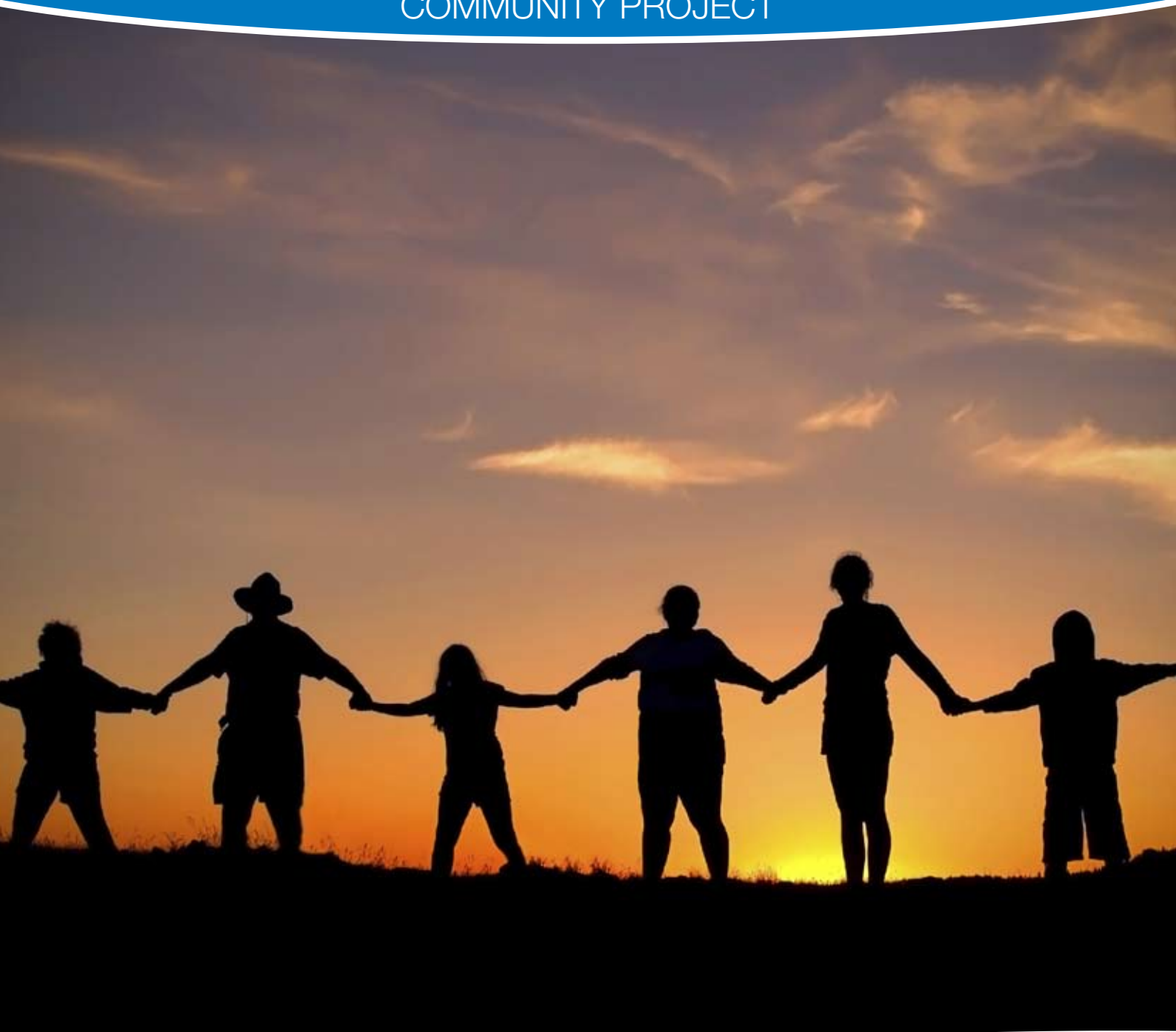


VALUING COMMUNITY VOLUNTEERING

A VOLUNTEER MANAGEMENT PROGRAMME (VMP)
COMMUNITY PROJECT



Presented by





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INTRODUCTION

FNQ Volunteers Inc. (FNQVI) is proud to present this publication; Valuing Community Volunteering, which has been funded by the Australian Government's Department of Families, Housing, Community Services and Indigenous Affairs, through the Volunteer Management Programme (VMP). The project focused on identifying how formal and informal volunteering occurs within grassroots Cultural and Linguistically Diverse (CALD) community members and indigenous Australians within the Cairns area.

As the lead agency for volunteering in Far North Queensland, we are aware of many challenges and barriers that individuals from multicultural and indigenous communities face to participate in volunteering activities.

This project is the first step in acknowledging how individuals choose to connect and participate in the community through volunteering. Further research in this area would require funding if we are to build on this report's findings.

FNQVI hopes that the Valuing Community Volunteering project will raise the awareness of the important contribution that members of the multicultural and indigenous communities have made, and will continue to make, if given the opportunity to contribute to the economic and social connectedness in the region as volunteers, both with and in their respective communities and the broader community.

