VOLUNTEERING & MULTILINGUAL COMMUNITIES

Engage your local multicultural community and increase volunteer diversity through multilingual support – NAVCA guidance developed in collaboration with the Association of Translation Companies

MULTICULTURAL COMMUNITY VOLUNTEERING

Local voluntary and community organisations have a powerful role to play in creating inclusive, thriving multicultural neighbourhoods, and volunteering opportunities reflect the richness of the communities we support. Whether it's welcoming more multicultural volunteers, or building trust with people who haven't previously considered volunteering, inclusive practices are essential.
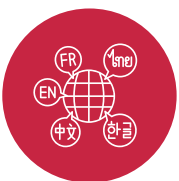
REPRESENTATION

Think about the images and stories you share on your website, in your newsletters, and at your events. Are you showing the full range of people who make your community what it is?
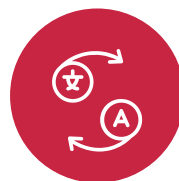
CONNECTION

Connect with people who are already embedded in local ethnic communities such as faith leaders, cultural association chairs, or respected neighbours.

LANGUAGES

Supporting multilingualism helps people feel respected and welcome. Prioritise the languages spoken in your community and make use of tools and technology to support multilingual engagement.

LANGUAGE SERVICES

For official documents or important content such as your website or promotional materials, it's worth doing it right.
Reach out to the Association of Translation Companies' members for professional services.

10 STEPS TO MORE
Inclusive Volunteering

01.
Identify local languages

Find the languages spoken in your area with the Office of National Statistics Census information.

Identify local community groups – cultural centres, places of worship and local food stores are good for this – invite them to chat.

02.
Meet up with local communities

03.
Break down language barriers

Include images that make people feel welcome, have key documents (posters, welcome letters) in several community languages.

Make use of the languages already spoken by your volunteers, train them in cultural mediation and support roles.

04.
Bring in bilingual volunteers

05.
Build trust

Actively seek out common ground and shared priorities, use language tools and technology where needed.

Get regular feedback from your volunteers – people who feel welcome, valued and heard will thrive.

06.
Foster belonging

07.
Explore automatic translation

When you need an immediate translation, try using Microsoft Translator or GoogleTranslate.

Work out exactly what you need by working through this language support guidance for the charity sector from the ATC.

08.
Scope out your needs

09.
Find your language partner

The Association of Translation Companies members will help and advise you on professional language support.

Help build an inclusive, volunteer culture rooted in local need, and ready to meet the challenges and opportunities ahead.

10.
Remember the goal!