

2022



# NSW Multicultural Volunteering Report KEY FINDINGS



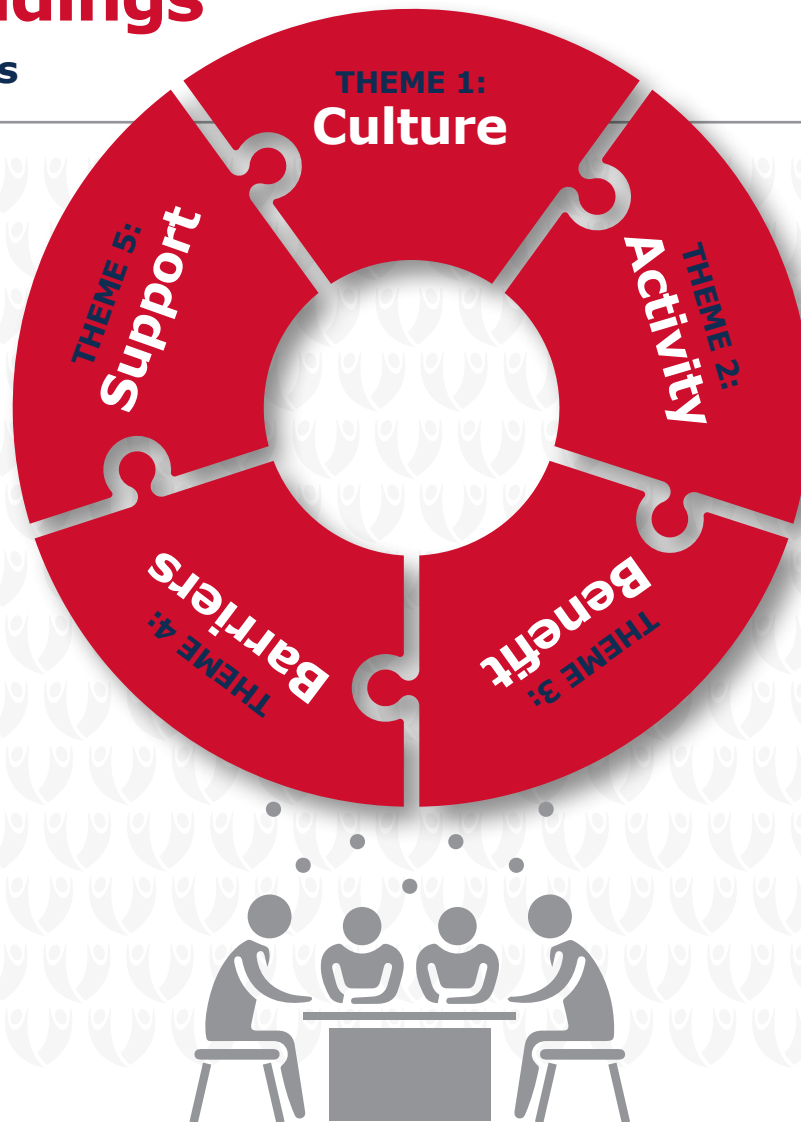
The Centre for  
**Volunteering**

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# Key Findings

## Focus groups

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A select group of 16 ethnically and culturally diverse practitioner experts in multicultural volunteering were invited to discuss their experiences of multicultural volunteering in a series of four semi-structured focus group interviews. Their responses organised around five key themes that went on to inform the subsequent survey.

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### **1. CULTURE**

Volunteering is culturally embedded in multicultural communities. The recipients of acts of volunteering are at the centre of the experience, not the volunteer.

### **2. ACTIVITY**

Acts of volunteering by multicultural communities are sometimes undervalued. The way volunteers culturally behave is sometimes misunderstood.

### **3. BENEFIT**

Multicultural volunteers enjoy enhanced social engagement and belonging. The wider community benefits from multicultural volunteering, not just the multicultural one.

### **4. BARRIERS**

Multicultural volunteers sometimes feel shut out from 'mainstream' volunteering. This includes exclusion from participation, recognition and decision-making.

### **5. SUPPORT**

More data on multicultural volunteering needs to be collected. The stories of multicultural volunteers need to be told and shared.

