B5: Focus on settlement experiences
Culturally Responsive Volunteering in a Multicultural Context

Janet Irvine – Diversity Training Manager
Kat O’Neill – Community Engagement Manager
We acknowledge the Traditional Custodians of the Land. We pay respect to Elders past, present and emerging and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

Ancestors have walked this country, and we acknowledge their special and unique place in our nation’s historical, cultural and linguistic identity.
Diversity is a fact. Equity is a choice. Inclusion is an action. Belonging is an outcome.

- Arthur Chan
Inclusion occurs when....
An inclusive organisation
SSI Volunteers

72% are from humanitarian or migrant backgrounds

Speak 53 different languages

60% speak two or more languages fluently
Volunteering supports settlement
Challenges in Recruitment & Retention

Leadership

Organisational

Individual
What’s worked for us

Leadership

Organisational

Individual
Thank you

Janet Irvine  jirvine@ssi.org.au
Kat O’Neill  koneill@ssi.org.au