



the **centre** for **volunteering**

igniting community spirit

Volunteer Coordinators Networking Meeting

**June 2009 Networking Event for Volunteer Coordinators:
Working effectively with CALD volunteers**

16th June 2009



What is a volunteer?

A volunteer provides a service through a formal not-for-profit organisation, by choice, without financial remuneration and for the benefit of the community.

Volunteering is the single institution that encapsulates the values of Australians: caring and sharing, lending a helping hand – indeed mateship

Definition of CaLD:

The Australian Bureau of Statistics (ABS) defines cultural and linguistic diversity (CALD) by three variables:

- Country of birth (COB)
- Language other than English (LOTE) spoken at home
- English language proficiency.

'In the Australian context, individuals from a CALD background are those who identify as having a specific cultural or linguistic affiliation by virtue of their place of birth, ancestry, ethnic origin, religion, preferred language, language(s) spoken at home, or because of their parents' identification on a similar basis.'

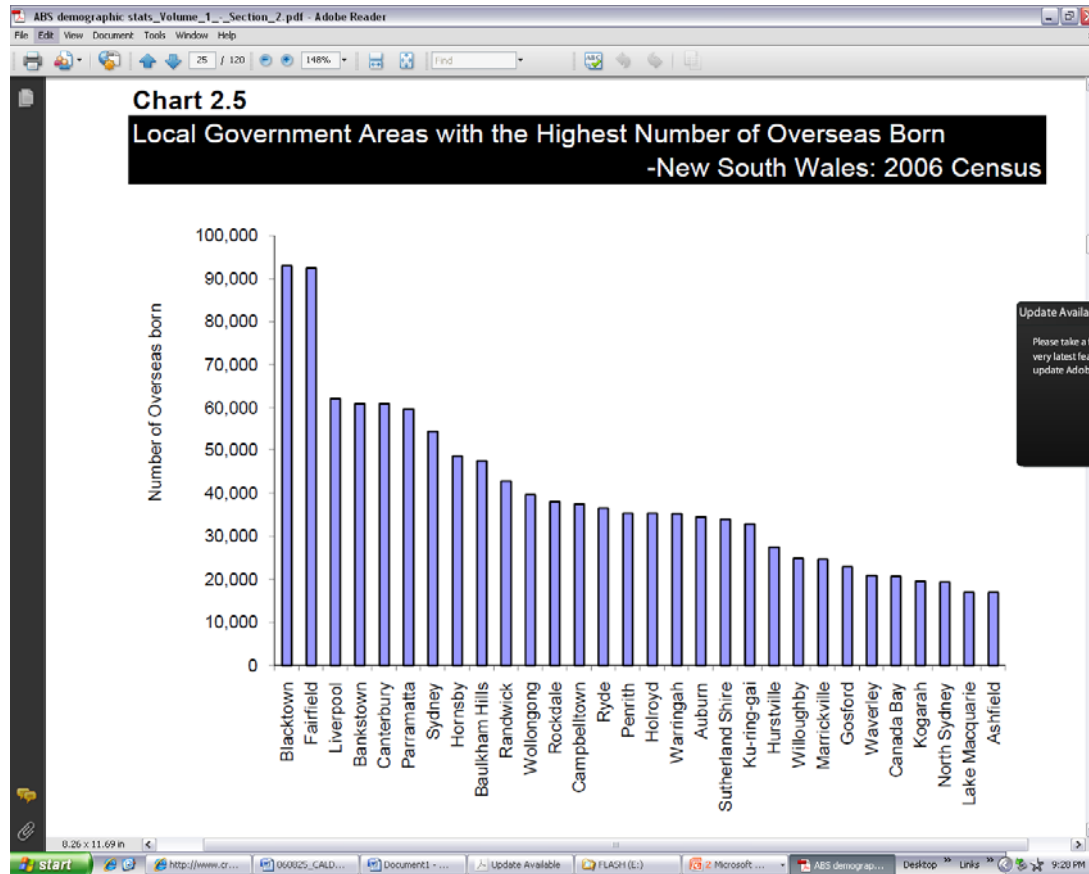
(Department of Human Services Multicultural Strategy Unit, 2002)

NSW Statistics:

- NSW is a culturally diverse community made up of many different nationalities, cultural backgrounds, language and religious groups. In NSW approximately 23% of the population were born overseas, with 16% born in a non-English speaking country and 19% speaking a language other than English at home. Within the Australian born population living in NSW, 8.5% had both parents born overseas and 9.5% had one parent born overseas.
- Australian Bureau of Statistics Census 2001, summaries downloaded from Community Relations Commission web site <http://www.crc.nsw.gov.au/statistics>



LGA Statistics



Background Information:

- The Centre for Volunteering is the peak body in NSW working to advance volunteering through community participation.
- The Centre exists to promote, support and benefit volunteers and volunteering. Members of The Centre include not-for-profit organisations, community collectives, corporate organisations, schools and individual members.



