounds with clients from the same background if it was requested or if there was an expressed need.

Of the 9 organisations who said they would not match CALD volunteers and CALD clients, 4 were meals providers where it was not practically possible to do so as the meal rounds are based on geography rather than client backgrounds. A further two offered only group services where matches were less likely to be useful and 2 had low numbers of CALD volunteers.

Some interesting points were raised by individual organisations about the possibility of matching clients and volunteers from CALD backgrounds:

- One organisation said the match required good forms of ongoing communication and feedback to monitor the situation;
- Two organisations said that some clients did not want to be matched with volunteers from their own community because they did not want them to know their personal business;
- The matching depended on whether the volunteer and the client wanted a match and whether there was availability of CALD volunteers or CALD clients to proceed with a match.

## **5.6 Management and support of volunteers**

### Volunteer management positions

13 or 37% of the organisations interviewed had a dedicated volunteer coordinator or manager to manage the volunteer program of the organisation. Five of these organisations were community health organisations, representing 83% of all community health organisations interviewed (5 out of 6 interviews). Only 1 of these organisations was a local government organisation.

These results compare unfavourably with recent Melbourne-based studies of volunteer involving organisations where it was found that 77% and 86% of organisations respectively had a dedicated staff member to manage the volunteer program (Healy 2002; Brimbank City Council 2004). These studies were based on a broader group of organisations which make a direct comparison difficult, but the results are markedly different raising the question of why this would be the case.

Twelve organisations or 34% had the same person managing the volunteer program and supervising and supporting the volunteers on a day to day basis. Five of these organisations were Planned Activity Groups, representing half of all Planned Activity Groups interviewed. This is an understandable outcome as Planned Activity Groups are usually small organisations with low numbers of paid staff;

In most cases the day to day supervision and support of volunteers was shared between staff, most often the program leaders or coordinators of the service being offered. One volunteer coordinator of an organisation with a large number of programs and volunteers mentioned that this affected the way they allocated volunteers to program areas because it depended on the skills of the program leader and their ability to provide appropriate support to the volunteer, particularly CALD volunteers who may have more complex needs;

The implication of these results is that while an organisation may have values and policies that reflect inclusiveness, the weight of these is reduced if they are not reflected in the practices of the organisation on a day-to-day basis. The organisation needs to build in checks and balances to ensure inclusiveness is reflected in its practices.

### Specific budget for supporting volunteers from CALD backgrounds

Only one organisation (Wesley Do Care) said they had a specific budget for supporting volunteers from CALD backgrounds. This allocation provides funds for their multicultural program targeted at clients from CALD backgrounds, including the recruitment of volunteers. Another organisation said they had financial support to organise cultural nights. In addition, almost one third of the organisations interviewed said they could access interpreters or translated material if it was required.

### Strategies to welcome, support and manage volunteers from CALD backgrounds

In general, the organisations interviewed used a range of strategies to welcome, support and manage all volunteers, with all organisations interviewed using more

than one strategy Two thirds of the organisations said that they did not use any specific strategies to welcome, support and manage volunteers from CALD backgrounds. The main strategies used are listed in Table 5.15.

*Table 5.15: Strategies used to welcome, support and manage all volunteers:*

<b>Strategy</b>	<b>No. organisations</b>	<b>% of organisations</b>
Regular meetings or functions together	20	57%
Appreciation or recognition functions or other social events	18	51%
Training or information sessions	17	49%
Newsletter	13	37%
Orientation or induction or welcome program	11	31%
Volunteer handbook or manual	7	20%
Regular contact by phone, in person or written	7	20%
Staff accessibility – “open door”	7	20%

Some organisations also indicated specific strategies they would use for volunteers from CALD backgrounds. These are listed in Table 5.16.

