EUROPEAN VOLUNTEER CENTRE

EUROPE

VOLUNTEERING
INFRASTRUCTURE

EUROPEAN VOLUNTEER CENTRE

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FOREWORD

As is now widely known, we estimate that 100 million Europeans profess to be volunteers of one form or another. If they were a country, "European Volunteerland" would be by far the biggest Member State of the European Union! But in order for it to grow healthily, with motivated, well-trained and contented volunteers (and satisfied beneficiaries of their efforts too), "European Volunteerland" needs a well-functioning infrastructure - just like a real country.

e question of the infrastructure supporting volunteering is often overlooked, since it is often 'behind the scenes' and not immediately visible to individual volunteers or the bene ciaries of volunteering e ort. But it is crucial for the long-term sustainability of volunteering, for keeping standards high and for attracting and retaining volunteers.

However, volunteering is treated in a wide variety of ways across Europe, depending on the cultural, historical and legal context of the country concerned. What works well in one country may therefore not work as well in another part of Europe. So critics might argue, "What can we learn from each other about volunteering infrastructure?" e answer is simple: it is important for practitioners to be aware of di erent approaches, in order to decide for themselves what could or could not work for them. So there is a huge potential value in learning about the various approaches to volunteering infrastructure in di erent countries, so as to be able to make that informed decision.

is is what CEV's new publication is all about: increasing our understanding of the strengths and weaknesses in the structures that support volunteering in Europe, by learning from real-world examples.

e European Year of Volunteering 2011 was an excellent opportunity to emphasise the importance of volunteering infrastructure. e Year had four objectives, namely (1) creating an enabling and facilitating environment for volunteering in the EU; (2) empowering volunteer organisations and improving the quality of volunteering; (3) rewarding and recognising volunteering activities; and (4) raising awareness of the value and importance of volunteering. During the course of the Year, hundreds of seminars, workshops, conferences, exhibitions, meetings, activities and initiatives took place to discuss and develop, among other things, the infrastructures that support volunteering across Europe. Many developments were set in motion that will have a continuing impact on improving Europe's volunteering infrastructures for many years to come.

e present publication is a highly valuable contribution to this ongoing process, as it meshes smoothly with all of the original objectives of the European Year — objectives that are as valid now as they were during the Year itself.

I hope you nd the insights you gain from the contributions in this publication to be useful, fruitful and valuable in your context.

John Macdonald
Head of the Task Force for the European Year of Volunteering 2011, European Commission

INTRODUCTION

is publication intends to serve as a living resource documenting and recording the development of the volunteering infrastructure across Europe. At the moment of publication in May 2012 we include infrastructure reports from 29 countries: Albania, Austria, Belgium, Bosnia and Herzegovina, Croatia, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Macedonia, Malta, Moldova, Montenegro, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Switzerland and the United Kingdom.

e inclusion of these countries is due to the availability of the authors to contribute their time and knowledge, often on a voluntary basis. We would like to include contributions from countries not covered in this edition as soon as they become available so we invite individuals or organisations to contact us with their proposals.

e dedication and expertise of the CEV members and partner organisations in their capacities as volunteering infrastructure organisations have made this publication possible by producing the respective chapters with the support of their sta and volunteers. e key people in this process are named as the authors of each chapter. ey have been supported in their work by CEV sta and volunteers in the Brussels o ce and further a eld making this a truly European endeavour. Additional sections on new countries together with updates on the existing sections will be regularly provided and readers are invited to share their feedback about the information provided on the CEV website.

As editor of the document, CEV has tried to provide a uniform approach to the information presented to facilitate comparative analysis of the situation throughout Europe. With this in mind contributors were provided with a number of questions concerning the volunteering infrastructure in their region or country. It should be noted however that while the sections follow a similar structure limitations concerning the information available has led to an absence of information under some headings.

CEV has not edited the content in any substantive way meaning that the terminology used and the information provided is that as provided by the contributor and may be subjective and re ect the authors' opinions and speci c perspectives. In general it can be seen that 'volunteering,' 'voluntary work,´ ´volunteerism´ and other such terms are used inter-changeably and no speci c theoretical or political basis should be inferred by their varied use other than that described in the text itself. Any clari cations that are needed regarding terminology or in relation to the information provided should be sought with the authors or their organisations.

e European Year of Volunteering (EYV) 2011 aimed to develop and promote an enabling and facilitating environment for volunteering in Europe. Section 4 of the Policy Agenda for Volunteering in Europe (P.A.V.E), developed by the EYV 2011 Alliance during EYV2011, describes volunteering infrastructure as concluded by the working group on volunteering infrastructure that was co-chaired by CEV. P.A.V.E echoes many of the recommendations submitted by the contributors to this publication and vice versa. We invite policy makers and civil society to take note of the weaknesses and strengths of volunteering infrastructure across Europe and take due action to develop the strengths and reduce the weaknesses using the recommendations for action included in these two resources as a basis.

We hope that in publishing this resource, which will be developed during the coming months and years to keep the data as up to date as possible, CEV can make another contribution to the knowledge base about volunteering in Europe. is document should provide volunteering stakeholders from whichever sector a valuable source of data on which to inform and build steps towards an improved enabling and facilitating environment for volunteering in Europe and so adding an additional aspect to the EYV 2011 legacy.

Eva Hambach
CEV President

CHAPTER 1

ALBANIA

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Rooted in the communist regime and continuing to today, volunteer work can be negatively perceived by Albanians, because they were initially introduced to the most negative forms of it. e communist Labour Party of Albania promoted as "volunteering" forms of work where citizens were obliged to volunteer for production of collective property both in agriculture and industry, obligatory labour during o cial holidays in di erent sectors, longer shifts at work etc. ese were in fact forms of forced labour, that are stuck in the mind of Albanians and work to explain why even today, after more than 20 years have passed since the fall of communism, it is still very di cult to change the Albanians' point of view towards volunteer work, and what it really means to volunteer on the basis of free will.

More than 20 years since the fall of communism, it's still very difficult to change the Albanians' point of view towards volunteer work, and what it really means to volunteer on the basis of free will.

Today, no form of organised volunteering infrastructure exists at a national level. e most recognised ways of volunteering are through Civil Society Organisations, youth groups or school based projects that use volunteers in their local/national activities on a periodical basis. Volunteering programmes are run through the United Nations Volunteers (UNV) programme or the Red Cross in Albania and many local and national civil society organisations (CSOs) organise activities and involve volunteers. Each of the actors has internal policies on volunteer management and no common scheme of volunteering infrastructure exists.

Tirana is the only city in Albania where a Local Volunteer Service (LVS) centre exists. is service was established in early 2011 by the Beyond Barriers Association (BBA)[1] with the funding of the European Delegation to Albania in terms of Instruments for Pre-Accession (IPA) Funds[2], and in collaboration with the South Eastern European Youth Network (SEEYN)[3] that worked closely with BBA to share the experience and knowledge needed to build the rst LVS centre in Albania.

With the support of the SEEYN Secretariat in Sarajevo (Bosnia and Herzegovina), the partner organisations of Banja Luka[4] (Bosnia and Herzegovina), Bitola[5] (Macedonia) and Varese[6] (Italy), BBA established and is successfully running the rst Local Volunteer Service in the country. e LVS-Tirana, o cially opened in April 2011, has managed to break the stereotype of volunteer work among young people in the area. Having experience from international volunteer

1. Beyond Barriers Association is a non for pro t, non governmental and voluntary based that organisation that defends the rights and the interests of the young people. e mission of BBA is to promote equal opportunities for all youngsters, especially for those with social disadvantages and di erent abilities, by o ering them support to get empowered and be active part of the community's life. www.beyondbarriers.org
2. IPA – Instruments for Pre-Accession, Civil Society Facility – Civic Initiative and Capacity Building programme of EU
3. e South East European Youth Network (SEEYN) is a network organization involving 15 member NGOs from 8 countries in an attempt of overcoming di erences among societies that have recent tradition of con icts through gathering young people from entire South East Europe region to work together on global issues. www.seeyn.org
4. Youth Communication Centre Banja Luka – Bosnia and Herzegovina http://www.okcbl.org
5. Youth Culture Centre of Bitola –Macedonia www.mkcbt.org.mk
6. Centro di Servizi per il Volontariato della provincia di Varese CESVOV – Italy www.cesvov.it

work and with the support of its partners, Beyond Barriers Association has become the only place where there is now a solid and well-constructed volunteer infrastructure. LVS is a bridge that connects young people who want to volunteer with organisations and institutions that need volunteers in their activities.

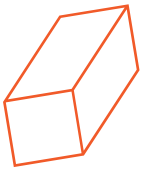
e aim of the centre is to promote volunteer work as an added value to society and focus on the promotion of inclusion and active participation of youngsters, with special regards to disabled people. LVS operates as a programme inside BBA and is being run by its paid and volunteer sta members. e LVS–Tirana o ers the opportunity to all young people from the city and the surroundings to join by registering in their o ces, thus they become part of the o ine database that serves to collect information about volunteers and match them with vacancies.

LVS has 20 partner organisations/institutions that host volunteers, after they are trained by the centre on the concept of volunteering, its values and practices, the obligations and the responsibilities of volunteers and those that host them. At the same time LVS promotes capacity building of the partners by training their sta on how to manage volunteers and volunteering programmes.

e structure is designed as a horizontal hierarchy. e volunteers are constantly monitored by the LVS, despite the supervision and support they receive from the CSOs where they are based. Each volunteer, once registered for a long-term project (2-5 months), is given a volunteer passport from the LVS centre.

Importantly, the LVS currently promotes volunteering mainly to young people aged 16-30 years old. ere is still a big gap in the understanding of volunteering from older ages, thus volunteering in Albania is still considered as a service for, with and through young people.

2. VOLUNTEERING LANDSCAPE



As previously stated, as a result of the past there often derives a lack of interest and activation of people in volunteering activity. Moreover, from focus groups with young people in highschools in Tirana, it was found that the school curriculum at a national level includes the subject of Civic Education. Here pupils have to do “community work” that is in most cases promoted as “volunteer work”, for which they are granted credits. is is actually another mandatory form of community work, which mostly confuses youngsters and gives true volunteer work less credibility. Tirana schools mostly apply the system by collaborating with the Red Cross Albania, who takes classes o school premises in organised activities, such as cleaning actions, blood donation actions, promotion campaigns, where they have to perform this so called “volunteer work”.

is phenomenon clouds understanding of what real volunteer work means and how is it performed. If you ask young people if they have ever carried out volunteer work, they will say yes. But if you then explain that volunteering is an action of free will and free of charge in the bene t of the community, they get puzzled and realise that what they do in school does not comply exactly with the concept of volunteering.

No definition of volunteering

No commonly agreed upon de nition of volunteering exists in Albania.

e de nition most widely used and consulted is in the Draft Law of Volunteering that is described below, but which is not an o cial version yet, as long as the Law has not reached Parliament.

Lack of statistics about volunteering

ere is no speci c and trustable data about how many people volunteer in Albania. Referring to a report[7] published by the United Nations Volunteers, with the data of CIVICUS Civil Society Index of 2009 for Albania, there is no data at all about members of CSOs, people that take part in collective community action or people that volunteer. While the World Value Survey 1999-2004 shows there is no data on people volunteering, there is an estimation that 54.1% of the population in Albania volunteers with at least one organisation and 67.4% of the population of Albania are members of at least one organisation.

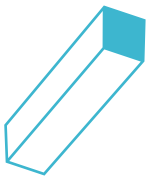
There is no specific and trustable data about how many people volunteer in Albania.

Last records from the Institute of Statistics of Albania

By the end of 2011, INSTAT[8] published a study[9] about the use of time in Albania during 2010-2011. is publication estimates in terms of average time per week: Females aged 10-14 perform 0 minutes of volunteer work and help, while males perform 3 minutes. Females aged 15-65 years old do volunteer work and help for 1 minute and males about 2 minutes. Females over 65 carry out 3 minutes of voluntary work and males of that age carry out 5 minutes. ese data show that Albanians do almost no volunteer work at all during their life, but it also suggests that males dedicate a little more e ort to volunteering than females. e relevance of the data is however uncertain, given the blurred perception of Albanians on volunteering.

Observations of the Local Volunteer Service (LSV) Tirana

On behalf of BBA and from experience in volunteer work, it can be stated that those who are mainly interested in volunteer work are young people aged 16-28 years old. LVS Tirana has conducted small focus group surveys on the volunteering behaviours of youngsters of 6 High schools in Tirana where 2024 pupils voluntarily lled out a questionnaire. According to the cross-analysed data so far, the main elds of interest in volunteering are: helping people in need (38% of the cases) and participation in raising awareness campaigns (41% of cases) and environmental campaigns in (41% of the cases). e results of this research will be published by BBA in 2012, both in English and Albanian. So far, girls appear more likely to volunteer and they prefer volunteering activities that include working with children, disabled young people and awareness raising campaigns. is was also visible during 2011 amongst the LVS volunteers (around 400 volunteers placed in short and long term projects).



7. UNV, 2009, Understanding Volunteerism for Development in South-Eastern Europe and the Commonwealth of Independent States: Lessons for Expansion; Page 43.
8. Institute of Statistics www.instat.gov.al
9. Instituti i Statistikes, Dhjetor 2010; Shqiperia-Perdorimi i Kohes se lire 2010-2011; page 39

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

Volunteering in the Existing Legislation

During the post-communism period and continuing to today, there is no legal framework for volunteering in Albania. With the emerging democracy, and desire to become closer to European Union regulations, the rst 10 years after communism brought meaningful changes in the legal framework of Albania, though almost completely leaving out volunteer work, as seen as separate.

Only after the communist collapse did CSOs start to emerge in Albania, and take action in playing an important role in community life. As a result numerous CSOs registered and the number continually increased. eir main elds of work were democracy, human rights work, participation etc. Nowadays many CSOs still exist, but others ceased functioning because of lack of funding, not forgetting that they mainly run on foreign donations.

If we consider the whole legal infrastructure developed signi cantly after 1990 and with the new Albanian Constitution of 1998, volunteering was only indirectly mentioned in the Law on Non-Pro t Organisations[10]. Volunteering is seen and considered inside any activity that supports and develops individual and the societal spiritual values and other human values, protects the life of people and health, secures and realises public and social services, helps and supports in case of disasters, protects the environment, develops culture and education, supports and develops values and cultural/historical traditions, as well as supports in the development of science, education etc. is Law never explicitly mentions the word volunteering.

e other Law that treats the issue of volunteerism is the Law on Civil Emergencies[11] where in Article 24 of this Law, headlined as Volunteer Service, it is stated:

Volunteering services are organised for supporting civil emergencies

1. A volunteer can be any Albanian Citizen over 18 years old, who has undertaken education and has been basically trained to respond to situations of emergency, or that accepts to participate voluntarily in order to support civil emergency situations.
2. Foreign citizens are accepted as volunteers in order to support civil emergencies.
3. e individuals that voluntarily accept to take part in the rescue operations have these rights:

- eir working place must be maintained
- Get the full salary from the employer, even if in the private sector.
- In case of accidents or loss of life during the activity of civil emergency, they bene t from a pension of invalidity, according to the dispositions in force.

The new Draft Law on Volunteering

For the last 10 year there have been attempts to draft a law on volunteering in Albania, but for di erent reasons they have never emerged. e last initiative was taken at the end of 2010 by a group of non-governmental organisations (NGOs) under the umbrella name of the Albanian

10. Article 2 of the Law nr.8788, date 7/5/2002 "Law on Not -Pro t Organisations" where its stated "Activities for the bene t and interest of the public".
11. http://www.min n.gov.al/min n/pub/l_i_g_j_nr_8756_date_26_03_2001_per_emergjencat_civile_84_1.pdf (cited 20 February 2012)

Youth Council[12]. Beyond Barriers Association got involved in the process and during the whole of 2011 played a crucial role in drafting the Law. Several round tables were held and facilitated with the participation of di erent stakeholders. e consultation process on the Law has been transparent and opened to all CSOs and young people and/or other parties interested to follow and contribute. Experts in volunteering issues and laws from Bosnia Herzegovina and Macedonia were consulted during the process as well.

e nal Draft Law on Volunteering was proposed to the state authorities on 5 December 2011 on *International Volunteer Day*. e Law was welcomed by the authorities such as: Ministry of Tourism, Culture, Youth and Sports; Ministry of Labour and Social Issues; Ministry of Finance; Ministry of Education and Science, and Ministry of Justice. However, there has been no o cial announcement given by the authorities about the Law or about if and when it will be brought to Parliament.

is is the rst step for Albania towards having legal recognition of volunteer work and the CSOs involved think that this Law could help a great deal in changing the mentality of people about volunteering values and volunteer work, and moreover create a valid infrastructure that would hopefully be supported from the state and other stakeholder in the future as well.

Under this Draft Law, volunteering is de ned as in Article 3/c: *Volunteering is considered the investment of personal time, effort, abilities and knowledge of one individual in activities or services from which the community or other individuals will benefit.* Volunteering should be performed according to this Law and it cannot include any kind of payment or reward, besides when the Law de nes di erently.

Volunteering is considered the investment of personal time, effort, abilities and knowledge of one individual in activities or services from which the community or other individuals will benefit.

e other Articles of the Law de ne the obligations and responsibilities of the parties involved, the volunteer and volunteer organisations, contractual obligations and all the other regulations in order to protect the status of volunteers and regulate the process in a fair way for all parties involved. e Draft Law was adapted to country speci cities in order to make it more realisable, but the Croatian Law on Volunteering was referred to as the best example in the Balkans.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

Most CSOs in Albania include volunteers in their work. ey are included either as volunteer sta working in associations or as volunteers in local/national activities, campaigns, actions etc. Several organisations also work in promoting volunteering, though there are no visible or collaborative actions to be mentioned.

In general, there is no meaningful cooperation amongst the civil society sector and one of the signi cant reasons is the lack of funds in the country and the competition this generates.

12. e Albanian Youth Council is a non pro t youth organization, an umbrella NGO and its activity extends across all the Albanian territory. is national organization was created in 1994 to serve at local and national youth organizations, namely youth, and to mediate the relationship between youth and the state. On November 9, 2010, after two years of not being active 34 youth NGOs gathered in a meeting and organized the General Assembly, to reactivate the Albanian Youth Council. Now there are 38 Youth NGOs member and 2 Youth NGOs observer. http://www.keshillirinor.al

5. OTHER STAKEHOLDERS

In terms of the administration, the entities that involve volunteers are municipalities of some of the cities in Albania. e municipality of Tirana has a body called e network of volunteers of the municipality of Tirana that usually gets involved in di erent activities organised by the municipality. However, among the citizens of the city they are not very well known, and this group does not interact very much with the other networks of volunteers of the civil society organisations.

As for the business sector, we can say with certainty that they do not involve or promote volunteering yet. Occasionally, some organisations, such are banks and mobile phone companies, organise daily actions in terms of corporate responsibility. However, the general public still perceives their actions as a means of self-promotion, rather than as volunteering actions.

On the other hand, political parties promote the involvement of young people in their public campaigns. Most of the time these youngsters, the so-called volunteers of the political parties, are the "decoration" of their political movements or campaigns in order to ensure massive actions or media scoops.

6. FUNDING OPPORTUNITIES

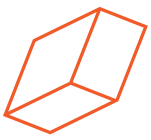
Civil society organisations, as the main actor of promoting volunteer work and involving volunteers, are mostly funded by international donor organisations.

No special national funding of volunteering exists, but projects that include volunteering are sometimes funded by several grants at the state level.

7. REGULAR AND SYSTEMATIC RESEARCH

ere is no concrete and systematic research as yet in Albania.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING



ere are no ethical and quality standards on volunteering at the national level in Albania. Organisation that involve volunteers have their own code of conduct and they also follow di erent ethics or quality standards.

Ethics and quality standards provisions have been included in the proposal for a Draft Law on Volunteering, which have to be assured after the approval and implementation of the Law.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

As mentioned previously, awareness of volunteering in Albania is not su cient. Strengthening volunteering infrastructure in the country is necessary, in order to further articulate its function of volunteering promotion and awareness raise.

10. ADDITIONAL COUNTRY SPECIFICITIES

All country speci cities have been outlined above.

11. RECOMMENDATIONS

A clear de nition of volunteering needs to be unanimously decided upon and promoted in Albania, to reduce confusion amongst young people, and work towards changing the negative perceptions that older generations have of volunteering.

Volunteering infrastructure in Albania needs more consistent and reliable support at all levels, from legislation to local volunteer centres, in order to create an enabling environment for volunteering in the country.

Resources

Albanian Youth Council www.keshillirinor.al

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Local Volunteer Service of Tirana, managed from Beyond Barriers Association www.vullnetarizmi.org

South East European Youth Network www.seeyn.org

United Nations Volunteers, 2009. *Understanding Volunteerism for Development in South-Eastern Europe and the Commonwealth of Independent States: Lessons for Expansion.* Available at: http://www.unv.org/ leadmin/docdb/pdf/2010/publications/UnderstandingVolunteerism-Eastern%20Europe+CIS.pdf

World Values Survey Association, *World Values Surveys, 1999-2004.* www.worldvaluessurvey.org

2

AUSTRIA

CHAPTER

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

In the authors' opinion, volunteering infrastructure consists of providing a supporting environment for volunteers and organisations on di erent societal levels, from the individual to organisations, to municipalities and eventually countrywide. On the individual level, for the volunteer, an appropriate infrastructure provides good access to volunteering opportunities, professional support by quali ed sta throughout the volunteer engagement and adequate exit procedures.

The field of volunteering needs a stable financial basis provided by the authorities, as proper volunteering infrastructure cannot be supported by donated money only.

On the organisational level, an appropriate infrastructure consists of professional commitment to volunteering resulting in clearly de ned volunteer policies, employment of volunteer coordinators, availability of appropriate o ce equipment, training and development opportunities, and a coherent culture of recognition of volunteers and their contributions. Municipalities are bound to provide funding for organisations in order to enable them to manage volunteers in an appropriate and e cient way. Together with other public authorities, municipalities are responsible for establishing and supporting the functioning of information centres for volunteering, and are able to inform and to facilitate the access of interested individuals to volunteering opportunities. By means of support programmes, the government encourages municipalities and non-pro t organisations to further develop sustainable structures for volunteering and to enhance a social culture in which volunteering is recognised positively.

e eld of volunteering needs a stable nancial basis provided by the authorities, as proper volunteering infrastructure cannot be supported by donated money only. Crucial infrastructure therefore includes well-established and adequately funded volunteer centres, trained volunteer coordinators, who perform quality volunteer management. General liability and accident insurance should be eligible prerequisites for volunteer assignments as well as allowances for special expenditure.

Volunteering infrastructure should encourage volunteers to make the rst step into volunteering and it should provide adequate mechanisms for them to continue their voluntary assignment. It has to be a properly de ned part of organisations´ internal structures and procedures in order to establish job security for employed sta just as for volunteers. On the national level, supporting the creation and functioning of a sound volunteering infrastructure shows governmental valuation of that societal sector.

2. VOLUNTEERING LANDSCAPE

According to the rst report on volunteering in Austria[1], volunteering is de ned as productivity by choice (i.e. without any legal obligation), unpaid and in aid of persons outside the volunteers´ own private households. e report di erentiates between formal and informal volunteering, the former being performed within non-pro t organisations, and the latter on a private basis (e.g. mainly neighbourhood help). ese de nitions have been agreed upon since the rst report

1. Austrian Federal Ministry of Labour, Social A airs and Consumer Protection, 2009. "First report on volunteering in Austria". Available at: http://www.bmask.gv.at/cms/site/attachments/5/1/4/CH0139/CMS1218445655316/freiwilligenbericht_letztf.3_%282%29.pdf

on volunteering in Austria 2009.

Based on the 2009 report on volunteering in Austria, 27.9% of the Austrian population aged 15 and older are involved in formal volunteering, and 27.1% in informal volunteering.

Formal volunteering

Approximately 1.9 million Austrians are involved, working for 7.9 million hours per week. e survey presents remarkable di erences between the nine Austrian Federal States. e capital Vienna shows a signi cantly lower percentage (14.3%), compared with the other federal states (ranging from 25.1% in Salzburg to 34.1% in Upper Austria). More men (33.0%) than women (23.2%) volunteer formally, i.e. 57% men and 43% women in the total formal volunteering population. Table 1 shows the distribution according to age:

age 15-19	age 20-29	age 30-39	age 40-49	age 50-59	age 60-69	age 70-79	older
31.4%	29.3%	29.1%	32.4%	32.3%	25.6%	16.2%	8.1%

Marital status: single 29.8%, married 29.6%, divorced 21.4%, widowed 13.5%.
Education: basic education 19.4%, completed apprenticeship 27.6%, secondary technical and vocational education 32.3%, secondary academic school 31.4%, higher education 38.8%.
Nationality: Austrian 28.9%, Non-Austrian 18.8%, which is 94% Austrian and 6% Non-Austrian from total formal volunteering.

Considering average weekly hours of involvement the survey shows the following: total average number of hours volunteering (4.1), emergency aid (3.8), cultural activities (3.4), sport (3.0), politics (2.6), social eld (2.5), religion (2.4), environmentalism (2.0), community work (1.9) and education (1.7).

Informal volunteering

Compared with formal volunteering there is a considerably narrower range in informal volunteering, from a minimum of 23.3% (Salzburg) to maximum 30.4% (Tyrol).
ere is an equal gender distribution: women (27.3%), men (26.9%) volunteer informally, that is 48% men and 52% women from total informal volunteering. Table 2 shows the distribution according to age:

age 15-19	age 20-29	age 30-39	age 40-49	age 50-59	age 60-69	age 70-79	older
24.7%	26.5%	29.6%	29.4%	30.3%	29.6%	18.6%	13.2%

Marital status: single 27.6%, married 27.7%, divorced 27.7%, widowed 20.0%.
Education: basic education 21.1%, completed apprenticeship 28.6%, secondary technical and vocational education 28.6%, secondary academic school 29.2%, higher education 31.8%.
Nationality: Austrian 27.5%, Non-Austrian 24.0%, which is 91.6% Austrian and 8.4% Non-Austrian from total informal volunteering.

Total average of weekly involvement in informal volunteering: 3.6 hours.

In our opinion there is an ambivalent view of volunteering in Austria. On the one hand it is obvious that a wide range of activities could not take place without volunteers and therefore volunteering is highly appreciated. On the other hand there still exists a perception of volunteering as not being worthwhile because it is unpaid labour, or fears that volunteering might be seen as an alternative to paid employment, especially when public funding is reduced. In Austria we are still stuck in an unhelpful supplement-supplant debate. Besides some positive exceptions, there still is a remarkable gap between public discourse on volunteering and actual measures to ensure the quality of volunteering by supporting the essential volunteering infrastructure.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

In Austria, a speci c law on volunteering was adopted in December 2011 and will come into e ect in July 2012. is law includes paragraphs on

- Promotion of Volunteering
- Voluntary Year of Social Service
- Voluntary Year of Ecological Service
- Memorial, Peace and Social Service Abroad
- Austrian Volunteer Council
- Recognition Funds for Volunteering

It provides a new frame for volunteering activities in Austria.

Volunteering in Austria is supported by the Austrian Federal Ministry of Labour, Social A airs and Consumer Protection and by the Austrian Volunteer Council, which is appointed every ve years. e council acts as an advisory body for the federal ministry and considers itself as a lobbying body for volunteering and volunteers. It has 53 members from the Austrian Federal Ministries, the Austrian Federal States, and the coalition of Austrian municipalities, from trade unions and worker representatives as well as from several volunteer organisations. It is supposed to serve as a platform for an institutionalised dialogue of political decision-makers. One of its objectives is to deliver opinions on governmental bills and draft regulations concerning volunteers and volunteer organisations. By setting up steering committees, the Austrian Volunteer Council managed activities for major events such as the European Year of Volunteering 2011.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

In Austria there is no national volunteer centre, but an Austrian network of volunteer centres (*Interessensgemeinschaft der Freiwilligenzentren Österreichs, IGFÖ*) consisting of nine volunteer centres so far. e IGFÖ works on improving the quality of volunteer management and of framework conditions for voluntary work. Its main activities include organising annual conferences on speci c topics related to volunteering, such as involvement of migrants in volunteering, adolescents and volunteering, projects with volunteers, volunteering as a socio-political area of tension, among others.

ere are volunteer centres in four out of nine regional capitals, i.e. Innsbruck, Salzburg, Linz and Vienna, and ve local volunteer centres in Kapfenberg and Bruck an der Mur (both in Styria), Waidhofen an der Ybbs (Lower Austria), Wels (Upper Austria) and Jenbach (Tyrol). Except the one in Linz (funded by the Upper Austrian regional government), all these volunteer centres lack su cient funding. ey either depend on donations, are run alongside other (funded) projects or by marginally part-time employed sta (e.g. 5 hours a week, in the worst case) or by volunteers.

e volunteer centres see themselves as information platforms for people interested in volunteering, for whom they provide counselling and orientation. Due to the lack of funding one volunteer centre has reduced the time span for individual interviews with persons interested in volunteering to six hours a week and in addition runs a detailed homepage presenting various possibilities for voluntary involvement. e volunteer centres in Innsbruck, Salzburg, Vienna and Linz regularly provide training courses for volunteer coordinators, Innsbruck and Linz for volunteers as well. Some of them organise promotional events like an annual day of volunteering or projects with schools (Tyrol), or publicly launch local pilot projects (Gemeinsam aktiv, Active together, Linz).