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# Key Findings

## Survey of multicultural volunteers



A sample of 835 residents of NSW were surveyed in **12 languages** on the attitudes to and experiences of multicultural volunteering. Respondents self-identified with **92 different ethnic or cultural groups**.



Predominantly volunteer in **NOT-FOR-PROFIT ORGANISATIONS**

For those **fluent in English**

volunteer most frequently by:

- \* **teaching** \* **coaching** \*
- \* **providing administrative or resource support** \*



Beyond the desire to **HELP OTHERS**, the main motivation for volunteering is for **COMMUNITY CONNECTION**



A main motivation to volunteer is to use their **SKILLS AND EXPERIENCE**

There tends to be less diversity in how Multicultural volunteers **WITHOUT ENGLISH LANGUAGE FLUENCY**

volunteer, giving (in relative terms) much more **HOME AND EMOTIONAL SUPPORT** than those who are fluent in English.



The main things **preventing** volunteering more:

- \* **A lack of time** \*
- \* **burnout** \*



Most volunteering occurs **WITHIN LOCAL COMMUNITY**



A main motivation to volunteer is to **SUPPORT A CAUSE**



Many of them are **just not sure how to volunteer more or have never been asked**



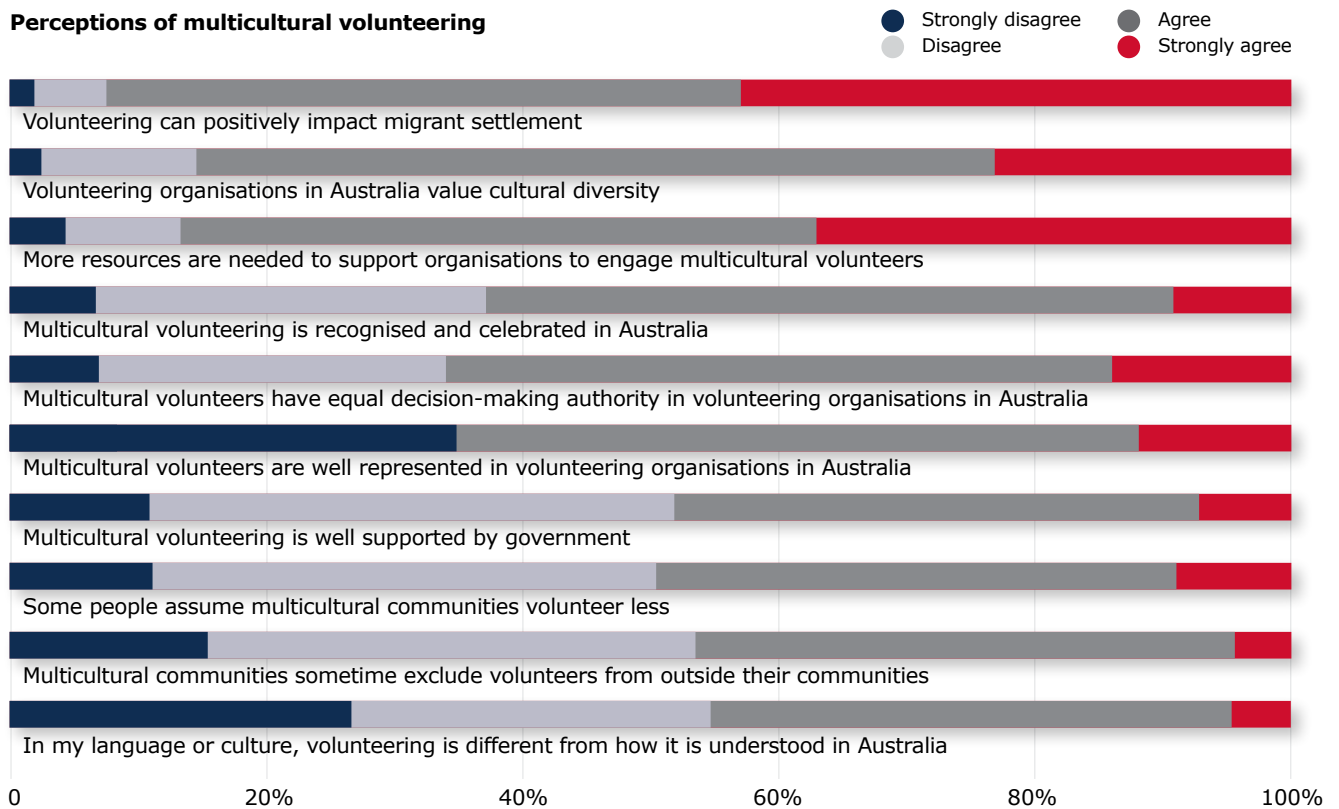
They are generally **OPTIMISTIC ABOUT THEIR FUTURE INTENTIONS TO VOLUNTEER**