*Table 5.16: Specific strategies used to welcome, support and manage CALD volunteers:*

<b>Strategy</b>	<b>No. organisations</b>	<b>% of organisations</b>
Welcome anyone, be inclusive, non-judgmental, value individuals, respect individuals, be tolerant, treat equally	13	37%
Cultural awareness or information sessions offered to staff/volunteers	8	23%
Language assistance available	7	20%
Understand and be sensitive to cultural background	4	11%
Hold cultural events, days, information sessions	3	9%
Address issues, individual needs, provide extra support where needed	3	9%
Translated information available (general or specific)	3	9%
Bring other cultures into the program	2	6%
Employ a multicultural programs officer or coordinator	2	6%
Display images of other cultures	1	3%

Twenty-one of the 35 organisations interviewed (60%) reported one of the specific strategies for CALD volunteers listed in Table 5.16. Five of the 6 Community Health

Services reported specific strategies and 7 of the 10 Planned Activity Groups had specific strategies.

Several organisations commented that everybody is different and they need to use different approaches depending on the individual. More than half of the organisations emphasised the need to be available to discuss and resolve issues, support the volunteers and communicate effectively.

### Problems managing and supporting volunteers from CALD backgrounds

Only half of the organisations interviewed identified any problems managing and supporting volunteers from CALD backgrounds. Two types of problems were identified:

- Language/communication problems;
- Cultural differences.

These are outlined in Table 5.17.

*Table 5.17: Problems managing and supporting volunteers from CALD backgrounds:*

<b>Problems identified</b>	<b>No. organisations</b>	<b>% of organisations</b>
Language or communication	13	37%
Cultural differences	7	20%
No problems identified	15	43%

The results also showed that:

- Seven of the organisations that identified language/communication problems said it was difficult ensuring that information about the client or the role was understood if the volunteer had low English proficiency;
- Five of these organisations said it took more time to ensure that information was communicated and understood;
- One organisation said they were happy to organise a translator but it was not practical to do so for every day communication with the volunteer; adding to the complexity of this concern, 2 organisations were conscious of giving all volunteers equal time and felt it was not necessarily fair to spend more time with CALD volunteers;
- Another organisation said that the time issue was difficult as some volunteer supervisors already had this role tacked onto their position;
- One organisation said communication could be managed through careful role choices;
- Two organisations said it was important to match the volunteer with suitable clients or provide a “buddy” from existing volunteers to ensure that communication and language problems were not an issue.



Examples of problems related to cultural differences were when a Japanese female volunteer spoke too quietly and the client became frustrated because they could not hear her; and an Italian volunteer who had traditionally been involved in food preparation but could not do so any more because of new food safety requirements. 3 organisations said that their volunteers received unfavorable treatment from clients or staff, related to their cultural background. These issues were raised by either local government organisations or Planned Activity Groups.

Of the 15 organisations that said they had no problems supporting volunteers from CALD backgrounds, 5 were Planned Activity Groups and 4 were local government organisations. These organisations may not have had problems because they had few volunteers from CALD backgrounds, or their CALD volunteers had good English proficiency.

### Training for volunteers

Most organisations interviewed offered training to their volunteers:

- Twenty-one organisations (69%) said they had an orientation, induction or information day/night where they could inform volunteers about the organisation, their rights and responsibilities, what was expected of them and general information about volunteering;
- A further 3 organisations offered this type of initial training through their local VRC. This result compares well to those of other recent research in Melbourne (Healy 2002; Brimbank City Council 2004);
- Training offered through external organisations was usually advertised to volunteers through newsletters or regular meetings;
- Some organisations held regular information and training sessions four times a year while others held just one per year for the whole day;
- Only 12, or one third, of the organisations interviewed said they had offered cultural awareness training to their volunteers and 4 of these were more than 2 years ago;
- Four organisations said that most of their volunteers were not interested in any training and it was difficult to get them to attend. It was felt that older volunteers, who were generally retired, preferred to undertake their volunteer role without having to attend training or meetings.

See Table 5.18 for an outline of the training offered by the organisations interviewed. In the Healy study 28% of organisations had on the job training and 19% ran regular information/training sessions. The results of this research compare well with this project where these figures were 40% and 26% respectively.

Cultural awareness training was offered either internally, externally or both. One organisation said they did not offer such training because most of their clients were from an Anglo-Saxon background. Another said their organisation was reluctant to pay for such training even though it was regularly offered to paid staff. A third

organisation said that the cultural awareness training offered generally did not cover the key demographics in their target area.