In Austria many organisations involve volunteers. e biggest are the Volunteer Fire Brigades (250,000 volunteers), the Austrian Red Cross (51,000) and Caritas (27,000). Some of these are registered at volunteer centres, but many do not have this opportunity due to the lack of appropriate volunteer centres. e existing volunteer centres successfully cooperate with many non-pro t organisations of all sizes within their remit, but their coverage is restricted by the limited resources available.

The biggest organisations involving volunteers are the Volunteer Fire Brigades (250,000 volunteers), the Austrian Red Cross (51,000) and Caritas (27,000).

5. OTHER STAKEHOLDERS

In Austria there are many volunteers involved in political work, supporting parties during and between election campaigns, or for senior citizens organisations. is involvement is usually called political participation rather than volunteering.

During the past few years more and more companies became involved in Corporate Social Responsibility (CSR) programmes like Seitenwechsel (Changeover), Brückenschlag (Bridging), Freiwilligentag Tirol (Volunteer Day) or Vernetzte Welten (Networking worlds). RespACT, the Austrian business council for sustainable development, was founded in 2005 and considers itself as a platform for realising sustainability, CSR and business ethics. e Austrian Chamber of Commerce provides so called CSR-consultants, who support companies that want to get involved

in CSR projects. Companies with signi cant involvement in CSR programmes are awarded the TRIGOS Prize by the Austrian Federal Ministry of Labour, Social A airs and Consumer Protection. Marketplaces called 'Good business' are organised by RespACT once a year in order to bring together non-pro t organisations and pro t companies.

Support by public authorities takes di erent forms. By operating the web portal www.freiwilligenweb.at and via various promotional projects the Austrian Federal Ministry of Labour, Social A airs and Consumer Protection has been promoting volunteering. e Federal States of Vorarlberg, Upper Austria and Vienna support volunteers by providing liability insurance for them. In Tyrol the volunteer centre in Innsbruck accomplishes projects with schools on a regular basis giving pupils the opportunity to volunteer in home care facilities for the elderly.

6. FUNDING OPPORTUNITIES

ere is no consistent data about funding of volunteering in Austria. Data from the eld shows that two volunteer centres are funded by donations given to Caritas, and one by the Upper Austrian regional government. One is run alongside other projects (reliable operational grants by the municipality) and the smaller local volunteer centres survive by getting minor project-based funding from municipalities and the Austrian Federal Ministry of Labour, Social A airs and Consumer Protection.

The Austrian network of volunteer centres has agreed on a set of 10 standard criteria for advanced quality volunteer management.

Funding at the national level is usually project-based, but is reliable if approved. Volunteer centres have no fundraising activities themselves, but if they are part of a bigger social welfare organisation, they bene t from that organisation´s fund-raising e orts. Organisations nance their internal volunteer infrastructure from their own resources, from municipality (mostly operational grants) and governmental (mostly projects based) funding or from donations. ere are di erent fund-raising strategies applied by volunteer organisations, from charity events to collecting donations.

7. REGULAR AND SYSTEMATIC RESEARCH

Most of the research on volunteering in Austria is conducted by the Vienna University of Economics and Business, Institute for Non-Pro t Research[2], using survey data from Statistics Austria[3]. Sociological research takes place at several universities, but in the authors' awareness there is no speci c long-term research programme on volunteering.

ere are no established mechanisms to make results from speci c studies available to the general public or those involved in the non-pro t sector.

2. http://www.wu.ac.at/npo/competence/en
3. http://www.statistik.at/web_en/

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

Some Austrian organisations, such as Wiener Hilfswerk, Vienna Social Aid, working with volunteers apply measures of quality management, thus establishing standard procedures for recruiting, supervising and qualifying their volunteers. e Austrian network of volunteer centres has agreed on a set of 10 standard criteria for advanced quality volunteer management.

e development of quality standards in volunteering is also one of the key issues in training courses for volunteer coordinators which, starting from the volunteer centre in Tyrol, spread out to more and more Austrian Federal States. Since 2010 the Viennese Platform for Volunteer Coordinators has been engaged in enhancing the quality standards in volunteer management by providing regular workshops for volunteer coordinators.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

e Austrian volunteer centres provide internal databases of volunteer opportunities, one of which is published on the website www.ehrenamtsboerse.at in full, administrated by Helpers Vienna (Die Helfer Wiens), an organisation dealing with civil protection and coordinating disaster management. Another on-line regional database, run by the government of Upper Austria, is www.boerse-ehrenamt.at. A national database is provided by the website www.freiwilligenweb.at, featured by the Austrian Federal Ministry of Labour, Social A airs and Consumer Protection.

Sometimes regional governments or volunteer organisations launch awareness campaigns on volunteering, promoting volunteering by means of newspapers or radio. e Austrian Red Cross and Caritas have especially promoted volunteering with e ective publicity.

Austrian media are receptive to volunteering if there is a special occasion like International Volunteer Day, or an International or European Year of Volunteering (EYV) 2011, and especially if there are individual stories to tell. Sometimes the issue of participation by and for the elderly raises the attention of the media. During the EYV 2011 volunteering was promoted very intensely by the Austrian Federal Ministry of Labour, Social A airs and Consumer Protection and the Federal Association of Welfare Organisations by organising a Day of Caring and o ering Orientation Workshops for people interested in volunteering.

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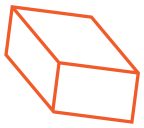

10. ADDITIONAL COUNTRY SPECIFICITIES

e involvement of the Austrian Federal Ministry of Labour, Social A airs and Consumer Protection also takes the form of issuing an Austrian volunteer pass based on the stamps gathered by volunteers from the organisations they have volunteered for. e Ministry also distributes folders containing forms for con rming voluntary activities and a detailed instruction manual for the organisations interested in using those forms. e Ministry also published a detailed training manual for the quali cation of volunteer coordinators.

Some volunteer organisations took part in the Senior European Volunteers Exchange Network (SEVEN) and thereupon successfully carried out senior volunteer exchange projects, either funded by the national government (Wiener Hilfswerk, 2008) or by the National Agency within the Lifelong Learning programme of Grundtvig (Styrian Red Cross, Wiener Hilfswerk, 2009; Red Cross Vorarlberg, Wiener Hilfswerk, 2010).

In February 2010 the “Viennese platform for volunteer coordinators” was founded as an independent organisation whose main focus lies on the improvement of the quality of volunteer management and on ensuring adequate framework conditions for contemporary volunteering.

11. RECOMMENDATIONS

A truly enabling volunteering infrastructure in Austria would require measures to ensure su cient and sustainable funding, based on operational grants, of at least one regional volunteer centre per federal state.

ere is an urgent need for long-term research programmes on volunteering carried out by university departments of sociology and psychology.

ere should be an explicit consensus in society on the signi cance of volunteering, its socio-political relevance and the balance of employed work and volunteering, which calls for a national discussion about volunteering and its bene ts.

Resources

Federal Ministry of Labour, Social A airs and Consumer Protection, 2009. *First report on volunteering in Austria*. Available at: http://www.bmask.gv.at/cms/site/attachments/5/1/4/CH0139/CMS1218445655316/freiwilligenbericht_letztf.3_%282%29.pdf

Federal Ministry of Labour, Social A airs and Consumer Protection www.freiwilligenweb.at

Government of Upper Austria www.boerse-ehrenamt.at

Helpers Vienna (Die Helfer Wiens) www.ehrenamtsboerse.at

Senior European Volunteers Exchange Network www.seven-network.eu

Statistics Austria www.statistik.at/web_en

Vienna University www.wu.ac.at

CHAPTER

3

BELGIUM

DUTCH-SPEAKING COMMUNITY

VOLUNTEERING INFRASTRUCTURE

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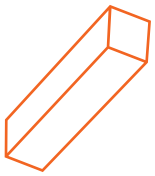


Belgium is a federal and multilingual state. Its linguistic groups are the Dutch-speaking community (representing around 60% of the population), the French-speaking community (around 40% of the population) and a small German-speaking community (less than 1%). In addition to the Capital of Brussels region, which is bilingual, the two largest regions in the country are Flanders, the Dutch-speaking Region, and Wallonia, the French-speaking Region.

Decision-making in Belgium is rather complex, as, according to the competence of each level, decisions can be made on a federal, community or regional level. Concerning volunteering, the legal framework exists at federal level, as it touches upon federal competences such as social security, taxes, labour law and insurance. For management related matters, quality of volunteering, subventions etc., the Communities are entitled to develop their own regulations. As a consequence, supporting measures, as well as the concrete approach and the perception of policy making in the eld of volunteering can di er between the di erent Communities.

1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Volunteering infrastructure can be de ned as the global context of support and supportive measures in which volunteering (voluntary activities and volunteer organisations in a broad sense) can take place and ourish, from a micro to a meso and macro level, and in di erent elds of society: civil society, public authorities and other stakeholders.

Two very important elements of volunteering infrastructure are the comprehensive legal framework on di erent policy levels and the support component, including cross-sector and sector support centres and appropriate funding. Also, the existence of a research and expertise centre for volunteering is essential.

e volunteering infrastructure is involved mainly in the identi cation of the needs of volunteers and voluntary organisations, provision of assistance for them in an accurate and reliable way, formulation of recommendations for policy makers (on di erent levels), and the creation of instruments and tools to stimulate volunteering, breaking down barriers that hamper volunteering.

2. VOLUNTEERING LANDSCAPE

Volunteering is de ned in the Law on the Rights of the Volunteer (2005) and in the Flemish Decree of 2009 as an activity performed by an individual, of his/her own free will, without compulsion, in favour of an organisation, a group of persons or the society, in a more or less organisational context and to be distinguished from the activity that a person does within a paid labour context. is de nition is widely accepted within the political world, public opinion, and the volunteer sector, as volunteering organisations were consulted during the preparation stage of the law.

e de ning features of volunteering, according to the law, are: *a volunteer as a natural person involved in an activity, which has to be developed within the framework of an organisation (associations and public sector are not excluded) without profit aims, with the volunteer active for other people or the broad society (so not helping friends or family) and not in the same context as the paid work of the volunteer.*

According to available data, approximately 1.6 million people are engaged as volunteers, which corresponds to approximately 16 % of the total population of Belgium.

1.6 million people are engaged as volunteers: about 16% of the total population of Belgium.

Volunteering has been facing a "revival" in recent years as most sectors in society (politics, media, and business) have recognised volunteering as an activity that creates added value. We have, however, to distinguish in the Belgian case between the federal level and the community level. e federal policy level did create a Law on Volunteering, but this doesn't re ect much involvement of the sector. In certain Federal Administration Services, the situation is somewhat di erent as some suggestions made by the volunteer sector are taken into consideration, as we have seen in the case of the report on the unemployment regulations related to volunteering.

At the level of the Flemish Community, the interest from policy makers towards volunteering is higher. e National Volunteer Centre (Vlaams Steunpunt vrijwilligerswerk vzw) receives an annual grant and regularly receives additional funding for projects. e Flemish Government also implemented campaigns to bring volunteering into the spotlight, such as the annual Prize for Volunteering. e adoption of the Flemish Decree on Volunteering also testi es to policymakers' support for volunteering in the Flemish community. e Flemish and Federal Parliaments put on their agendas questions, clari cations, or proposals on volunteering related matters.

e fact that the Flemish Community allowed the Flemish Volunteer centre to operate a National Coordinating Body for the European Year of Volunteering (EYV) 2011 in Flanders, proves the good cooperation between our centre and the Flemish policymakers.

e media does not always cover volunteering properly, as most

organisations acknowledge. Businesses, however, are more and more open to the idea of employee volunteering. Links between volunteer support centres and other types of stakeholders should be developed further.

Public opinion and vision of volunteering is still too narrow; the understanding of volunteering is restricted to traditional "care-taking" activities and new forms of volunteering are not always recognised. One explanation would be that some people involved in voluntary work, such as youngsters engaged in youth movements or people engaged in school boards or parent committees do not describe their commitment as volunteering. More work needs to be done to change the image of volunteering at di erent levels and with the active involvement of more stakeholders, such as media, volunteer involving organisations, public institutions, and volunteers themselves.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

e legal framework in Belgium re ects the federal character of the state and the speci cities of the three major communities, the Dutch, the French, and the German one. e legal framework for volunteering is mainly governed at the federal level, while each of the three communities has its own good practice. Each community has the right and the possibility to set speci c rules on volunteering, by establishing decrees which fall within the framework as set forth by federal legislation.

e Law on the Rights of the Volunteer is relatively recent, being adopted in July 2005 and implemented since January 2006. e law has been adopted by the federal parliament, after consultation with the volunteering sector. Due to various procedures, the law took e ect only in August 2006, with the reserve that regulations on liability and insurance of volunteers were only being implemented from January 2007 to allow for procedures to be clari ed and agreed upon. e Law starts with a clear de nition of what can be understood by "volunteering".

> *"Volunteering is an activity executed by a individual, on a free and unpaid basis, and not aimed to do him or her good, neither close friends or family, but aimed towards the organisation itself, a certain aim or the society as a whole, within an organisation not gaining profits."*

e Law regulates the following issues: volunteering by people with an allowance, reimbursement of expenses incurred by volunteers, liability of volunteers, insurance obligations, information duty, and other items.

e Law sets criteria for volunteering by people with di erent types of allowances such as unemployment bene ts or health bene ts and also sets limits to the amounts that a volunteer can be reimbursed throughout one year. e liability issue is mostly protecting the volunteer, especially if the volunteering is done through a legal organisation, but there are di erences

with regard to liability for volunteers outside a formalised organisation. Similar provisions apply for the insurance of volunteers. is di erence between volunteers of legally registered organisations and volunteers outside this type of organisation is acknowledged to be a weakness of the legal framework as it regulates di erent treatment for volunteers and may thus inhibit spontaneous volunteering, outside a legally registered organisation.

e general feeling among volunteer involving organisations towards the Law is a positive one, even if there are items identi ed as weaknesses of the Law. e major bene t brought by the Law is the setting of a uni ed framework guiding the activity of organisations involving volunteers. e Law is accompanied by several sector speci c regulations and also states speci c regulations. Its' implementation is guarded by governmental bodies according to the level of government (federal, state, local) and to speci c competences (related to unemployment, taxes etc.).

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

By *"non-profit sector involved in volunteering"* we understand *"that share of the overall non-profit sector in your country that is in any way involved in volunteering either by supporting and promoting volunteering, or by involving volunteers in daily activities, or by conducting research and policy work related to volunteering, or by functioning exclusively based on volunteer contributions"*.

Each major region of Belgium has one volunteer centre that covers the entire region. e Flemish Volunteer Centre is Vlaams Steunpunt Vrijwilligerswerk VSVw, formerly known as the "Platform voor Voluntariaat", established in 1977. It is a not-for-pro t organisation open to all volunteer organisations, regardless of their eld of activity (welfare, education, health, the environment or sport) and their structure of organisation. In the beginning, it acted as a broker between voluntary workers and organisations involving volunteers. e matching between organisations and volunteers is no longer a major activity. Nowadays, the VSVw mainly supports volunteer involving organisations, informs them on the impact and meaning of the legal framework and links organisations and policy-makers through advocacy programs. e advocacy work is focused on the establishment of a favourable legal framework for volunteering and more generally, volunteer-friendly procedures and environments throughout Belgium.

In addition, the VSVw provides advice on volunteering laws and regulations, and information and educational services related to volunteering. e main bene ciaries of these services are organisations, but the centre also works with individual, volunteers if required. Its advocacy work is complemented by policy work aiming for the development of a volunteer policy. Steps towards this policy are made through implementation of several projects such as "Accreditation of prior learning" (APL), "Insurances and volunteering", and "Support of volunteers".

In Flanders, every province has a volunteer support centre as part of a public service, which covers the entire province. For the Dutch-speaking community in Brussels, Het Punt vzw[1]

1. www.hetpuntbrussel.be/

operates as a volunteer support centre. e main types of service provided by these centres are information, training and educational programs. Beside these regional or provincial volunteer centres, local volunteer centres exist in certain communities. Some of the larger cities set up volunteer support services, sometimes speci cally targeted at certain groups such as persons with a handicap, migrant volunteers etc. Some of these regional centres are membership based and some are set up by local authorities.

e collaboration between volunteer centres across Belgium is not yet clearly structured; usually it consists of issue-speci c collaboration, directed towards certain publications or the management of the joint matching website. As a legacy for the EYV2011, a common policy agenda will be developed by the Flemish Volunteer Centre.

ere is no national umbrella organisation in Belgium, but the Flemish Volunteer Centre tries to ful l this function through its services, for the Flemish Community and Region. Apart from the regional volunteer centres, there are sector-speci c volunteer centres and large volunteer involving organisations such as the Red Cross, Oxfam, Damiaan Foundation, youth movements and so on. Cooperation among volunteer involving organisations is similar to that between volunteer centres, being marked by their sector speci c interests and also organisations' speci c interests. One of the major problems that can be highlighted with regard to collaboration relates to the limited documentation of certain organisations starting initiatives related to volunteering, leading sometimes to duplication of work because no contact has been established with local volunteer centres already involved in volunteering in a certain area or eld of activity.

During the EYV2011 a project aimed to gather cross-sectoral information and experiences was set up. e ndings have been brought together on a website.

5. OTHER STAKEHOLDERS

Apart from the voluntary sector organisations, another important stakeholder is the Flemish Government that supports the volunteer sector, mostly through the Flemish Ministry of Welfare and the Flemish Ministry of Culture. Both provide project funding and structural support for volunteer organisations and volunteer support centres, including the Flemish Volunteer Centre.

e Minister of Welfare also commissions studies related to volunteering to universities and funds large volunteering events, such as the Week of the Volunteer. In the last two years a Flemish Volunteer Award has been given to innovative volunteer organisations. e Volunteer Award is an initiative of the Flemish Minister President.

An important stakeholder is the Flemish Government: it provides the volunteer sector with project funding and structural support.

e federal government bears responsibilities related to the implementation of the Volunteer Law after issuing it and has set up the High Council of Volunteers (French: Conseil superieur des volontaires, Dutch: Hoge Raad voor Vrijwilligers, German: Hohen Rates der Freiwilligen).

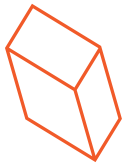
e High Council of Volunteers is a direct result of the 2001 International Year of Volunteers (IYV). is Council has four o cial functions: advice, research, information, and following the dynamics of the volunteer sector. e Council consists of representatives delegated from the volunteer sector in addition to volunteers. However, the interest of the federal authorities at the volunteer policy level remains modest, apart from some members of parliament who display

more interest in this eld. e High Council of Volunteers is not funded at the required level to be able to meet its functions properly or to become a valuable resource for volunteer involving organisations.

Some businesses have employee volunteering schemes, mostly implemented in collaboration with large non-governmental organisations such as the Red Cross, Medicins Sans Frontiers, Natuurpunt.

e involvement of government and other public authorities in the promotion of volunteering is higher at the regional level than at the federal level. e regional governments include promotion of volunteering on their websites or in the community magazines they distribute.

Certain secondary schools show concern for the level of engagement of young people in volunteering. E orts are made to facilitate the experience of volunteering for students, mostly within the Catholic schools network. is may take the form of a week's involvement, speci c volunteer programs or just information about volunteering. Some universities award credits for volunteer engagement, stimulating the involvement of students in their communities.



The main source of funding for volunteering is the Flemish Government, providing an estimated 4 million EUR yearly.

6. FUNDING OPPORTUNITIES

e main source of funding for volunteering is the Flemish Government, providing an estimated 4 million EUR yearly. Funding takes di erent forms: core funding for support centres and for sector speci c centres and project funding. e funding may be considered reliable, taking into account the length of the formal approval procedures. Rules for funding are generally considered acceptable, although some organisations complain about the complexity and co-funding requirements.

7. REGULAR AND SYSTEMATIC RESEARCH

Unfortunately there is a lack of accurate and consistent statistics on volunteering in Belgium. Some data was collected in 2001, but it has not been updated since. Belgium implements the United Nations' Handbook on Non-pro t Institutions in the System of National Accounts. e latest data from this system is dated 2006-2007. However, the recent research is limited and volunteering has not been pro led as a priority on the research agenda at the national level. During the EYV2011 the Flemish Statistics O ce carried out an inquiry on the situation of volunteering within the Flemish Community. e new gures did not show particular changes; the number of volunteers remains stable.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

ere is no national uni ed code of ethics and no general agreed quality standards for volunteering. ere are several di erent ways of ensuring the quality of volunteering. First, there is the organisational level where some organisations have their own standards of quality and ethical codes. ere is also the sector speci c approach in the welfare sector where there are certain quality standards established by the decree in this sector, having legal consequences and allowing authorities to check whether the organisations active in the welfare sector follow the standards. Most of the organisations do not favour the idea of having governmentally set quality standards and veri cation procedures implemented by authorities. E orts are made to use the EYV 2011 momentum for drafting an ethical code that organisations can voluntarily adhere to. e Flemish Volunteer Centre did develop a Charter for successful volunteering.

Additional steps for quality assurance are taken within the sector by means of training and resources for volunteer involving organisations and also by the provisions on the duty of information in the Law on Volunteering, which requires organisations to inform volunteers with regard to ve matters before they start their volunteer involvement: the aims of the organisation, the legal status of the organisation, civil liability insurance, the cost reimbursement procedures, the con dentiality policy with regard to bene ciaries and internal information of the organisation.

e regional centres for volunteering do have a broad o er of training and educational programs, mostly for responsible persons within volunteer organisations.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

e main tool for matching volunteers and volunteer opportunities in Flanders is the web site www.vrijwilligerswerk.be, jointly run by the Flemish volunteer centre, the Brussels volunteer centre and another ve regional volunteer centres, which share the management tasks and costs for the web page. e page has brought together over 2000 registered organisations and over 2000 volunteers so far. Volunteer opportunities are updated regularly to ensure they are valid. e website is promoted constantly through all possible means and it is also used as a promotional tool during wider campaigns promoting volunteering.

Volunteerism is not always an attractive topic for the media, but sometimes, in connection to other related topics it receives coverage. One good example is the Week of Volunteering and its public activities such as fairs and festivals. To raise public awareness on volunteering and bring it to their attention, an e-magazine “tACTIEF”, containing articles on volunteering, was issued.

During the EYV2011 there were quite a lot of articles on volunteering within magazines, newspapers and even on television.

10. ADDITIONAL COUNTRY SPECIFICITIES

Over the past few years the Flemish Volunteer Centre has gained importance and legitimacy. We see lots of collaboration proposals coming to us from di erent stakeholders, as well as lots of information requests addressed to the centre. e capacity of the Flemish volunteer centre to provide accurate information and proper advice has laid the basis for strong partnerships that have helped build the credibility and strength of the volunteer centre in particular and of the volunteering infrastructure in general.

11. RECOMMENDATIONS

e volunteering infrastructure in Belgium/Flanders would greatly bene t from more and accessible funding that would enable organisations to communicate better their work and their volunteering opportunities, develop more projects and develop community networks. As a legacy of EYV 2011 we expect more opportunities for European level projects and improved embedding of volunteering in all European funding streams.

Volunteering infrastructure at the national and European level should be better funded, a structural funding stream for the European umbrella organisations in volunteering being very helpful in allowing for sustainable development of volunteering at the European and also member state level.

At the policy level, the European Union could encourage more strongly and more actively the member states to take into account reports on volunteering infrastructure such as this, as well as invest more in this eld to enable local volunteering infrastructures to perform their functions and develop further.

The European Union could encourage more strongly and more actively the member states to invest more in the field of volunteering to enable local infrastructures to perform their functions and develop further.

Resources

Eva Hambach, 2007. De wet betre ende de rechten van de vrijwilliger
Vlaams Steunpunt Vrijwilligerswerk www.vrijwilligersweb.be and www.vrijwilligerswerk.be

CHAPTER 3

BELGIUM

FRENCH-SPEAKING COMMUNITY

VOLUNTEERING INFRASTRUCTURE

AUTHOR
Amandine Tiberghien, Plate-forme Francophone du Volontariat

1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Infrastructure can be considered as the physical facilities, structures, systems, relationships, people, knowledge and skills that exist to support, develop, co-ordinate, represent and promote front-line organisations, enabling them to deliver their missions more e ectively. Volunteering infrastructure involves any voluntary organisation whose primary purpose is the provision of infrastructure functions, support and development, co-ordination, representation and promotion, to front-line voluntary and community organisations.

Volunteering infrastructure, a mirrored public structure with voluntary sector bodies at local, regional and national level, ful ls the following functions:

- Reach a common understanding of volunteering and a shared appreciation of its value,
- Establish and nurture an enabling environment,
- Adopt a diversity of approaches to mobilise and facilitate volunteering,
- Try to nd sustainable funding for volunteer involving organisations
- Coordinate with stakeholders involved in or linked to volunteering activities,
- Promote and support volunteering,
- O er individuals appropriate opportunities; management support,
- Help organisations make volunteering attractive; community support,
- Gain public recognition,
- Provide supporting preconditions,
- Create an inviting climate for private investments and new forms of partnerships.

2. VOLUNTEERING LANDSCAPE

Definition

e Belgian law, dated 3 July 2005 de nes volunteering as follows:

"Volunteering is any activity:
a) which is performed without compensation or obligation;
b) which is exercised for the benefit of one or more persons, group or organisation or the community as a whole;
c) which is organised by an organisation other than family or private person who engages in the activity;
d) that is not exercised by the same person and for the same organisation as part of an employment contract, a contract of service or a statutory designation".[1]

e law highlights two main aspects, that volunteering must be a free act and for others.

is law contributes to creating an enabling environment for volunteers by providing protection (such as insurance). e main responsibility regarding the implementation of the provisions of this law lies with the Belgian Government. In 2002, the Ministry of Social A airs created the

1. http://www.socialsecurity.fgov.be/fr/speci eke-info/vrijwilligers/geldende-wetgeving.htm

High Council for Volunteers (Conseil superieur des volontaires). e High Council is an advisory board, consulted on matters concern volunteering, when statements are being issued or laws are being drafted. e Council is composed by Belgian NGO representatives.

In a study made by the King Baudouin Foundation, two researchers established another de nition of volunteering:

"Volunteering is an activity:

- *Of nonbinding character to other people or to the benefit of a community*
- *Performed for free*
- *Performed in a more or less formal structure*
- *By an individual. "*[2]

Outside of these two de nitions, it seems to be very di cult to de ne volunteering, just as it is di cult to de ne the concept of work.

It seems to be very difficult to define volunteering as it is difficult to define the concept of work.

Research on volunteering

Speci c research and statistics focused on the pro le of volunteers and volunteering in Wallonia in particular and in Belgium in general are rather limited. A small amount of literature is produced by some universities, such as the Centre for Social Economy in the University of Liège[3], the University of Gent[4] and research about non-pro t organisations started in 2011 at the Free University of Brussels.[5]

e King Baudouin Foundation nances some research on volunteering.
Plate-forme Francophone du Volontariat, the platform for volunteer organisation of the French-speaking community in Belgium, encourages decision-making bodies to nance research on the system of existing indicators concerning voluntary activities and their role in relevant Belgian policies; taking into account the gender dimension, and considering, where appropriate, to look at the implementation of statistical tools, such as the methodology proposed in the Manual on the Measurement of Volunteer Work of the International Labour Organisation (ILO), to ensure comparable data; indicating current or new areas of voluntary activities which require closer cooperation at the national level and with the European Union.

