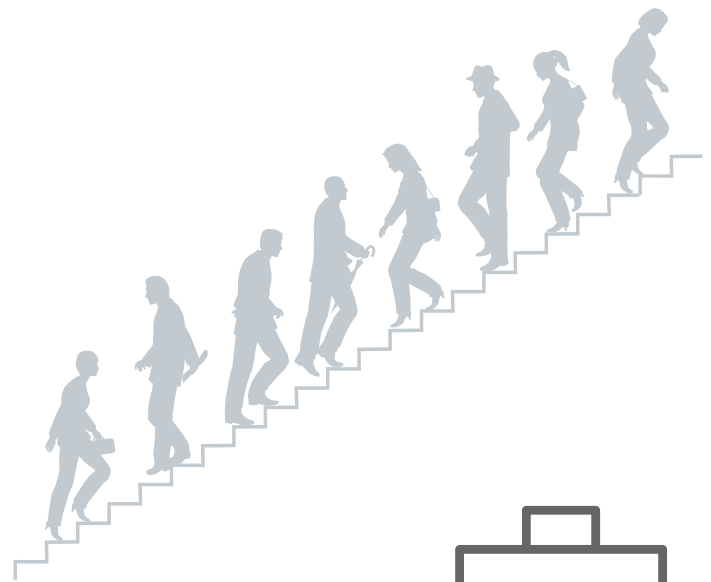


# BUILDING VOLUNTEER CAPACITY

To be an organisation with a thriving volunteer workforce within the multicultural sector an organisation needs to acknowledge the value of cultural awareness, recruitment procedures, training and recognition programs. Here are some valuable insights into how to be an appealing organisation to the volunteer workforce.



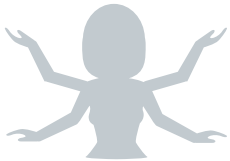
## YOUR TOOLBOX

### NEEDS

Cultural Competency & Considerations

Volunteer Induction & OH&S requirements

Role Clarity & Performance Development Opportunities



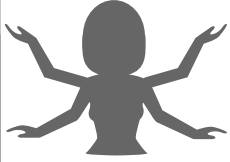
### PREPARATIONS

- Develop an organisational plan aligned with core values & strategic plan
- Understand volunteer trends & local demographics
- Be committed to quality management & continuous improvement
- Demonstrate industry best practice
- Establish a volunteer webpage on your website
- Maintain regular & relevant communications; newsletter, email, meetings, social media
- Schedule regular performance appraisals
- Create a culturally responsive volunteer induction & OH & S training kit, plan and trainer-the-trainers
- Choose most effective advertising methods for recruitment; know your target audience

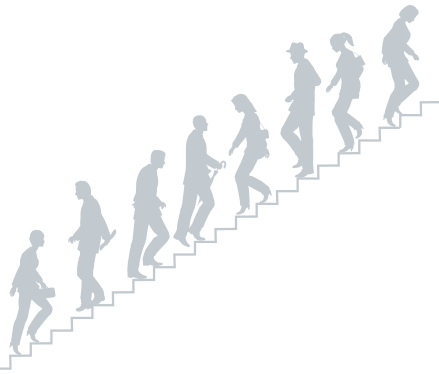
- Support an annual Calendar of Events that includes multi-faith, multicultural events & rituals
- Organisational structure including volunteer roles (existing and needed)
- Interview procedures; be culturally sensitive, consistent & transparent
- Regular volunteer information sessions & volunteer induction training
- Allocated skilled volunteers to roles which will achieve organisational goals
- Established boundaries & clear expectations; role clarity, accepted & unaccepted behaviours
- Volunteers are aware they have the right to say "No" to performing tasks outside their role description
- Professional development opportunities for volunteers
- Articulated benefits of volunteerism outlined for volunteers
- Informed about obligations under Privacy & Confidentiality Agreement
- Annual volunteer recognition events; End of Year party, awards evening, thank you certificates
- Participate in annual National Volunteer Week
- Regular workplace culture survey for volunteers & staff & circulate final report

# BUILDING VOLUNTEER CAPACITY

## WORKSHEET



WHAT ARE YOUR ORGANISATION'S  
VOLUNTEER CAPACITY BUILDING NEEDS?



WHAT PREPARATIONS WILL NEED TO BE  
TAKEN TO IMPROVE VOLUNTEER CAPACITY?



WHAT TOOLS DO YOU HAVE TO SUPPORT  
THE BUILDING OF VOLUNTEER CAPACITY?