*Table 5.18: Training for volunteers:*

<b>Training</b>	<b>No. organisations</b>	<b>% of organisations</b>
Orientation, induction or initial information	24	69%
Training available externally eg. HACCC, VRC, local govt	22	63%
Specific or on the job	14	40%
Cultural awareness training	12	34%
Regular other training or information sessions	9	26%
Partner with staff or other volunteers for initial period	8	23%

### Feedback – clients and volunteers

Most organisations interviewed gathered feedback from their clients about their volunteers using more than one method. Table 5.19 outlines the various ways feedback was collected from the clients of the organisations.

*Table 5.19: Methods used to collect feedback from clients:*

<b>Method of feedback</b>	<b>No. organisations</b>	<b>% of organisations</b>
Irregular phone or personal contact	12	34%
Regular contact (phone or personal) – build relationship	11	31%
Regular surveys (every two years, annually, six monthly) – specific questions about volunteers	10	29%
Regular surveys – no specific questions about volunteers	8	23%
Feedback sheets or complaints or grievance forms available	6	17%
Observation & monitoring, watch interactions with volunteers	4	11%
Regular reviews	2	6%
Exit feedback survey	2	6%
Good communication & listening	2	6%
Advisory group representative of clients	1	3%

Four of the 5 Volunteer Resource Centres interviewed did regular surveys and 5 of the 7 Local Government organisations interviewed did regular surveys. 5 of the organisations that gathered feedback by irregular contact with the clients were Planned Activity Groups.

Most organisations interviewed used more than one method to collect feedback from their volunteers. Only one organisation did anything different for CALD volunteers when they collected feedback and that involved organising an interpreter when required at group meetings or information sessions. All other organisations interviewed collected feedback from all their volunteers in the same way.

There were two main ways the organisations interviewed collected feedback from volunteers:

- 40% used regular contact by phone or in person;
- 37% said they did regular (mostly annual) surveys.

See Table 5.20 for details.

*Table 5.20: Methods used to collect feedback from volunteers:*

<b>Method of feedback</b>	<b>No. organisations</b>	<b>% of organisations</b>
Regular phone or personal contact	14	40%
Regular surveys	13	37%
Regular team meetings or training or information sessions	11	31%
Open access to staff anytime	10	29%
Exit survey	4	11%
New volunteer follow up one month after starting	2	6%
Observation	1	3%
Communication log book	1	3%

These results compare favourably to Healy’s (2002) research where only 9% of organisations did a formal survey of volunteers. While the 37% result found here for formal feedback surveys is low, most organisations did use more than one method of feedback.



As can be seen from these results, a range of information was collected from organisations about their volunteer programs and more specifically about volunteers from CALD backgrounds. Overall, 13% of the volunteers were from CALD backgrounds. The nature of the volunteering done, such as frequency, length of volunteering and types of roles was also very similar between CALD volunteers and all volunteers. Generally organisations did not use specific strategies to recruit, manage and support those volunteers that were different from the strategies they used for all volunteers. This may have an impact on the recruitment and retention of volunteers from CALD backgrounds.



## 6. CULTURAL IMAGE PRESENTED

The Cultural Image Checklist was completed with 30 of the 35 organisations interviewed. Five of the organisations did not complete the checklist because the interviews were conducted by telephone. Table 6.1 gives a summary of the checklist results.

Table 6.1: Cultural Image Checklist Summary of Results:

Checklist Question	No. of organisations answered YES	% of organisations answered YES	Points to note
Staff from diverse cultural backgrounds	25	83%	Included all staff, not just reception staff.
Posters/pictures with CALD images or a multicultural theme	21	70%	If the Victorian Interpreting and Translating Service poster was displayed this was counted as YES.
Display of Victorian Interpreting & Translating Service (VITS) poster, language map or availability of interpreters	20	67%	
Other organisations brochures in relevant community languages	18	60%	Depended on what was available and was haphazard rather than systematic.
Pamphlets/promotional material with CALD images	14	47%	Difficult to measure as some brochures did not use images of people at all or used symbols instead of real pictures. 7 organisations had brochures with no photos or pictures that were symbols.
Distribution of organisation's material to CALD communities	13	43%	Includes organisations that would do this as a matter of course. Many organisations said they would distribute information if requested.
Pamphlets/promotional material translated	11	37%	Translated information may have been available but not necessarily at main reception area, for eg. in local government organisation.  Translated information was mostly targeted at clients and not volunteers.  5 organisations also said they were currently reviewing and updating their brochures and would be looking at translating them.
Welcome signs in relevant community languages	5	17%	All of these organisations were either Community Health Services or Volunteer Resource Centres.
External or internal signs in relevant community languages	1	3%	The only one was a Community Health Service.