Volunteer Referral Service (VRS)

- Member organisations list vacant volunteer positions with the VRS.
- Potential volunteers register with The Centre to be matched with organisations and specific volunteer roles that they are interested in, or can be referred to volunteer roles based on their skills, interests, availability and location. There are currently over 35,000 individuals registered in the VRS.
- VRS also offers skilled volunteer search for member organisations via FIDO. Skilled volunteer jobs are advertised Saturdays and Mondays in The Sydney Morning Herald, The Centre's website www.fido.com.au and via email to over 1,100 skilled volunteers.

Who needs to recruit CaLD Volunteers?

- Community organisations delivering Health Services
- Arts
- Sports
- Disability
- Environment
- In fact all NGO's and NFP's

VRS Statistics:

Please note the below figures are from 1st July to the 16th December 2008 – the VRS closed down from the 16th Dec to the 13th January 2009.

Total number of individuals assisted:

- **4814:** Email registrations were received, recorded and responded to by VRS
- **3236:** Potential volunteers were interviewed by phone or face to face by the VRS aged 18 to 65 plus
- **1665:** Young People under the age of 17 – Participated in the SCIP Program
- **678:** Corporate Volunteers – (participated in Corporate Vol Activities and /or attended Intro to Corp Vol Presentation)
- **396:** Volunteer Managers attended Networking/Training Events held by The Centre for Volunteering
- **257:** People attended Bridge to Volunteering - Free course introducing people to volunteering
- **207:** People/ Organisations contacted the “Advice Hot Line”
- **11253: Total Number of people assisted towards volunteering and volunteering matters**

Volunteer Referral Service (VRS) Statistics July to December 2008:

- **3236** potential volunteers were interviewed by phone or face to face by the VRS in the reporting period. Potential volunteers contacted the VRS by phone or by email registration.

Breakdown of Interviews conducted:

- **2846:** Telephone interviews
- **390:** Face to Face Interviews
- **Breakdown of Email Contacts:**

Breakdown of email registrations:

- **2969:** registrations were received through the Seek Volunteer / Govolunteer websites,

Volunteer referrals for people who self identified:

- **117** people self-identified they had a **disability** in this reporting period.
- **1816** people self identified as **CaLD** background.
- **7** people identified as **Indigenous**.



How many volunteers are from culturally and linguistically diverse backgrounds?

While official statistics indicate that 25% of overseas-born participate in volunteering, it is likely that their participation is higher.

The lack of evidence is further exacerbated by the lack of shared definition of the concept of 'volunteering' across all cultures and languages. Also, the inability of the statistical data to separate types of activities into formal and informal volunteering.



Motivations?

- Pathway to employment: Volunteering is a commonly used strategy by people to get into the workforce and to build up skills and experience.
- Gains from a diverse workforce are apparent and need to be transferred to the world of voluntary work
- Impact of underlying cultural meanings of 'volunteer', 'volunteering', 'voluntary work' in diverse communities will enable organisations to better understand how volunteers from diverse cultural and linguistic backgrounds experience voluntary work, whether as passive or active participants; as work or social activity; formal or informal environments; with high or low level of responsibilities.
- Motivations of volunteers is an important aspect of responding to trends in volunteering e.g. training, work experience, English skills.

