



TOGETHER PROJECT

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**VOLUNTEER
ENGAGEMENT
WITHIN THE
DIGITAL
SETTLEMENT
CONTEXT**

AGENDA

PART 1

Volunteering with Refugees and Refugee Claimants in the Digital Settlement Context – Anna Hill

PART 2

Centring Newcomer Voices in the Digital Settlement Context –
Natasha Comeau

PART 3

Building Refugee Newcomer Women's Digital Literacy in the Digital Settlement Context – Mirna El Sabbagh

PART 4

Where Do We Go From Here? Lessons Learned and Potential Pathways to Improved Integration Outcomes for Refugees –
Andrew Luszyk



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**WHERE DO WE GO FROM
HERE? LESSONS LEARNED
AND POTENTIAL
PATHWAYS TO IMPROVED
INTEGRATION OUTCOMES
FOR REFUGEES**

**ANDREW LUSZTYK
TOGETHER PROJECT**

WHAT WE HAVE LEARNED

- Digital service delivery offers convenience, but isn't necessarily more effective and risks leaving some behind.
- Digital access and literacy will be a need-to-have, not nice-to-have.
- Social support will continue to be invaluable, and can be formed remotely.
- Digital service delivery can require different volunteer/staff skill sets to be most effective.

WHAT WILL 'BACK TO NORMAL' LOOK LIKE?

- Does everyone want to go back to in-person?
- How do we address the social isolation that may result from digital service delivery models?
- If most services are going hybrid, how do we address the gaps in digital literacy and access?
- How can volunteer social support continue to complement settlement services as they evolve?

WHERE DO WE GO FROM HERE?

1. New long-term project examining remote vs. hybrid support
1. Incorporating what we've learned to improve program delivery
1. Preparing to serve Afghan arrivals

REMOTE VS. HYBRID SOCIAL SUPPORT

Together Project is planning to launch a new national project designed to learn more about the role technology plays in settlement and integration.

The project will aim to compare the experiences of newcomers who receive **remote** (fully or almost fully online interaction) vs. **hybrid** (mix of in-person and online interaction) volunteer social support.

REMOTE VS. HYBRID SOCIAL SUPPORT

- Project will launch in 4 cities across Canada
- Includes settlement sector as well as private sector partners
- 50/50 mix of remote and hybrid matches
- Evaluation framework designed to answer:
 - What approach works best for which groups, and why?
 - What can this tell us about broader settlement service delivery?

IMPROVING OUR PROGRAM DELIVERY

Together Project aims to make our program delivery smarter, more accessible and efficient for more people.

- For **volunteers**: online resources, e-learning, management understanding digital literacy priorities, addressing risks re privacy
- For **newcomers**: understanding digital literacy/access needs, better opportunities for social connectivity

AFGHAN ARRIVALS

What have we learned since 2016 about holistic service delivery improvement?

How will our ability to serve this population be improved by what we've learned from 2020-2021?

What can we learn this time to make our program delivery model even more resilient and effective at improving integration outcomes?

THANK YOU!



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