CULTURALLY INCLUSIVE VOLUNTEER TOOLKIT

Volunteer West have developed a toolkit as a guide for Volunteer Managers and Volunteer Involving Organisations (VIOs) to help them support culturally and linguistically diverse (CALD) volunteers. Click here to view the toolkit.

Toolkit Background

The toolkit was developed through a co-design process and draws from the stories and lived experiences of those who are in or work closely with multicultural communities. We wanted participants to take the lead on how it should be structured and decide which were the most important aspects of culturally inclusive volunteering volunteer managers and VIOs should consider.

The toolkit has been structured to complement the National Standards for Volunteer Involvement by providing a specific focus on how VIOs can work towards creating a more inclusive volunteering environment for multicultural volunteers.

There are five modules in the toolkit and within each module, you will find in-depth material on the different elements that drive inclusive volunteering.
You can choose to work through the modules one by one or jump to a particular section that interests you. Take the time to explore the content at your own pace and determine how best to integrate the information into your volunteer management practices.

Toolkit Modules

Practicing Cultural Awareness
- Looking Inward
- Creating Inclusive Environments
- Cultural Awareness
- Communication & Collaboration
- Conflict & Conflict Resolution
- Respectful Learning

Best Practice & Governance
- Perspectives on Volunteering
- Before Volunteering
- During Volunteering
- After Volunteering

The Volunteer Experience
- Perspectives on Volunteering
- Before Volunteering
- During Volunteering
- After Volunteering

Tools & Resources
- Peak Bodies
- Best Practice
- Research, Publications & Guidelines
- Useful Organisations & Websites

Case Study
- Dal Baba Bidhi Chand Ji Khalsa Shaouni Sikh Community

Navigating the Toolkit

The homepage can be accessed here and takes you straight to the modules

Culturally Inclusive Volunteer Toolkit

A resource for Volunteer Managers looking to implement culturally responsive practices.

View the toolkit

Inclusive Volunteer Toolkit - Modules

Choose a module below and explore the toolkit at your own pace.

Practicing Cultural Inclusion	The Volunteer Experience	Case Studies
Best Practice & Governance	Tools & Resources	

Each module has different subsections which you can navigate through with the click of a button.

VOLUNTEER WEST

When working through a module there are several key features to note

Creating inclusive environments

Creating an inclusive environment is about fostering a space where everyone feels safe, welcome, respected, and valued. It allows those from multicultural communities to share comfortably about their culture and helps to breakdown perceived language and cultural barriers.

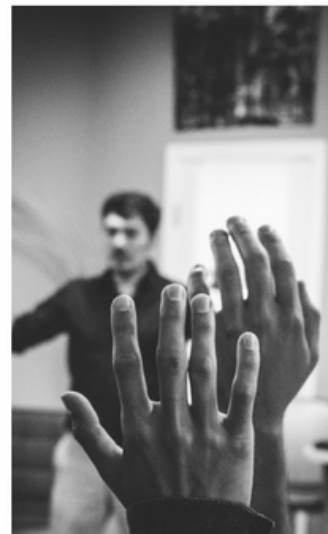*'Practice patience. Give people the time they need to feel comfortable sharing.'*

Firstly, you'll find quotations throughout the modules. These come from the co-designers themselves and have been included to emphasise their voice and perspectives.

Reveal tip   —

TIP – 'Face' is a concept that exists in some form or another in many cultures and places importance on maintaining social cohesion over confrontation.

Try to get involved at the early stages of a conflict so it doesn't escalate. Use your understanding of your volunteers to navigate through the issues. Remember:

- Avoid judgment and be an active listener.
- Come in with genuine interest and care, if you make a mistake, acknowledge it.
- When in conflict situations, remain calm and try not to judge people based on your own perceptions.

Secondly, we've included practical tips which you can expand as you read. These provide guidance on how to apply toolkit concepts in a real world setting.

VOLUNTEER WEST

———————————————
Reveal tip   **+**
———————————————

Every state and territory has a government body dedicated to multicultural engagement. In Victoria, it's the Victorian Multicultural Commission and Multicultural Affairs who can help connect you with community leaders. These resources are a great first point of contact when approaching multicultural communities.

Note that Respectful Learning is intertwined with all the other subsections in this module:

Finally, we've provided links wherever we mention other resources that can help you with cultural inclusion. These are in underlined orange text.

Volunteer Opportunities	Go Volunteer
	SEEK Volunteer
	Volunteer West

Would you like to add to this library – get in touch so we can include your work.

Modules   **Toolkit Home**

For ease of navigation, the bottom of every page has is a link to take you back home or to the modules.

Applying the Toolkit

Our toolkit can be used to help solve a range of challenges you may encounter while managing multicultural volunteers.

Consider this scenario –

You're a Volunteer Manager looking after a group of 10 volunteers who provide administrative support to clients once a week. One of your volunteers is new to the team. They have been in Australia for only 6 months and are volunteering to learn more about the Australian culture.

After their induction the volunteer gets to work on their first tasks. They seem to be on top of things and you let them get on with things. The next week you approach them and ask them how they are going. They say they are fine, so you leave them be. However, at the end of the week you noticed that they haven't completed the tasks they were allocated so you make a point to chat to them the following week to see if they need any support. Again, they say they are fine with everything and nothing is wrong, yet they still don't complete their tasks.

You could head to 'Communication and Collaboration' for resources on maintaining cultural sensitivity. Or you could review what's in the 'Supporting Volunteers' section to assist with supervision and management. There are multiple approaches you can take to solving this problem and whichever one you decide on, the toolkit has information to support you.

Would you like to provide feedback, have content included in the toolkit or learn more about the project? Contact us at: info@volunteerwest.org.au