## Perceptions of multicultural volunteering

The following charts show how NSW residents (both multicultural and Anglo-Australian) volunteer. There are significant differences in how people responded to these questions by age, gender, place of residence, ethnic identity, English language fluency and the number of hours they volunteer. These differences are detailed in the body of the report.



### Perceptions of multicultural volunteering



### Perceptions of multicultural volunteering (2/2)

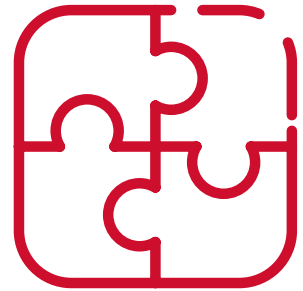


## Racism and volunteering

When asked questions about racism in volunteering, people's responses differed significantly by age, place of residence, ethnic identity, English language fluency and the number of hours they volunteer, but not by gender. These differences are detailed in the body of the report.

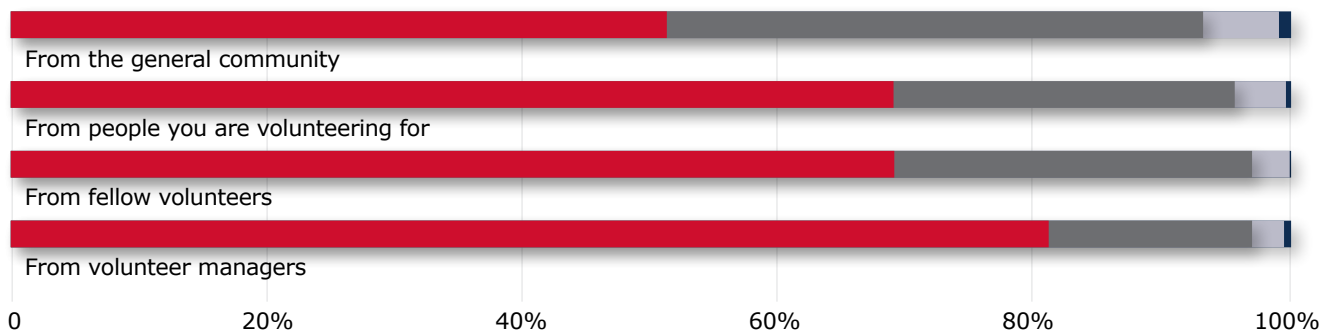
The evidence suggests that, while not endemic, racism exists within volunteering and should be an issue of concern for volunteer-involving organisations and advocacy groups. Volunteer managers are seen as the least racist actors in the volunteering ecosystem; however, one in five volunteers still have observed or experienced them being racist.

Although it appears that people experience less racism from within volunteering, the fact that people still have a significant perceived exposure to racism from the general community while volunteering suggests that there is much more that can (and should) be done to protect them.



### NSW residents' observations and experiences of racism while volunteering

● Never    ● Often  
● Sometimes    ● Always



**The Centre for Volunteering acknowledges the Gadigal People of the Eora Nation as the traditional owners of the land on which our office stands. We recognise the importance of their connection to place and community on these lands and pay our respects to Elders, past and present.**



The Centre for  
**Volunteering**

**The Centre for Volunteering**

Level 3, 40 Gloucester St

Sydney NSW 2000

T: 02 9261 3600

E: [info@volunteering.com.au](mailto:info@volunteering.com.au)

W: [volunteering.com.au](http://volunteering.com.au)

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