



Australian Government
Australian Sports Commission



ENGAGING VOLUNTEERS FROM MULTICULTURAL COMMUNITIES

This tip sheet provides practical ideas and initiatives to engage volunteers from multicultural communities in your club. The information was developed by the Australian Sports Commission and CM Sport, with the help of people from multicultural communities.

The tips are aligned to the five elements identified as part of the ASC's Future of Sport Volunteering research. They should underpin all volunteer experiences.



Tip 1 Make it feel like I belong



- > Avoid assumptions and get to know me and my community first
- > A buddy system as part of volunteer induction to ensure I feel welcome, safe and valued
- > Create a list of cultural/religious events and ensure those in the club understand and respect how those events may affect my availability from time to time
- > Provide a genuine voice to myself and other culturally diverse volunteers in decision making
- > Commit to strong and diverse leadership



Tip 2 Make it easy for me to get involved



- > Allow flexibility e.g. uniforms, attendance/time, roles, technology
- > Provide me with clear and inclusive communication. Do this using simple language and translations where possible (face to face and online).
- > Provide me with a club mentor
- > Encourage me to bring a friend
- > Help me hear about you. Reach out to community leaders and community groups to advocate on your behalf



Tip 3 Tailor roles to my needs



- > Be flexible with roles so they can be adjusted based on my ability and time
- > Give me the choice of what role works best for me
- > Create a system of accessible participation that can work around my family priorities including assistance with transport
- > Create a system of role sharing where I can 'buddy' up with someone so only require half the time commitment
- > Have a conversation about my needs – Don't make assumptions about my needs or ability based on my race



Tip 4 Support me



- > Provide training for all staff/volunteers to ensure a culturally safe environment
- > Ensure everyone at the club is educated on policies and reporting processes such as anti-discrimination
- > Ensure all anti-discrimination policies and reporting are enforced. Poorly implemented policies could lose my trust and trust from my community.
- > Create spaces for me to enjoy in a safe and culturally diverse environment eg prayer room, appropriate food in canteen, visibility on social media, no-alcohol events.
- > Seek help and advice from outside the club, especially if not representative enough internally. E.g. partnerships, social workers, interpreters, parents



Tip 5 Create value for me, the club and the community



- > Provide me with social connections through events
- > Provide me with mentors to develop my skills
- > Provide me with education opportunities that couldn't be found elsewhere
- > Communicate to me and my community that skills learnt volunteering can provide a pathway to paid employment
- > Provide cross cultural learning between members and communities – Two-way training and education has mutual benefit



Learn more about how to make sport more inclusive for cultural, racial and linguistically diverse communities on the [ASC website](#).