FNQVI wishes to thank all of the community partners who have supported and endorsed this project. Particular thanks go to those community members who participated in it.

Many thanks are also due to Cairns Regional Council's Multicultural Planning and Development Officer, Hala Kattab; Olive Tau Davis, Community Development Worker, Migrant Settlement Services, who is also vice-president of the Cairns and Region Multicultural Association (CARMA), for their valued assistance and support throughout the project.

Congratulations also to Onisivoro (Oni) Vuniyaro for his involvement as the Community Project Worker with this report. His dedication and commitment in bringing this publication to life is much appreciated.

Since 1999, FNQ Volunteers Inc. has operated and continues to deliver its services to the volunteer sector in Far North Queensland.

Ellen Barnes
Chief Executive Officer

AUTHOR'S BIOGRAPHY

Onisivoro (Oni) Vuniyaro, Dip Theology, BA (Political Sc), MA (International Relations), Cert (III) Community Services.



As a former civil servant with the Fiji Government, Oni was a political and security analyst with the Prime Minister's Office, Director of Fiji's Immigration Department, and a diplomat with the Foreign Ministry. He served as a diplomat in London for five years, and was Acting Fiji High Commissioner for more than a year. He has travelled widely and has experienced different cultures, lifestyles and diversities of customs and traditions.

He thoroughly enjoys community participation, and has been involved with several village, district and provincial community projects in Fiji. These included raising funds to build proper sanitation facilities in villages, providing educational assistance to underprivileged village children, construction of seawalls to prevent erosion, and engaging unemployed young people in financially viable farming and paid employment.

Since moving to Cairns two years ago, he helped with the formation of the Cairns Fiji Association, whose members are now involved in numerous community activities, both within the Fiji community and mainstream volunteer organisations.

At the moment, he finds great satisfaction in doing volunteer work as a referral officer with FNQ Volunteers Inc. one day a week, and two days as a paid community project worker.

***He says that
"volunteering is still the best job in town".***



AUTHOR'S ACKNOWLEDGMENTS

Initially, I would like to thank the traditional owners of the land on which this project was conducted. Brief discussions were held with a number of indigenous community members who assisted willingly with their views, and this is acknowledged and appreciated.

Special thanks are due to FNQ Volunteers Inc.'s management, staff and board, Chief Executive Officer Ellen Barnes, Community Development Facilitator Tracey Dickinson, and the many valued FNQVI co-workers for their enduring assistance and enthusiastic support throughout the project.

My personal thanks go to Rev Hedley Fihaki, Ms Olive Tau Davis, Rev Young, Mr Narayan, Mr Wong, Mr Naidu, Ms Amrita and numerous community friends for their practical support and encouragement.

Finally, my thanks to the many volunteers, key respondents and individuals who gave their time and energy to participate in this project through interviews, questionnaires and informal conversations. I am grateful to all of you.

Onisivoro Vuniyaro
Community Project Worker
FNQ Volunteers Inc.



Community volunteers raising awareness during Anti-Poverty Week 2009, on the Cairns Esplanade.

ABOUT FNQ VOLUNTEERS INC. (FNQVI)

*“Creating connected communities...
Connecting people to people and people to places”*

Mission statement:

“Develop and strengthen volunteering for the benefit of the individual and the community.”

Established in 1999 in response to community needs, FNQVI refers volunteers to positions within other not-for-profit organisations throughout the Far North Queensland region. The aims of the organisation are to support volunteers and community organisations by assisting with the development of required infrastructure, and to build the skills and capacity needed to achieve sustainable quality volunteering for the benefit of the community. FNQ Volunteers Inc. delivers a range of services to support the involvement of volunteers in contributing to building the economic and social capital of the region.

FNQ Volunteers Inc.'s Volunteer Management Programme (VMP) is funded by the Australian Government to support the involvement of volunteers to develop culturally friendly communities, organisations and workplaces. FNQ Volunteers Inc. is committed to facilitating the involvement of volunteers from multicultural and indigenous communities.

FNQ Volunteers Inc.'s services include:

- the Volunteer Connect Referral Service;
- advocacy;
- community development;
- network information;
- training and professional development for volunteers and volunteer coordinators and managers.

Not-for-profit service providers are encouraged to access the following services to assist in the development of their group, organisation or volunteer programmes.

FNQ Volunteers Inc. provides a range of community capacity building and skill-development sessions, including:

- volunteer management workshops;
- developing an effective volunteer programme;
- governance;
- strategic planning;
- leadership;
- volunteer development workshops.

EXECUTIVE SUMMARY

The six-month journey to complete this project has been challenging, fascinating, frustrating and fulfilling. It has been even more challenging to try and find appropriate sustainable connections with established and emerging Culturally and Linguistically Diverse (CALD) groups and indigenous communities, listening to their stories, and acknowledging their dedication, commitment and practice to participate in both formal and informal volunteering.

