

#### **Volunteering and Refugee Settlement**

Australia currently **resettles** around **18,000 officially recognised refugees per year**.

Australia offers those refugees a new home and a range of services to assist them with settling and building a new life.

Volunteers support the refugee settlement sector in large numbers.

## **Research Questions**

What motivates volunteers to engage with service providers?

What motivates service providers to engage with volunteers?



#### Method

Semi-Structured Interviews

Two Groups: Volunteers and Settlement

Service Providers

Volunteers: 21 Interviews

**Service Providers:** 15 Interviews



# **Findings**

- Self-Oriented Volunteer Motivation
- Other-Oriented Volunteer Motivation
- Connection
- Service Provider Motivation

#### **Self-Oriented Motivation of Volunteers**

Career Enhancement

Belonging

Learning About Diverse

Cultures

Socialising

Purpose and Meaning

Guilt

#### Age and Migration Background Matter

Migration Background influences motivation to volunteer in refugee settlement

Age influences motivation category

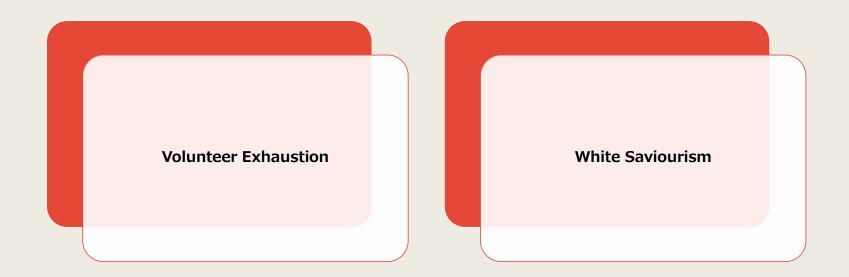
#### Other-Oriented Motivation of Volunteers

#### Everyone wants to help.

That can be

- as first responder (usually people in refugee communities)
- by giving back (usually second-generation immigrants or migrants who have been in Australia for longer)
- social justice inspired helping
- apolitical helping

### Helping is great, but...



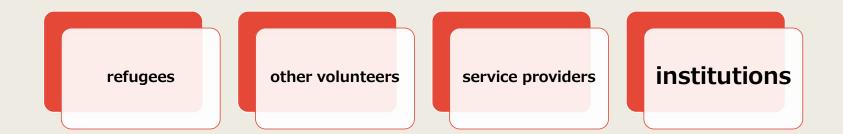
# **Connection as Underlying Theme**

**Connection** is also **the essence of volunteering** – what keeps individuals engaging.

The influential Indicators of
Integration from the UK Home Office
point out that connection within own
ethnic communities, with other
communities and higher authorities is
crucial for settlement.



#### Volunteers connect with



#### **Motivation of Service Providers**

Meeting organisational needs (stretching funding)

**Encouraging connections** 

Offering empowerment opportunities

Providing pathways into paid employment in refugee settlement

### **Encouraging Connections**



#### Summary

Volunteer motivation has self-oriented and other-oriented aspects. Commonly shared is the **wish to help**.

The essence of volunteering is connection. Connection is also crucial for refugee settlement.

Many service providers understand that crucial role and engage volunteers beyond organisational needs.





#### References

Ager, A. and A. Strang (2004) Indicators of Integration: Final Report. London: Home Office, Research, Development and Statistics Directorate.

Ndofor-Tah, C., A. Strang, J. Phillimore, L. Morrice, L. Michael, P. Wood and J. Simmons (2019) Home Office Indicators of Integration Framework 2019. London, UK: Home Office.