Volunteer profile

According to a Special Eurobarometer report issued by the European Commission in 2007, 37% of people in Belgium declared to actively participate in voluntary work for an organisation.[6] According to the Centre for Social and Economy of the University of Liège[7], a series of publications, following many individual surveys, provide guidance on the importance of voluntary work in terms of percentage of respondents. However, these data are relatively disparate and sometimes contradictory. Nationally, there were around 1.4 million, which represents at least 14% of the Belgian population[8].

2. M. D'hondt et B. Van Buggenhout, Statuut van de vrijwilliger. Knelpunten en oplossingen,Fondation Roi baudouin, Bruxelles, 1998.
3. http://www.ces.ulg.ac.be/fr_FR/services/analyses-statistiques/benevolat
4. Researches are made by Lesley Hustinx (http://www.ugent.be/ps/sociologie/nl/onderzoek/onderzoeksgroepen/cst/research-sta /overzicht.htm#lesley-hustinx)
5. Research is made by Marc Jegers and Roland Pepermans ("Management of non-pro t organisations: the interaction between rewards, managerial behaviour and e ciency"). e details about it available at : http://www.researchportal.be/en/projects.pdf?classi cations=S266_iwDisciplineCode&page=1&pageSize=10&ordering=enddate&descending=true
6. European Commission, 2007. "European Social Reality" Special Eurobarometer No. 273 Report, pp. 34-37. http://ec.europa.eu/public_opinion/archives/ebs/ebs_273_en.pdf
7. http://www.ces.ulg.ac.be/fr_FR/a-propos-du-ces/missions and http://www.ces.ulg.ac.be/fr_FR/services/analyses-statistiques/benevolat
8. http://www.ces.ulg.ac.be/uploads/Dujardin___Maree__2007__La_mesure_du_volontariat_en_Belgique.pdf

Concerning age, Godemont and some other researchers established in 2006 that the most active age group in volunteering is 40-70[9], followed by the 15-24 age group. A 2007 study carried out by the Centre for Social Economy of the University of Liège con rms this information, showing that there are two important groups of volunteers, the one aged between 16 and 24, and the other over 40[10].

Nearly half of the hours worked for social involvement represent volunteering: the equivalent of 150,000 full time workers.

According to the 2000 survey (Vlaamse Studiedienst Regering, 2000), men predominate among volunteers in the age group 35-54, while it is mainly women who are engaged in voluntary activities between the ages 54-65[11].

Concerning the importance of volunteering, Boulanger and Defeyt, in 2004, conducted a study on social involvement and estimated that volunteers represent an important work force: the total of hours worked for social involvement is estimated to 200,000 full-time workers, and for volunteering, it is about 150,000 full time workers. On average, volunteering is assessed between 76,000 and 249,000 full time workers (per week, it varies between 7 hours/week and a half day)[12].

In conclusion, volunteering grows from year to year. Nevertheless it is important to link this growth with the expansion of the NGO sector. It should though be noted that it is hard to be exhaustive in this area because there is limited data on volunteering in Belgium despite the recent Eurobarometer.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

e 2005 Belgian Law on volunteering came into force between 2006 and 2007[13]. e law includes a set of guidelines concerning the following topics[14]:

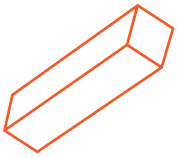
- the de nition of volunteering activity,
- the obligation of the organisation to inform volunteers about: what it stands for: social goals, legal statute; the insurance covering them; the possible allocations; the obligation of an liability insurance and the possible accident insurance,
- the obligations of the volunteer and the organisation,
- the insurances linked to volunteering,
- the rules of application of the labour law,
- the authorised indemnities, reimbursements of the expenses incurred during volunteering,
- speci c situations: unemployed, pre-retired, workers in situation of incapacity, people entitled to a social integration income, elderly people receiving special guaranteed income, family bene ts.

9. GODEMONT, J., GOYVAERTS, K. et MARYNISSEN, R. (2006) De vergrijzing verzilverd?Een verkennend onderzoek naar ouderen in het Vlaamse vrijwilligerswerk, Steunpunt Gelijkekansenbeleid, Antwerpen, 217 p.
10. http://www.ces.ulg.ac.be/uploads/Dujardin___Maree__2007__La_mesure_du_volontariat_en_Belgique.pdf, pp. 32-33
11. http://www.ces.ulg.ac.be/uploads/Dujardin___Maree__2007__La_mesure_du_volontariat_en_Belgique.pdf, pp. 32-33
12. http://www.ces.ulg.ac.be/fr_FR/services/cles/notes-de-synthese/volontariat-chi res-cles/valorisation-monetaire-du-travail-volontaire-dans-les-associations
13. DUMONT D. & CLAES P. , 2006. " Le nouveau statut des bénévoles, commentaires de la loi du 3 juillet 2005 relative aux droits des volontaires et ré exions sur le droit social et la gratuité", Les Dossiers du journal des tribunaux, 217 pp.
14. Ibidem

More regulations have been created by some public institutions. e Federal Public Service/ Ministry Employment, Labour and Social Dialogue, and the Ministry of Finance, respectively, regulate the authorisation for the unemployed, retired or pre-retired, people excluded from unemployment, and the self-employed to volunteer, and indemnities free of taxes for the volunteers when it goes over expenses made for their volunteer activities[15].

e importance of a speci c law for creating an enabling environment for volunteering:

e introduction of a speci c legal framework for volunteers is considered as a necessity for creating an enabling environment for volunteering in Belgium, particularly since this gives volunteers a recognised status and provides rights and obligations within the volunteering sphere. Legislation on volunteering is important for those who volunteer but also for the organisations they volunteer for and for the clients of the organisations, since it provides guidance, protection and accountability. Nevertheless, speci c improvement of legislation on volunteering is required to provide for:



- the rights and duties of volunteers, including codes of conduct and volunteering principles,
- the rights and obligations of volunteering organisations in regard to volunteers,
- the right for all to do volunteering, such as for foreigners or disabled people,
- the establishment of a national volunteer centre aimed at promoting and supporting volunteering,
- data collection and research on volunteering,
- economic and social recognition of volunteering, including in the national budget

is not withstanding, it is important that legislation on volunteering does not lead to over-regulation, which would hamper the exibility that volunteering implies. Indeed, legislation should facilitate volunteering and not hinder it.

Public responsibility for supporting volunteering in Belgium

e only public body is the High Council of Volunteers (French: *Conseil superieur des volontaires*, Dutch: *Hoge Raad voor Vrijwilligers*, German: *Hohen Rates der Freiwilligen*). e High Council is an advisory board, at the federal level, consulted on matters concern volunteering, when statements are being issued or laws are being drafted. e Council is composed by Belgian NGO representatives and is responsible for:

- collecting, systemising and analysing information concerning volunteers and volunteering[16],
- examining the speci c issues volunteers and volunteering can be confronted with[17],
- giving advice or making propositions concerning volunteers or volunteering, on its own initiative or on requirement of competent Ministers[18].

In order to successfully achieve its tasks, the Council has contacts with organisations, institutions and authorities that, considering their goal, work or competences are linked to volunteers or volunteering[19].

is public body meets around four times a year and is composed of 25 e ective members

15. http://www.socialsecurity.fgov.be/fr/speci eke-info/vrijwilligers/hoge-raad-vrijwilligers/hoge-raad-vrijwilligers.htm
16. http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&la=F&cn=2002100230&table_name=loi
17. Ibidem
18. Ibidem
19. http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&la=F&cn=2002100230&table_name=loi

nominated by the King, which are the representatives of the volunteering across Belgium. e composition of the Council re ects the diversity of volunteering. e social sphere of activities has thus been divided into 10 categories, each one represented in the Council[20]:

1. *Training and learning*
2. *Youth and elderly*
3. *Healthcare*
4. *Social and judicial help*
5. *Sport*
6. *Culture (artistic heritage, sciences) and hobbies*
7. *Humanitarian actions and international solidarity*
8. *Religion, philosophical streams, politics*
9. *Environment, nature, animals well-being, ecology*
10. *Family and others*

Unlike in its rst mandate, where members of the Council were physical people, members of the High Council are currently organisations that are mainly working with volunteers. ese members designate a representative for the organisation in the High Council. e Council is composed by 25 e ective members[21]:

- 10 e ective members from the French-speaking community
- 10 e ective members from the Dutch-speaking community
- 1 e ective member from the German-speaking community
- 2 members from the French-speaking community, nominated because of their scienti c expertise on volunteers and volunteering
- 2 members from the Dutch-speaking community, nominated because of their scienti c expertise on volunteers and volunteering
- e Council has also 10 substitute members from the French-speaking community, 10 substitute members from the Dutch-speaking community and one substitute member from the German-speaking community[22].

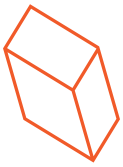
e High Council for Volunteers is therefore the o cial body intended to support volunteering in Belgium. However, this national body has limited resources. At the regional level, there are volunteering Platforms in both the Dutch-speaking and the French-speaking communities.

It's important that legislation does not lead to over-regulation, which would hamper the flexibility that volunteering implies - legislation should facilitate volunteering and not hinder it.

20. http://www.socialsecurity.fgov.be/fr/speci eke-info/vrijwilligers/hoge-raad/samenstelling.htm
21. http://www.socialsecurity.fgov.be/fr/speci eke-info/vrijwilligers/hoge-raad/samenstelling.htm [cited January 19, 2012]
22. Ibidem

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

ere is no national volunteer centre or resource centre for volunteering in addition to the consultative body described above. Following the administrative structure of the country, there are two platforms that bring together voluntary organisations, one from Flanders/the Dutch-speaking community and the other from Wallonia and the French-speaking community, both acting as umbrella organisations for volunteering NGOs in Belgium. Within the Ministry of Culture of the German-speaking a sta member has been designated as a focal point for the support of volunteering.



French-speaking structure

In 2002, the French-speaking Platform for Volunteering (Plate-forme francophone du Volontariat) was set up as a non-pro t organisation which aims to promote volunteering and represent volunteers' interests in the French-speaking part of Belgium (French Community, Walloon Region, and Brussels Region). Composed of 31 organisations representing the main branches of the associative and volunteering sectors, the Platform acts like an umbrella for French-speaking organisations involved in volunteering. It works to develop policies and practices to promote and assist volunteering organisations, to facilitate communication between them, and to lobby on issues that are of concern to them.

e following activities are carried out by the Platform:

- *Lobbying*, policy monitoring and providing a space for dialogue between members, for them to agree on common policy messages to be conveyed through di erent fora such as the Social A airs Commission, the High Council of Volunteers, the European Volunteer Centre, the King Baudouin Foundation
- *Information:* Website and newsletter, management of the websites www.levolontariat.be and www.yaqua.org with the aim of informing civil society and the NGO sector on volunteering, and for volunteer engagement
- *Exchanges:* organisation of working groups, seminars, symposiums etc with the aim of advancing aspects of volunteering and volunteer engagement
- *Providing services:* using our expertise to inform or support NGOs and advise public institutions and political bodies
- *Visibility actions:* carrying out communication activities in order to raise awareness of volunteering and its value.

French-speaking volunteer involving organisations cooperate among themselves through this platform.

Nowadays, the support provided to volunteers generally derives from volunteering organisations themselves[23].

23. http://www.levolontariat.be/

Volunteer centres

For the French-speaking part, an organisation acts in some towns in Belgium and in Brussels as a bank of volunteers. ey match the supply and demand of volunteers and give some training on volunteering[24]. ere is also a website, which acts like a volunteer centre: www.yaquasengager.org.

The biggest volunteer involving organisations in Belgium

As explained before, there is no signi cant recent study on volunteering in Belgium but we can assume that the biggest volunteer involvement sector could be sport organisations. But it is impossible to be more precise.

5. OTHER STAKEHOLDERS

Public bodies and private organisations involved in volunteering

e *national lottery* is involved through the money given to cover costs for volunteers' insurance in small NGOs.

Provinces have the role of providing support for volunteers' insurance for small NGOs. Some of them go further. e province of Liege and the province of Namur organise a Volunteer Fair[25], have set up times to help associations and volunteers, and conduct information sessions with the help of platforms.

Some *municipalities* set up Volunteer Platforms (Liege[26], Etterbeek[27]), Volunteer days to thank volunteers (Bastogne or Ottignies), or a Consultative council of associations (Auderghem[28]). Some public bodies are involved in promoting volunteering to their employees. However, these initiatives could be one-o , linked to the European Year of Volunteering (EYV) 2011.

Foundations and cooperatives, such as the King Baudouin Foundation[29], invest money in studies and research.

Corporate volunteering

Although the Belgian law does not recognise corporate volunteering, there are some initiatives of promoting volunteering among employees, generally in the case of larger businesses. e degree of corporate volunteering in Belgium is rather limited and the initiatives consist of fund-raising activities and short-term, hands-on activities. HUBU, Business and Society, and some others act as a link between associations and business. ere is a need for rules to prevent exploitation and abuse around these relations between the businesses and associations.

Volunteering in school

ere is no compulsory civic education subject taught in schools in Belgium. However education decrees consider school a key element in building responsible citizens[30]. Various schools implement volunteering programmes like volunteer class representatives. Furthermore, many

24. http://www.volontariat.be/
25. http://www.dhnet.be/regions/namur-luxembourg/article/367835/premier-salon-du-volontariat.html
26. http://www.liege.be/social/famille/seniors/plate-forme-du-volontariat
27. http://www.hospichild.be/associations-et-services/social/transports/item/1079-commune-etterbeek-service-volontariat.html
28. http://www.auderghem.be/index.php?option=com_content&task=category&sectionid=29&id=111&Itemid=241&lang=fr#2%20apprentissage%20et%20citoyennet%C3%A9
29. http://www.kbs-frb.be/index.aspx?LangType=1033
30. http://www.defre.be/defre/PDF/Citoyennet%C3%A9.pdf

schools have parent associations which involve some degree of volunteering e ort by parents and teachers.

e relation between stakeholders and volunteering is usually project based.

6. FUNDING OPPORTUNITIES

ere is very limited information that can provide a comprehensive and reliable picture of the main sources of funding for volunteering in general in Belgium.

ere are no speci c funding mechanisms in Belgium that aim at promoting and supporting volunteering initiatives and sustaining volunteering structures. National funds targeting the volunteering sector are missing.

Lifelong learning decree Administered by the French-speaking Community (Federation Wallonie- Bruxelles)	e objectives of this decree[1] are to support actions and organisations for lifelong learning and cultural activities, centres of expression and creativity, community life and development of citizenship, by various means: • subsidising structural recognised associations and the one-time subsidising of projects and associations that are not recognised • subsidising of cultural training settings • developing citizenship and democracy through cultural activities, and issues related to the cultural dimension of social phenomena • considering issues of multiculturalism and interculturalism • confronting issues related to the solidarity between generations • addressing of gender issues and male / female equality • producing publications • developing partnerships and networks.
The National Lotteries Good Causes Fund Administered by the Ministry of Finance	is fund[2] has the main scope of helping out various individuals, agencies or organisations that have social, cultural, educational, sports, philanthropic or religious activities. e Fund generates its income through a percentage contributed from the amount of tax payable from gaming activities and unclaimed prizes. e fund supports projects and initiatives proposed by individuals, NGOs. A part of this fund, for instance, is used to cover insurance for small NGOs.
Private funds, donations, fund-raising events	Several foundations, Banks or companies such as CERA[3],King Baudouin Foundation[4], Electrabel, Le Soir etc. give grants to associations.
Each ministry through decrees and grant/subsidy linked to its competences	For instance, the Ministry of Sport and the Ministry of Youth give funds to support actions of associations with volunteers. It is also a project-based. If an association sets up a project with all the municipalities of Wallonia, it can try to be sustained by the ministry of municipalities and local authorities.

1. More information can be found on the website: http://www.educationpermanente.cfwb.be/index.php?
2. http://www.levolontariat.be/
3. http://www.cera.be/
4. http://www.kbs-frb.be/index.aspx?LangType=2060

Nevertheless, there are various funds allocated by the Government and others for organisations within the voluntary sector.

However, the reliability of these funds for the voluntary sector is questionable, particularly since funds are revised on an annual basis and voluntary organisations need to submit applications every year. is hinders, to a certain extent, the degree of long-term planning that voluntary organisations can do. Furthermore, these grants are often characterised by uncertainty due to delays in the money being actually transferred to the organisations.

It is important to set up reliable funding to help the e ectiveness of the volunteering sector and to o er a good environment for volunteers.

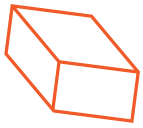
7. REGULAR AND SYSTEMATIC RESEARCH

ere is very limited research and information on volunteering in Belgium. Statistics are few and far between. Data related to volunteering is still not systematically registered.

ere is no data currently available on the impact (economic or other) of volunteering in Belgium. To date, no research has been undertaken to measure such impacts.

e rst well-known study on volunteering in Belgium was *"The measurement of volunteering in Belgium"* by the Centre for Social Economy of the University of Liège, published for the King Baudouin Foundation. e study focused on the framework of volunteering in Belgium, volunteers' pro le, and types of organisations within the third sector. Other studies on volunteering in have been presented under the "Volunteering landscape" section of this chapter.

e lack of reliable data and research on volunteering in Belgium signi cantly limits the degree to which national and organisational policies and services aimed at promoting and supporting volunteering can ever be developed in an appropriate, e ective and e cient manner. Furthermore, political recognition and public awareness about the added value which volunteering can render to society can be signi cantly enhanced and substantiated through systematic and reliable research, including an indication of the socio-economic value and income generated through volunteering.



8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

ere are no speci c tools available in Belgium to assure ethics and/or quality standards for volunteering in Belgium. However, generally organisations have taken the initiative to set up procedures and policies for volunteering.

During EYV 2011, the French-speaking volunteering platform organised two conventions[31] about necessary conditions for volunteering: one more speci c for the volunteering sector and the other about recognition.

Many collective bodies organise events around these topics. e Belgium Red Cross published a guide about volunteering management in which the question of ethics and quality standards for volunteering are central[32].

One important issue for ensuring quality of volunteering is related to training for volunteers. Training is particularly important in certain areas, e.g. healthcare, where volunteers have to be well prepared before they can work by themselves. e de nition of a basic training methodology for volunteers, assumed and recognised by all, is essential. ere are no such comprehensive training standards in Belgium, but some training exists: Introduction to Volunteer Management[33] by the Socialist Life-long Learning Centre, or training of volunteering management by volunteering associations.

Furthermore, organisations hosting volunteers are subject to general health, safety and insurance regulations provided by law.

In turn, volunteers' activities in particular sectors, such as health, environment, culture, are generally required to observe general codes of ethics and quality standards applicable in those sectors.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

e French-speaking Volunteering Platform (FVP) runs a website where a database of volunteer involving organisations exists to help potential volunteers identify suitable volunteering opportunities and choose the most appropriate one, according to individual interest and skills and matching the needs of the organisations. is database has around 1000 registered volunteer involvement organisation o ers daily[34]. is matching service is also available through volunteering association local points, but only in some municipalities of Belgium[35].

FVP sta often participates in seminars, conferences, meetings, radio and television

31. Find more information about these events on the website: http://www.levolontariat.be/2011/colloques-et-evenements.
32. http://www.croix-rouge.be/UserFiles/File/Publications/guide_volontariat_crb_imp.pdf
33. Training set up by FORMAPEF, a special training organization for the employee of the third sector. " Catalogue des formations pour les travailleurs du non-marchand – Accédez facilement à des formations de qualité ! », Octobre 2011-Juin 2012 », pp. 199
34. http://www.yaquasengager.org
35. http://www.volontariat.be/centres-association-volontariat.html

programmes, informing and promoting volunteering. To celebrate 5 December International Volunteer Day, FVP organises a volunteering week. Public messages are launched on this occasion through outdoor electronic display facilities.

Besides resources made available by FVP for promoting volunteering, organisations active in the eld also use their own promotional tools such as personalised websites, publications, studies, research reports, etc.

www.yaquasengager.org registers 1000 offers for volunteering daily

Media is a very good tool for promoting volunteering; sta of FVP and other volunteer involving organisations participate in TV and radio programmes and give interviews to magazines and newspapers.

10. ADDITIONAL COUNTRY SPECIFICITIES

None, other than that already stated above.

11. RECOMMENDATIONS

At the national level, in view of facilitating the creation of an enabling volunteering infrastructure in Belgium, it is recommended that:

- *A volunteer centre promoting and supporting volunteering is established.*
- *Volunteering funds and sustainable financial means aimed at supporting the promotion, research and development of new opportunities for volunteering in Belgium are established.*
- *Systematic and regular research on volunteering, including focused data collation and analysis, is conducted by a public body purposely appointed to do so.*
- *A national mechanism accounting for the contribution which volunteering makes to the country's national economy is developed.*
- *New training programmes for volunteers and volunteer managers are introduced and the accreditation of such training programmes is promoted.*
- *Means are given to help the platforms and the High Council for Volunteers to act as multi-stakeholder networking platforms, with the aim of promoting volunteering structures, schemes, and initiatives within the community, the corporate sector and the educational sector, among others*

It is recommended that these measures be incorporated within a national strategy on volunteering.

At the European level, in view of enhancing the recognition and support for volunteering at this level, it is recommended that the European Union (EU) institutions consider:

- *Introducing legislation aimed at promoting and safeguarding the rights and obligations of volunteers within EU Member States.*
- *Establishing funding programmes at the European Commission level which are aimed at promoting and developing sustainable volunteering structures.*
- *Promoting the recognition of unpaid voluntary work by all managing authorities as eligible in-kind contributions for co-financing purposes related to structural funds.*

Resources

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Association pour le Volontariat http://www.volontariat.be/

Business and Society http://www.businessandsociety.be/

Centre for Social Economy, University of Liège http://www.ces.ulg.ac.be/

High Council for volunteers http://www.socialsecurity.fgov.be/fr/speci eke-info/vrijwilligers/hoge-raad.htm

Hubu http://www.hu-bu.be/?lang=en

King Baudouin Foundation http://www.kbs-frb.be/index.aspx?LangType=2060

Plate-forme francophone du Volontariat http://www.levolontariat.be/

Yaquasengager http://www.yaquasengager.org/

CHAPTER

4

BOSNIA HERZEGOVINA

VOLUNTEERING INFRASTRUCTURE

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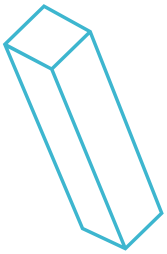
1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Volunteering in Bosnia and Herzegovina is perceived as activity based on the free will of individuals, for the bene t of another person or the society at large and not motivated by nancial gain. However, in the past, when the country was part of the former Yugoslavia, its communist political system created a distorted perception of volunteering, given the use of the term for obligatory "volunteer" work, a common practice of that regime. is heritage still has a negative impact on the promotion and development of volunteering in Bosnia and Herzegovina.

From 1995 after the end of the civil war in Bosnia and Herzegovina, and together with the processes of civil society development and democratisation, volunteering has become more popular, especially amongst youth. ere are also examples of various volunteering programmes and Civil Society Organisations (CSOs) that include citizens above the age of 30 who are volunteers. According to the *National Human Development Report - The Ties That Bind: Social Capital in Bosnia and Herzegovina* published by the United Nations Development Programme (UNDP), around 4,5% of Bosnia and Herzegovina citizens are doing or have done some kind of voluntary work in 2008 which is quite low comparing to other countries in Europe[1].



In the Balkan region in general, and in Bosnia and Herzegovina in particular, having a legal framework for volunteering is very important. is importance is given by the mentality of political stakeholders who consider that any area which is not de ned by law has no importance in society development processes. In Bosnia and Herzegovina, the Law on Volunteering has been adopted only in one part of the country, in *Republic Srpska (Republika Srpska)*, which is one of the two political entities in Bosnia and Herzegovina, representing nearly half of the country's territory and having its administrative capital in Banja Luka. e other entity of Bosnia and Herzegovina, the *Federation of Bosnia and Herzegovina*, does not have a law on volunteering.

e Law on Volunteering, adopted by the National Assembly of Republic Srpska in 2008, clearly de nes volunteering as *"an activity of interest for Republic of Srpska which contributes to the improvement of the quality of life, the active participation of citizens in social processes and the development of a more humane and equal democratic society."*[2]

Regarding the recognition of voluntary work, in the Republic Srpska entity, the Law on University Education gives the possibility of obtaining of credits under the European Credit Transfer and Accumulation System (ECTS) through volunteering in the community, if the respective activity is carried out according to the Law on Volunteering. Another recognition initiative that exists in the Republic Srpska entity, based on the law on volunteering, is the Annual Award given to outstanding volunteers and volunteer involving organisations. is award is a form of public recognition of volunteering and a nancial reward, representing 1,000 EUR for the volunteer and 2.500 EUR for the organisation awarded. e Awards are given every

1. UNDP, 2009. "National Human Development Report - e Ties at Bind: Social Capital in Bosnia and Herzegovina". Available at: http://www.undp.ba/index.aspx?PID=36&RID=90
2. National Parliament of Republic Srpska, 2008. "Law on Volunteering of Republic Srpska" (O cial Gazette of Republic Srpska No 73/08). (Narodna skupština Republike Srpske – Zakon o volontiranju) A translation in English is available on the Online Community of the European Volunteer Centre at: http://community.cev.be/download/54/253/LawonVolunteeringRSeng.doc

year, in a ceremony, taking place on 5 December – International Volunteer Day. e same Law de nes that local municipalities in Republic Srpska have a legal obligation to establish some kind of awarding system for volunteers and organisations at the local level.

e Law on Volunteering in Republic Srpska also sets the type of costs that can be covered by organisations or reimbursed to the volunteer, if incurred in direct link to the volunteering programme or activity. ese costs are broadly de ned and can include for instance compensation for accommodation, food, travel, insurance, material and working clothes. e coverage of these costs is not obligatory for the organisation hosting the volunteer, but is subject to mutual agreement between the volunteer and volunteering organiser and needs to be de ned in the Volunteering Contract. It is obligatory to have such a contract signed, regardless of the type and the length of the volunteering programme or activity.

In the past, the communist political system created a distorted perception of volunteering, given the use of the term for obligatory "volunteer" work. This heritage still has a negative impact on the promotion and development of volunteering in Bosnia and Herzegovina.

Neither the law on volunteering, nor other legislation in Bosnia and Herzegovina has any provisions on possible bene ts related to tax exemption.

According to the research *"Pro social dimension of volunteering in Bosnia and Herzegovina"*, 2011, the largest percentage, 36.6% of volunteers interviewed participated in volunteering activities for helping other people, 25.2% participated in promotional campaigns, 16.9% provided assistance in the education area and 15.3% participated in environmental activities. e main volunteering motivations pointed out were: wanting to help other people, meeting new people and socialising, having a feeling of usefulness, contributing to the improvement of the society[3].

In Bosnia and Herzegovina, the majority of volunteering organisers are civil society organisations but some governmental organisations and public institutions can also be added to this category. According to the Law on Volunteering in Republic Srpska, volunteering is not allowed in the private, for-pro t sector. Since in the other entity within Bosnia and Herzegovina there is no Law on Volunteering there is confusion with regards to the de nition of volunteering and di culties in its promotion and development. Moreover, there is no statistical data on volunteers or volunteering organisers in Bosnia and Herzegovina.

Regarding the promotion of volunteering and its coverage in the media, we can say that volunteering is not considered as an interesting topic to cover. From time to time, media follows up on some of the volunteering programmes; this is not done on regular basis and it is more sporadic and ad hoc. Furthermore, there is a general lack of information and knowledge resources available on the Internet in the local language, especially in relation to volunteer management system, legislation and research.

Aiming to improve this situation, the *Youth Communication Centre (OKC)* launched a web portal on volunteering which can accessed at www.volontiram.ba. Besides general information on volunteering and its bene t to the society and the individuals, visitors can nd a lot of information on legislation in Bosnia and Herzegovina and other European countries, examples of good practice, research and methodologies on volunteering. A special section is dedicated to the presentation of the Network of local volunteer centres in Bosnia and Herzegovina *"Volontiram!"* and its members. e web portal also provides news related to volunteering, not only from Bosnia and Herzegovina, but also from other European countries.

