

# Inviting and Celebrating Cultural Diversity in Volunteering



## 5 easy ways to present a warm, welcoming and inclusive environment

- 1 Display a welcome poster in other languages
- 2 Translate promotional materials in key community languages and visit culturally diverse communities in your area to tell them what you do
- 3 Invite culturally diverse communities to visit your organisation
- 4 Use images of people from other cultures in your reception area, promotional materials, newsletters and website
- 5 Welcome all clients in a warm and friendly manner

*Limited English does not need to be an obstacle to volunteering*

## How will your organisation benefit?

### You will:

- ➔ Gain new volunteers with unique and different skills
- ➔ Be able to plan and deliver more culturally appropriate services
- ➔ Be able to promote your services to CALD communities and improve access
- ➔ Build a greater awareness of other cultures in your organisation and the wider community
- ➔ Have greater opportunities for innovative activities and partnerships with ethno-specific communities and organisations

## Strategies to implement in the workplace:

- ➔ Pass on information face to face
- ➔ Provide a short summary of key policies and procedures in plain English using symbols and pictures
- ➔ Use a buddy or mentor to support the volunteer
- ➔ Encourage staff and other volunteers to attend cross cultural training
- ➔ Use the skills of existing bilingual staff and volunteers
- ➔ Welcome cultural diversity and celebrate special cultural days

*Focus on the capabilities of the individual, not their limitations*

CALD: Culturally and Linguistically Diverse

This information was adapted from the following sources:  
Australian Multicultural Foundation & Volunteering Australia, 2007, *Practical Guide: Involving volunteers from diverse cultural and language backgrounds in your organisation*, Volunteering Australia, Melbourne

Australian Multicultural Foundation & Volunteering Australia, 2007, *Training Manual: Recruiting and supporting volunteers from diverse cultural and language backgrounds*, Volunteering Australia, Melbourne

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A.B.N. 27 084 251 669