Targeted culturally and linguistically diverse groups for the project included Pacific Islanders, Asians, Africans and indigenous community groups based in the Cairns area. Valuing Community Participation, as a project, extends our knowledge of volunteering by acknowledging the experiences and understanding of some of our diverse communities and indigenous people in relation to their voluntary activities and community participation in Cairns. Many of these activities have not been recognised, supported or valued, as they occur outside the formal mainstream framework of volunteering.

The recognition and acknowledgment of these informal practices will complement mainstream structures, and hopefully promote a dynamic and inclusive volunteering community in Cairns.

Perhaps the single most surprising aspect of the report is simply the number of ethnic communities living in Cairns, many of whom arrived as refugees. Each of the 60 countries and indigenous groups identified in the Cairns Population Snapshot (page 13) has their own culture and history, and would no doubt have their own definition of what “volunteering” means. One might expect this sort of diversity in many of Australia’s capital cities, but it puts the Cairns area into a similar bracket, especially from the perspective of promoting volunteering.

This, in itself, widens the need for further research, if a meaningful cross-cultural dialogue is to be initiated and maintained, not only for the future wellbeing of the wider Cairns community, but also for volunteering.

REPORT AIMS

The Valuing Community Volunteering project broadly examined CALD and indigenous people's experiences and understanding of volunteering in Cairns, and discussed how voluntary activities and community effort can be recognised, facilitated and supported appropriately.

KEY THEMES

The report is structured and analysed around the following three themes:

- the type of volunteering undertaken within respondents' own cultural groups and in the wider community, including informal volunteering activities;
- motivation for and attitude towards volunteering;
- supports for and barriers against volunteering, within each community group.



Sue Millik Frank, receiving her award as Volunteer of the Year 2009, at the 2009 International Volunteer Day celebrations at Fogarty Park, Cairns.



RESEARCH METHODOLOGY

The research methodology included a literature review, a combination of interviews with key respondents and focus groups, and interviews with individual volunteers. Survey questionnaires were distributed to several CALD and indigenous groups and individuals.

The approach undertaken also included engagement in community meetings and functions.

Time, financial and logistical constraints restricted the extent of the research to a limited number of CALD and indigenous respondents, focus groups and volunteers.

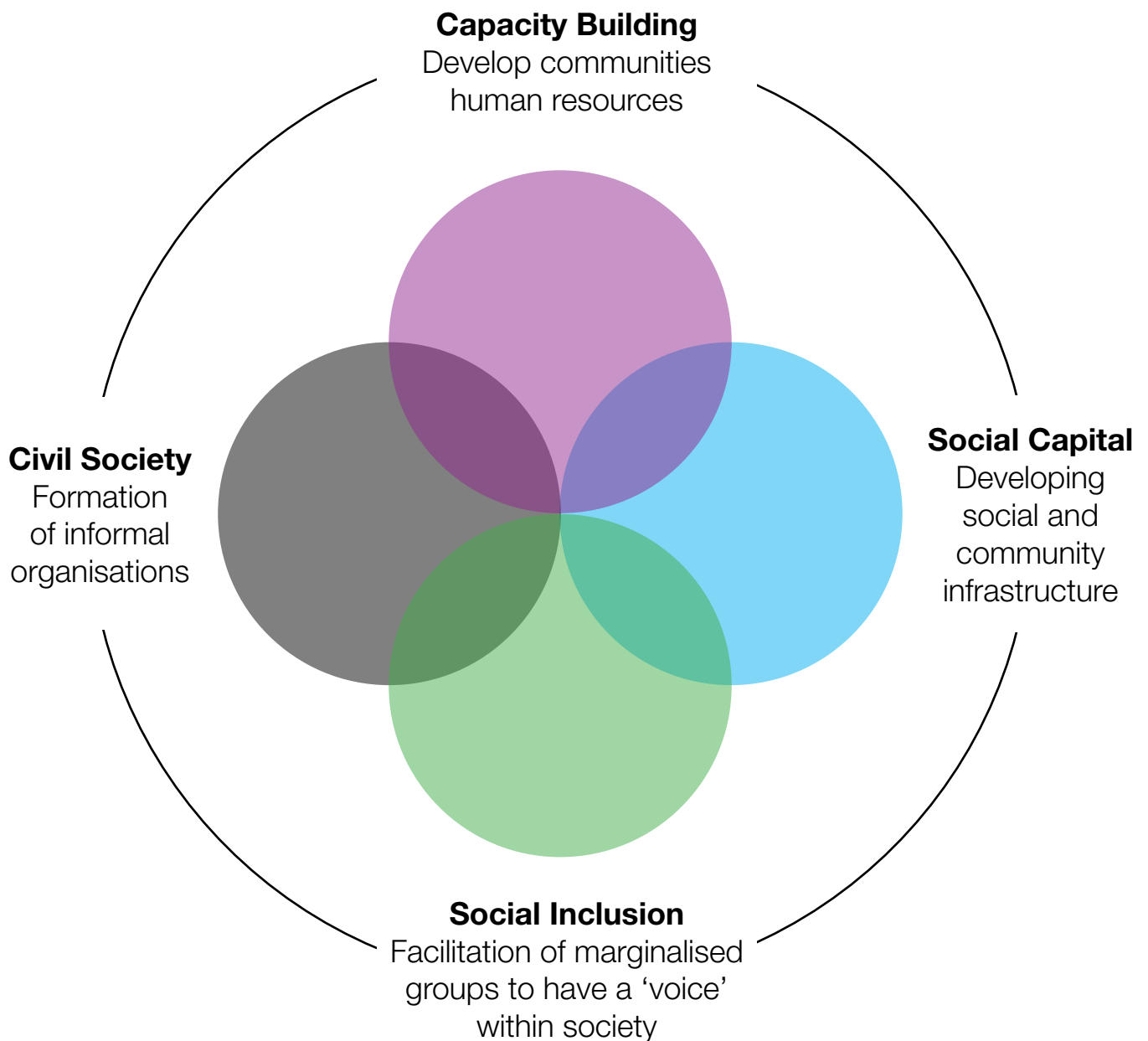
The research was also hindered by individuals not responding to the survey questionnaires, and the non-availability of some key respondents for interviews. Equally, some CALD groups and their representatives who had initially agreed to be interviewed were preoccupied with other activities, and did not participate as initially intended.