As can be seen in the Table 6.1, very few organisations displayed welcome signs (5 organisations) or general signage (1 organisation) in community languages. As this is the first point of reference for people coming to the organisation, the lack of signage in community languages reflects on the cultural sensitivity of the

organisation. One organisation interviewed said that their landlord would not allow any additional external signage. This may have been an issue for other organisations as well. In addition only 13 organisations (43%) distributed their material to CALD communities. Several other organisations said they would do so if requested. One organisation mentioned that they did not distribute information to some communities because of literacy problems in their own language.

On the positive side, more than two thirds of organisations had posters or pictures displayed with images of people from CALD backgrounds or a multicultural theme. Half of the organisations had brochures with images of people from CALD backgrounds or a multicultural theme. And, two thirds of organisations displayed the Victorian Interpreting and Translating Service (VITS) poster, language card or the availability of interpreters. These figures suggest there is more work that can be done in this area, but are a good start to presenting as a culturally sensitive organisation.

### Translated materials

- Only 11 (37%) organisations said they had translated information, mostly in one, two or three different languages. One organisation had translated fliers in 12 languages and brochures in 8 languages (Wesley Do Care);
- Most of the translated brochures were about the services offered rather than the volunteer program;
- One organisation had information about volunteering translated as well as the organisation's policies (Monash VRC);
- Two organisations said they were reviewing their brochures and developing some in other languages;
- One said they would translate information if they needed to.

Some organisations suggested that a reasonable level of English proficiency was required to be a volunteer and thus assumed that the need for translated information was low.

One organisation paid for a private company to translate service information which they later found was of poor quality when a bilingual staff member checked the translation. This suggests a need for guidelines about translating material and recommendations for quality translation services. If it is easier to access a good translation service organisations may be more encouraged to use it. One Victorian-wide agency has general translated information in a number of languages on their website which can be printed off when required (Interchange). This would save on the cost of printing brochures, especially when the numbers required for some languages would be quite low. It would also allow for easier updating of material.

Generally, the results from the cultural image checklist are variable. They indicate that while the HACC organisations may be doing well in some areas such as displaying posters with multicultural themes, there were also poor results in the areas of distributing information to CALD communities, the availability of translated material and signage in community languages.

## 7. BARRIERS TO VOLUNTEERING IN HACC FOR THE CALD COMMUNITY

The interviews with mainstream HACC organisations conducted in this project have provided a range of new data about volunteering in those organisations in the EMR and about their volunteers from culturally diverse backgrounds. In particular, 13% of the volunteers were from CALD backgrounds with one third of the organisations interviewed reporting that only 10% or less of their volunteer pool were from CALD backgrounds.

From the data collected in this project and the review of recent literature it is possible to draw some general conclusions about what the barriers may be for people from culturally diverse backgrounds who wish to volunteer in HACC organisations in the EMR. In drawing these conclusions it should also be noted that they represent an organisational perspective and do not incorporate the experiences of actual volunteers or potential volunteers from CALD backgrounds. This gap should be addressed in future research.

### Thinking about policy and practice

One barrier to volunteers from CALD backgrounds may be that organisations lack explicit policies that reflect the willingness of an organisation to accept and support volunteers from CALD backgrounds. This acts as a barrier because it reflects the overall attitude of the organisation to people from CALD backgrounds as either one of acceptance or exclusion (Kerr et al 2001). Only 6 of the organisations interviewed in this project (or 17%) stated they had a specific policy that encouraged the recruitment of volunteers from CALD backgrounds.

