

Umbrella Multicultural Community Care

Bridge to Belonging: Peer-led Community Volunteering Hub
for Empowerment and Inclusion

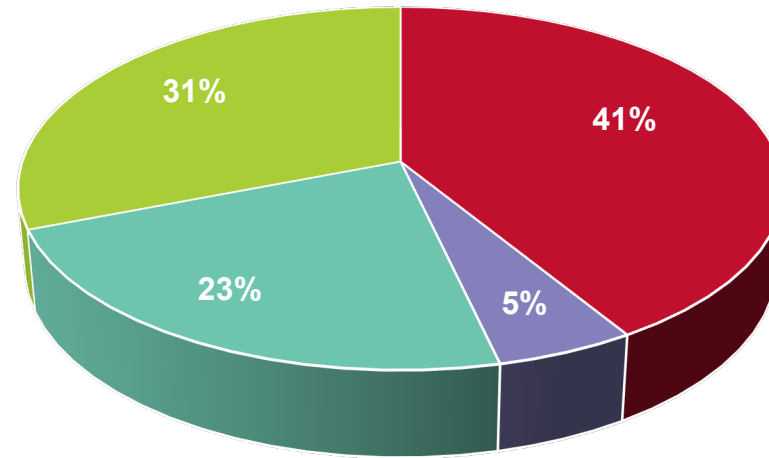


Project Overview

Bridge to Belonging was created to warmly welcome people into Umbrella Multicultural Community Care Services Inc. and show that volunteering can be a positive, caring, and life-changing experience.

Priority Group

- Newly Arrived Migrants
- Unemployed
- Vulnerable Women
- Cross-section of the above groups



Why This Project Matters: The Community Needs

Many people want to volunteer but face barriers

Exploring Cultural Differences: Research

- **69%** of volunteers shared that volunteering is **common** in their **home country**
- Only **21%** said that volunteering is **openly talked about**
- **63%** of respondents said they had never been **formally recognised** for their **contributions**
- Had not even **realised** that what they were **doing** could be **considered** volunteering

Volunteers' feedback (2024/2025)



What we Delivered

- Opened the Volunteer Hub
- Volunteer Wellness Officer
- Peer-Led Sessions
- Tailored Training
- Wellness Activities
- Guest Speakers & Community Learning

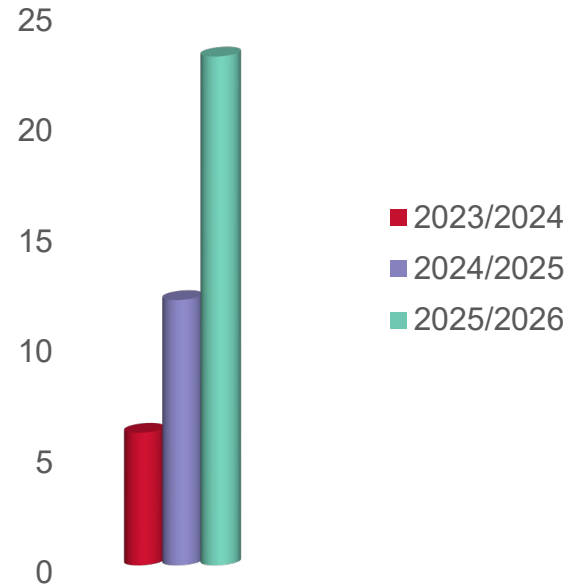


Best Outcomes of the Project

- Strong Growth in Participation
- Leadership Development
- Safe & Inclusive Environment
- Wellbeing Impact

6 Peer Leaders – Mentors

Average monthly attendance



Case Study: Eve's Journey

Rebuilding Confidence Through Connection

Eve described this opportunity as ***“like winning the lotto,”*** reflecting the deep personal impact of being part of a positive workplace.

“You are all the kindest and nicest people I have ever met in my professional life... I actually choked up.”

“You have all made me believe in humanity again,”

Key Takeaway

Creating safe, inclusive, and appreciative environments is not just beneficial—it is life-changing.



What Participants Told Us

Participants valued:

- Feeling connected and welcomed
- Learning from other volunteers
- Sharing stories and experiences
- Building confidence
- Having a place where they belonged
- Opportunities to grow and contribute

Many described the Hub as a space where they felt seen, respected and encouraged.

"When I enter through the doors, I feel so welcome".

"I am happy to come every time so I can learn English. Group gatherings help me learn slowly in a safe environment."



Key Learnings

What Worked Best

- Clear promotion of session content increased attendance
- Interactive activities attracted higher engagement than information-only sessions
- Personal storytelling created trust and connection
- Peer support remained the strongest engagement driver
- Intergenerational mentoring-built confidence and learning

Challenges We Addressed

- Registrations did not always convert to attendance
- Distance affected outer metro participation
- Some preferred one-to-one support over group sessions
- Sustaining peer leaders required ongoing mentoring



Sustainability and Future

The project will continue through:

- Experienced volunteers mentoring new participants
- Ongoing peer-led sessions
- High-impact workshops and storytelling
- Continued partnerships with community organisations
- Stronger pathways into formal volunteering

Bridge to Belonging has created a model that can continue beyond the funding period.

“I really like coming here, I feel so welcome, like at home! I believe we can learn from each other during those painting classes”.



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Volunteering WA

Empowering people and communities to enrich Western Australia

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