Eighty survey questionnaires and 10 interview forms were distributed to targeted community focus groups and key personnel. They included the Chinese, Tongan, Fijian, Bhutanese, Indian, Malaysian, Timor-Leste, South Korean, Zimbabwe, Seychelles and indigenous communities. Thirty survey questionnaires and five interview forms were received from respondents.



Volunteers from the Fiji community providing the entertainment at the 2009 International Volunteer Day celebrations. (Author, pictured right.)

FNQ VOLUNTEERS INC. COMMUNITY DEVELOPMENT FRAMEWORK



Adapted from Henderson & Thomas (2002)



COMMUNITY PARTICIPATORY MODEL

The Valuing Community Volunteering project utilised a range of community engagement strategies to facilitate involvement. These strategies are aligned to FNQ Volunteers Inc.'s community development framework, and involved the following processes:

- observing and understanding the protocols of each community, eg; (how to engage/connect/approach);
- liaising with key community representatives – essential to establish rapport and mutual friendship;
- participating in community activities (fundraising, religious functions, cultural events, festivals), and practical engagement and support;
- developing relationships with key organisations including Cairns Regional Council, the Local Area Multicultural Partnership (LAMP), Cairns and Region Multicultural Association (CARMA), Pacific Community Councils (PCC), Centacare Cairns Migrant Settlement Services, and other CALD groups to promote volunteering and community participation.



Ausaid volunteers from PNG participating in a Community Facilitator's Train the Trainer workshop organised by FNQ Volunteers Inc. in 2009.

CAIRNS POPULATION SNAPSHOT

Cairns has attracted people from all over the globe, different cultural and ethnic diversities, and has a population mix that has and continues to evolve and change dynamically every day.

Indigenous groups include the Yirkanji, Kungganji and Yidinji. Cairns is also home to a very large Torres Strait community.

African migrants who have settled in Cairns originate from Kenya, Nigeria, Ghana, Uganda, Tanzania, Madagascar and Guinea. Many arrived as refugees from Sierra Leone, Burundi, Sudan, Liberia and Ethiopia.

Refugees also arrived from Bosnia, Croatia, Nepal and West Papua.

The most recent refugee arrivals are from the Bhutanese community.

In 1987, members of the Hmong community began to settle in the Cairns local government area and are among the largest refugee communities represented. Those who settled here were mainly from Laos, Vietnam and Northern Thailand. East Timorese (Timor-Leste) people were among the first refugees to arrive in the area more than 30 years ago.

The Latin-American community includes people from Chile, Uruguay, Argentina, Venezuela, Ecuador, Peru, Columbia, Brazil, Mexico, El Salvador, Honduras, Puerto Rico, Dominican Republic and Cuba. A small Spanish community also resides in Cairns.

The growing Asian mix comprises mainly of people from Japan, the Philippines, Indonesia, Thailand, Korea, and a very small group from Mongolia. The Indian community comprises mainly of people from Hindu and Sikh backgrounds. A small Sri Lankan group also resides in Cairns.

Communities from the Middle East are represented by people from Lebanon, Egypt, Iran and Israel.

Pacific Islanders comprise migrants from Papua New Guinea, Tonga, Western Samoa, Cook Islands, Niue, Fiji, Vanuatu, Solomons and New Zealand Maoris.

The population backdrop shows a very diverse social landscape and a changing population mix that presents challenging questions about volunteering and the role of individuals, communities and organisations in promoting volunteering as an inclusive and enriching aspect of life.