3. Youth Communication Centre (OKC) and Network of local volunteer centres in Bosnia and Herzegovina „Volontiram!", 2011. „Pro social dimension of volunteering in Bosnia and Herzegovina". Available at: http://www.okcbl.org/publikacije/pdf/pro_social_dimension_of_volunteering_in_bih.pdf

To conclude, in Bosnia and Herzegovina it is no clear understanding of what volunteering infrastructure is and what it should include. e Network of local volunteer centres "Volontiram!" strongly advocates for developed volunteering infrastructure and considers that it should include the following components:

- *Adequate legislation on volunteering applicable for whole country;*
- *Adequate policies and strategies on promotion and development of volunteering in Bosnia and Herzegovina from local to national level;*
- *Adequate operational volunteering structures that support the promotion and development of volunteering (Local Volunteer Centres and National Volunteer Centre).*
- *Adequate funding for the development and implementation of local volunteering programmes, focused on the issues that are most critical at the local level.*

2. VOLUNTEERING LANDSCAPE

e 2011 research "Pro social dimension of volunteering in Bosnia and Herzegovina" can be used to depict the volunteering landscape of Bosnia and Herzegovina. e research was carried out by the Youth Communication Centre (OKC) and the Network of local volunteer centres in Bosnia and Herzegovina "Volontiram!" and within it both volunteers and people who do not volunteer (non-volunteers) were interviewed.

e most illustrative ndings in this research are the following:

Socio-demographic sample characteristics

As far as the socio-demographic characteristics of volunteers are concerned we can portray the average volunteer as being female (67.5% of volunteers interviewed were females), secondary school graduate (61.1%), employed for an inde nite period (25.4%) or university student (29.9%). Regarding the education status the study shows that people with higher education are more likely to volunteer.

Volunteering characteristics

Most of the volunteers in Bosnia and Herzegovina engage in the area of providing assistance to other people (36.6%), whereas the least participated in sports and cultural activities. It is important to emphasise that most of the volunteers interviewed (53.1%) had more than one year of volunteering experience. e ndings on what motivates volunteers in Bosnia and Herzegovina to get engage show as prevalent reasons the wish to help others and to contribute to the development of society. Additionally, volunteers mentioned the need to feel useful and the wish to meet other people. For non-volunteers socialising would be the second most convincing aspect and motivating factor.

Attitudes towards volunteering

Although we can hear often in everyday communication that volunteering is an exploitation of work force, most of those interviewed, both volunteers (80.3%) and non-volunteers (61.4%), disagreed with this statement. Most of the non-volunteers agree with the statement that volunteering can solve problems in their community. ere is general agreement with the statement that volunteering is a good way to acquire professional skills, 77,5% of the volunteers and 69% non-volunteers being of this opinion.

Volunteering experience can enrich one's personality according to the majority of the volunteers (90.9%) and of the non-volunteers (76%). Volunteers think that volunteering is an instrument to build the society, beyond it's use for gaining valuable experience on the labour market, whereas a higher percentage of non-volunteers considers that volunteering only makes sense if it is related to the occupational status of a person.

It is also interesting to mention that 46.6% of volunteers disagree with the statement that volunteering is for youth, while 44.9% non-volunteers agree with the statement.

Most of the volunteers and non-volunteers agree with the statement that volunteering should be an integral part of education (volunteers 79%, non-volunteers 60.6%) and that employers should consider volunteering experience (volunteers 80.7%, non-volunteers 71.8%). Also, both volunteers and non-volunteers consider that the state should encourage the development of volunteering programmes.

Volunteers think that volunteering is an instrument to build the society, beyond its use for gaining valuable experience on the labour market.

Awareness of volunteering

Data collected in this survey indicates that there is a certain misunderstanding of the concept of volunteering. Most of the interviewees consider that any work without remuneration is volunteering, and that private companies can engage volunteers, which is in fact, in the Republic Srpska in contradiction to the law. Most of them also consider that volunteering is a synonym of humanitarian work. Furthermore, a signi cant percentage of the interviewees (46%) consider volunteering to be a free of charge internship, with a slight di erence between the volunteers and non-volunteers concerning the agreement/disagreement with this statement (50.9% non-volunteers and 60.2% volunteers disagree). e interviewees' areas of preference for volunteering are working with children (57.4%), with youth (44.2%) and in education programmes (43.3%). Comparatively, there is higher interest in volunteering in sports area for the non-volunteers.

Most of the volunteers (57%) stated that they have adequate knowledge in volunteering, while 30.3% non-volunteers stated that their knowledge is mediocre, and 32.9% of them stated that they know little, which indicates that more and better information can increase the number of volunteers. is is also supported by information that most of the non-volunteers (61.5%) expressed their interest in volunteering and eagerness to get more information. As the most e cient way of providing information they have named TV (50.3%), then newspapers (41.3%) and promotional materials (brochures, yers). Alternative ways of promotion, like Internet and the contact with civil society organisations, should not be neglected.

Personality characteristics of volunteers and non-volunteers

e results were obtained using the International Personality Item Pool Scale[4], IPIP-50 personality characteristics measurement instrument, which includes social skills and personality characteristics. Findings point out a signi cant di erence between volunteers and non-volunteers regarding certain personality characteristics that are important for cooperation, an active approach, personal growth and participation in social processes. e volunteers are, according to this study, far more extrovert, conscientious, cooperative, open to new experiences and emotionally stabile than the non-volunteers.

A detailed analysis indicates that a positive approach to people, the understanding of others, the need to help others, increase along with the duration of volunteering period. Extrapolating, we

4. International Personality Item Pool Scale – IPIP 50, Goldberg, 1999 http://ipip.ori.org/

can state that more volunteering will have a positive e ect on the humanity, the understanding of others and the cooperation.

Investigating social skills such as initiation of social contact, provision of emotional support, con ict resolution, trust to others and assertiveness, indicates that volunteers have developed more these social skills, in comparison to non-volunteers. Experienced volunteers have more developed social skills such as assertiveness, provision of emotional support to important persons, ability to resolve social con icts, than the volunteers with less experience, which leads to the conclusion that more volunteering experiences will develop social skills.

With the results from the Metacognitive Awareness Inventory, which is used for measurement of knowledge in cognitive processes (awareness on respective knowledge, mental processes, learning) and regulation of cognitive processes (awareness on need for planning, information management) the study showed di erence between the volunteers and non-volunteers.

ese are rather important ndings if we want to think of the role of volunteering in gaining experience and developing competencies. Results indicate that volunteers are more aware of their respective mental processes and learning techniques, and that they are more successful in information management and learning from experience, in relation to the non-volunteers. It has also been determined that longer volunteering experience, of more than one year, has a positive e ect on the development of the ability to supervise, to evaluate respective mental processes and to develop skills for better information management (regulation of cognitive processes).

Volunteers are less prejudiced and more prone than non-volunteers to interact with ethnic and minority groups.

A signi cant di erence has also been determined concerning the social distance and tendency to have prejudices; volunteers are less prejudiced and more prone to interact with certain ethnic and minority groups than non-volunteers. e situation is the same in relation to vulnerable groups, such as disabled, persons su ering from incurable diseases, who are more frequently regarded as neighbours, work colleagues, co-habitants by volunteers than by non-volunteers. According to the study, the degree of tolerance and willingness to interact with di erent groups increases along with the duration of volunteering experience. is reveals the signi cant potential of volunteering for decreasing prejudices and developing behavioural forms that support the social inclusion of marginalised groups.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

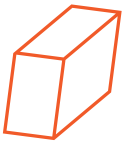
General overview

During the period 2004-2008 in Bosnia and Herzegovina there were a lot of activities aimed at raising the awareness of our society regarding the need to support volunteering development and its legislative establishment and implementation. ese activities followed the establishment of an informal working group that worked on draft of Law on Volunteering at the national level. Unfortunately, even if this draft has been done in 2005, it was never submitted for adoption by the relevant government bodies.

is process has been successfully nished at level of Republic Srpska (one of the two Bosnia and Herzegovina entities) by the creation and adoption of Law on Volunteering of Republic Srpska. During the adoption of the Youth Policy for Republic Srpska in 2006, in partnership with parliamentary political parties, the Youth Communication Centre (OKC) successfully lobbied for the amendment of this document to set as one of the priorities the creation and adoption

of a law on volunteering. On the basis of this amendment and with continuous lobbying, the Ministry for family, Youth and Sport in Republic Srpska established a formal working group for drafting of law at the end of 2007. Besides relevant governmental representatives, representatives of OKC and the Youth Council of Republic Srpska have also been members of this working group. e Parliament of Republic Srpska adopted the Law on Volunteering in July 2008.

In early 2009, OKC and the United Nation Volunteers (UNV) O ce in Bosnia and Herzegovina set up a working group for the drafting of a law on volunteering for the other entity in the country, the Federation of Bosnia and Herzegovina. is group gathered various representatives of the civil society sector as well international organisations like UNV and the O ce for Security and Cooperation in Europe (OSCE). roughout the year this working group had more than 10 meetings during which the draft law has been discussed and created. At the end of 2009, the working group lobbied members of parliament to initiate the adoption procedure for this law. e Commission for Youth in the Parliament of the Federation of Bosnia and Herzegovina agreed to include the Law in adoption procedure. However, as there was parallel process led by the Ministry of Justice for the creation and adoption of a Law on Volunteering at the national level, the Commission for Youth in the Federation of Bosnia and Herzegovina Parliament decided to postpone the adoption procedure on a law in the entity, after adoption of the same Law at the national level.



In June 2010, the national Law on Volunteering entered in adoption procedure, but it was not adopted given the lack of support from members of parliament from Republic Srpska. After this adoption failure, the Law on Volunteering no longer entered in adoption procedure, as 2010 has been election year and most of the parliamentary activities had been been frozen in that period. In the beginning of 2011, the working group re-started its activities with the hope that the Law on Volunteering in the other entity, the Federation of Bosnia and Herzegovina, would be adopted during 2011, especially as the year was declared the European Year of Volunteering. On 5 December 2011, the draft of the Law on Volunteering in Federation of Bosnia and Herzegovina entered in o cial parliament procedure. On April 2012, the draft has been o cially adopted by Parliament, and it is expected that nal proposal that should be adopted will be in Parliament agenda June – October 2012.

The implementation of the Law on Volunteering of Republic Srpska

Even if the Law on Volunteering of Republic Srpska has been adopted years ago, not many activities to promote and implement it were carried out. e implementation responsibility lies with the Ministry for Family, Youth and Sport, but to date, there is no mechanism in place to monitor and evaluate its implementation, which translates into a non-e ectiveness of legislation. e only part of Law that has been fully implemented is the delivery of the Annual Volunteering Awards for an outstanding volunteer and a volunteer involving organisation. e Youth Communication Centre was the rst organisation to receive this kind of award in 2009.

However, at the beginning of 2012, in cooperation with Youth Council of Republic Srpska (RS) and Ministry for Family, Youth and Sport in RS government, Youth Communication Centre started a 2,5 years project with the overall goal to support the creation of sustainable mechanisms for Law implementation such as strategy, local volunteering policies and capacity development of local communities for purposes of Law implementation. is project is nancially supported by EU and Ministry funding.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

e Law on associations of citizens and foundations de nes the non-pro t sector in Bosnia and Herzegovina. is Law regulates procedures for the registration of non-governmental organisations (NGOs) or civil society organisations (CSOs) and the general framework for their operation. Furthermore, in both entities of Bosnia and Herzegovina there is a Law on Youth that regulates the registration of and operational framework for youth organisations. Besides CSOs the non-pro t sector includes other types of legal entities such as sport clubs and public institutions operating in di erent sectors, such as education, health, social care or culture.

According to the Law on Volunteering in Republic Srpska, all legal entities mentioned above are allowed to be volunteering organisers and to engage volunteers. As there is no Law on volunteering in the other part of Bosnia and Herzegovina, it is unclear who can be a volunteering organiser there. is led to examples where entities from the pro t sector engaged volunteers, which is against the principles of volunteering, at least as de ned by the Law in Republic Srpska. is is yet another reason why adopting a Law on volunteering in the Federation of Bosnia and Herzegovina and/or at the national level is important.

According to the UNDP "National Human Development Report - e Ties at Bind: Social Capital in Bosnia and Herzegovina" there are 12,189 NGOs, local and international, registered in Bosnia and Herzegovina. e gure dates back to 2004 and there is no reliable statistical data that can con rm the exact number and how many of these organisations operate.

e secondary school students' councils and university students' organisations form another part of the non-pro t sector, relevant to volunteering. ese structures are usually based on voluntary work, and the results they achieve through implementation of their programmes would not be possible without volunteers.

Regarding the structures focused on the promotion and development of volunteering, there are local volunteer centres operating in the country, and they are united through the informal network named "Volontiram!". ere is no other specialised structure, although many NGOs use volunteers for the planning and the implementation of various programmes focused on local community needs.

Network of local volunteer centres in Bosnia and Herzegovina "Volontiram!"[5]

As a response to the growing need and requirements of the processes of promotion and development of volunteering in Bosnia and Herzegovina, OKC supported the development of volunteering infrastructure since 2005. is resulted in the development of local volunteer centres in di erent cities, which formed a network called "Volontiram!". ere are currently 14 local volunteer centres in network, established across the country, in Banja Luka, Bihac, Bijeljina, Brcko, Bugojno, Derventa, Doboj, Mostar, Mrkonjic Grad, Sarajevo, Srebrenica, Trebinje, Tuzla and Zenica.

A Local Volunteer Centre (LVC) represents a basic structure for the encouragement of the citizens to volunteer (in accordance to the main principles of organised work with volunteers)

5. www.volontiram.ba

and for the creation of volunteering programmes in accordance to the needs of the community in which they live.

e vision of the „Volontiram!“ Network is a humane and equal democratic society which actively includes citizens in society processes. „Volontiram!“ is an informal network of local voluntary services in Bosnia and Herzegovina, which contributes to the development of social capacities through activities of promotion and development of volunteering, as a condition for the improvement of the quality of life and for the development of the society altogether.

Strategic objectives of the “Volontiram!” Network:

1. *Established and applied legal framework for volunteering in Bosnia and Herzegovina;*
2. *Volunteering recognised and accepted as a positive social value;*
3. *Established unitary system of volunteering management in Bosnia and Herzegovina;*
4. *Sustainable local voluntary services in Bosnia and Herzegovina;*
5. *“Volontiram!” Network recognised as the centre for information, exchange of experiences and development of innovative methodologies in the area of volunteering on national and international level.*

During 2011 the “Volontiram!” Network has been actively focused on the development of its own internal capacities and the reinforcement of its role regarding development and promotion of volunteering in Bosnia and Herzegovina, as well as on the consolidation of cooperation with all relevant participants in our society.

5. OTHER STAKEHOLDERS

Beside the local voluntary sector in Bosnia and Herzegovina, there are other stakeholders in uencing the promotion and development of volunteering. A few of these are governmental stakeholders that support volunteering, like for instance:

The University education law defines it is possible to obtain ECTS credits through being involved in volunteering activities.

In the Republic of Srpska entity, the Law on University education gives the possibility to obtain European Credit Transfer System (ECTS) credits through volunteering. By initiative and support of OKC, one of the two public universities in this entity has de ned of adequate model for students to obtaining ECTS credits through volunteering; this model was nished in 2011 and put it in practice in the school year 2011-2012.

Furthermore, in the period 2012-2013, the Youth Communication Centre will provide support for the establishment of this possibility in the other public university (Istocno Sarajevo) and in private universities across Republic Srpska.

In the same entity, the Ministry for Family, Youth and Sport delivers the annual awards for an outstanding volunteer and one volunteering organiser on 5 December, International Volunteer Day. e same Ministry provides nancial support, every year, in the form of small grants for voluntary activities planned and implemented by secondary school students’ councils.

Regarding the pro t sector, there are not many examples of their support towards volunteering. Corporate Social Responsibility (CSR) is still something new in Bosnia and Herzegovina and not so much used at this point. Some of the international corporations that operate in Bosnia and

Herzegovina include CSR in their policy, however this has not been done in a systematic way and nor has it been promoted within the communities. In the future, CSR will de nitely be an interesting topic to be developed and promoted by the business sector. e civil society sector in Bosnia and Herzegovina is not entirely prepared for these processes, with some exceptions, such as CSR Plus, the consultancy agency focused on the promotion and development of corporate social responsibility in Bosnia and Herzegovina[6].

Regarding the international organisations and institutions actively involved in promotion and development of volunteering, these are United Nation Volunteers (UNV) in Bosnia and Herzegovina and the O ce for Security and Cooperation in Europe (OSCE) Bosnia and Herzegovina. ese two international organisations through their various programmes provided support to volunteering, especially in area of lobbying for volunteering legal framework and for the recognition of volunteering by local governments.

Unfortunately the Delegation of the European Commission in Bosnia and Herzegovina still does not provide speci c funding for promotion and development of volunteering in Bosnia and Herzegovina, even if some of the projects funded by this institution include volunteering as tool or methodology for project implementation. is is mainly due to the non-recognition of volunteering by the state government which is the one de ning priorities for the Instrument for Pre Accession (IPA) funding, in negotiation in European Union. More e orts should be made by civil society sector in aiming to lobby the state government to include volunteering as one of the priorities in frame of the IPA funding.

6. CSRPlus, http://www.odgovornost.ba/

6. FUNDING OPPORTUNITIES

Currently in Bosnia and Herzegovina there is no funding focused on the promotion and development of volunteering or of the volunteering infrastructure. Some of the international donor organisations recognise importance of volunteering and require or welcome the contribution of volunteering and volunteers to project implementation. e lack of funding situation should change in the future because these opportunities do not meet the need for more work on the promotion and development of volunteering in Bosnia and Herzegovina.

Regarding the governmental funds, one of the examples is the funding of voluntary actions planned and implemented by secondary school student's councils. e Ministry for Family, Youth and Sport in Government of Republic of Srpska administers this funding.

7. REGULAR AND SYSTEMATIC RESEARCH

In the period 2003 – 2011, in Bosnia and Herzegovina, there has not been much research focused on volunteering and its impact on individuals and society. Even if done systematically the research is not enough, as it is not carried out on a regular basis. It is questionable how to keep research on volunteering relevant in Bosnia and Herzegovina, given the di culty in securing the funds for its implementation.

e research done in this period and which include Bosnia and Herzegovina are following:

It's questionable how to keep research on volunteering relevant in Bosnia and Herzegovina, given the difficulty in securing the funds for its implementation.

Voluntarism and public institution (2004): Research implemented in Bosnia and Herzegovina, Croatia and Montenegro in cooperation with public institutions from these countries aiming to investigate present development of volunteering and volunteer engagement in these institutions. e research was made in the framework of the South East European Youth Network (SEEYN) and implemented by its members, the Youth Communication Centre in Bosnia and Herzegovina, Volunteer Centre Zagreb in Croatia and Asocijacija za demokratski prosperitet – Zid (ADP – Zid) in Montenegro

SEE Volunteers in SEE (2005): Research implemented at level of the South East Europe (SEE) region that looked at the legal framework for volunteering in SEE countries and did a comparative analysis with existing legislatives in other European countries. e research also investigated the development of volunteering by interviewing volunteers and volunteer involving organisations in SEE region. e research was made in framework of a regional project including seven countries: Albania, Bosnia and Herzegovina, Bulgaria, Croatia, Macedonia, Romania, Serbia and Montenegro.

Pro-social values/behaviour and employability amongst young people in SEE and the impact of volunteer work camps (2007): the aim of this research, published by SEEYN, was to increase the knowledge base of the non-pro t sector in the eld of voluntary service in SEE, based on a theoretical background and using practical examples.

Pro social dimension of volunteering in Bosnia and Herzegovina (2011): this research investigated the presence of volunteering in Bosnia and Herzegovina, its impact on the development of social competences, pro-social personal characteristics and critical judgment among interviewees of di erent ages (volunteers and non volunteers). e research also investigated the present level of social distance towards marginalised groups among volunteers and non-volunteers. is is most recent study and provides more concrete ndings than the previous ones.

Any research on volunteering in Bosnia and Herzegovina is implemented by local and international civil society organisations. Governmental and public institutions do not have established operational research methodologies focused on volunteering and its impact to society, which is something that should change as soon as possible. is is especially related to Republic Srpska entity where volunteering legislative is adopted and where there is the need to establish research on volunteering aiming to monitor and evaluate the implementation of law and the development of volunteering in general.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

e Law on Volunteering in Republic Srpska entity widely de nes certain principles in organised voluntary work, as follows:

- e principle of equal treatment of volunteers and bene ciaries of voluntary work;
- e principle of protection of bene ciaries of voluntary work;
- e principle of prohibiting the exploitation of volunteers;
- e principle of protection of minor volunteers, and the person partially or completely deprived of work abilities;
- e principle of volunteering as non paid activity;
- e principle of volunteering based on free will and solidarity;
- e principle of international volunteering.

Local volunteer centres in the network "Volontiram!" de ne and use volunteer management systems aiming to establish quality standards for volunteering. ese local volunteer centres provide support and training on volunteer management quality standards to interested CSOs and other non-pro t parties interested to engage volunteers or which already actively include volunteers in their work.

Some CSOs through their internal rules and procedures de ne principles and quality standards related to engagement and work with volunteers. ere is no empirical data that can illustrate percentages of these CSOs and implementation of these internal rules and procedures in reality.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

rough the development of the local volunteer centres and of the network "Volontiram!" qualitative and quantitative information on volunteering opportunities has been increased at least in the communities where these structures operate. rough these structures, citizens interested to volunteer, can obtain information on where, how and when they can volunteer in their local communities. At this point around 5,000 citizens are recorded in databases of local volunteer centres as willing to volunteer. In their work local volunteer centres are continuously confronted with lack of volunteering possibilities, meaning that there are more volunteers then placements available.

If development of local and national infrastructures will intensify the volunteering opportunities and programmes will increase.

A large number of communities that do not have local volunteer centres awareness about volunteering opportunities is mainly raised by individual CSOs in frame the framework of their recruitment campaigns. ese campaigns are mostly promoted through Internet presentations; however there are some positive examples of when these campaigns were widely promoted through various national and local media (written and electronic).

In Bosnia and Herzegovina there is still very little information on volunteering possibilities from local to national level. By more intensive development of local and national volunteering infrastructures these issue could be overcome causing the increasing of number of volunteers, but also volunteering programmes.

10. ADDITIONAL COUNTRY SPECIFICITIES

All relevant country speci cities have been outlined.

11. RECOMMENDATIONS

As already mentioned the research "Pro social dimension of volunteering in Bosnia and Herzegovina" stated a set of recommendations needed for further development and promotion of volunteering in Bosnia and Herzegovina.

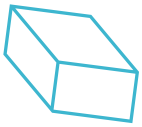
e recommendations are based on research ndings and present situation of volunteering in Bosnia and Herzegovina and these are divided into ve main categories:

1. Recommendations for governments and relevant ministries

- To establish legal regulation for volunteering on all Bosnia and Herzegovina territory as a key condition for the encouragement of the development of volunteering, which is important for the development of the society in Bosnia and Herzegovina
- To harmonise the Law on Labour and the Law on Volunteering of the Republic of Srpska in order to solve terminology ambiguities that originated from legal de nitions of these terms;
- To develop and approve important documents such as policies and strategies on development of volunteering which would de ne the directions for the development of volunteering and ways on how to stimulate and evaluate it;
- To plan and separate funds on all levels intended for the promotion of volunteering and the development of volunteering programmes as a measure for stimulation of social cohesion, solidarity, humanness and lifelong learning;
- To include volunteering in the system of primary, secondary school and faculty education, taking into consideration its' potential for the development of a personality or society;
- To create a list of criteria which socially recognise and stimulate volunteering in the form of awards, scholarships and other bene ts for the citizens who contributed with their volunteering engagement, as well as of legal elements that contribute to the development of volunteering;
- To promote volunteering with the organisation of events that will serve to represent the actual situation regarding volunteering on entity and state level, to exchange positive practice, to point out achieved results, to evaluate them, and to de ne the direction of the development of this area such as conferences, round tables, etc.

2. Recommendations for local authorities

- To create local volunteering policies that will de ne the directions for the development of volunteering programmes that are in accordance to the needs of the community and the models of stimulation of the development of volunteering programmes;
- To stimulate the development of the volunteering infrastructure by supporting the establishment and continuous work of volunteering services as structures within which it will be possible to engage the citizens as volunteers and to create volunteering programmes in accordance to the requirements of the community;
- To de ne the list of criteria for recognition and evaluation of exemplary volunteers and organisers of volunteering programmes, as well as of legal subjects that support volunteering locally;
- To apply various methods in order to promote volunteering locally: organisation of conferences, highlighting examples of good practice, nancing projects that contribute to the increase of volunteers and ful lling the needs of the community.



3. Recommendations for civil society organisations

- To follow the activities of the governments and relevant ministries regarding legal regulation of volunteering and its' implementation, and intervene in this e ect in order to e ciently solve any issues in the volunteering eld;
- To develop programmes that are in accordance to the needs of the community: providing assistance to children and youth, sports activities and activities in the area of informal education in order to engage as more as possible citizens and to create services that will assure a higher level of social inclusion for the population groups who are in the risk of the same, e.g. children, youth, returnees, Roma and people with disabilities;
- To include volunteers in their programmes and activities, especially in the activities that refer to provision of support to the vulnerable population groups;
- To organise volunteering activities in accordance to the main principles of volunteering;
- To continuously promote volunteering activities and programmes, to work on raising the awareness of the population on the signi cance of volunteering, and to create volunteering programmes in order to include as many citizens as possible.

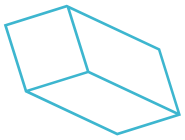
4. Recommendations for the media

- To continuously follow the activities of the governments and relevant ministries regarding legal regulation of volunteering and its' implementation.
- To continuously promote volunteering, point out examples of good practice and to assure the space for the discussion on the relevant issues of this area.

5. Recommendations for international organisations/ institutions and donors

To fully include and support volunteering as an activity of general bene t for the development of the society and the contribution to resolution of speci c issues, particularly regarding reconciliation process, increase of tolerance and building of active citizenship within the existing and future policies, strategies and programmes of support for the development of a democratic society in Bosnia and Herzegovina,

- To establish speci c support programmes for development of volunteering infrastructure and volunteering programmes on all levels, and to strengthen inter sectoral cooperation in this area;
- To support programmes and activities in order to exchange knowledge and experiences in the volunteering area between Bosnia and Herzegovina and other countries in the world in form of conferences, seminars, trainings, study visits and projects of cross-border cooperation.



Resources

CSRPlus http://www.odgovornost.ba/

Omladinski Komunikativni Centar www.okcbl.org

Network of local volunteer centres in Bosnia and Herzegovina “Volontiram!” www.volontiram.ba

e South East European Youth Network www.seeyn.org

National Parliament of Republic Srpska, 2008. *Law on Volunteering of Republic Srpska (Official Gazette of Republic Srpska No 73/08).* Available at: http://www.narodnaskupstinars.net/cir/zipovi/zak/Zakon_o_volontiranju.zip

e Youth Communication Centre (OKC) and Network of local volunteer centres in Bosnia and Herzegovina „Volontiram!“, 2011. *Pro social dimension of volunteering in Bosnia and Herzegovina.* Available at: http://www.okcbl.org/images/biblioteka/pro_social_dimension_of_volunteering_in_Bosnia and Herzegovina.pdf

United Nations Development Programme (UNDP), 2009. *National Human Development Report - The Ties That Bind: Social Capital in Bosnia and Herzegovina*. Available at: http://www.undp.ba/index.aspx?PID=36&RID=90

CROATIA

CHAPTER 5

VOLUNTEERING INFRASTRUCTURE

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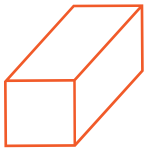


1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

e Volunteering Infrastructure (VI), following a de nition used by Regional Volunteer Centres in Croatia, encompasses the di erent systems, mechanisms and instruments needed to ensure an environment where volunteering can grow and ourish. It stimulates cross-sectoral cooperation and the engagement of di erent stakeholders, in an attempt to promote volunteering possibilities and citizen engagement.

e following volunteering infrastructure elements already exist in Croatia, or are in the development process:

- *Volunteering legislation and a regulatory framework*
- *Government policies on volunteering*
- *Organisers of volunteering activities: organisations and networks at local, regional and national level; local/regional/national institutions*
- *Volunteering centres and the Croatian network of volunteer centres*
- *Volunteering opportunities and brokering mechanisms between (potential) volunteers and volunteering opportunities, including on-line placement databases*
- *Volunteering promotion and raising public awareness of the value of volunteering*
- *Funding to ensure volunteering programs sustainability*
- *Academic and civil society organisations (CSO) research projects*

e role of the volunteering infrastructure is to create an enabling environment (political, social, and economic) in order to support, increase and develop volunteerism in the country. Although Croatia has greatly developed its volunteering infrastructure throughout the last couple of years, relevant elements of volunteering infrastructure are still missing: (I) cross-sectoral cooperation between stakeholders, in particular the involvement of businesses and universities, (II) recognition of volunteering, (III) longitudinal (academic) research projects acting as an empirical support tool for further infrastructure development.