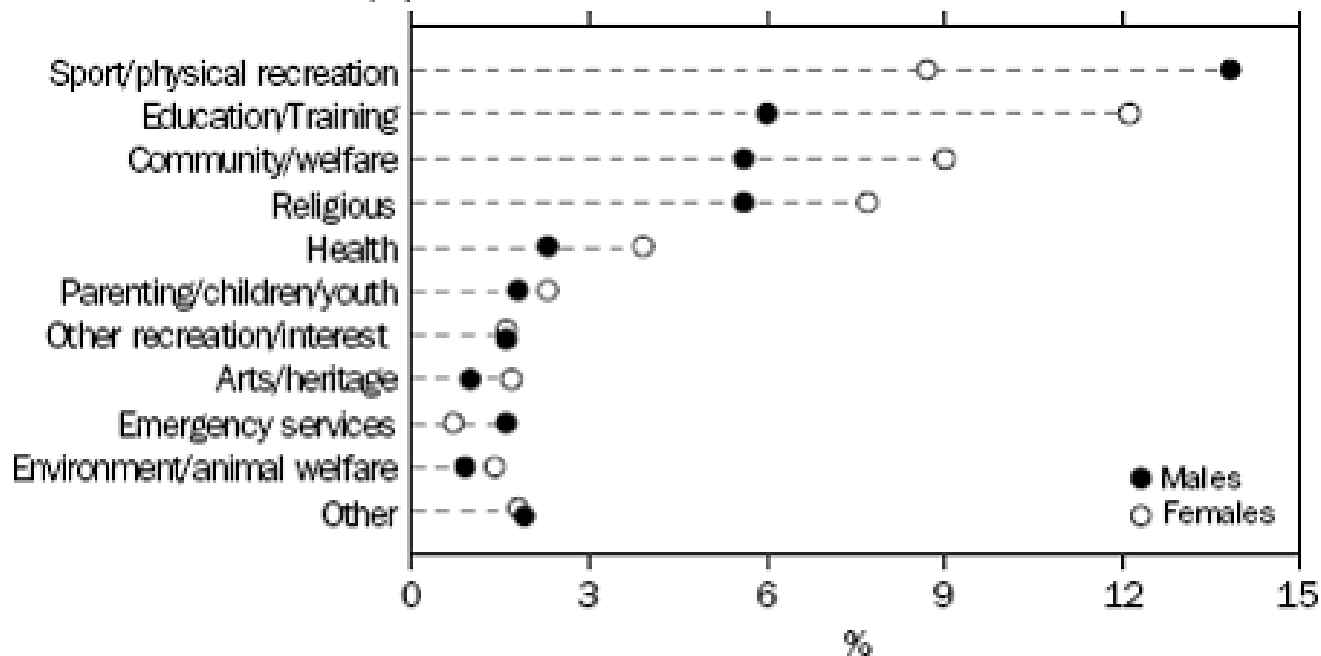
Volunteer Management

- Services need to be clear about the ‘expectations’ from volunteers while volunteers need to be aware of the organisation’s ‘expectations’.
- Organisations need to create a connection between for volunteers through meaningful activities that address individual motivations.



General Volunteering Statistics

VOLUNTEER RATE (a): TYPE OF ORGANISATION



(a) Volunteers for each type of organisation as per cent of all males/females aged 18 years and over.