REPORT FINDINGS

This report has attempted to identify and highlight the important voluntary contributions that the large number of CALD and indigenous communities make to both their own communities and to the wider society in Cairns. It is clear that CALD and indigenous members make conscious choices to volunteer within their own community.

Cultural factors play an important role in the valuing of and attitude towards volunteering. However, cultural and linguistic differences mean much of that activity is not formalised and, within the general framework, is generally not acknowledged and fails to attract recognition and much-needed support.

It is of vital importance that the definition of volunteering includes different interpretations of what it means to give one's time and effort for others, in order to appreciate the experiences of those who do so outside mainstream organisations.

Informal volunteering, where people are providing community, family and individual support to others, plays an equally important role in building an inclusive and dynamic society for now and the future.

The report, as previously stated, shows that most respondents (CALD/indigenous) participate almost exclusively within their own community. However, there are some cases where volunteering also occurs within mainstream organisations. A way of encouraging or establishing stronger links between these organisations and CALD groups is for the former to connect with existing groups, to promote and strengthen their inclusion into the wider volunteering community.

A practical approach is to participate in their community functions, meetings or fundraising events. FNQ Volunteers Inc. has adopted this approach on several occasions, and the outcome has been very encouraging.

The volunteer and community effort given by these communities is considerable, despite the indications of limited support and many barriers to volunteering within CALD and indigenous groups.

Adopting a "strength-based" approach would be more appropriate to recognise, respect, support and build on the attributes of CALD and indigenous communities.

This approach would promote and support a strong positive view of diverse and indigenous communities' contributions. Volunteering in these communities is underpinned by reciprocity, mutual obligation, family and kinship ties, which entail communal responsibilities and respect.

A number of CALD and indigenous respondents said that they did not feel comfortable, did not know much about these organisations before volunteering and at times felt not welcomed.

There were others who stated that government/councils did not want to know what contributions they were making, and access to help, support services and funding is difficult. Others mentioned that barriers include language difficulties, lack of knowledge, and access to training.

Also, they will not participate if they are left out of the decision-making processes, not contacted for follow-up purposes, do not see any benefit for them and their community, breaches of cultural protocols, and not acknowledging existing community contributions.

Other respondents remarked that they primarily need to establish themselves in relation to permanent employment, finding a house, and education for their children, before they consider formal volunteering.

The report also reflects two key findings from Volunteering Australia's 2009 'National Survey of Volunteering Issues', which found that 44 per cent of volunteers reported that out-of-pocket expenses affect their ability or desire to volunteer, with fuel (84.6 per cent) and telephone charges (65 per cent) being the two most common cost problems.

Secondly, "being accepted as a valuable team member", "personal thank-yous", and "feedback about my contribution" are the most significant methods of recognition that respondents reported made them feel valued as a volunteer.

It is clear from the report's findings that support needs to be extended and barriers removed to encourage and strengthen community participation. Equally, further research work needs to be carried out with CALD and indigenous groups in the outer parts of Cairns with regard to volunteering issues, social cohesion and strengthening of families and communities.



Volunteers from Cape York Health Action Teams, 2008.



RECOMMENDATIONS

The project has identified the need to encourage service providers, community groups, organisations and all levels of government to create environments that are friendly and inclusive of volunteers from different cultural backgrounds.

THE FIVE KEY RECOMMENDATIONS ARE:

- to promote, encourage and strengthen working partnerships with existing cultural groups and community support networks in regard to volunteering issues and civic duties;
- that relevant stakeholders provide more information for ethnic communities and existing organisations on volunteering;
- for all levels of government to be more proactive in engaging with CALD grassroots groups, to recognise, respect, support and build on their formal and informal volunteering strengths;
- for further research to be conducted with CALD and indigenous groups in Far North Queensland regarding community participation and volunteering issues;
- to facilitate a major cross-cultural event in an attempt to open new dialogues between the many communities, with the broader aim of breaking down existing communication difficulties and promoting community participation.



CALD volunteers lending a hand to paint and landscape for a Cairns-based community organisation.



Young indigenous volunteers lending a hand with members of Gordonvale Community Care, to landscape and paint at Sunbird Lodge accommodation centre.

RESEARCH INTERVIEWS AND SURVEYS

A number of key respondents were interviewed on a one-to-one basis, while focus groups and individual volunteers and community members were given survey questionnaires to respond to.

Respondents and focus groups were from Tonga, Bhutan, Malaysia, India, China (Hong Kong), the Republic of Ireland, Fiji, Zimbabwe, South Korea, Seychelles, Timor Leste, Cook Islands, Torres Strait and indigenous communities.

The results have been divided into two segments, Part A; responses to the interview questions, and Part B; responses to the survey questionnaires. Several interview questions have been inserted and, likewise, a few from the survey questionnaires.