2. VOLUNTEERING LANDSCAPE

e Law on Volunteering (e O cial Gazette NN 58/07) was adopted by the Croatian Parliament on 18 May 2007. It stipulates the following de nition:
Volunteering is an investment in personal time, effort, knowledge and skills out of free will to carry out services and activities for the well-being of another person or the wider public, and are executed by the persons without existence of any conditions of a financial reward or any other material benefit for the work done, unless otherwise stated by the Law. (Article 3, p. 3)

Besides the principles embedded in the de nition, the Law on Volunteering de nes additional basic volunteering principles, such as:

- *The principle of non-discrimination of volunteers and volunteering beneficiaries*
- *The principle of non-exploitation of volunteering*
- *The principle of education for volunteering purposes (educating for values)*
- *The principle of the protection of minor volunteers and volunteers who are completely or partially deprived of the capacity to exercise their rights*
- *The principle of non-chargeability for volunteering*
- *The principle of free will and solidarity of volunteering*
- *The principle of mobility of volunteers*

Croatia is seriously lagging behind in conducting longitudinal research projects on volunteerism and therefore the relevant empirical data is missing. Most research was conducted by CSOs' various methodologies, resulting in inconsistencies in de ning and understanding volunteering work. In fact the percentage of people declaring engagement in volunteering activities varies from 5% to more than 40%.

Among the reasons why people do not engage in volunteering we find: hard living conditions, the crisis of values but also insufficient information on volunteering opportunities

Research projects conducted in 2001 and 2007 (Ledić) suggest that there is no signi cant di erence among the gender quotas or particular age group ratios. Being a member of associations has been found to be helpful; citizens who are members of associations are keener to volunteer on a more regular basis. Men usually volunteer for a political party and the local community, while women volunteer for kindergartens, schools and churches. Younger age groups (below 35) are more inclined to participate in organised activities while pensioners often help the church and volunteer for the local community in non-formal settings. Research studies conducted so far demonstrate a positive attitude of Croatian citizens towards volunteering and a relatively high interest in volunteering.

"Research on civil participation in community initiatives through volunteering" conducted by SMART in 2001 showed a positive attitude of the population towards volunteering. Nevertheless the people interviewed also admitted to having been surrounded by people having a negative attitude while volunteering. Among the reasons why people do not engage in volunteering we nd: (I) economic crisis and hard living conditions, (II) crisis of values and (III) insu cient information on volunteering opportunities (Ledić, 2001). In a 2003 research study, *"Volunteerism and public institutions"*, the Volunteer Centre Zagreb illustrated a general positive perception of volunteerism and highlighted the openness of public institutions towards volunteers' involvement. Research on volunteerism conducted by the National Foundation for Civil Society Development in 2005 shows that Croatian people consider volunteering as respectful community work, and see volunteering as a way to contribute to the development of the whole society. e study "Volunteerism and local community development – civil participation in community initiatives" conducted by SMART in 2006 showed that the positive perception of volunteering was preserved at similar levels to 2001, but that the attitude towards volunteering was getting more negative among the young and more sceptical among the elderly. A good amount of spare time and nancial stability, alongside with a sincere interest, are seen as prerequisites for volunteering (Forčić, 2007). Another study from 2007 conducted by the Association MI-Split and Association MOST con rmed the positive attitude towards volunteering and the belief that volunteering is important and can help solve community problems.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

The Law on Volunteering (e O cial Gazette NN 58/07) was adopted by the Croatian Parliament on 18 May 2007.

e approval of this law was a process that lasted for several years. It started as an initiative within civil society to create an enabling environment for volunteering in Croatia. An initial draft of the Law on Volunteering was de ned by the National Board for Volunteering Development in cooperation with the expert team from the International Centre for Not-for-Pro t Law (ICNL) in 2001. In 2004, the draft was sent to the Ministry of the Family, Veterans' A airs and Intergenerational Solidarity, the institution that proposed the law to the Croatian Parliament. During the two-year process, the Law underwent public debate and was revised several times, a new text being worked out in 2006 by a newly formed working group. e Croatian Parliament nally adopted the Law on Volunteering on 18 May 2007. e Law on Volunteering de nes organised or formal volunteering and does not cover non-formal or spontaneous volunteering and voluntary undertaken activities with the main purpose of individual professional advancement, this type of involvement being regulated in Croatia under the Labour Law.

e Law on Volunteering contains: a de nition of volunteering, principles and conditions for volunteering, the rights and obligations of volunteers and volunteer implementing organisations, the conditions for conclusion of volunteering contracts, the adoption of a Code of Ethics for volunteers, the issuing of a volunteering certi cate, a national volunteer award as well as means for supervising the implementation of this law. e Law on Volunteering in Croatia has encouraged other organisations, particularly social care institutions, to open their doors to volunteers. Furthermore, there are also individual cases of local, regional, and national public bodies involving volunteers.

e Ministry of Social Policy and Youth (until January 2012, e Ministry of the Family, Veterans' A airs and Intergenerational Solidarity) ensures the implementation of this law and other regulations deriving from it. Furthermore, the Ministry monitors the implementation of the law and collects feedback from the implementing organisations about the consequences of its implementation. e Ministry's tasks, amongst others, are:

- *ensuring the implementation of this law and other regulations deriving from it*
- *monitoring and proposing adequate measures*
- *collecting data on the number of volunteering implementing organisations and the number of volunteers in the Republic of Croatia and the citizens of the Republic of Croatia who are volunteering abroad, based on yearly reports*
- *convening the inaugural session of the National Board for the Development of Volunteerism*
- *implementing activities and measures to develop and implement this law*
- *acting as a coordinator and technical support for the National Board for the Development of Volunteerism.*

Beside the Law on Volunteering, there are other volunteering regulations, which all together form a national policy on volunteerism development:

The National Strategy for the Creation of an Enabling Environment for Civil Society Development 2006 - 2011 and its *Operational Implementation Plan* provided basic guidelines which were to be attained by 2011 in order to improve the existing legal, nancial and institutional mechanisms, to support civil society development and to achieve the enabling environment for civil society development in Croatia. Within the National Strategy, there is a chapter on volunteer development, philanthropy and foundations, de ning the following goals for volunteer development[1]:

- *strengthening volunteer centres in Croatia as a needed infrastructure for volunteer work*
- *developing a system of values for common wellbeing through the educational system, in order to accustom children and young people to volunteering values*
- *creating financing programmes which promote volunteering for the purpose of strengthening social capital*
- *providing a pattern for the institutional recognition of volunteer work as a prerequisite for a long term development and for receiving service or employment benefits*
- *developing a method to collect information on the frequency and extent of volunteering activities*
- *including the economic value of volunteer work into the GDP*
- *encouraging and developing volunteer programmes for public institutions*
- *supporting research and education to enhance the knowledge on volunteerism.*

e new National Strategy for the Creation of an Enabling Environment for Civil Society Development 2012/2013 - 2017/2018 is in the process of development. Volunteering will be incorporated as a part of di erent chapters in the new Strategy document. Furthermore, based on the recommendation by National Coordinating Body for EYV2011, Croatia will start work in 2012 on the development of a National Strategy focused solely on volunteering.

Volunteer Code of Ethics (e O cial Gazette No. 55/08) prescribes rules of conduct for volunteers, volunteer organisers and bene ciaries in accordance with the principles of volunteering from the Law on Volunteering.

Regulation on the content and form of the *Report from Volunteer Organisers* (e O cial Gazette No. 106/07, 121/07, 101/08) on accomplished services and activities for volunteer organisers, the period and deadline for delivering the reports as well as other related issues.

e *Regulation of the National Volunteer Award* (e O cial Gazette No. 106/07) regulates the procedure, how to publish the call of proposals, selection criteria, value of the prize, and the awarding of medals and certi cates.

e *National Youth Programme for Action*[2], in place since August 2004, allows youth organisations to participate in the development of the programme. Section 2.7.2. of the National Youth Programme for Action deals with youth volunteer work and states how this is especially important for acquiring work experience and skills, for facilitating active participation by young people in social development and social solidarity a rmation. rough volunteering, young people are given an opportunity to express their professional interests, help others and improve their community activities.

1. Source: e Government of the Republic of Croatia, 2006. National Strategy for the Creation of an Enabling Environment for Civil Society Development 2006 – 2011 and the Operational Implementation Plan, Zagreb
2. A new National Youth Programme for Action is in the process of making under the jurisdiction of the Ministry of Family A airs, Veterans' A airs and Intergenerational Solidarity

Besides the Ministry of Social Policy and Youth, the main public bodies responsible for supporting volunteering in Croatia are:

The National Foundation for Civil Society Development

was founded by the Croatian Parliament on 16 October 2003 with a special law (e O cial Gazette, 173/03), as a public foundation with the purpose of promoting and developing civil society in Croatia. e National Foundation o ers professional and nancial support to programmes which encourage sustainability of the non-pro t sector, inter-sectoral collaboration, civil initiatives, philanthropy, volunteerism and which improve democratic institutions. It is nanced from the national budget, provided by the O ce for Cooperation with Civil Society Organisations, from the earnings of games such as prize games, from the main assets, donations and other funding, in accordance with Article 16 of the Law on Foundations and Funds. In collaboration with regional volunteer centres it takes part in (co-)organising the national conferences on volunteerism in Croatia. In accordance with its strategic objectives, it grants the annual award 'School - a friend of the community' through which it selects, and presents to the public the most innovative volunteering initiatives in elementary schools and models of youth volunteering in high schools in Croatia.

Various governmental bodies are responsible for supporting volunteering using project funding, project partnerships and exchanges of experience and information.

The Office for Cooperation with Civil Society Organisations

was founded by a Regulation on the O ce for Cooperation with Civil Society Organisations in 1998, to attend to expert assignments from the Government of the Republic of Croatia, with regards to creating conditions for cooperation and partnership with the non-governmental and non-pro t sectors, and especially with civil society organisations. e o ce has a wide range of activities: from proposing new legal framework for non-pro t nongovernmental operations, to monitoring the implementation of the National Strategy for the 'Creation of an Enabling Environment for Civil Society Development' and measures of the Operational Implementation of the Strategy, to developing nancing activities through the national budget, other public sources and European Union (EU) funds.

The National Board for the Development of Volunteerism

is an advisory body for the Croatian Government. Its activities are public and it implements measures and activities with the purpose of promoting and further developing volunteerism. In collaboration with authorities, e National Board for the Development of Volunteerism proposes measures for the advancement of volunteers' status in society, it proposes regulations on volunteer privileges, it decides about the National Volunteer Award, it initiates new regulations concerning volunteerism or changes the existing ones, introduces the Volunteer Code of Ethics within which the Ethics Committee operates, and it undertakes other activities for promoting volunteerism. e National Board for the Development of Volunteerism has 19 members, representatives of the public sector, civil society organisations or independent experts, appointed by the Government of the Republic of Croatia. e Board has a president and a vice-president elected by the members of the Board.

The Council for Civil Society Development

is a quali ed advisory body of the Government of the Republic of Croatia. e Council works for the development and implementation of the collaboration programme between the Croatian Government and the non-pro t sector. e programme deals with the implementation of the National Strategy for the Creation of an Enabling Environment for Civil Society Development, with development of philanthropy, social capital, partnerships and inters sectoral collaboration. e Council has 23 members and a president elected by the members of the council.

According to the national study *"Assessment of the development level of CSOs in Croatia"*[3], which examined the issue of cooperation between CSOs and the government, a large majority of the CSOs surveyed had experience of cooperation with governmental bodies. In most cases this refers to cooperation at the national level. e most common form of cooperation with the public sector was project funding, followed by project partnerships, and exchanges of experience and information. It is interesting to note that only 6% of all associations who had experience of cooperation with the public sector mentioned that the collaboration had been smooth. One of the most common problems, highlighted by a quarter of the associations who had this experience, refers to the prevalence of personal contacts over the institutional relationship, also identi ed as a problem in several other studies on civil society in Croatia.

Only 6% of the organisations who had cooperated with the public sector reported that this collaboration had been smooth.

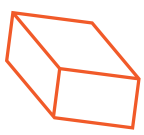
e Ministry of the Family, Veterans' A airs and Intergenerational Solidarity have a close cooperation with four regional volunteer centres, based on the signed contract of regional volunteer centres co- nancing. e other listed bodies/institutions have a very open, encouraging and supporting attitude and work well with a wide range of civil society organisations.

3. Source: National Foundation for civil society development (2007). National study "Assessment of the development level of CSOs in Croatia.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

Croatia has neither a National Volunteer Centre nor a national umbrella organisation for structures involved in volunteering, but has an informal Croatian Volunteer Centres Network (CVCN). is network has been established as a result of a collaboration of civil society organisations from four major cities in Croatia, which have been improving and promoting volunteerism for a number of years already. CVNC encourages the development of volunteerism in Croatia by (I) in uencing public policies and legal settings, (II) promoting and establishing educational standards in the area of volunteerism and volunteer management, (III) informing the public, (IV) ensuring the quality standards of the services provided by volunteer centres, as well as (V) developing good practice examples.

In Croatia there are four regional volunteer centres (RVC), which are either wide-ranging RVCs - all activities of the centres are focused on volunteering - or in-house RVCs, where activities of volunteer centres are part of the wider program of the organisation. e main purpose of the regional volunteer centres is promoting and developing volunteerism on the local, regional and national level. is is done through education in the area of volunteer management, educating the public about volunteerism, matching potential volunteers with available volunteering opportunities, organising informational and promotional campaigns, editing publications and conducting research on volunteerism. Regional volunteer centres take proactive steps by o ering their support in organising volunteering. Regional volunteer centres closely cooperate through the Croatian Volunteer Centres Network.



Apart from the regional volunteer centres there are eight local volunteer centres (LVCs) in Croatia, conducting activities on a regular basis in Slatina, Zabok, Gvozd, Samobor, Zadar, Omiš, Sinj and Dubrovnik. All of them are volunteer-based, with most of their activities focused on the promotion of volunteerism. RVCs serve as an information basis for the LVCs, especially through the framework of CVCN. ere is a lack of cooperation between LVCs themselves at the moment. Based on the yearly reports of volunteer involving organisations collected by the Ministry of the Family, Veterans' A airs and Intergenerational Solidarity the biggest volunteer involving organisations are[4]:

Name of organisation	Number of volunteers
Croatian Red Cross (di erent local branch o ces throughout Croatia)	912
Regional Volunteer Centres (4 RVC)	435
Association of Croatian Homeland War Veterans	679
Krila - therapeutic horse riding for physically disadvantaged people	136
Cube - association for children and youth	134
Scout Association of Croatia	131
GONG	120
Croatian Caritas	119

According to the national study *"Assessment of the development level of CSOs in Croatia"*[5], 90% of the surveyed CSOs had been engaged in some kind of cooperation with other CSOs. e main motivation for such cooperation was shared interests, followed by e ective use of available resources, and mutual support. In most cases, cooperation involved implementation of joint projects, provision of training, and networking.

Regional volunteer centres have established cooperation with a wide range of organisations that involve volunteers on a regular basis.

5. OTHER STAKEHOLDERS

Based on the yearly reports of volunteer-involving organisations, collected by the Ministry for Social Policy and Youth (until January 2012 e Ministry of the Family, Veterans' A airs and Intergenerational Solidarity) in 2009, twenty-seven public bodies involved volunteers in di erent activities: seven local/regional governments, ve governmental bodies and fteen public institutions. Volunteers were engaged in administrative work or on speci c projects carried out by the above-mentioned entities (stakeholders)[6].

Involvement of businesses in volunteering is still at the early stage. Businesses are beginning to recognise the bene ts of social responsibility programmes for the company's competitiveness. Regional volunteer centres inform businesses on volunteering related issues through several

4. Yearly report on volunteer involving organisations for 2009, e Ministry of Family A airs, Veterans' A airs and Intergenerational Solidarity. e report was used for the rst time in 2009, which was considered as a testing year. ere is still a need to nd the appropriate promotional mechanism to encourage volunteer involving organisations to send their reports.

5. Source: national study "Assessment of the development level of CSOs in Croatia which was carried out by the National Foundation for civil society development in 2007,

6. Yearly report of the volunteer involving organisation for 2009, be Ministry of Family A airs, Veterans' A airs and Intergenerational Solidarity

promotional activities, with the aim of showing them how any investment in the community may have a positive return for the company, and can also build a bridge between a business and the local community.

ere are no institutional models established for the promotion of volunteerism or formal assessment of the volunteer contribution in the Croatian educational system. Di erent initiatives at di erent educational levels are rather individual e orts and not institutional or systemic ones. Several service-learning initiatives are found at universities, with students receiving European Credit Transfer System (ECTS) credits for community work.

e National Foundation for Civil Society Development has had a signi cant role in promoting youth volunteering across elementary and secondary schools in Croatia. In 2006 the National Foundation established an annual award 'School - a friend of the community' for the recognition of volunteering initiatives in elementary schools, followed one year later, by a similar initiative for secondary schools. e award consists of 10,000 HRK per school project (around 1,500 EUR).

National government and local authorities have been involved in promoting volunteering, usually in cooperation with RVCs, through annual regional awards for volunteer contribution.
ere are currently regional awards for volunteerism in three counties/regions, all of them initiated by the CSOs currently members of CNVC:

Splitsko-dalmatinska County – the award for the Split area has been given by civil society organisations in collaboration with the City of Split from 2000.

Osiječko-baranjska County – the annual volunteer award, created in 2006, is given by the Volunteer Centre Osijek and supported by the regional Council for the Development of Volunteerism, whose members are reputable community members. It is awarded under the sponsorship of the City of Osijek in the following categories: volunteering involvement of the individual, the award for a successful inclusion of volunteers and the award for the business contribution to volunteerism.

Primorsko–goranska County – the award 'Volunteer of the year', started in 2007, is presented by the Association for Civil Society Development SMART in collaboration with the City of Rijeka and Primorsko–goranska county (local authorities). ere are six awards in total: three for the volunteers of the year for the area of Rijeka and three for the regional level of Primorsko–goranska county.

ese regional awards coexist with the *National Volunteer Award*, which is awarded annually as part of the o cial Governmental protocol for the celebration of the International Volunteer Day.
e Ministry of the Family, Veterans' A airs and Intergenerational Solidarity award the National Award for individual volunteer contribution and the National Award for an organisation involving volunteers.

During 2011, in cooperation with the Delegation of the European Union to the Republic of Croatia, the Croatian Network of Volunteer Centres and Ministry of the Family, Veterans' A airs and Intergenerational Solidarity, established the *European Year of Volunteering Journalist Award*.
e above listed partner organisations issued calls for the award in order to raise awareness of the importance of volunteering and to make their own contribution to the European Year of Volunteering, 2011. is award aimed to give credit to Croatian journalists who have raised

public awareness of the importance of volunteering and to encourage the media to report on this relevant issue. e award had two categories: best written report on volunteering in 2011 and the best report on volunteering in audio-visual media. Marking the International Volunteers' Day (5 December), the Head of the EU Delegation to Croatia, Ambassador Paul Vandoren, and the representatives of the other partner institutions presented the award at the State Volunteering Awards ceremony.

Besides the national and regional annual awards, National Conferences on Volunteerism have played a signi cant role in volunteering promotion. Conferences are organised by the National Foundation for Civil Society Development, the Ministry of the Family, Veterans' A airs and Intergenerational Solidarity, and the Croatian Network of Volunteer Centres.

6. FUNDING OPPORTUNITIES

e main national provider of nancial support for volunteering is the Ministry of the Family, Veterans' A airs and Intergenerational Solidarity.

e budget line 'Volunteering development' is part of the national budget, with an annual allocation of 985,000.00 HRK in 2010 (approximately 132,000 EUR).

ese nancial resources have been included in the yearly national budget, approved by the Croatian Parliament and Government and announced in e O cial Gazette. ese nancial resources do not fully cover all the volunteering activity within the country, but allow for proper implementation of basic activities as de ned by the Law on Volunteering. A large part of the budget is allocated through a public call for proposals for (I) local community volunteer projects and (II) co-funding institutional grants for supporting regional volunteer centres' development. Other possible funding sources include local budgets, the National Foundation for Civil Society Development, businesses and EU funds.

The budget line 'Volunteering development' is part of the national budget with an annual allocation of circa 132,000 EUR.

7. REGULAR AND SYSTEMATIC RESEARCH

Over the last ten years research on volunteering has been conducted primarily by civil society organisations. However, measurement of volunteering and its impact are still a neglected area in Croatia. ere is no research conducted on a regular basis, civil society not being considered an important research area by the academic community. Research initiatives by CSOs are subject to a limitation of expertise in this eld and are marked by di erent methodologies and sampling, which makes comparisons very di cult.

e Ministry of the Family, Veterans' A airs and Intergenerational Solidarity show interest in taking steps to improve data collection systems. However, one important challenge is the insu cient statistics related to civil society sector in Croatia.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

Volunteering opportunities are published on online databases and promoted through the media or public events.

Regional volunteer centres have developed a national curriculum for the training programme on volunteer management. e training programme has been continuously implemented over the last three years throughout Croatia. It consists of 3 training modules lasting 2 days. During 2008 and 2009 there were 168 volunteer-involving organisation bene ciaries of the training programme. Evaluation indicates a great in uence of such educational inputs for the development of volunteering programmes. Participants also receive di erent toolkits to help them in involving and managing volunteers.

e Croatian Volunteer Centres Network created the Quality standard for volunteer centres and is responsible for monitoring the process of ensuring quality standards. e standards o er detailed information and guidelines for their implementation. e standards were developed in order to: (I) facilitate a common approach to volunteering, which includes vision, values and basic abilities; (II) set up the basis for organisational and programme excellence, (III) professionalise the work of volunteer centres and strengthen their impact; (IV) standardise the membership criteria for the CVCN.

In addition, there is a Volunteer Code of Ethics (published in the O cial Gazette No. 55/08) of Croatia. It prescribes rules of conduct for volunteers, volunteer organisations and bene ciaries in accordance with the principles of volunteering from the Law on Volunteering. e National Board for Volunteering Development is responsible for ensuring that the Code of Ethics is properly implemented.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

RVCs manage regional online databases, which include data on the supply and demand of volunteers. Databases allow for searching, ltering and sorting information according to several criteria. Media coverage works better at regional and local level than it does on the national level. ere are several public events aimed at raising awareness about volunteering.

e following promotional tools/mechanisms are in place in Croatia:

- *Celebrating International Volunteer Day (5 December) – Regional volunteer centres organise a public campaign with the purpose of informing and promoting volunteerism and encouraging citizens and stakeholders to take part in it. As a part of the campaign, regional awards for volunteer contribution are presented. Each year, a great number of volunteers are involved in the campaign*
- *Local, regional and national Volunteer Awards*
- *Volunteer Fairs*
- *Promotional products such as leaflets, posters, T-shirts, balloons, bookmarks, calendars, postcards, maps, linen bags, caps, chocolates, invitations, newsletters etc.*
- *TV and radio spots/jingles (broadcasted also in local cinemas)*
- *National Conference on Volunteerism - since 2001*
- *Marking the European Year of Volunteering 2011- members of CNVC, co-organised the campaign 'Croatia's volunteering'.*

ere are several websites displaying useful information on volunteerism:

www.smart.hr - Association for Civil Society Development, SMART
www.udruga-mi.hr – Association MI
www.vcz.hr – Volunteer Centre Zagreb
www.osvolonteri.com – Volunteer Centre Osijek
www.hmvc.net – Croatian Network of Volunteer Centres
www.mobms.hr - Ministry of the Family, Veterans' A airs and Intergenerational Solidarity

10. ADDITIONAL COUNTRY SPECIFICITIES

e most important challenges to volunteerism development in Croatia are:

1. *Establishing systematic research on volunteerism and data collection*
2. *Increasing cross-sectoral cooperation among stakeholders, in particular businesses and universities*
3. *Recognising volunteerism, particularly in the process of employment and education*
4. *Adopting a system for measurement of the economic value of volunteering*
5. *Ensuring diversity of funding opportunities for volunteerism*

11. RECOMMENDATIONS

Recommendations for improvement of the volunteering infrastructure in Croatia are to:

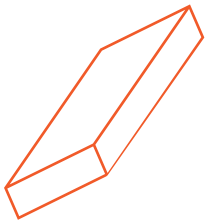
- strengthen volunteer centres as part of the volunteer infrastructure (particularly important in engaging with policy makers to create the conditions for volunteering)
- promote the law and inform volunteer involving organisations about the law
- encourage/develop policies and programmes for volunteering in schools
- recognise volunteering in the process of employment and formal education
- increase frequency of volunteering
- set up a system for information collection, especially related to volunteer pro le, frequency of volunteering, motivation, types of activities
- set up a system for assessing the economic value of volunteering
- increase volunteering in public institutions (i.e. health and social care and local and regional government)
- strengthen the partnership and cooperation between di erent stakeholders (cross-sectoral cooperation)
- secure sustainable funding

One of the mechanisms which should be put in place is a national volunteering policy, which should be adopted by the government in order to stimulate and in uence volunteering development.

Recommendations on a European level are to:

- promote volunteering infrastructure as a tool for encouraging citizens to volunteer
- ensure basic elements of a volunteering infrastructure
- achieve a common understanding at a European level about what is meant by 'volunteering infrastructure' and what are its main roles and elements
- support the good balance between spontaneity of volunteering and organised volunteering
- showcase good practice examples as well as bad practice ones in order to improve quality of volunteering

ese types of recommendations are particularly important for the countries such as Croatia that still lag behind other EU countries in terms of volunteerism development.



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CHAPTER 6

CYPRUS

VOLUNTEERING INFRASTRUCTURE

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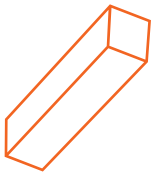


1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Volunteering in Cyprus re ects a mixture of historic path-dependent traditions, legacies, norms and characteristics of the “modern” and developed Cypriot society. Volunteering has developed under various forms, norms and perceptions which still interact in a dynamic way to shape the volunteering landscape in Cyprus. Voluntary activity encompasses a diverse array of informal and formal activities undertaken by individuals, groups or organisational structures. e legal framework on volunteering in Cyprus also re ects the strategic concerns and decisions of the Republic of Cyprus, as well as the constitutional rights and liberties of a democratic context.

Structurally, the Cypriot non-governmental, non-pro t context presents a rich landscape of organised structures composed of coordinative councils, associations, organisations, foundations, networks, federations, confederations, community councils and centres, which serve di erent purposes and tasks in various policy domains. Outside the boundaries of the volunteering structure, key stakeholders of the Cypriot society promote and support volunteering, have speci c “for-volunteering” objectives and develop collaboration projects with volunteers and voluntary associations in the implementation of their policies and programmes.

In relation to funding opportunities in Cyprus, the Grants-in-Aid and Financial Support Schemes form the main funding mechanism for voluntary organisations. ese schemes provide nancial support to voluntary organisations in order to meet speci c national targets and needs and usually cover the expenses of projects or the operational expenses of programmes and organisations. Although state funding provides an enabling environment for volunteering, a number of limitations and negative outcomes can be observed, which will be discussed later in this chapter.

e lack and scarcity of research on the voluntary sector also produces barriers to building a truly enabling environment for volunteering. ere is no regular or systematic research on basic volunteering dimensions or its contributions to the society and the economy.

On the other hand, positive developments are found in the area of ethics, standards and awareness raising. At a national level, various initiatives and tools safeguard ethics and quality standards and provide awareness raising opportunities on volunteering in Cyprus. Generally speaking, the Cypriot context has many positive elements which create the basis for an enabling environment for volunteering. Of course many improvements need to take place, primarily at the policy making and legislative levels, but also in the areas of funding and capacity building. Although the voluntary, non governmental sector of the modern welfare state has entered a new dynamic path characterised by professional and multi-dimensional volunteering practices, it functions in a challenging environment, which imposes many threats to its future development and sustainability. Clearly, there is not one future, but multiple possible futures, depending on how the sector will choose to react to the challenges or create change and whether the state will commit to developing an enabling volunteering infrastructure[1].