If mainstream HACC organisations want to attract volunteers from CALD backgrounds, they need to begin by stating this in their volunteer policies. Organisations cannot assume that the community “knows” they are inclusive and welcoming to people from culturally diverse backgrounds. While such policies are a good start to improving the inclusiveness of the organisation, they also need to be backed up with culturally inclusive processes and practices. As Martin (1999, p.29) suggests, the organisation needs to have a “culturally aware model of service delivery”.

### Cultural awareness

Another possible barrier to volunteering for people from CALD backgrounds is the level of recognition given by organisations to the culturally diverse environment in which they work. While the proportion of the population from CALD backgrounds varies significantly from one LGA to another in the EMR, overall 20% or one fifth of the population is from a culturally diverse background. In some areas this is as high as 35% (Manningham) and as low as 5.6% (Yarra Ranges).

To assist with the recruitment and retention of volunteers, HACC organisations should be aware of the demography of their target area, including the key cultural groups within that area. Organisations could then tailor their volunteer policies and practices to their whole target group and be more sensitive to cultural differences, for

example in concepts of volunteering or ways of communicating and accessing information (Pope 2005). If organisations have an improved cultural awareness they can look at alternative ways of recruiting and integrating people from culturally diverse backgrounds into their volunteer programs (Warburton 2004). This project found that only 10 organisations or 29% said they recruited volunteers from CALD backgrounds through contact with or presentations to CALD groups, clubs or communities, with little information collected about how well researched such recruitment strategies were.

Other research suggests that organisations need to be aware of the makeup of their volunteer pool so that they can specifically target recruitment at demographics that are not represented, as well as continuing to target demographics that are well represented and that they have had previous success with (VMC 2000). There is evidence of a lack of understanding of the demographics of the target area or the volunteer population in the results of this project. While 71% of organisations interviewed collected information about the country of birth or language of their volunteers, much less were able to readily provide such information to the project for analysis, suggesting that it is not reported on within the organisation or accessed regularly.

With regard to welcoming, managing and supporting volunteers, only 4 or 11% of the organisations interviewed in this project suggested they understood and were sensitive to the cultural backgrounds of their volunteers, which seems very low. On the other hand, two thirds of the organisations who completed the checklist did display the VITS language poster and other types of pictures or posters with cultural images and only 7 organisations cited cultural differences as a problem when managing and supporting volunteers from CALD backgrounds. The latter may indicate that once volunteers from CALD backgrounds are recruited, cultural differences are not as significant.

### Language and communication

The issue of English proficiency and being able to communicate effectively with volunteers from CALD backgrounds was raised throughout the interviews. Some recent research identifies language as a barrier to volunteering for people from CALD backgrounds (Kerr et al 2001) while other research of actual CALD volunteers suggests they do not perceive this as the main barrier (Cain 2006.).

The results of this project indicate that language may act as a barrier to volunteers from CALD backgrounds both directly and indirectly. Only 5 organisations interviewed (14%) cited language and communication as a problem when recruiting volunteers, although half the organisations interviewed did not specifically recruit CALD volunteers. Thirteen organisations (37%) said that language and communication was a problem with ongoing support and management of CALD volunteers. Problems indicated were difficulties knowing whether information was understood and that it took more time to communicate information. Fifteen organisations (43%) said that some English was required to be a volunteer to be able to communicate with clients, understand policies, regulations, procedures and other requirements of the role they were fulfilling. With only one organisation found to provide translated information about their volunteer program, English proficiency must be an indirect requirement for most of the organisations interviewed. In



addition, only a minority of organisations offered any language assistance to CALD volunteers.

Indirectly, an organisation may focus on English language skill initially, rather than developing a broader communication approach that facilitates the recruitment of CALD volunteers. For example, if English proficiency is low the volunteer may be excluded from recruitment, rather than the organisation using strategies to overcome this initial barrier and assist the volunteer to find a suitable volunteer position or to assist with developing their language skills further so that a suitable position may be possible in the future.

With the increasing professionalisation of volunteering and greater focus on client outcomes it would seem that the process to volunteer in current times could be quite involved. For those from CALD backgrounds without a certain level of communication skills this presents as a barrier to participating in volunteering in mainstream organisations.