PART A

KEY RESPONDENTS - INTERVIEW QUESTIONS

1. Does the word “volunteering” exist in your language? If yes, what does it mean?

One key respondent stated the word does exist, and it means “free will” and “love”; one who works out of love. That is, a volunteer is someone who freely, out of love, offers himself or herself for a particular service. Several respondents expressed similar definitions, in that volunteering means “to do something for other people or the community without expecting something in return”. Other respondents remarked that the word does not apply or even exist in their cultural language, as voluntary work is a normal part of life, and a daily accepted practice within their own communities.

2. What other names do you give this activity?

One key respondent remarked that no other name is used, but added that it is an activity that is to be understood more holistically, and is more interwoven with their culture and family life, rather than simply as a group of people we look to when work needs to be done that we cannot afford to “pay” people to do. Others stated that “it is working for people in need”.

3. What types of activities would you call “volunteering” in your community?

A number of respondents stated that most of the work done by volunteers contributes significantly to formal community building and development, eg; support for the aged, homeless, youth, support groups, Meals On Wheels, Blue Care, Lifeline, and so forth. Informal volunteering included the following responses:

- helping people who suffer from natural disasters;
- assisting during religious functions;
- taking sick people to hospitals;
- providing food and money for people who are destitute;
- checking on sick friends and relatives;
- assisting people to link with services;
- helping with and running cultural activities and organisations;
- providing homes as temporary shelters to homeless people;
- assisting people in times of difficulty.

4. *What makes people in your community want to volunteer?*

For both formal and informal volunteering, a number of key respondents stated that they need a clear understanding of the work that needs to be done and the reasons for it. Similarly, they need to participate at all levels of the decision-making process. There needs to be personal contact and follow-up processes need to be put in place. Benefits to the volunteer and the local community need to be specified clearly. Most, if not all, expressed the importance of observing and working through cultural protocols to ensure positive outcomes. Others stated that relevant and adequate information needs to be made available to create a better awareness of volunteering.

5. *In your community, how do people feel about volunteering, and people who volunteer?*

A number of respondents said that people are happy to volunteer and support other volunteers as long as some of the activities mentioned above (see 3), are clearly understood by their community members. Two respondents stated that their community sees volunteering as good work, and they respect those who do volunteer work. Other respondents remarked that they need to establish themselves first in relation to permanent employment, finding a house, and education for their children, before they consider formal volunteering. However, some who are in these situations still do informal volunteering within their own communities.

6. *Are you aware of whether members of your community volunteer formally or informally in Cairns?*

Several respondents stated that members of their community volunteer for church and community activities. This was evident with Pacific Island communities and South-East Asian community groups. Other respondents said that they knew of other members of their community who are involved with both formal and informal volunteering. This included formal volunteering with the Australian Red Cross, Hospital Foundation, Meals on Wheels, St Vincent De Paul Society, the Salvation Army, Conservation Volunteers Australia and aged care homes.

7. *What do you think are the main reasons for people in your community volunteering?*

Several respondents stated the following reasons:

- to learn something new and how things “work out” in Cairns;
- to make contact with other people and networking;
- to gain new skills;
- as a stepping-stone to employment;
- working through established cultural groups;
- benefits to individuals and their community.

8. What do you think might stop people from volunteering (formal/informal) in Cairns?

Several respondents remarked that lack of knowledge and awareness of the work to be done discourages volunteering. Also, they will not participate if they are left out of the decision-making processes, not contacted for follow-up purposes, do not see any benefit for them and their community, breach of cultural protocols, and not acknowledging existing community contributions. Other respondents stated family commitments, work schedules and financial constraints.

9. What supports exist for people to volunteer within their community/general community? What barriers exist?

One respondent stated that he has a good established support network and teams that meet regularly. He attributes good leadership and team support as essential. Some respondents said that they follow the “fine examples” set by members of their community who do voluntary work diligently. Several respondents said that personality and cultural differences often hinder progress, and reiterated that a clear and consistent communication channel is vital to encourage and sustain members’ participation. There were others who stated that government/councils did not want to know what contributions they were making, and access to help, support services and funding is difficult. Others mentioned that barriers include language difficulties, lack of knowledge, and access to training.

10. What do you think would make people in your community participate in formal volunteering?

Some respondents said that their communities need to be made aware of what formal volunteering is about, how to access established organisations, and whether volunteering would assist them in skills and knowledge-building. They also wanted to learn about new cultures through formal volunteering, and also as a way to integrate with the community. Other respondents reiterated previous comments that there needs to be a clear understanding of the type of volunteering work to be done and the reasons for it. Benefits to the local community and to themselves have to be clearly articulated.

Several respondents suggested that organisations provide transport for volunteers who may have difficulties in financing travel costs.

11. What do you think mainstream organisations need to do to attract people from your community to volunteer in their organisation?

Some respondents suggested that mainstream organisations need to work through local community and cultural groups that already exist, as they are recognised and well supported by their local communities. As suggested above, other respondents suggested that incentives such as providing transport and food would attract more volunteers.