2. VOLUNTEERING LANDSCAPE

De ning and exploring the volunteering landscape is a hard task, considering that volunteering in Cyprus remains not only an under-researched topic but also a contested notion in relation to its de nitional, conceptual and dimensional boundaries. is is not a unique phenomenon since the term encompasses so many di erent and complex meanings across countries. In discussing the volunteering landscape in Cyprus, conceptual framework and work on volunteering of the European Volunteer Centre (CEV) (2009)[2] has de ned the dimensional focus of this chapter, hoping that its content can relate and have an added value, as well as contribute to the e ort for reaching a common understanding of volunteering and developing an enabling volunteering infrastructure all over Europe.

In Cyprus, there is not one future, but multiple possible futures for the volunteering scene, a lot depends on whether the state will commit to developing an enabling volunteering infrastructure.

Volunteering in Cyprus re ects a concept which takes on board a diverse array of activities undertaken by individuals, groups or organisational structures. A typical voluntary/non-pro t organisation shares common features with other countries: it is organised, structurally separated from the government, non-pro t, self-governing and depends on voluntary participation[3]. Volunteering takes informal and formal forms and paths. Formal volunteering is usually perceived to be conducted by volunteers who act on behalf of registered, legally recognised volunteering organisational forms.

Whether formal, informal, ad-hoc, systematic, individual or collective, volunteering activity serves multiple purposes and diverse objectives: it helps and supports individuals, societal groups and communities, it addresses societal issues and contributes to national policy goals and objectives in di erent policy areas and serves wider public bene t/societal goals. Volunteering encompasses a diverse range of activities such as: the provision of mutual aid, social, cultural, educational services, “self-help”, advocacy and campaigning, community action. Volunteers

1. Patsalidou, O. (2008) ‘Understanding the factors that have in uenced the development of the voluntary sector in Cyprus from the mid-end Colonial Period (1950/1960) to the present day’, PhD esis/working paper to be submitted at Nottingham University, United Kingdom
2. CEV (2009) An enabling volunteering infrastructure in Europe: Situation – Trends – Outlook, Final Report – Conference Conclusions, General Assembly Conference, Malmö/Sweden, 15th-16th October 2009, Belgium:Imprimerie de Hoeilaart
3. Salamon, L. M. and Anheier K. H. (1996), ‘Social Origins of Civil Society: Explaining the Non-pro t Sector Cross-Nationally’, Working Papers of the Johns Hopkins Comparative Non-pro t Sector Project, no. 22, the Johns Hopkins Institute for Policy: Baltimore
Anheier, K. H. (2000) Dimensions of the ird Sector: Comparative Perspectives on Structure and Change, Central Policy Unit Seminar: ‘ e ird Sector: Beyond Government and Market’, Hong Kong, 25 July 2000

of di erent abilities and socio-economic backgrounds promote solidarity, social inclusion and integration, and safeguard human and basic rights in an overall e ort to make a positive di erence in their local communities. Volunteering remains an important tool for the e ective use of social capital, an aspect of Cypriot life, and a means to meet common goals. It is allegedly "accountable" for the strong levels of social cohesion and solidarity on the island of Cyprus[4].

Volunteering revolves around the norms and values of social responsibility, solidarity and active collective engagement and participation in order to address common needs and public concerns. Strong social ties, trust and the motive to work collectively, in uenced by embedded socio-cultural norms and traditions, form the key dynamic mechanisms of all informal and formal volunteering activity[5]. ese concepts, values and traditions do not present a unique case, rather prominent features of other countries[6] as well as European values and objectives as laid down in the European Union (EU) Treaties.

Volunteering is an important tool for the efficient use of social capital, an aspect of Cypriot life, and a means to meet common goals. It is allegedly "accountable" for the strong levels of social cohesion and solidarity on the island of Cyprus.

Although volunteering norms, values, roles etc, have been in uenced by historical forces, traditions and legacies, they have also been shaped by institutional strategies set and developed by the state through time. Traditionally, the state has played an important role in the development of volunteering and has to a large extent shaped the environment in which it functions. Due to word length restrictions, it is impossible to provide a full-detailed account on the state's strategies and ideologies in volunteering. e discussion therefore will provide a few representative examples in order to support the argument:

e Social Welfare Services, which function under the Ministry of Labour and Social Insurance, assist through their Community Work Service - *'local communities to identify and meet their social needs; to encourage cooperation between the State, the community and individuals for the best interests of the community members; and to promote decentralisation regarding the provision of social services... [in order] to safeguard social cohesion through collective actions in the community'*[7].

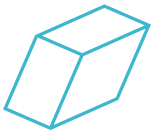
Also, the Ministry of Education and Culture promotes volunteering as a mean to cultivate the values of *'respect, social responsibility and cohesion'*.

In many similar ways, a number of governmental, semi-governmental and independent bodies set volunteering related goals, promote volunteering through partnerships and develop collaborative strategies with voluntary organisations/non-pro t associations in order to achieve speci c policy objectives. is strong collaboration culture has been built and grown successfully over time. e state has traditionally promoted an enabling environment for the participation of volunteers and the leadership of associations in consultation and decision-making processes. rough this process, strong relationships and trust have been built, resulting to the creation of

4. Various authors document and support this argument. See:
Amitsis, G. and Marini, F. (2003) Dependency of welfare clients on bene ts and services - e case of Cyprus, National Studies Project in the Field of Social Exclusion, Institute of Social Innovation, Nicosia: Republic of Cyprus
Konis, T. (1984) Social re-construction: Social Issues of the post-war period 1974-1984, Nicosia
Triseliotis, J. (1977) Social Welfare in Cyprus, Zeno Publishers, London
5. Patsalidou, O. (2008) 'Understanding the factors that have in uenced the development of the voluntary sector in Cyprus from the mid-end Colonial Period (1950/1960) to the present day', PhD esis/working paper to be submitted at Nottingham University, UK
6. Various authors document and support this argument. See:
Defourny, J. and Pesto , V. (2008) Towards a European conceptualization of the third sector, In: Defourny, J. and Pesto , V. eds. (2008) Images and concepts of the third sector in Europe, Working Paper No. 08/02, EMES European Research Network 2008, Available at: www.emes.net
Abzug, R. (1999) e Non-pro t Sector and the Informal Sector: A eoretical Perspective, Voluntas: 10(2), Available at: http://www.springerlink.com/content/j370r01u80464102
Portes, A. (1992) Paradoxes of the informal economy: e social basis of unregulated entrepreneurship, Unpublished manuscript, Available at: http://www.sscnet.ucla.edu/soc/faculty/kollock/classes/entrepreneurship/resources/Portes%201994%20-%20 e%20Informal%20Economy%20and%20Its%20Paradoxes.pdf
7. Social Welfare Services (2011) O cial Website, Available at: www.mlsi.gov.cy/sws

an environment which provides satisfactory opportunities for participation and an ideology for the need to work collectively for the common good.

e state has furthermore laid the foundations for the participation of voluntary, non-pro t associations, in policy making. Article 4 of the Pancyprian Volunteerism Coordinative Council Law safeguards the Council's (and its membership) active engagement in the programming and formulation of the volunteering strategy and social policy, in close collaboration with the public authorities. Furthermore, other pieces of legislation require that the state engage in consultation with Associations or Confederations on policy issues in their area of activity and competence. Obviously, associations' membership to a network of associations, federation or coordinating body, gives them the opportunity to enjoy the privilege of consultation with the state through formalised procedures. On the contrary, non-pro t organisations which decide to work "independently" may be excluded from the formalised participatory procedures, unless they have managed to establish good relations with the state or successfully raised signi cant awareness about their work.



Structurally the volunteering landscape, has evolved and developed in various forms such as charities, philanthropic associations, church related networks (i.e. philoptochoi), voluntary organisations, foundations, social movements, social economy organisations, labour movement related interest groups. If volunteering is conceptualised in its wider sense to capture the whole fabric of the civil society, the landscape can include trade unions, sports and recreational clubs, non-pro t women and youth organisations (associated with political ideologies and structures), professional and sectoral interest federations, etc. ere is a contested debate on whether volunteering (as a concept and practice) should be attributed to organisational structures that solely promote the "common societal good" (which again has a blurred de nition) or whether it should include the whole facet of unpaid work that takes place in non-governmental organisations which may be driven by political or self-serving, even professional or economic interests and aims.

Although it is beyond the scope of this chapter to explore the blurring sectoral boundaries, it is important to mention that, in Cyprus, various terms (e.g. voluntary associations, non-governmental/non-pro t organisations, civil society organisation, voluntary/third sector) are interchangeably used to describe the big picture of the volunteering context, most of which are not de ned in any current legislation. e Cypriot context's o cial/legal de nitions on volunteering are found in the Pancyprian Volunteerism Coordinative Council legislation [61(I)/2006]. Article 2 of the law provides de nitions on the terms "volunteer", "voluntary organisation" and "non-pro t purpose". ese de nitions touch upon di erent principles and ideologies on volunteering. For example, it places a framework on the role and status of volunteering in society. Speci cally, it relates volunteering with the non-pro t principle and identi es it as a vehicle to achieve the "collective good" of the society, and its role towards diversity, social inclusion, etc in the welfare regime. e blurring de nitional and "cross-sector" boundary does not make the Cypriot context a unique case. It rather represents a cross-country phenomenon, resulting from the fact that voluntary sectors have been shaped by particular historical events, traditional perceptions, socio-cultural traditions, western in uences and dynamic forces[8].

8. Evers, A. and Laville, J. L. (2004) De ning the third sector in Europe, In: Evers, A. and Laville, J. L. (ed.) (2004) e third sector in Europe, UK: Edward Elgar Publishing

As in most geographical contexts, the voluntary sector in Cyprus functions in a challenging environment, which poses many threats to its future development and sustainability. Issues like lack of resources, increased regulations, limited funding, pressure to adopt modern and managerial-like practices, changing values towards the traditional volunteerism culture, increased social needs not addressed by the state, etc are only some of the problems that the sector faces today. Looking forward, many forces are expected to change the nature and role of the voluntary, non-governmental organisations (NGOs) in Cyprus. As stated previously, clearly there is not one future, but multiple possible futures, depending on how the sector will choose to respond to the challenges or create change[9].

Although research on volunteering is scarce in Cyprus, the limited available sources can give a quantitative grasp on elements of the volunteering landscape. In research on volunteering perceptions and participation[10], most respondents associated the meaning of volunteering with "helping", "altruism", "being socially responsible for the bene t of the society". 68% of the research participants, re ecting the age groups 14-17 and 51-60 and the middle to high socio-economic classes, mentioned an engagement in voluntary activity. e elds of volunteering activity which scored a higher percentage were blood and philanthropic donations[11].

In another research which explored the behaviour of charitable giving among the population[12], 87% of the research sample had engaged in charitable giving conducted by voluntary organisations, i.e donated money or goods like clothes, shoes, food, and general contributions to fund-raising activities. In the same research, 43% of the population stated to be members of at least one civil society organisation, where health and social welfare associations have been recorded to have the largest membership. On the volunteer engagement dimension, 51% of the research sample stated that it had assisted, without pay, an organisation, or provided support to members of a community, on an informal basis during the previous 12 months.

Cypriots associate volunteering with "help", "altruism" and "being socially responsible for the benefit of society".

Public opinion information, as recorded in the last Standard Eurobarometer 73 Report[13], also provides useful insight on the dimensions of participation, conduct of voluntary work in organisations and the elds where volunteering plays an important role. On the dimension of "active participation or conduct of voluntary work in one or more organisations", the highest score, 5%, was for a sports club or club for outdoor activities (recreation organisation) and for a political party or organisation. 4% was associated with an education, arts, music or cultural association and for a charity organisation or social aid organisation. Lower scores of 3% were reported for a religious or church organisation and a 2% for a trade union and for an organisation defending the interest of patients and/or disabled. 1% of the sample mentioned participation, voluntary work for a business or professional organisation, for a consumer organisation, for an international organisation such as development aid organisation or human rights organisation and for an organisation for environmental protection, animal rights etc.

9. Patsalidou, O. (2008) 'Understanding the factors that have in uenced the development of the voluntary sector in Cyprus from the mid-end Colonial Period (1950/1960) to the present day', PhD esis/working paper to be submitted at Nottingham University, UK.
10. Pancyprian Volunteerism Coordinative Council (2005) Research on volunteering perceptions and participation, Research conducted by RAI Consultants, Nicosia
11. ibid
12. CIVICUS (2005) An Assessment of Civil Society in Cyprus-A Map for the Future, CIVICUS Civil Society Index Report for Cyprus
13. European Commission (2010:219-221)

On the dimension of the " elds where volunteering plays an important role", the results of the Standard Eurobarometer 73 Report[14] were as follows: 68% for Solidarity and humanitarian aid, 40% for the Protection of human rights, 22% for Active ageing, 21% for the Environment, 18% for Social inclusion of disadvantaged citizens, 15% for Education and training and health care, 14% for Intergenerational dialogue, 11% for Culture, 10% for Employment and consumer protection, 9% for Democratic life and sport, 5% for Intercultural and inter-religious dialogue and 1% for the Construction of European identity and other.

e above quantitative data present the results of speci c one-dimensional questioning and they certainly do not capture the multi-dimensional facets and complexity of volunteering in an in-depth way nor grasp the big picture of the volunteering landscape in Cyprus. In the absence of systematic research, it is di cult to grasp the levels of everyday, formal, ad hoc or informal volunteering activity in Cyprus or the voluntary contribution of volunteers registered in the established non-pro t/volunteering organisational structures.

Although the levels of volunteering have not been adequately or fully researched, it can be stated that volunteering occurs, in one way or another, in all not-for-pro t organisations that are currently registered and regulated under the Cypriot legal framework. Such a statement should also be treated with caution, as an increasing number of individuals who actively participate in civil society organisations do not perceive their participation as a volunteering act, rather as un-paid work to meet speci c interests and purposes. Despite the above limitations, other available gures can help us grasp the size, diversity and scope of the registered voluntary associations/non-pro t organisations in Cyprus. e following table presents estimates on the size and areas of activity of the more than 3000 registered organisational forms in the Republic of Cyprus[15].

Types and size scale of registered volunteering/non-pro t associations:

Welfare & Health	33.69%
Sport	21.02%
Professional Organisations	12.17%
Culture, Arts, History	8.5%
Ethnic, National issues	4.71%
Entertainment, Other	4.47%
Religious, Faith based organisations	3.6%
Education and Student A airs	2.8%
Environment	2.34%
Networking and International Relations	1.97%
Animal Welfare	1.38%
Youth	1.30%
Research, Technology	1.14%

14. Ibid (2010:222-224)
15. Patsalidou, O. and Kyriakou, A. (2009) Volunteering in Europe: e voluntary sector in Cyprus', Volunteering across Europe Project – Research Year III, on behalf of the Italian Volunteering Support Centres: SPES Lazio, CSV Friuli Venezia Giulia - Celivo Genova – AVM Marche – CSV Basilicata – CNV Lucca, Publication: SPES

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

e legal framework for volunteering re ects the strategic concerns and decisions of the Republic of Cyprus and safeguards the rights and liberties of a democratic context. e major legal piece that provides the basis for volunteering is found in the Constitution of the Republic of Cyprus. Speci cally Article 21(1) under the "Fundamental Rights and Liberties" section of the Constitution, safeguards that "every person has the right to freedom of peaceful assembly"[16]. While the Constitution guarantees the right to association, a broad legal framework sets the provisions for the establishment, registration, functioning, governance, regulation and dissolution of the various volunteering, non-pro t organisational forms of the sector in which volunteering takes place. is framework furthermore extends to set and regulate the nancial environment of the volunteering landscape (grants, nancial support, bene ts, exceptions) as well as the functioning rules and authorities of umbrella, coordinating volunteering bodies.

e legal organisational forms where volunteering takes place include: clubs, associations, societies, foundations, institutions, voluntary organisations and non-pro t companies. Other legal entities include umbrella, independent coordinative bodies, such as the PanCyprian and District Volunteerism Coordinative Councils, and structures of their membership, such as community based welfare councils. Each legal organisational form serves speci c purposes and objectives in many policy domains. e power to implement the legislation is vested in various Ministries or other independent legal entity bodies for volunteering issues and a airs, such as the PanCyprian and District Volunteerism Coordinative Councils.

Specific legislation supporting volunteering through the establishment of umbrella, coordinating volunteering bodies (The Pancyprian Volunteerism Coordinative Council, PVCC)

e ideology and strategies of the Republic of Cyprus in relation to volunteering are re ected in a speci c volunteering related legislation. e Pancyprian Volunteerism Coordinative Council law 61(I)/2006[17] represents the state's recognition on volunteering, the work of voluntary associations and its value in the society. It also presents the state's commitment to support the key player status of the voluntary/NGO sector in the public context. e law grants 'the supreme coordinative body of volunteering' status to the Council and de nes its authorities as follows:

a) Identification, study and analysis of social problems and needs
b) Contribution to social policy planning and programming in the Republic of Cyprus
c) Development of volunteerism based on best practice
d) Study, monitoring, promotion and advancement of the work of the voluntary organisations, volunteering and social welfare
e) Coordination of the activity and planning of its member organisations across the volunteering landscape as well as between voluntary organisations and the state (public authorities)
f) Support and reinforcement of the member organisations' functioning and activities, on a consultative basis

16. Constitution of the Republic of Cyprus, (1960) Article 21, Part II Fundamental Rights and Liberties, Republic of Cyprus
17. e Pancyprian Volunteerism Coordinative Council represents the continuation of the Pancyprian Welfare Council, which was originally established in 1973 and functioned under the Pancyprian Welfare Council Law 152/89

g) Development of the short and long-term strategic policy on volunteerism and the voluntary sector
h) Development of policy and strategy for the advancement and achievement of the short and long-term objectives of volunteering, the voluntary sector and social welfare
i) Provision of technical or other support and consultation services to the member organisations for the promotion of public benefit programmes and projects
j) Provision of capacity building, training and development to the member organisations
k) Establishment and administration of volunteer centres
l) Promotion and advancement of volunteering, voluntary service and the welfare sector in the Republic of Cyprus

e law furthermore de nes its governance and administrative a airs and a regulatory framework for the Council and its structure. is law not only formalises the volunteering structure, but de nes the concept and features of volunteering related terminologies[18]. Other signi cant elements of the law include the establishment of a Register of voluntary organisations, which not only gives organisations the status of membership to the PVCC but also grants a legal status to the District Volunteerism Coordinative Councils and the Community and Committee Volunteerism Councils. Another important clause gives the PVCC the power to establish, monitor and regulate the District Volunteerism Coordinative Councils (DVCCs, the district branches of the PVCC) as well as the Community and Committee Volunteerism Councils (part of the district membership of the DVCCs).

Other clauses safeguard the status and role of the PVCC in the policy context, such as its consultative role in the nancing of voluntary associations, through the Grants-In-Aid Schemes implemented by various Ministries, and the formulation, planning, programming and implementation of policy. e law not only creates a basis for an enabling environment for volunteering and addresses various issues of the volunteering landscape but also de nes and regulates the role, scope, functioning and competences of the Council. It furthermore safeguards the interests and needs of voluntary organisations, provides the basis for participation in the policy making process, facilitates the development, support and promotion of volunteering and address coordination and regulatory issues.

Legislation that regulates the components of the wider voluntary/non-profit sector

Clubs: Clubs are organisational forms, registered under the Clubs (Registration Law) Cap. 112 and are de ned as societies of persons who associate for a broad purpose or interest, social activity, mutual entertainment, community assistance, etc.

Associations and Foundations: Associations are organised unions which have a speci c mutual bene t non-pro t making purpose and are composed of at least twenty persons. Foundations on the other hand are the total set of a property which provides services to achieve a speci c public bene t purpose. Both are registered and established under the Associations and Foundations Law/1972.

18. Under the Pancyprian Volunteerism Coordinative Council Law, 61(I)/2006): a 'volunteer' is de ned as 'a person who o ers, without any reward, nancial or other, services or other means to individuals or groups or to the society at large, in order to address social or other needs', a 'voluntary organisation' is de ned as 'every organisation which is comprised by volunteers and its main or exclusive purpose is non-pro t', a 'non-pro t purpose' (volunteering activity) is de ned as 'every voluntary action or act which tends to alleviate or relieve human su ering, human poverty, illness or need and any physical, mental and psychological malfunction, as well as any action which serves the welfare or the protection of children, teenagers, young people, adults and older persons, any action which contributes to the prevention or addresses social problems or needs and generally any action which contributes to the improvement of the welfare of the people residing, permanently or temporarily, in the Republic of Cyprus'.

Non-profit companies: Non-pro t companies, established and registered under the Companies Law/Cap 113, are de ned as associations formed as a company with a purpose to promote commerce, art, science, religion, charity, etc. eir pro t, if any, or income is used for the promotion of their purposes and possible surpluses are not distributed to their membership.

Other legal entities: Other organisational forms which have an independent legal personality under speci c laws include the Cyprus Red Cross (Law 39 of 1967), the Boy Scouts Association (the Boy Scouts Association Law Cap 34) and the Cyprus Girls Guide Association (the Cyprus Girls Guide Association Law 81/1968).

Legislation on fundraising

Fundraising is regulated by the Street and House to House Collections Law - Cap. 95. N. 41/73. e law speci es all procedures and measures on the conduct of fund-raising activities including the granting of licences, implementation procedures, measures to combat unlawful acts, the responsibilities of the organisers, procedures on accounts and on the application of the funds, the competences of public or independent authorities, etc.

Fiscal legislation

e following scal legislation has an impact on volunteering in Cyprus:

The Capital Gains Tax Law/1980 states that Capital Gains Tax is not levied on a gift made for educational, instructive or other charitable purposes to a local authority or to any charitable institution in the Republic.

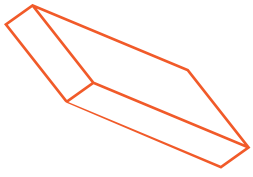
The Value Added Tax (VAT) Law/2000 exempts VAT for the supply of services or goods by non-pro t organisations in the elds of welfare, social security, protection of children, young people or the elderly and physical education and culture.

The Income Tax Law/2002 is the law that quali es voluntary organisations for tax exemptions.

"Charitable status" is a tax-related advantage, granted to organisations by the Ministry of Finance and allows tax exemption on donations.

Current developments

Since 2008, a process for assessing the legal and regulatory framework of voluntary organisations, NGOs has been initiated. Before the submission of this chapter, the initiatives included the conducting of an assessment report on the legal and regulatory context of NGOs, and the drafting of the provisions of a proposed new legal status for NGOs and a public consultation. Since the whole process has not been nalised, unfortunately no other information can be provided.



4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

It is estimated that there are 140 registered federations acting like umbrella bodies and networks in specific policy domains, such as welfare, health, disability, environment, culture, education, marginalised groups, poverty, human rights, women's rights.

Undoubtedly, the structure of the sector reflects the unique characteristics of the history of the island[19] which has been progressively developed according to the specific socio-economic and political circumstances of various eras of the history of Cyprus. The current structure of the sector is comprised of a wide range of organised forms spread at national and local levels, covering satisfactorily, the geographical map of the island. Although measures for improving various dimensions of the volunteering landscape can be made, it can be stated that the way the sector[20] is organised and structured in the Republic of Cyprus provides a relatively enabling environment for the development of volunteering. Voluntary associations/non-profit organisations, etc, are structured as follows:

a) under an organised structure of federations and confederations acting like middle level umbrella bodies of homogeneous organisations (i.e. Pancyprian Con-Federation of Organisations for the Disabled, Pancyprian Federation of Associations for the Welfare of the Elderly, Federation of Environmental and Ecological Organisations of Cyprus, etc),

b) under a broader (high-level) national umbrella or coordinating body of diverse organisations with a geographically structured membership (i.e. the Pancyprian and District Coordinative Volunteerism Councils).

Other organisations may not be a part of an organised structure (i.e. have a membership to a middle or high-level organisation) and choose to function independently.

As already identified in the previous sections of this chapter, the Cypriot non-governmental/non-profit context reflects a rich landscape of organised structures composed of coordinative councils, associations, organisations, foundations, networks, federations, confederations, community councils and centres, which serve different purposes and tasks in various policy domains. All structures engage volunteers in different ways to achieve diverse purposes. The forms of volunteering performed in most structures may take the following forms: administrative/leadership volunteering (volunteers as board members and leaders), grass-root volunteering (volunteering in local/community projects), 'professional' level volunteering (highly skilled and trained volunteers who run or supervise social programmes and services), campaign/advocacy volunteering (volunteering which promotes promotional, fund-raising or policy campaigns), etc. Depending on their mission, organised structures utilise volunteers and other human resources to meet different purposes and needs such as supporting and promoting volunteering, conducting research and policy work on volunteering, etc. 'Outside' the strict 'volunteering sector boundary' (if one can claim that

19. The island of Cyprus has experienced an extensive history of conquerors and foreign rule, a turbulent socio-political environment, has the characteristics of postcolonial societies and has only enjoyed its democratic status only recently when it was granted its independence in 1960

20. As in many other countries, various 'labels' are used to describe the structures that engage in non-profit activities and volunteering outside the boundaries of the governmental domain (such as the 'non-profit sector', 'voluntary sector', 'civil society', 'NGO sector', 'third sector').

such a boundary exists) the arena extends to include the whole fabric of the civil society which includes structures related to the labour movement, professional/business and political related interests etc., shaping a diverse arena of organisations characterised by plurality and multiple interests and sectors.

is section will attempt to describe the non-pro t sector structure (involved in volunteering), according to the following dimensions: *a) type of structures/roles and areas of activity, b) general features, c) human and financial resources, d) features of specific related legal entities with a focused mission in promoting, supporting and organising volunteering and e) State-voluntary sector relations.*

Type of structures/areas of activity[21]

- welfare associations and foundations
- religious/faith-based/philanthropic associations
- cultural/arts associations
- advocacy groups
- sports related associations and/or clubs
- student and youth organisations[22]
- organisations for ethnic/minority groups
- environmental organisations
- education, training and research associations/foundations
- social and recreational organisations
- grant-making foundations & fund-raising bodies
- women's associations
- national networks / federations
- associations of marginalised groups
- social movements and human rights associations
- professional non-pro t organisations
- refugee and nationalistic related associations

General Features

Organisations are autonomous and independent. Most have a membership to middle level structures (such as confederations, councils) or to a higher-level structure (national umbrella, coordinative bodies, councils), or even to European or international level networks. A small percentage of the sector's structures do not enjoy a membership status, because they feel that belonging to a middle or higher level structure a ects their independence or autonomy. In reality, this perception has proved to be false, since membership only provides high levels of support and a dynamic means for networking, participation, collaboration and collective action.

It is estimated that there are approximately 140 registered federations[23], acting like umbrella bodies, networks in speci c policy domains, such as welfare, health, disability, environment, culture, education, marginalised groups, poverty, human rights, women's rights. e largest organisations in scale or membership are found in the elds of welfare and health provision.

ese two large categories provide welfare and health services and programmes to address the needs of the social, vulnerable groups of the population, engage in collaboration projects with Ministries and run focused initiatives to meet common, national targets.

21. Patsalidou, O. and Kyriakou, A. (2009) Volunteering in Europe: e voluntary sector in Cyprus', Volunteering across Europe Project – Research Year III, on behalf of the Italian Volunteering Support Centres: SPES Lazio, CSV Friuli Venezia Giulia - Celivo Genova – AVM Marche – CSV Basilicata – CNV Lucca, Publication: SPES
22. Student and Youth organisations engage in various areas of activity
23. Ministry of Interior (Printed Register of Associations and Foundations 1973-present date)

e standard volunteer pro le does not present any signi cant di erentiation in relation to sex, age or socio-economic status. Volunteers of di erent ages, sex and socio-economic status and background engage in an active way in most associations. e leadership ranks of associations on the other hand, are dominated by speci c age groups and volunteers from certain socio-economic backgrounds.

Human and financial resources

Human and nancial resources are usually low in most structures of the sector, resulting in barriers to achieving goals and ends. Most associations are short of volunteers and professionals/paid sta . Associations are governed by a board of members - administrative or executive boards composed of volunteers (most organisations' administration/steering committees are usually composed of 8-12 board members/volunteers), most have a medium to high membership (ranging from 51-150 registered members) and a smaller percentage has a high membership of more than 600 registered members. Although nancial resources are usually inadequate to address the operating expenses of structures, a signi cant large percentage of the sector's structure has the basic technological infrastructure[24].