### Resourcing volunteer management

A further barrier to volunteering in mainstream HACC organisations for people from CALD backgrounds may be that those organisations lack appropriate resources to recruit and support volunteers from CALD backgrounds. For example, some organisations interviewed expressed the view that it was more difficult for smaller organisations to accommodate volunteers from CALD backgrounds and they were hesitant to do so because of the time and resources required.

Volunteer labour requires an investment from the organisations that use it and perhaps a greater investment for those volunteers who are not in the mainstream group of volunteers. As Flanagan cites "...good volunteer management involves listening to, understanding and recognizing the fears of those volunteers who aren't feeling comfortable" (2004, p.9). Resources such as time, training, support, advice and professional development are required for volunteer coordinators.

### The benefits of volunteering

There is no doubt that volunteers play an important role in the provision of HACC funded services in the EMR of Melbourne and that some services could not function without volunteers, for example, delivered meals.

This research has found that HACC organisations in the EMR believe CALD volunteers have an important role to play in the provision of their services. Volunteers from CALD backgrounds have unique contributions to make in this regard. As Martin suggests "A diverse volunteer base provides potential rewards for organisations in terms of an expanded range of perspectives and opinions, as well as the potential to better service a culturally diverse population" (1999, p.28). Not only do CALD volunteers benefit the service, but there are also many benefits that may be derived from volunteering for people from culturally diverse backgrounds. It is important that HACC organisations in the EMR continue to review their volunteer programs and aim to encourage greater participation in them for people from culturally and linguistically diverse backgrounds to capitalize on these benefits.



## 8. RECOMMENDATIONS

The outcomes of this project, together with an analysis of current literature, point to a number of ways to address the barriers to volunteering in HACC organisations for people from culturally and linguistically diverse backgrounds.

**It is recommended that these be addressed through the establishment of a working group under the EMR HACC CALD Network. The working group should include representatives from the EMR HACC CALD Network, Department of Human Services and the Eastern Region's Volunteer Resource Centres.** The aim of the working group should be to take a lead role in developing a coordinated approach to recruit and support CALD volunteers for HACC services by writing an action that articulates implementation strategies to:

1. Encourage HACC organisations to include an “inclusiveness principle” in their volunteer program mission, aims, policies and procedures and to incorporate this into their cultural planning strategies.
2. Encourage HACC organisations to identify and build relationships with CALD communities in their target area and assist them to promote volunteering opportunities to those communities.
3. Investigate funding opportunities to enhance our understanding of the issues for volunteers from CALD backgrounds through further research with CALD communities in the EMR regarding their experiences of volunteering and in particular volunteering for HACC organisations.
4. Encourage organisations to systematically collect cultural background information about their volunteers and report on this information using the cultural planning tool.
5. Encourage organisations to develop innovative strategies to assist organisations to overcome language barriers and communication issues, and provide a more welcoming environment for people from CALD backgrounds who wish to volunteer, and
6. That the working group holds a forum for HACC organisations regarding best practice in the recruitment and retention of volunteers from culturally diverse backgrounds including existing innovative practices in the region.



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## USEFUL LINKS

There is already a number of “how to” guides that specifically address the issue of recruiting, supporting and retaining volunteers from culturally and linguistically diverse backgrounds. These include:

### National Volunteer Skills Centre – Volunteering Australia

*Involving Volunteers from Culturally and Linguistically Diverse Backgrounds*  
Information Sheet – January 2006

Available at: [www.volunteeringaustralia.org](http://www.volunteeringaustralia.org)

### Essential Resources - OZVPM - for the Volunteer Program Manager

Heyworth, P & Fryar, A, *In from the CALD*, August 2004

Available at: [www.ozvpm.com](http://www.ozvpm.com)

### Intersect Consultants & Western Region Ethno-specific Social Support Program Coordinators Network

*Handy Hints for Coordinators of Ethno-specific Volunteer Coordinator Programs*  
Published by Inner Western Region Migrant Resource Centre, December 1999

### Department of Immigration and Multicultural Affairs

*Volunteer Guide*

Available at: [www.immi.gov.au/settle/providers/Volunteer\\_Guide\\_19-24.pdf](http://www.immi.gov.au/settle/providers/Volunteer_Guide_19-24.pdf)

(Note that this is not an exhaustive list.)