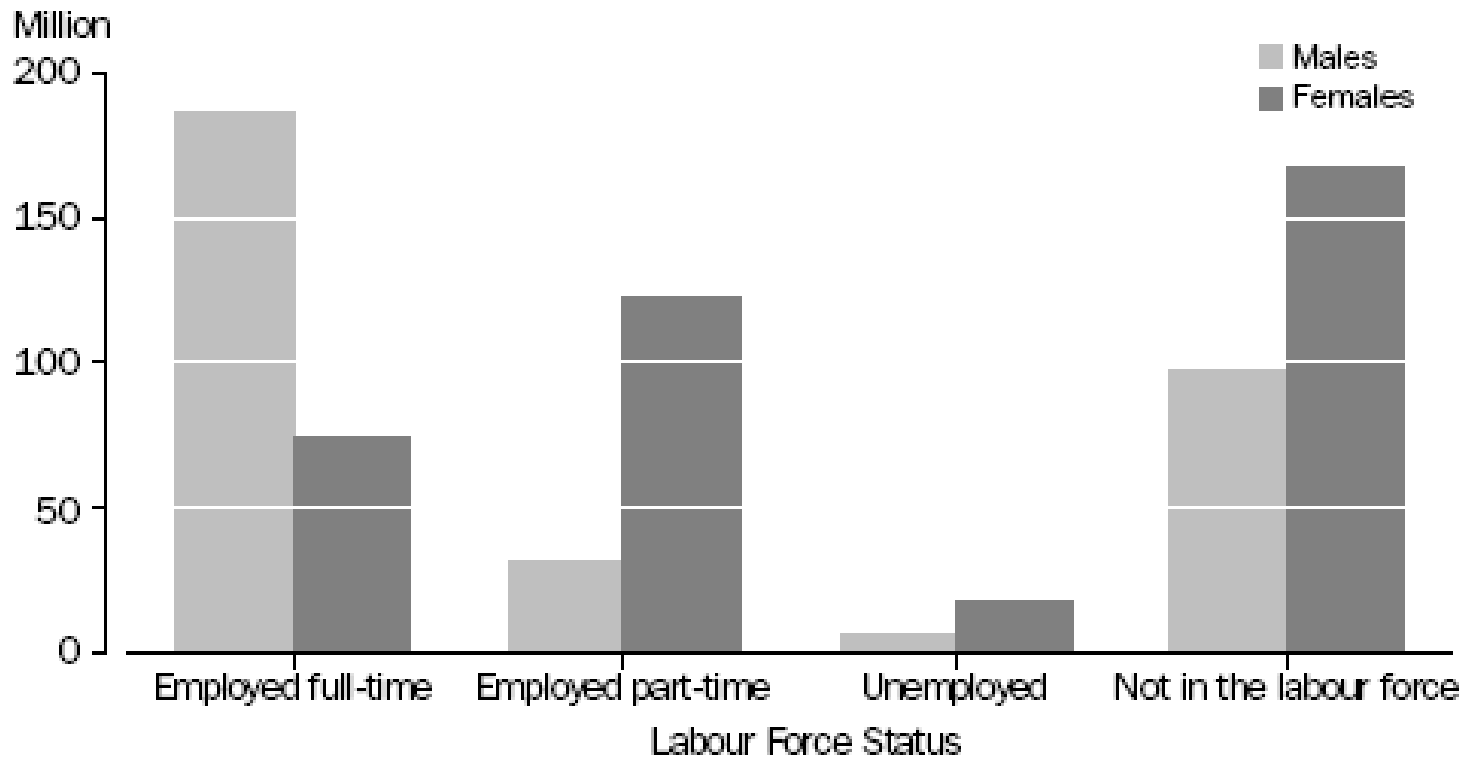
Who volunteers?

- Many older people volunteer and often with a greater time commitment
- More working people tend to volunteer but for shorter times
- There is an increase in the number of young people volunteering
- Many people volunteer in activities in which their children/family are involved
- People from CaLD Backgrounds wanting to engage in volunteering for a variety of motivational factors



Who Volunteers?

ANNUAL HOURS OF VOLUNTARY WORK: LABOUR FORCE STATUS





Increasing engagement and participation

Volunteers give their time because they're committed to a cause, and they come back because it's fun. You have to be able to deliver on both counts.

They don't want beads and trinkets, but they do want to be appreciated.



WHAT DO ANY OF US WANT?

FACTORS	MANAGEMENT ASSUMPTIONS	STAFF	VOLUNTEERS
<i>High wages</i>	1		
<i>Job Security</i>	2		
<i>Promotion</i>	3		
<i>Good Working Conditions</i>	4		
<i>Interesting Work</i>	5		
<i>Personal loyalty of boss</i>	6		
<i>Tactful discipline</i>	7		
<i>Full appreciation of work done</i>	8		
<i>Help on personal problems</i>	9		
<i>The feeling of being in on things</i>	10		



WHAT DO ANY OF US WANT?

FACTORS	MANAGEMENT ASSUMPTIONS	STAFF	VOLUNTEERS
<i>High wages</i>	1	6	
<i>Job Security</i>	2	5	
<i>Promotion</i>	3	7	
<i>Good Working Conditions</i>	4	9	
<i>Interesting Work</i>	5	3	
<i>Personal loyalty of boss</i>	6	8	
<i>Tactful discipline</i>	7	10	
<i>Full appreciation of work done</i>	8	1	
<i>Help on personal problems</i>	9	4	
<i>The feeling of being in on things</i>	10	2	



What do volunteers want?

Factors	Management Assumptions	Staff	Volunteers
<i>High wages</i>	1	6	-
<i>Job Security</i>	2	5	-
<i>Promotion</i>	3	7	-
<i>Good Working Conditions</i>	4	9	4
<i>Interesting Work</i>	5	3	2
<i>Personal loyalty of boss</i>	6	8	6
<i>Tactful discipline</i>	7	10	7
<i>Full appreciation of work done</i>	8	1	1
<i>Help on personal problems</i>	9	4	5
<i>The feeling of being in on things</i>	10	2	3

Useful websites to visit

- www.volunteering.com.au
- www.svm.net.au
- www.fido.com.au