Features of specific related legal entities with a focused mission in promoting, supporting and organising volunteering

Coordinating/National Umbrella Bodies - National Volunteer Centres – Internet Volunteering Portal

At the national level there are seven o cial Coordinating Bodies working speci cally in the area of volunteering. eir establishment and work is de ned in the Pancyprian Volunteerism Coordinative Council Law 61(I)/2006. ese are the Pancyprian Volunteerism Coordinative Council and the Nicosia, Limassol, Larnaca, Paphos, Famagusta and Kyrenia Volunteerism Coordinative Councils.

e Pancyprian Volunteerism Coordinative Council (PVCC), which represents the continuation of the Pancyprian Welfare Council, was established in 1973 and registered as an association under the Societies and Institutions Law 57/72. In 1989 it became an independent legal entity under the Pancyprian Welfare Council Law 152/89 and from 2006 its legal framework was reformed and has since functioned under the Pancyprian Volunteerism Coordinative Council Law 61(I)/2006.

e strategy and vision of the establishment of the Council is to address speci c needs in the area of volunteering and volunteering related issues in general: coordination of the voluntary organisations, development of the voluntary sector and volunteerism policy, representation of the voluntary sector on general/horizontal issues at the policy making level, provision of support and capacity building, identi cation of needs, etc. Its membership includes non-governmental/voluntary organisations both at national and local level.

e Council's structures facilitate the participation of the member organisations in decision-making processes and its governance procedures safeguard the members' diversity and autonomy. e membership gures account for more than 350 national and local voluntary organisations: 6 District Volunteerism Coordinative Councils, more than 50 national voluntary associations and more than 280 Community/Committee Volunteerism Councils and local

24. Pancyprian Volunteerism Coordinative Council (2010) Mapping the needs of the vulnerable groups, Research funded under the European Year of Combating Poverty and Social Exclusion 2010 by the European Social Fund Unit of the Ministry of Labour and Social Insurance, Consortium: University of Nicosia (Researcher: Cochliou Despina) and the Pancyprian Volunteerism Coordinative Council, Nicosia

associations, a large part acting as branches of their national counterparts. The national and local voluntary organisations represent the interests of the communities and the society at large and address the needs of almost all social, vulnerable groups, campaign to address social problems, issues, public debates and needs. Community/ Committee Volunteerism Councils perform specific roles in social welfare provision in order to meet the needs of the local communities[25].

The official national strategy in relation to volunteering is expressed in various articles of the Pancyprian Volunteerism Coordinative Council Law 61(I)/2006 and the respective previous law[26]. At the national level, volunteering and voluntary service is promoted through the Volunteer Centres, established by the PVCC under its legal framework.

The Cyprus Volunteer Centre, founded in 1991, functions as the coordinative and support centre for the promotion of volunteering in Cyprus. The Volunteer Centre is decentralised in each district of the Republic and functions under the responsibility of the District Volunteerism Coordinative Councils. The Nicosia, Limassol, Larnaca, Paphos, Famagusta and Kyrenia Volunteer Centres coordinate, promote, support and facilitate volunteer service, voluntary projects and volunteering in general. The Volunteer Centres, overseen by the Steering Committee of the Pancyprian Volunteerism Coordinative Council, follow common policy and procedures: identification of social problems and needs, matching of need and demand for voluntary service, registration of volunteers in the district Volunteer Record, provision of training and support to registered volunteers, monitoring of the volunteer placements, provision of incentives to volunteers, initiation/implementation of voluntary projects, etc. Each Volunteer Centre administers a local Register of volunteers and follows a common procedures framework, to safeguard effective volunteer administration and management. From 2010, all Volunteer Centres have upgraded their working procedures through the on-line Volunteering Portal[27].

The new Volunteering Portal is an internet based software application, which meets all internet security requirements and performs 6 main functions: registration of new volunteers and groups, registration of the needs of the vulnerable groups, a matching need and demand mechanism, information space, a personal page and an SMS and email reminder mechanism.

The Volunteering Portal has greatly improved the Volunteer Centres' work. It enhances the registration procedure, the administration, training, monitoring and evaluation of volunteers and has created a more effective and efficient process for matching needs and demands. The District Volunteerism Coordinative Councils have the data management responsibility of the software and are overseen by the Pancyprian Volunteerism Coordinative Council.

The Volunteer Centres have established strong collaboration with most structures of society: voluntary associations, public and private authorities. Many volunteering projects have resulted from these collaborations such as: volunteering projects for families and individuals, environmental, cultural, humanitarian, community projects, corporate social responsibility projects. Collaboration, in national projects, is also initiated and facilitated through the official Coordinating Volunteering Bodies (the Pancyprian and the District Volunteerism Coordinative

25. Community/Committee Volunteerism Councils run day-care and after School Day Care programmes for pre-school age and school age children in rural and urban areas, day care centres for old people and people with disabilities and other social programmes of various forms for other social groups
26. Pancyprian Welfare Council Law 152/89 [the law has been amended after the introduction of the Pancyprian Volunteerism Coordinative Council Law 61(I)/2006]
27. Volunteering Portal (2010) Website: www.ethelontis.net

Councils) as well as from initiatives of national and local voluntary/non-pro t associations. e organised volunteering structure facilitates an e cient 'bottom to top' and simultaneously 'top to bottom' communication and collaboration networking. It has also proved quite successful in mobilising the current large membership structures of associations to address speci c humanitarian or urgent needs.

State-Voluntary sector relations

e voluntary sector has traditionally collaborated and communicated quite e ectively with the external socio-economic and political environment, thus creating a satisfactory enabling environment for volunteering. Relations between the voluntary organisations and the public authorities of the state have traditionally focused to certain policy areas (i.e. welfare, health), and collaborations have recently expanded in other policy domains. Naturally, voluntary sector-state relations change at di erent points in time. Key factors that usually in uence and provide barriers to state-voluntary sector relations are: changing perceptions and expectations of the responsibilities, roles of the state and the sector, the degree of the state's support of voluntary associations, the impact of political decisions on the sector or the groups, issues that associations represent, economic priorities etc.

5. OTHER STAKEHOLDERS

Outside the boundaries of the volunteering structure, key stakeholders of the Cypriot society promote and support volunteering, have speci c "for-volunteering" objectives and develop collaboration projects with volunteers and voluntary associations in the implementation of their policies and programmes.

e government, the public and the semi-governmental authorities have traditionally promoted "for-volunteering strategies" and assigned speci c roles to voluntary organisations in their o cial programmes or action plans. e Social Welfare Services have had the longest key role in promoting volunteering and mobilising community collective action through their Community Work Service. All strategies have progressively granted NGOs key player status in meeting national targets in almost every eld of social or public policy in Cyprus. e increasing needs of the Cypriot state and ideologies on the roles and responsibilities of the state and society have mainly pushed towards the development of strong collaborative strategies with the volunteer involving organisations.

e long tradition/history of state-voluntary sector cooperation has also been facilitated by the "active participation in policy making" opportunities, which have enabled the voluntary/NGO sector's representation in the state's advisory councils, boards and committees and the e ective channelling of the needs, interests and concerns of society at the policy making levels. Perhaps the most important element that has strengthened collaborations has been the state's funding strategies, through which public, local, semi-governmental authorities and voluntary associations have managed to develop common projects in various elds, in order to meet the targets and needs of the local communities.

e social actors (trade union structures, etc) and organisations associated with political parties and ideologies (i.e. youth and women organisations) have to a greater or lesser extent, engaged their large memberships to provide services without any nancial reward in order to meet their respective purposes and goals. ese structures have also sought to collaborate with voluntary associations to implement common projects.

A similar context occurs in the political context. Most political parties' membership have engaged in volunteering activities, mainly to meet political related ends and the needs of the parties' members. e political groups' strategies towards welfare have furthermore resulted in many volunteering related activities and projects in the areas of social and public policy.

e private sector in Cyprus also has a long history of direct and indirect involvement with the voluntary sector. Under the concept and ideology of Corporate Social Responsibility, especially in the last few years, the private sector has nanced volunteer related projects or programmes, engaged in charity and fund-raising campaigns, cultural and social activities and events, etc.

Another key stakeholder is the Church of Cyprus and its wider religious-based structure such as "Philoptochoi" (friends for the poor associations) and various philanthropic-based associations and committees, established since the early years of the history of Cyprus. ese structures promote philanthropy, volunteering and deliver welfare projects and social programmes. Furthermore, the Church of Cyprus, as part of its social mission, nances and supports voluntary organisations, addresses contemporary social problems and the needs of society at large.

e educational system and its institutions also have a long tradition of promoting the values of volunteering and developing volunteering initiatives and projects in collaboration with the voluntary/non-pro t sector's structures. A long and successful targeted collaboration strategy has been developed between the o cial education system (the Ministry of Education and Culture in Cyprus) and the Coordinating Volunteering Bodies on the island (the Pancyprian and the District Volunteerism Councils and the Volunteer Centres) which includes projects and initiatives such as the "School Social Clubs", the "Youth and Volunteerism Programme", and the "National essay competition on volunteering".

All initiatives have proved quite successful in promoting the values of volunteering and mobilising and engaging an increasing number of educational institutions in volunteering projects throughout the school year. e Ministry of Education and Culture's mission towards volunteering is clearly demonstrated in its "2011 School Year Objectives Plan"[28] which called schools to meet a volunteering related strategic goal titled "towards respect-social responsibility and cohesion".

6. FUNDING OPPORTUNITIES

Various Ministries provide nancial support to voluntary organisations in order to meet national targets and needs. e Grants-in-Aid and Financial Support Schemes form the main funding mechanism for voluntary organisations/NGOs. e Scheme with the longest tradition is the Grants-in-Aid Scheme[29] for voluntary organisations, administered by the Social Welfare Services of the Ministry of Labour and Social Insurance in Cyprus, which funds, on an annual basis, voluntary organisations in order to deliver services/programmes in the eld of social welfare/inclusion.

28. Ministry of Education and Culture Website (2011) www.moec.gov.cy/stoxoi/index.html
29. Social Welfare Services Website (2011) http://www.mlsi.gov.cy/mlsi/sws/sws.nsf/dmlcommunity_gr/

In the last decade similar schemes, administered by other Ministries and authorities, such as the Ministry of Health2[30], Ministry of Justice and Public Order[31], Cyprus Anti-Drugs Council[32], provide nancial support to organisations in order to meet objectives in their respective areas of policy and activity. Each scheme has its own criteria, objectives, rules and administrative procedures, and covers various forms of expenses, meaning that grants may be project based, or cover the operational expenses of programmes and organisations. e constant re-evaluation of these schemes has progressively managed to improve bureaucratic procedures and minimise obstacles identi ed in the funding process. Besides these standard funding mechanisms, there are other funding opportunities, mainly available from EU funding programmes or other international nancial assistance as well as funds made by private donations and grant-making foundations.

Although state funding provides an enabling environment for volunteering, a number of limitations and negative outcomes can be observed. Firstly, although all schemes have proved to be a stable and reliable annual source of funding through the years, their total budget shows only a minimal annual increase. Secondly, state funding has unavoidably created a strong "dependency culture on public funds". irdly, a signi cant number of voluntary organisations which work outside the schemes' objectives cannot bene t from any grant and have the responsibility to generate their own funds. Fourthly, since grants can only cover a percentage of the total expenses of the projects, programmes, voluntary organisations spend time and resources in fund-raising activities rather than utilising their resources in planning and development activities. Another major limitation in relation to fundraising is the exploitation of the fundraising "route" by illegal or organised private networks for the purpose of generating income for pro t-making purposes. is has created a general feeling of mistrust in Cypriot society and has decreased the amount of donations and nancial support to voluntary organisations.

Grant Budgets to non-pro t organisations:

- 8,351,433 EUR in 2010[33] (grants in the eld of welfare)
- 596,370 EUR in 2009[34] (grants in the eld of equality)
- 327.459 EUR in 2010[35] (grants in the eld of drug prevention and treatment)

(Note: no other public data were available upon the completion of this chapter)

30. Ministry of Health Website (2011) http://www.moh.gov.cy/MOH/moh.nsf/All/068B3A28C9AF2525C22574A90030C15B
31. Ministry of Health Website (2011) http://www.moh.gov.cy/MOH/moh.nsf/All/068B3A28C9AF2525C22574A90030C15B
32. Cyprus Anti-Drugs Council Website (2011) http://www.ask.org.cy/index.php?option=com_content&view=article&id=348&Itemid=151&lang=el
33. Social Welfare Services (2011), e Grants-in-Aid Scheme for voluntary organizations
34. Ministry of Justice and Public Order (2009) Annual Report - 2009
35. ypus Anti-Drugs Council (2010) e Grants for the funding of programmes in the area of drug prevention and treatment delivered by voluntary organisations (Note: the gure represents the total nancial support granted to organisations until 13-12-10)

7. REGULAR AND SYSTEMATIC RESEARCH

Unfortunately research on volunteering or the voluntary sector is scarce and random. In the long social history of Cyprus, the 'persona,' contribution, underpinning ideologies, values and historical trajectory of an important organisational welfare provider, the voluntary sector, has not, unlike in other countries, been the subject of any substantial empirical and theoretical exploration[36]. ere is no regular or systematic research on volunteering, the numbers of volunteers, the percentage share of volunteering in the total population and its contribution in economy2[37], Cypriot society, or impact in meeting the national policy targets. Similarly, there is no systematic or reliable data or tools that measure volunteering. is lack of research data proves a constant barrier not only to the development and recognition of volunteering but also in setting strategic targets for its sustainability and long-term development.

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8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

ere are a number of tools to safeguard ethics and quality standards for volunteering in Cyprus. A few voluntary organisations/NGOs have developed their own ethics and quality standards both for their programmes/services as well as volunteer contact and engagement in their area of activity and competence. At a national level, ethical standards in relation to fund-raising and volunteer management have also been developed. Also speci c initiatives in relation to volunteering administration and management have been developed for the coordinators of volunteers, in an e ort to safeguard best practice and standards during volunteer contact. ese initiatives, mainly implemented by the national coordinating bodies and Volunteer Centres, have been disseminated through special handbooks/guidebooks and training seminars.

Quality procedures have been recently revised by these bodies after the newly introduced Volunteering Portal which o ers a back o ce/logistical software system to volunteer administrators. is new back o ce software improves volunteer management and conduct based on a common set of procedures in relation to data administration, monitoring of volunteering activity and engagement and evaluation of the volunteer service. All of these initiatives are overseen by the Pancyprian and the District Volunteerism Coordinative Councils and the Volunteer Centres in each district.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Various innovative public awareness campaigns on volunteering and volunteer opportunities take place in Cyprus such as TV spots, dissemination of lea ets and newsletters, campaigns in public spaces, promotional activities, awareness raising digital games and media tools. e mass media in Cyprus is quite receptive and supportive of the work of volunteers and it can be

36. Patsalidou, O. (2008) 'Understanding the factors that have in uenced the development of the voluntary sector in Cyprus from the mid-end Colonial Period (1950/1960) to the present day', PhD esis to be submitted at Nottingham University, UK.

37. Data on economic and statistical indicators on the not for pro t sector, revealed that the contribution of the sector to the GDP is EUR 24 million (0,03 %). Source: Austrian Institute for SME Research and TSE Entre, Turku School of Economics (2007) Study on practices and policies in the social enterprise sector in Europe-Country Fiche Cyprus, Vienna, Available at: http://ec.europa.eu/enterprise/newsroom/cf/_getdocument.cfm?doc_id=3407

suggested that volunteering gets satisfactory coverage, although there is space for improvement.

Most organisations engage in various types of raising awareness activities, either to attract new volunteers or to disseminate information about their work. An increasing number of campaigns launched by voluntary organisations have gained high reputation and support and have managed to reach a signi cant percentage of the society. A well-known and reputable national campaign is the *Volunteerism Week*, implemented and coordinated by the Pancyprian Volunteerism Coordinative Council since 1994. Volunteerism Week aims to highlight the importance of International Volunteer Day[38], provide an opportunity to make visible the contribution volunteers make to society, present the big picture of ongoing projects and to mobilise people to participate in these projects. Annually, an increasing number of innovative projects are initiated that manage to bring an added value to volunteerism.

e week includes many activities such as: press conferences, publication of a national volunteering activity programme, initiation of hundreds of volunteer projects at national and local levels, the launch of the "Youth and Volunteerism Programme" and competition, essay competition on volunteerism, volunteers' reception at the Presidential Palace hosted by the President of the Republic of Cyprus, celebration events, awareness raising campaigns at local level, publications.

Various innovative public awareness campaigns on volunteering take place in Cyprus such as TV spots, leaflets and newsletters, campaigns in public spaces, promotional activities, digital games and media tools.

Also, the on-line database of volunteers and volunteer opportunities, operating under the new *Volunteering Portal*[39] not only facilitates the on-line registration of volunteers (individuals and groups) and the registration of needs but also provides a user friendly and interesting space with information on volunteering events, news, etc.

10. ADDITIONAL COUNTRY SPECIFICITIES

As in most geographical contexts, the roots of the voluntary sector in Cyprus are found in its tradition, culture, religion etc. It has evolved under speci c circumstances and historical conditions and in uenced by a constellation of socio-economic, political and cultural forces and factors. Philanthropy has to a large extent formed the basis of most informal and formal voluntary activity through the years. Although the voluntary, non-governmental sector of the modern welfare state still re ects the past, it has entered a new dynamic path characterised by professional and multi-dimensional volunteering practices[40].

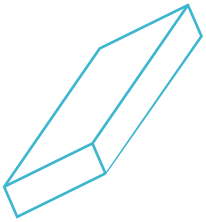
11. RECOMMENDATIONS

e Cypriot context has many positive elements which create the basis for an enabling environment for volunteering. Of course many improvements need to take place primarily at the legislative level as well as in the area of funding. Cyprus is a small island with a large number of associations which engage in volunteering as welfare providers or actors for addressing a diverse arena of policy issues.

38. e International Volunteer Day for Economic and Social Development (IVD) was adopted by the United Nations' General Assembly in 1985 and has since then been celebrated by many countries
39. e Volunteering Portal www.ethelontis.net is administered and managed by the Pancyprian Volunteerism Coordinative Council
40. Patsalidou, O. (2008) 'Understanding the factors that have in uenced the development of the voluntary sector in Cyprus from the mid-end Colonial Period (1950/1960) to the present day', PhD esis to be submitted at Nottingham University, UK.

e building of a truly enabling environment for volunteering could be best achieved if the following measures were taken: initiate legislation for the protection of volunteers against risks, set national quality standards for volunteering or the work of associations, remove the obstacles of the regulatory framework, improve the communication channels between the voluntary sector and society, commit national funding to address the scarce economic resources of associations, improve the sector's infrastructure, introduce measures for the reimbursement of expenses, establish a national accreditation scheme for volunteering in educational, or occupational settings, etc.

ese could possibly form a comprehensive strategy and vision to promote, facilitate and support volunteering and voluntary associations in Cyprus.



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CHAPTER 7

CZECH REPUBLIC

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Voluntary activities were striving after 1918, when the independent Czechoslovakia was established. To highlight its political and social signi cance, many public bene t organisations were directly supported by omas Masaryk, the rst President of Czechoslovakia. ere were volunteer organisations established by political parties themselves; the Communist Left and the Socialists for example had competing volunteer circles. According to research carried out by the Czechoslovakian Statistical O ce, in the 1930s the infrastructure of volunteer organisations was dense, spread on all levels, from local to national.

After the German occupation during the Second World War, the previous infrastructure was fully restored until the communist upheaval took place in 1948. e properties of voluntary organisations were con scated after 1948, when the communists came into power. ese organisations either ceased to exist or were forcibly incorporated into the so-called National Front that had been established with the proclaimed objective to build socialism. Many people were forced to take part in "voluntary" projects and soon started to dislike and resent this form of forced "voluntary" activity.

e situation changed after the Velvet Revolution in November 1989. Since then, attitudes towards volunteering have been changing; however the pace of change remains relatively slow. It is of little surprise that the Czech Republic is in this respect still very much behind many other European Union (EU) member states. It is however important to point out that the Act on Voluntary Service passed in 2002 provides rules for the accreditation of projects in order to ensure the quality of services delivered within such projects. Work is currently under way to improve this particular law; an amendment was prepared in 2011, and if the law is approved it should take e ect in 2014.

> Czechs are becoming increasingly concerned about their environment, society and community - more concerned than about obtaining money and fame which may have been more prevalent in the past.

If a voluntary organisation has a publicly bene cial project that ful ls the demands set out in the Law, they are eligible to register the project with the Ministry of the Interior for accreditation and to then claim nancial support. Accreditation is not compulsory though, so there are an unknown number of voluntary organisations engaged in publicly bene cial activities that are not accredited. It is possible for one organisation to have more than one project, some of which are accredited and some that are not as the Ministry accredits projects rather than organisations. In 2009, the Ministry of the Interior issued 337 accreditations and every year about 10,000 volunteers participate in these programmes. However, a majority of volunteers (over 90%) take part in non-accredited volunteering projects.

It is necessary to say that the number of individuals volunteering is increasing, and currently volunteers can be found in almost every sector. It is noted that individuals are becoming increasingly concerned about their environment, society and communities, rather than about obtaining money and fame, which may have been more prevalent in the past.

2. VOLUNTEERING LANDSCAPE

Definition

e de nition of volunteering according to research carried out in 2010-2011[1] is as follows:

By volunteering, we mean unpaid work for people beyond the family and close friends, which is also for the benefit of the surrounding environment. The work is considered to be unpaid even in cases where expenses or a symbolic reward is given.

Facts and figures

Formal volunteering, meaning volunteering activities for a volunteering, non-pro t organisation or organised via such a group is undertaken by 30% of citizens in the Czech Republic aged 15 and over. e European Values Study (EVS) rates the Czech Republic with similar shares of formal volunteers (29%)[2] as countries such as Belgium, Austria, France or Germany (33—24% volunteers).

From the perspective of the share of formal volunteers in the population, the Czech Republic clearly does not demonstrate a particular degree of lagging behind other European countries. Nor does it con rm perceptions of the decay of volunteering in post-communist countries (Jucknevicius, Savicka, 2003; Howard, 2003).

Age

Table 1: Volunteers by Age Group (%)

	age 15-24	age 25-34	age 35-44	age 45-54	age 55-64	age 65+
Formal volunteers	32	33	32	33	29	22 (---)
Non-volunteers	68	67	68	67	71	78 (+++)
Total (N = 3722)	100	100	100	100	100	100
Informal volunteers	33 (-)	37	37	43 (+++)	42 (++)	32 (--)
Non-volunteers	67 (+)	63	63	57 (--)	58 (--)	68 (++)
Total (N = 3703)	100	100	100	100	100	100

According to GHK in 2010, the number of volunteers aged 15+ ranged from 871,020 to 1,215,363, which is 10% - 14% of the population. Surveys were carried out by the national statistics o ce. Signi cant di erences in the results are due to di erent methodologies used. e real gure expected to stand somewhere in-between these gures[3].

1. Pospíšilová, T., Frič, P., Tošner, J., 2011. ': "Volunteering Infrastructure in the Czech Republic: Situation - Trends – Outlook".
2. Representative examination of a sample of the population from 18 years of age; last wave of EVS for 2008.
3. GHK, 2010. „Volunteering in the European Union".http://ec.europa.eu/citizenship/pdf/doc1018_en.pdf, p. 60.

Education

In line with expectations and experiences from international studies, from an educational point of view we see that degree of formal volunteering is positively in uenced by a higher degree of education (secondary school and primarily university education). However there is evidence that university education is speci cally more of a positive factor with regards to formal volunteering, but does not have a great in uence on informal volunteering. is suggests that informal volunteering can be viewed as a traditional form of volunteering, less dependent on factors associated with a second wave of modernisation, among which university education is included.

Table 2: Volunteers by Education (%)[4]

	Education categories			Total
	Elementary School	Secondary School	Higher education/ Higher Vocational School	
Formal volunteers (N = 3791)	43 (---)	41 (+++)	15 (+++)	100
Informal volunteers (N = 3775)	47 (---)	41 (+++)	12	100

Other parameters of volunteer activities

Stability

Only 5% of volunteers work for one organisation for less than six months; thus only a fraction of overall volunteers are involved in short-term volunteering. Around a fth of volunteers are involved in medium-term volunteering (functioning for one year). Combined, medium and short-term volunteers represent a quarter of volunteers; the remaining three-quarters can be deemed long-term. Among these, there are also many 'die-hard' volunteers who work for an organisation for more than ten years (29% of formal volunteers).

Table 3: Stability of Volunteering Activities per Individual Organisation (%)[5]

Length of activities for one organisation (N = 1114)	Formal volunteering		
One year or less	25	Short-term mode	41
2-3 years	16		
4-5 years	15	Long-term mode	59
6-10 years	17		
More than 10 years	29		
Total	100		

4. Highest level of completed education: (1) elementary; (2) education without equivalent A-Levels, secondary school without equivalent A-Levels (1+2 codi ed as elementary school), (3) education with equivalent A-Levels, (4) secondary school with equivalent A-Levels (3+4 codi ed as secondary school), (5) higher vocational school, (6) higher education (5+6 codi ed as higher education).
5. How long have you engaged in volunteering work for this organisation? Less than six months; six months to one year; more than one year (denote).

Table 4: Likelihood of Volunteering Activities (%)[6]

Frequency of activities (N = 1132)	Formal volunteering		
Daily	4	Regular form	74
Weekly	33		
Monthly	37	Occasional form	26
4x per year	17		
1-2x per year	9		
Total	100		

ree-quarters of volunteers devote regular time to volunteering; the regular volunteering style is thus a norm, with occasional volunteering being the exception, which only relates to a quarter of volunteers. But it was also found that the regular form of volunteering activity correlates positively with the long-term (stable) form. is means that among regular volunteers we nd, with a greater likelihood, long-term volunteers. Conversely, among occasional volunteers, there is a greater likelihood of the short-term volunteer form.

Table 5: Context of Regularity and Stability of Volunteering Activities (%)

Volunteer form (N = 1099)	Stability of volunteer activity for single organisation		Total
	Short-term	Long-term (more than 3 years)	
Regular	38 (-)	62 (+)	100
Occasional	46 (+)	54 (-)	100

Among volunteers, occasional and also short-term volunteers only form a small group (12%). However, the largest group is formed by long-term volunteers (more than 3 years) and regular volunteers (46%). e remaining volunteers fall under a mixed style of activity (42%).

is brings up a third aspect of forms of volunteering, namely the *intensity of activity*, measured as the volume of hours worked. e average number of hours worked by formal volunteers in all civic organisations (further, only OOS) per year is 47 hours.

Perception

An impression of the wide and varied climate existing in the Czech Republic can be ascertained via the following ndings: ree out of ve (61%) of surveyed citizens believe that in the Czech

6. How often during the last 12 months have you performed volunteer work for this organisation? Almost daily; every week; at least once a month; approximately once every three months; only once or twice.

Republic, there is a prevalent attitude that each person should at least once in their lives undertake volunteer work for the bene t of others. 71% of respondents believe that in the Czech Republic, the majority of people view volunteering work as something that they can be proud of. A "pro-volunteering climate" is evidently prevalent, albeit one that does not necessarily move everyone. Indeed, it can be stated that in the eyes of a signi cant proportion of Czech society, volunteering has a bad image and low legitimacy. Around a quarter (24%) of respondent citizens view volunteers as naïve people who fail to understand that they are being used. What is notable is that one- fth of formal and informal volunteers share this view. Non-volunteers, unsurprisingly, have the most common negative views of volunteers.

Table 6: Attitudes Towards and the Poor Reputation of Volunteering (%)

Volunteers are naïve and don't realise that they are being used. (N = 3373)	Relationship to volunteering		
	Formal volunteer	Informal volunteer	Non-volunteer
I definitely or probably agree	19	20	35
I definitely or probably disagree	81	80	65
Total	100	100	100

With a certain degree of simpli cation, in the case of the perceptions of the legitimacy of volunteering, marked di erences between volunteers and non-volunteers could be attributed to positive levels of satisfaction, which volunteers gain from their activities. On the other hand, the assertion of the volunteer ethos and the legitimacy of volunteering is a component of a wider process of social learning, which assists in the understanding of a vision of volunteer work as a realistic progressive alternative to consumer society.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

e 2002 Czech Law on Voluntary Service (Zákon o dobrovolnické službě) was not conceived as a framework law for volunteering: the law only de nes forms of voluntary activity and speci es the conditions under which the Czech State will support them. Other forms of voluntary activity may still take place outside the scope of application of this law.

e application of the Czech Law on Voluntary Service falls under the responsibility of the Ministry of the Interior and the Crime Prevention Department, within which a department for Volunteer Service was established in 2002. is department arranges: the accreditation of "sending" non-governmental organisation (NGOs); nancial support to these organisations; the running of the public list of accredited 'sending' organisations; their monitoring, nancial inspection and evaluation etc.