# APPENDICES

## APPENDIX A: Interview Schedule

### Numbers/makeup of volunteers

- 1) Approximately how many volunteers in total does your organisation have working in the HACC area at the moment? Can you give a breakdown by service type (eg. Meals on wheels, PAG etc)?
- 2) How many of these volunteers are from CALD backgrounds?
  - What are their cultural backgrounds?
  - What community languages do they speak other than English?
  - If none, why do you think you don't have any volunteers from CALD backgrounds?
- 3) Do you keep records about your volunteers?
  - If yes, what kind of records do you keep?
  - If no, why not?
- 4) How long do MOST volunteers at your organisation keep volunteering?
  - a. Less than one year?
  - b. One to five years?
  - c. 6 to 10 years?
  - d. More than 10 years?
- 5) How long do MOST volunteers from CALD backgrounds keep volunteering at your organisation?
  - a. Less than one year?
  - b. One to five years?
  - c. 6 to 10 years?
  - d. More than 10 years?
- 6) How frequently do MOST volunteers at your organisation volunteer?
  - a. More than once per week?
  - b. Once per week?
  - c. Once per month?
  - d. 3 times per year?
  - e. 2 times per year?
  - f. Once per year?
  - g. Other?
- 7) How frequently do volunteers from CALD backgrounds volunteer at your organisation?
  - a. More than once per week?
  - b. Once per week?
  - c. Once per month?
  - d. 3 times per year?
  - e. 2 times per year?
  - f. Once per year?
  - g. Other?
- 8) Compared to five years ago do you have more volunteers, less volunteers or a similar number of volunteers?

- 9) Compared to five years ago do you have more CALD volunteers, less CALD volunteers, or a similar number of CALD volunteers?

### **Policy**

- 10) Do you think it is important to have volunteers from CALD backgrounds working for your organisation? Why?
- 11) Does your organisation have a current volunteer policy that encourages recruiting and supporting people from CALD backgrounds? Can we have a copy?

### **Recruitment**

- 12) What have you found are the three most successful strategies for recruiting volunteers from CALD backgrounds?
- 13) Do you use specific strategies for specific communities? What are they?
- 14) What problems/difficulties have you had recruiting volunteers from diverse cultural backgrounds?
- 15) Does your agency have standard requirements for all prospective volunteers? For example, English proficiency level? Are there other requirements? Why do you have such requirements?

### **Volunteer's Roles**

- 16) What are the key roles/jobs of the volunteers from CALD backgrounds in your organisation?
- 17) Do these differ much from the roles of other volunteers?
- 18) Have you developed and do you use written job descriptions for volunteers?
- 19) How do you determine what role/job the volunteer will do?
- 20) Do you match volunteers from CALD backgrounds with clients from the same background? Why? Why not?

### **Volunteer Management and Support**

- 21) Who manages and supports the volunteers in the HACC area for your organisation?
- 22) Where do they fit within the organisational structure?

- 23) Is there a specific budget allocation for the management and support of CALD volunteers in your organisation? (eg. For interpreting, translating etc.)
- 24) What do you have in place to help your organisation manage, welcome and support volunteers from CALD backgrounds?
- 25) How do you integrate CALD volunteers with the rest of your volunteers and paid staff?
- 26) What kind of training do you offer your volunteers?  
Do you offer cultural awareness training for volunteers?  
Do you offer specific training for volunteers from CALD backgrounds?
- 27) What have you found are the three most successful strategies for managing and supporting volunteers from CALD backgrounds?
- 28) What problems/difficulties do you have supporting and managing volunteers from diverse cultural backgrounds?
- 29) How do you gather feedback from your clients about their experiences of your volunteers?
- 30) How do you gather feedback from volunteers from CALD backgrounds about their experiences as volunteers for your organisation? Is this different to what you do for volunteers generally?