PART B

FOCUS GROUPS AND INDIVIDUAL VOLUNTEERS - SURVEY QUESTIONNAIRES

1. What are the main reasons for you volunteering (formal/informal)?

On average, most respondents stated a variety of reasons for doing voluntary work, and included the following:

- to be active;
- to learn and develop skills;
- to gain work experience;
- to do something worthwhile and help others;
- to use their skills and experience;
- social contact.

2. How long have you been volunteering (formal/informal)?

On average, most respondents have been volunteering for less than a year, and in many cases, for three to four days a month in formal volunteering.

3. What type of activity/activities do you participate in for the organisation/community?

Activities recorded were varied, and ranged from administration, helping the elderly, helping people with disabilities and people with illness, coaching/training/mentoring/singing, and helping people in their community.

4. How did you find out about the organisation?

Most respondents mentioned promotional materials, their own community (social clubs/associations), TV, radio and newspapers.

5. Is there anything that makes formal volunteering difficult for you?

Most respondents noted family commitments, single parenting, language, finance, transport and available time as barriers to volunteering. A number of CALD and indigenous respondents said that they did not feel comfortable, did not know much about these organisations and were not welcomed. A large number of respondents, however, did not see any difficulty in volunteering, and stated that it was a “noble” responsibility.

6. What, if any, personal benefits or satisfaction does your volunteer activity provide for you?

The responses included the following:

- self-esteem;
- assisting people from their own cultures;
- experience for future studies at university;
- happiness;
- assisting children;
- life-changing experience;
- learning to love;
- satisfaction.

APPENDICES:

SURVEY AND QUESTIONNAIRE

Focus groups, individual volunteers and community members from culturally and linguistically diverse (CALD) backgrounds and Indigenous Australians, volunteering (formal/informal) in Cairns.

Australia is rich in cultural, linguistic and religious diversity. This diversity has had an impact on every aspect of Australian life, and has also changed the face of volunteering.

Despite the social and economic benefits of volunteering, there is little information about volunteering in Cairns/Far North Queensland diverse communities.

This survey aims to identify the extent of participation and type of contribution to volunteering that people from culturally, linguistically and religiously diverse backgrounds and indigenous Australians have made in Cairns/Far North Queensland.

Thank you for participating in this survey.

Male Female

Age

Under 20 21–30 31–40 41–50 51–60 Over 60

Employment

Full-time employed Part-time/casual employed Unemployed
Full-time home duties Retired Student

Country of birth:

Cultural background:

Main language(s) spoken at home:

Years of residence in Australia:



1. In Cairns/Far North Queensland have you ever given your time and effort freely to any of the following organisations? Please tick relevant boxes:

- Charitable organisations: eg Red Cross, Salvation Army
- Migrant resource centres
- Hospitals
- Local councils
- Organisations involved in health: eg, Cancer Council
- Organisations involved in mental health
- Environmental organisations
- Organisations helping young people
- Nursing/retirement homes
- Local schools
- Sports association/clubs

Others:

2. What are your main reasons for volunteering?

- | | | | |
|-------------------------------|--------------------------|-------------------------------------|--------------------------|
| Social concern/responsibility | <input type="checkbox"/> | Personal/family involvement | <input type="checkbox"/> |
| Spiritual beliefs | <input type="checkbox"/> | To be active | <input type="checkbox"/> |
| Learn/develop skills | <input type="checkbox"/> | Gain work experience | <input type="checkbox"/> |
| Social contact | <input type="checkbox"/> | Do something worthwhile/help others | <input type="checkbox"/> |
| Use skills/experience | <input type="checkbox"/> | | |

3. How long have you been volunteering? Please tick one box only.

- | | | | | | |
|------------------|--------------------------|------------------|--------------------------|-----------|--------------------------|
| Less than a year | <input type="checkbox"/> | 1-3 years | <input type="checkbox"/> | 3-5 years | <input type="checkbox"/> |
| 5-10 years | <input type="checkbox"/> | 10 or more years | <input type="checkbox"/> | | |

4. How much time have you spent volunteering with an organisation/s? Please tick one box only.

- | | | | | | |
|------------------------|--------------------------|------------------|--------------------------|------------------------------|--------------------------|
| Less than a day | <input type="checkbox"/> | 1-2 days a month | <input type="checkbox"/> | more than three days a month | <input type="checkbox"/> |
| Less than a day a week | <input type="checkbox"/> | 1-2 days a week | <input type="checkbox"/> | more than three days a week | <input type="checkbox"/> |

5. What type of volunteer activity/activities do you do for the organisation/s? Please tick the relevant boxes:

- | | | | | | |
|--------------------------------------------|--------------------------|---------------------|--------------------------|-----------------------------|--------------------------|
| Administration | <input type="checkbox"/> | Fundraising | <input type="checkbox"/> | Education and promotion | <input type="checkbox"/> |
| Helping young people | <input type="checkbox"/> | Helping the elderly | <input type="checkbox"/> | Coaching/training/mentoring | <input type="checkbox"/> |
| Helping the disabled/people with illness | <input type="checkbox"/> | | | | |
| Helping people from my cultural background | <input type="checkbox"/> | | | | |
| Helping with the environment/animals | <input type="checkbox"/> | | | | |

Other

.....

6. How did you find out about the organisation? Please tick the relevant boxes:

- Promotional material: eg brochures, pamphlets
- Through friends or family
- Community: eg social clubs, associations
- A presentation from the organisation
- TV, radio and newspapers

6a. In Cairns/Far North Queensland, have you ever freely given your time and effort to the community outside of an organisation: eg, local neighbourhood, social networks, community networks?

Yes No

6b. What type of activity/activities do you do? Please tick the relevant boxes:

- Administration
- Helping children/young people
- Providing help through my religious group
- Working in a local social group or club
- Helping people from my cultural background
- Helping the elderly, disabled and people with illness
- Fundraising
- Education and promotion

6c. How much time have you spent on these activities? Please tick one box only:

- Less than a day a month
- 1-2 days a month
- More than three days a month
- Less than a day a week
- 1-2 days a week
- More than three days a week

7. Is there anything that makes volunteering difficult for you?

Yes No

Comments.....
.....

8. What, if any, personal benefits or satisfaction does your volunteer activity provide for you?

.....
.....

9. Is there anything else you would like to add about your volunteering?

.....
.....
.....



INTERVIEW QUESTIONS

1. *Does the word “volunteering” exist in your language? If yes, what does it mean?*
2. *What are the similarities and differences?*
3. *What other names do you give this activity?*
4. *What types of activities would you call “volunteering” in your community?*
5. *What makes people in your community want to volunteer?*
6. *In your community, how do people feel about (a) volunteering; and (b) people who volunteer?*
7. *Are you aware of whether members of your community volunteer formally or informally in Cairns/Far North Queensland? Are you aware of whether members of your community volunteer in Cairns either in (a) organisations such as Australian Red Cross; or (b) in other ways or places?*
8. *What do you think are the main reasons why people in your community undertake volunteering in Cairns/Far North Queensland?*
9. *What do you think might stop or prevent people from volunteering in Cairns/Far North Queensland?*
10. *What support exists for people to volunteer within their community? What barriers exist?*
11. *What support exists for people to volunteer in the general community? What barriers exist?*
12. *What do you think would make people in your community want to participate in formal volunteering?*
13. *What do you think mainstream organisations need to do to attract people from your community to volunteer in their organisation?*

COMMUNITY LINKS

Key stakeholders who can assist in the activities of the project's target group are as follows:

COMMUNITY ORGANISATIONS

<p>Bhutan Community Narayan (Mr) E-mail: lm_narayan@yahoo.com Mobile: 0402 231 067</p>	<p>Malaysian Community Mr John Raja Ph: 0432 441 420</p>
<p>Cairns Regional Council (CRC) LAMP Officer, Ms Hala Kattab E-mail: H.Kattab@cairns.qld.gov.au Ph: 4044 3012</p>	<p>Migrant Settlement Services Centacare Cairns Level 1, Suite 21, Virginia House, 68 Abbott Street, Cairns PO Box 201, Cairns 4870 Phone: (07) 4041 7699 Fax: (07) 4041 7655 email: migrantsservices@centacarecairns.org</p>
<p>Cairns Area Region Multicultural Association (CARMA) Olive Tau Davis E-mail: olivedavis@bigpond.com</p>	<p>Pacific Community Council (PCC) Rev Hedley Fihaki Tongan Community E-mail: hfihaki@bigpond.com Mobile: 0401 698 934</p>
<p>Chinese Community Mr Tinchee Wong Mobile: 0415 967 880</p>	<p>Phillipines Community Ed Mila Gadag Ph 4032 2268</p>
<p>Fiji Community Association Betty Tawake E-mail: tawakeb@hotmail.com Mobile: 0417 611 386</p>	<p>Samoa Community Perise[Ms] Ph 4057 3320 / 4045 6909</p>
<p>Indigenous Community E-mail: emmanueloffice@bigpond.com Ph: 4051 2513</p>	<p>Timor-Leste (former East Timor) Community Tina Soares/ Antonio Pinto Ph 4036 3243/ 0407 964 342</p>
<p>Indian Community Amitra Bhavar Mobile: 0402 681 323 Ph: 4054 6090</p>	<p>Zimbabwe Community Mr Morris Sibanda Ph: 0422 030 927</p>
<p>Korean Community Rev Young-hun Weon Emmanuel Uniting Church 327 Brown St, Manunda, QLD 4870 Ph: 4051 2513</p>	

GOVERNMENT AGENCIES

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<p>Department of Families, Housing, Community Services and Indigenous Affairs Level 8, 38 Sheridan St, Cairns, QLD 4870 Ph: 4048 8600 Free call: 1800 790 98</p>	<p>Department of Education, Employment and Workplace Relations 1st Floor, Commonwealth Centre, 94-104 Grafton St, Cairns, QLD 4870 Ph: 133 397</p>

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