***Is there anything else you would like to contribute to this project about volunteers from CALD backgrounds and your organisation?***

***Thank you for your time today, we value your contribution and appreciate your support.***

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## APPENDIX B: Cultural Image Checklist

**Date:**

**Organisation:**

<b>OBJECTIVE: The content of promotional material reflects the cultural diversity of ... (the agency's) catchment (Cultural Planning Framework and Resource Kit, MIC 2004)</b>	
Posters/pictures including CALD images/languages or multicultural theme	
Promotional material – pamphlets, flyers, newsletters: <ul style="list-style-type: none"> <li>▪ Professional looking/friendly</li> </ul>	
Promotional material – pamphlets, flyers, newsletters <ul style="list-style-type: none"> <li>▪ Displayed and available in other languages</li> </ul>	
Promotional material – pamphlets, flyers, newsletters: <ul style="list-style-type: none"> <li>▪ Inclusive - use images of people from diverse backgrounds</li> </ul>	
<b>OBJECTIVE: The atmosphere/impression of the service should aim to be welcoming to consumers from a CALD background (Cultural Planning Framework and Resource Kit, MIC 2004)</b>	
External signs in relevant community languages Eg. Entry/exit, information, reception	
Internal signs in relevant community languages Eg. Entry/exit, information, reception	
Welcome signs in relevant community languages	
Agency reception staff from diverse backgrounds	
Language map (eg. VITS poster) displayed	
Language card displayed	
Advertise availability of interpreters	
<b>OTHER</b>	
Display other agency's brochures/information available in other languages	
Distribution of material to CALD communities	
Website <ul style="list-style-type: none"> <li>▪ Advertise availability of interpreters</li> <li>▪ Welcome in other languages</li> <li>▪ Other pictures/info that would attract or be relevant to CALD communities</li> </ul>	

## APPENDIX C: Organisations interviewed

- Balwyn Welfare Association
- Bass Care
- Boroondara VRC
- Caladenia
- City of Boroondara Meals
- City of Knox Meals
- City of Maroondah
- City of Manningham Meals
- City of Monash Meals
- City of Whitehorse Social Support
- Clota Cottage
- Doncare
- Eastern Access Community Health
- Eastern VRC
- Glencare at Wavecare
- Hawthorn Community Education Project
- HICCI
- Interchange Inner East
- Interchange Outer East
- Killara
- Knox Community Health Service
- Knox Community Volunteers
- Manningham Community Health Service
- Melba Project UYCH
- Monash Link Community Health Service
- Monash VRC
- Parent Support Network
- Ranges Community Health Service
- Shire of Yarra Ranges
- The Kevin Heinz Garden Centre
- Villa Maria
- Vision Australia
- Wavlink
- Wesley Do Care
- Whitehorse Community Health Service

## APPENDIX D: Eastern Metropolitan Region Demographics

**TABLE 1 (below): Comparison of overseas born populations, overseas born populations from non-English speaking countries, and proportion of population that speak a language other than English at home, for Eastern Region, Melbourne Metro Region and Victoria (Figures based on analysis of ABS 2001 Census of Population and Housing tables conducted by Ashby, 2003)**

	Total Population	%	Overseas Born*	%*	Overseas born in non-English speaking country*	%*	Speak language other than English at home	%
<b>Eastern Region LGA's:</b>								
Manningham	108887	100.0	36389	33.4	29316	26.9	37927	34.8
Monash	156480	100.0	56511	36.1	46215	29.5	52944	33.8
Whitehorse	141830	100.0	38362	27.0	28382	20.0	31700	22.4
Boroondara	151309	100.0	36768	24.3	25608	16.9	27412	18.1
Knox	143276	100.0	35320	24.7	22198	15.5	23293	16.3
Maroondah	97737	100.0	18489	18.9	9044	9.3	8393	8.6
Yarra Ranges	139200	100.0	23574	16.9	9690	7.0	7795	5.6
<b>TOTAL EASTERN REGION</b>	938719	100.0	245413	26.1	170453	18.2	189464	20.2
<b>MELBOURNE METRO REGION</b>	3367169	100.0	960145	28.5	715853	21.3	863448	25.6
<b>VICTORIA</b>	4653175	100.0	1087127	23.4	779357	16.7	922822	19.8

*\*NOTE: It is likely that these figures would be higher because 4 to 5% of the data has birthplace as "not stated". For example, this amounts to 5968 or 4.2% of the population in Knox.*