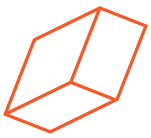
In the Czech Republic, a system of accreditation has been developed for twelve volunteer programmes. e activity de ned as voluntary must fall under at least one of these elds:

- *Assistance to persons suffering from domestic violence*
- *Assistance in the care of children, youth, families in their leisure time*
- *Assistance to elderly people*
- *Assistance to disabled persons*
- *Assistance to people addicted to drugs*
- *Assistance to ethnic minorities*
- *Assistance to immigrants*
- *Assistance to poor people*
- *Assistance during natural, ecological and humanitarian disasters*
- *Organising collections for charitable purposes*

In 2007, 27 voluntary organisations were accredited, as were 40 sending organisations in 2006. e accreditation is valid for the following 3 years. Accreditation of organisations to one or more of these programmes results in nancial support from the Czech Ministry of the Interior. e fundamental principle is to promote the development of a wide range of voluntary activities and the social protection of volunteers performing these activities. is means that under the law, responsibilities regarding the engagement of volunteers must be met by the non-pro t organisation. It is important to note that there is a distinction between two di erent types of volunteering: mutually bene cial volunteering (informal volunteering) and publicly bene cial volunteering (formal volunteering). e 2002 Law on Voluntary Service applies to formal volunteering only. e criterion to describe activities that are considered publicly bene cial volunteering is based on the extent to which the activity is of help in one's community (e.g. scouts, maternity centres, sports clubs etc.) or the extent to which it is considered as helping others (e.g. day centres for senior citizens, clubs for children with disabilities, animal welfare etc.).

So far in the Czech Republic, universal legislation supporting volunteering has not been enacted. Law no. 198/2002 relating to voluntary service has been in e ect since 2003, and only directs the state towards "transmitting organisations" or "organisations of the agency character which mediate volunteering, or large, su ciently nancially and institutionally secure organisations". (Tutr, 2005, pg. 16). is nding, which comes from undertakings by Vojtěch Tutr in 2005 based on surveys across 36 OOS, continues to this day. Representatives of the majority of OOS still believe that the state only recognises 'accredited volunteers' (sent by transmitting organisations), which when compared to the rest of the volunteer sector, are actually in the overwhelming minority (only up 5.4% of formal volunteers).

As one important result of the European Year of Volunteering (EYV) 2011, an amendment of this law was prepared in which we nally see universal legislation supporting and de ning volunteering. e possibility of using volunteering work as match funding is also mentioned in the amendment. If the law is approved it should take e ect in 2014.



4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

e Czech Republic has not systematically developed a structure for voluntary organisations. According to Fryc's survey from 2009, the types of organisations using volunteers include: civic associations, churches, church institutions, public-bene t companies, foundations, municipalities, state institutions, trade unions, and private companies. Some regional volunteer centres can be found but they are run by di erent founders, and signi cant parts of them are independent local organisations. During the European Year of Volunteering 2011, some basic quality standards for these centres were established, but there is still a long way to go before these standards are put into practice. Most regional volunteering centres are members of the Alliance for Development in Volunteering and some of them are working in close cooperation with the National Volunteering Centre, or among themselves.

Organisations that promote volunteering and facilitate co-operation and the exchange of information in the Czech Republic

National Volunteer Centre

HESTIA, founded in 1993 in Prague, plays the role of both the national volunteer centre and the country's methodological and educational centre. e mission of HESTIA is 'Promotion, support and development of volunteering'. HESTIA had 10 employees in 2012. Main activities include: volunteering research; training and education on volunteering; publications; consultation, supervision and networks for volunteers and volunteer professionals; making national and international contacts with institutions engaged in similar activities and initiatives; publicising activities and promoting the organisation of regional activities; working with volunteers themselves (administration and localisation); providing legal advice to organisations and individuals; and additional services including the insurance and training of volunteer coordinators.

Alliance for Development in Volunteering

e main programmes HESTIA runs are freely used by HESTIA partner organisations throughout the country, according to the needs and facilities of the region. e involvement in at least one of Hestia's programmes in line with the conditions of volunteering management are main requirements for Regional Volunteer Centres (RVC) to become members of the Alliance for Development in Volunteering.

ere are other organisations that involve volunteers with their own network of volunteer centres all over the country. e largest and best known are:

e Czech Catholic Charity which runs more than 200 charitable homes throughout the country as well as aid centres and consulting rooms. It is a member of the international Catholic charity, Caritas Internationalis.

e Diaconia of the Evangelical Church of Czech Brethren (DECCB) is a Christian non-pro t organisation providing social services in 31 centres and 8 special schools. ey o er social, medical, educational and pastoral care.

People in Need is a humanitarian organisation working at both the national and international level, focusing its mission on social integration and the defence of human rights.

Adra, a Czech agency of the international ADRA organisation (Adventist Development and Relief Agency), was founded in 2002 and has 12 volunteer centres throughout the country. Adra focuses on voluntary help in natural catastrophes (oods in 2002), running asylum houses and diverse social programmes.

e Major Information Network website (www.dobrovolnik.cz) o ers a large amount of information about volunteering. is website was largely developed during the European Year of Volunteering 2011, and currently there are more than 10 volunteering elds. Each of these elds has its own administrator, who is responsible for articles, news and other relevant information.

5. OTHER STAKEHOLDERS

Apart from voluntary sector organisations, the main stakeholders involved in providing voluntary activities or promoting volunteering activities are state institutions and local authorities. e state established social services that are important to the development of volunteering. Many of them run volunteering programmes accredited by the Ministry of the Interior. e Ministry of Education, Youth and Sport was given the responsibility of promoting and developing volunteering within EYV 2011 and prepared the amendment to the Law on Voluntary Service. e Ministry of Labour and Social A airs also runs some projects.

Volunteering is also increasingly important in the business sector. Most of key companies are involved in volunteering activities such as mentoring, consulting, and short- or long-term company volunteering activities in NGOs. Hestia coordinates corporate volunteering programmes and has noticed an increased interest in this topic. It is estimated that every year, within the programme of employee involvement, company volunteers cooperate with approximately 500 public-bene t organisations of various specialisations throughout the Czech Republic.

e Donors Forum is another institution in the Czech Republic providing the service of employee volunteering in NGOs and is the national coordinator in the ENGAGE Initiative. is international campaign is focused on increasing the number of company employees engaged in community development.

In the Czech Republic there are also many schools connected with volunteering centres. ey try to support their students in volunteering, but there is no o cial framework given by the Ministry of Education. Enthusiastic teachers or school head teachers drive most of these activities.

6. FUNDING OPPORTUNITIES

In the Czech Republic there are many sources of nancial support for volunteering, but none of them could be considered a main source, and nor can we refer to the existence of any systematic nancial support. e main source of nancial support is the Ministry of the Interior, but this support is appointed solely to accredited volunteering programmes. For 2011, the Ministry of the Interior had a budget of 417,000 Euro and 173 organisations requested nancial support. e number of requests is growing, but the amount of money available has remained the same for the last few years.

Some regional volunteering centres are co- nanced by local municipalities, but their funding is often dependent on their relationships with local authorities and on the priorities of those authorities. Most volunteering centres work from project to project. Even HESTIA, a national volunteering centre, doesn't have any consistent nancial support.

In the non-governmental sector as a whole, organisations are funded mostly via public budgets, and the rest of their funding comes from companies, foundations and individual donors.

In the non-governmental sector as a whole, organisations are funded mostly via public budgets, and the rest of their funding comes from companies, foundations and individual donors.

Diversi cation of nancial resources in NGO budgets exists in terms of the number of sources. NGOs normally have three to four separate sources of funding. e problem lies in the disproportionate amounts provided by these separate sources. In general, up to two sources provide over 80% of all income for an NGO. NGOs are usually nancially secure for several months or, at most, up to one year into the future.

7. REGULAR AND SYSTEMATIC RESEARCH

e most recent and largest research " e Patterns and Values of Volunteering in Czech and Norwegian Society" was carried out by HESTIA in cooperation with the Charles University and Norway Institutt for Samfunnsforskning (Institute for social research) in 2010-2011. e output is the publication "Volunteering Patterns and Values of Volunteering in Czech Society at the Beginning of the 21st Century" by Tereza Pospíšilová a Pavol Frič.

A recent study of grassroots volunteering was written by Tereza Pospíšilová, "Study of Grassroots Volunteering: De nition, Concepts and emes" is based on a commission by the AGORA civic association under the "Grassroots Europe For Local Wellbeing" project, which aims to strengthen the dialogue between citizens and European Union institutions.

Other research projects have generally been carried out by civic society organisations: HESTIA, AGNES and Nadace rozvoje občasnké společnosti (Civil Society Development Foundation) in cooperation with the Charles University in Prague.

Additional data is also collected by the Czech Statistical O ce. A 2009 survey of volunteering in sports was carried out by the Czech Sport Association.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

During the EYV 2011, quality standards in volunteer centres and standards of volunteering in general were established. is is the rst systematic attempt to set general and ethical volunteering standards. ese standards are to be put into practice soon.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Since the main theme of 2011 in the EU was volunteering, there has been an increased focus on volunteering and many opportunities to cooperate with the media.

HESTIA runs a website (www.dobrovolnik.cz / www.volunteer.cz) where information on volunteering in general and also in speci c elds is available. ere are also databases of volunteer opportunities with registered organisations or individuals o ering volunteer opportunities. Volunteers can choose the most appropriate opportunities according to region, individual interest and skills matching the needs of the organisations.

Hestia organised the Flint and Steel Volunteering Award in 2001. is award was established to recognise the work done by volunteers, to call more attention to volunteering and the non-pro t sector, and to stimulate interest in volunteer work and respect for volunteers among the general public. e prize started in the capital, Prague, and has expanded to other regions and cities. Currently it can be found in 18 cities across all regions of the Czech Republic, and there have been more than 350 awarded volunteers.

Since the main theme of 2011 in the EU was volunteering, there has been an increased focus on volunteering and many opportunities to cooperate with the media. It was a successful year for the promotion of volunteering. Several TV documentaries on volunteering were prepared, and a spot on volunteering was run on national TV. Since volunteering o ers many fascinating stories, it attracts relatively substantial media attention.

10. ADDITIONAL COUNTRY SPECIFICITIES

As the Czech Republic is a post-communist country, a lot of di erences can be considered when compared to other EU countries. Since 1989 attitudes towards volunteering have been changing; however the pace of change remains relatively slow. It is closely connected with the development of civic involvement and responsibility.

11. RECOMMENDATIONS

A better volunteering infrastructure can be ensured by:

- Europe-wide support of volunteering in the community
- Emphasis on cooperation of municipalities and citizens on volunteering programmes
- Additional support for non-formal education

Resources

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VOLUNTEERING INFRASTRUCTURE

CHAPTER 8

DENMARK

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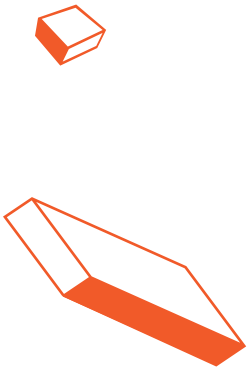


1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

In Denmark, there is a long tradition of forming associations and volunteering, and volunteering and committing oneself in local matters, has been a part of Danish culture and tradition for centuries. Ever since the adoption of Grundloven (the Danish Constitutional Act) in 1849, citizens have been able to freely join organisations, unions and associations. e Constitutional Act guaranteed citizens' rights, and associations were formed in almost every sphere of society: political party associations, special interest organisations, trade unions, economic associations (savings banks, health insurance societies, co-operatives), philanthropic associations, sports associations, religious associations, etc.[1] e voluntary sector, particularly within the social and health elds, has also played an important role in the formation and development of the welfare state.

Even so, the current infrastructure does not have a long history – it was not until the early 1980's that supporting initiatives, which may be called "infrastructure", were introduced. In this report, infrastructure is understood as the framework provided to support volunteering: i.e. support centres, laws and regulations, public programmes and funding schemes etc.

2. VOLUNTEERING LANDSCAPE

Volunteering is a very important part of Danish culture and the way the society is structured. In this regard, it would be more accurate to refer to it as the rst sector, rather than the third sector, because the welfare society which is so central to Danish culture developed in close cooperation with, and was inspired by, organisations from civil society. Civil society is found in all sectors and spheres of Danish society.

e voluntary sector in Denmark is quite diverse, not only with regard to its objectives, but also in terms of its structure; it embraces everything from small associations with a few members, almost no money and their "premises" at the chairman's home or o ce, to large, well-established, professional organisations. e common feature, however, is the "voluntary" aspect. e following section provides de nitions of the key terms volunteer, voluntary work, and voluntary organisation.

1. Bjarne Ibsen and Ulla Habermann (2005): "De ning the Nonpro t Sector: Denmark". e Johns Hopkins Comparative Nonpro t Sector Project, for Civil Society Studies.

Volunteer is a person who undertakes a voluntary activity meeting the criteria mentioned in the paragraph below.

Voluntary work is the activity or act carried out by a volunteer. Voluntary work comprises of activities that are:

- Voluntary or non-obligatory - i.e. undertaken freely without physical force, legal coercion or nancial pressure, with no threats of nancial or social sanctions (for instance, the threat of social security bene ts being cut or exclusion from a social network) if you no longer wish to continue the work
- Unpaid - this does not, however, rule out reimbursement for expenses the volunteer has incurred while carrying out the activities, such as travelling and telephone expenses, or that the person receives a symbolic amount for the voluntary work
- Carried out for persons other than the volunteer's own family and relatives - this distinguishes voluntary work from ordinary domestic activities and the informal care of family members
- For the bene t of people other than the volunteer and his or her family - this precludes participation in, for example, self-help groups or sports clubs from being considered as voluntary work
- Formally organised – mostly in an association, but this need not be the case. Ordinary helpfulness or spontaneous acts are not voluntary work[2].

35% of the Danish people aged 16-85 perform voluntary work - roughly 1,5 million persons.

However, volunteering is not only a matter of getting people to work without pay but also a form of development and/or satisfaction for the volunteers themselves. Volunteering is also a way to express oneself, a platform to express opinions and interests and a way of obtaining quali cations in order to improve employment prospects or to further one's education.

Voluntary organisation

In Denmark 'voluntary' is often used to describe organisations that organise voluntary work. is is a way to emphasise that these organisations di er from private companies, as well as from public organisations and institutions. Hence, a voluntary organisation is de ned as:

- *An 'institutional reality'* - i.e. having a legal status or an organisational permanency, which, among other things, means that it has ongoing activities, formal objectives, structures and procedures (e.g. written statutes), frequent meetings, an address or meeting place
- *Private and non-governmental* - i.e. the organisation is not part of, or controlled by, the public sector. is does not, however, prevent the organisation from undertaking work on behalf of the public sector, or from receiving public funding
- *Operating on a non-profit basis* - in this context it means that the organisation does not operate with a view to securing investors or individuals for a nancial pro t. If a pro t is yielded, it is invested in the organisation and, therefore, used in compliance with the objectives of the organisation
- *Self-governing* - i.e. an organisation must be in charge of its own a airs and not controlled by any other organisation, be it public, commercial or voluntary
- *Non-compulsory with regards to membership or affiliation, participation and financial contributions*[3].

2. Source: Ministry of Social A airs/ e National Volunteer Centre (2001): " e Voluntary Social Sector in Denmark". Ministry of Social A airs.
3. Bjarne Ibsen and Ulla Habermann (2005): "De ning the Nonpro t Sector: Denmark". e Johns Hopkins Comparative Nonpro t Sector Project, Center for Civil Society Studies.

e most comprehensive data on volunteering in Denmark stems from the Danish study that formed part of the Johns Hopkins Comparative Nonpro t Sector Project. According to the population survey section of this study conducted in 2004, 35% of the Danish population perform voluntary work. Converted to population gure, it corresponds to 1.477 million people between the ages of 16 and 85.

Gender and field of activity

Table 1. Percentage of the Danish population reporting volunteering last year by field of activity, 2004 (men, women, and combined).

Field	Men (%)	Women (%)	Combined (%)
Leisure: culture, sports, recreational, hobby	21	15	18
Social services and health	4	7	5,5
Politics: vocational, political parties and international	6	4	5
Teaching and education	3	4	3,5
Housing and local community	8	4	6
Environment, religion and other	5	5	5
Total (%)	38	32	35

Source: Inger Koch-Nielsen, Lars Skov Henriksen, Torben Fridberg og David Rosdahl (2005): "Frivilligt arbejde. Den frivillige indsats i Danmark". København. Socialforskningsinstituttet, rapport 05:20

Age and field of activity

Table 2. Volunteering (percentage) by age group and field of activity

Age	Leisure (%)	Social (%)	Politics (%)	Teaching (%)	Housing (%)	Other (%)	Total vol-unteering (%)
16 – 29 years	18	4	4	3	1	5	32
30 – 49 years	23	6	6	6	8	5	41
50 – 65 years	15	7	7	1	8	6	35
66 +	10	6	2	1	5	5	23
Total population (%)	18	6	5	3	6	5	35

Source: Inger Koch-Nielsen, Lars Skov Henriksen, Torben Fridberg og David Rosdahl (2005): "Frivilligt arbejde. Den frivillige indsats i Danmark". København. Socialforskningsinstituttet, rapport 05:20

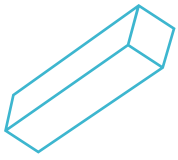
However, a recent population survey has shown an increase in the number of volunteers. According to the 'Annual report' from 2010 the percentage of Danes performing voluntary work has risen to 43 %, equivalent to 1.9 million Danes between the ages of 16 and 85[4]. Although most volunteers still are found within sport and culture, the social eld has experienced a considerable increase.

For several decades – with a few exceptions – volunteering has generally been highly acknowledged within Danish society. Today, there is an increasing understanding of the necessity of volunteering and voluntary organisations, as important players in the Danish welfare society. ere is also an awareness of volunteering as a means of nding new solutions, especially to problems in social and health areas, and to cope with integration problems and more existential problems, such as loneliness[5].

Volunteering is also regarded as a means of finding new solutions, especially to problems in social and health areas, and to cope with integration problems and more existential problems, such as loneliness.

Although there is a di erence between the image of volunteering when fêted in speeches, and the realities in practice, volunteering is nevertheless acknowledged for its contribution to democratic and social values and its ability to empower and integrate people. In reality, volunteering often has to contend with very di erent expectations, particularly within the social services eld. Volunteering is considered to bring high value, but mainly in terms of its utility to citizens or users, rather than for society or the public in general. Municipalities recognise the positive e ect volunteering has on, for example, elderly or underprivileged people, but do not appreciate to the same extent the values and virtues that volunteering brings to society, such as engagement, o ering a spokesman's 'voice', and democratic in uence.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION



In Denmark, there is a long tradition of forming associations, and freedom of association is of such great importance that there has never been any law that de nes or regulates third sector organisations and associations. On the contrary, freedom of association is secured by §78 of Grundloven (the Danish Constitution).

ere is no single act governing associations in Denmark, i.e. law that places speci c requirements on an association before it can be declared legal or eligible to receive public-sector funding, etc. Concerning self-governing institutions and funds, both organisational forms are covered by the current legislation under the collective name 'fund,' i.e. *Lov om fonde og visse foreninger* (the Danish Act on Foundations and Certain Associations) which

4. "Den frivillige sociale indsats. Årsrapport 2010". Center for Frivilligt socialt Arbejde for e Ministry of Social A airs, 2011

5. Bjarne Ibsen and Ulla Habermann (2005): "De ning the Nonpro t Sector: Denmark". e Johns Hopkins Comparative Nonpro t Sector Project, Center for Civil Society Studies.

from 1984 has also applied to self-governing institutions[6].

However, there are some laws and regulations that do a ect the running of third sector organisations in di erent ways, e.g. there is no requirement for organisations and associations to register in o cial state records but, if the organisation wants to receive money from the public, the organisation must have a CVR-nummer (a registration number used by all types of businesses) and a NemKonto, which is an account all citizens, companies and associations are obliged to have, and which public authorities use for various nancial transactions and pay-outs.

Organisations or associations employing paid sta or volunteers who will be in contact with children under the age of 15, are obliged – although to date only those organisations receiving speci c kinds of public funds – to get a 'Børneattest' (child certi cation) for the person concerned. Such a child certi cation is a speci c type of criminal record check which speci es whether a person has ever been convicted for any sexual crimes in relation to children.

Laws, regulations and provisions on participation in volunteering and voluntary organisations

In Denmark there are two laws which aim to support volunteering and voluntary organisations on a local level: Lov om Social Service §18 (Social Services Act) and Folkeoplysningsloven (Danish Act on Popular Education).

e Social Services Act imposes an obligation on local authorities to provide nancial support for local voluntary work, and to cooperate with voluntary organisations. e objectives are to improve the interaction between voluntary social work and local authorities, to make voluntary work more visible in local communities and to improve the conditions for voluntary social work. In order to meet these goals, local authorities receive an annual nancial compensation from the central government, paid via block grants; in 2009, approximately 19 million EUR.

In order to improve the interaction between voluntary social work and local authorities, to make voluntary work more visible in local communities and to improve the conditions for voluntary social work, authorities annualy receive grants of approximately 19 million EUR.

e Danish Act on Popular Education obliges local authorities to support public education with grants, premises and other support initiatives. e Act provides for two main categories of grant recipient: 1) adult education associations and other groups engaged in teaching and organising study groups or lecture activities; 2) sports and youth associations and clubs. When local authorities are allocating grants, they must earmark at least 5% of their total budget for innovation and development work.

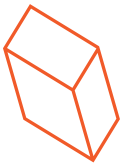
ere is no single public body responsible for volunteering in Denmark. Responsibility is split between di erent ministries according to the area of volunteering referred to: culture, sport, social and health issues, etc. For example, the Danish Act on Popular Education is implemented by the Ministry for Education and e Social Service Act is implemented by the Ministry of Social A airs. e Ministry of Culture is responsible for volunteering within the sport sector.

6. Source: Ibsen, Bjarne and Habermann, Ulla (2005): De ning the Nonpro t sector: Denmark. In Salamon, Lester: Working Papers of e Johns Hopkins Comparative Nonpro t Sector Project. e Johns Hopkins University, Center for Civil Society Studies.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

Unlike countries where the non-pro t sector consists mainly of large, professional institutions and organisations with only a fragment of voluntary work (for instance hospitals and universities) volunteering in Denmark is a very essential part of the non-pro t sector.

Volunteering is supported by a number of umbrella organisations. Within sports, for example, you nd two major organisations: *Dansk Idræts Forbund* (Sports Federation of Denmark) and *Danske Gymnastik og Idrætsforeninger* (Danish Gymnastics and Sports Association) – both with a wide variety of services to their members.



Within the social arena, *Frivilligt Forum* (Volunteer Forum) is a national umbrella organisation that organises and supports voluntary social associations. Other national umbrella organisations typically cover a speci c area for youth: *Dansk Ungdoms Fællesråd* (e Danish Youth Council) and popular education; *Dansk Folkeoplysnings Samråd* (Danish Adult Education Association). ey o er information and counselling, project development, legal framework, policy work, etc.

In a more local context volunteering is supported by a number of Local Volunteer Centres (VCs). A VC is a local platform for voluntary social work, with the purpose of assisting, inspiring and supporting volunteering in the local community. ere are approximately 50 VCs in Denmark, and although they work to ful l local needs, many have the same activities, structure and funding. Most VCs are independent, autonomous organisations, organised as self-governing institutions or associations with a board, but there are also some VCs that are organised by local municipalities[7].

In general, VCs are very dependent on public funding and nancial support from local and central government – between 25% and 50% of their income comes from local authority grants and the rest from central government grants. e VCs focus on at least one of the following six activities and, more often several activities: 1) Facilitation of voluntary social work, 2) Self-help, 3) Starting up and supervising new projects, 4) Servicing local associations, 5) Networking, 6) Citizen-directed activities.

Local volunteer centres are organised within the national association *Frivilligcentre og Selvhjælp Danmark* (Volunteer Centres and Self-help Denmark) which provides advocacy for its members and seeks to in uence the conditions related to volunteering.

Organisations within the voluntary sector generally have a lot of experience in cooperating with each other – on projects as well as in advocacy and special interest representation. ey cooperate both with national and international organisations, especially in Nordic and European countries, and often with sister organisations or organisations within the same eld.

7. ource: Henriksen, Lars Skov: Frivilligcentre – knudepunkter i den lokale velfærdsstruktur? Tredje delrapport vedrørende evaluering af puljen til oprettelse af nye og styrkelse af eksisterende frivilligcentre i Danmark. Aalborg Universitet. 2008.

5. OTHER STAKEHOLDERS

Public bodies which support volunteering

Center for frivilligt socialt arbejde (e National Knowledge & Development Centre of Volunteering) was established in 1992 to promote and support the development of voluntary social work in Denmark. e centre o ers a range of services to support volunteers and voluntary organisations: consultancy, courses, development of organisations and networks, models for co-operation between organisations and public authorities, surveys, documentation and evaluation, projects, information and communication. Additional services are o ered to the public authorities and others co-operating with volunteer organisations, and the centre also provides information on issues related to the voluntary sector for the public and the press. e centre is a self-governing institution under the auspices of the Ministry of Social A airs and Integration, and employs approximately 20 people.

Frivilligrådet (e Volunteer Council) was set up by the Ministry of Welfare in 2008 – it replaced the Council for Volunteer Social Action which was established in 2004. e Council gives advice to e Ministry and Parliament on the role that voluntary organisations can play in addressing social problems. e Council also contributes to public debate on the role of volunteering, o ering their perspective on the interaction between the public, private and the voluntary sector. e Council has status as a government agency and is funded by the Ministry of Social A airs.

Many *companies* support voluntary organisations – mostly through sponsorships and nancial support. Few are directly involved in volunteering activities, although there is a growing tendency for companies to formulate policies on volunteering, for example "corporate volunteering" or "employee volunteering", through their general policy on Corporate Social Responsibility.

In October 2010 the Danish government published a national strategy for civil society. e government's ambitions were to strengthen a more systematic involvement of civil society and voluntary organisations in social work. e strategy focuses on four areas:
1) strengthen innovation and development in social work;
2) encourage active citizenship and a volunteer culture;
3) strengthen the work of voluntary organisations;
4) strengthen the cooperation between municipalities, companies and voluntary organisations.

Local governments also support local social associations. e cooperation is determined in the above-mentioned Social Service Act, and since its implementation in 1998, the relationship has developed. In 2009, three out of four municipalities had formalised cooperation, e.g. a contract, a working forum, a volunteer council etc. Likewise, local authorities are obliged to cooperate with voluntary organisations within the eld of education, as stated in e Danish Act on Popular Education.

The National Knowledge & Development Centre of Volunteering was created to promote and support the development of voluntary social work: consultancy, courses, development of organisations and networks, models for co-operation with public authorities, surveys, documentation and evaluation, information and communication.

6. FUNDING OPPORTUNITIES

In Denmark both local and national funding are available, although funding is mostly provided through government grants – partly as "basic grants", and partly as "project grants". Basic grants are grants assigned to an organisation without being earmarked for a speci c activity or project. Instead, they are assigned on the basis of objective criteria such as purpose, turnover and self-collected funds. Basic grants are assigned through the so-called Danish Pools and Lotto Funds, and more than 200 million EUR are distributed in favour of a wide variety of objectives in (civil) society, of which voluntary social work receives about 18 million EUR. Project grants are awarded directly to speci c projects and activities.

A third type of grant is a so-called "block grant" which the state distributes to the municipalities in order for them to support volunteering and voluntary social organisations on a local basis[8]. In 2010, the municipalities supported voluntary social work nancially with 19 million EUR, but received 19.7 million EUR from the state via these block grants. Although there is a di erence between municipalities, they are being criticised for not distributing the full-allocated grant to local volunteering. However, about one-third of the municipalities allocate more money to local volunteering than they receive in block grants.

Voluntary organisations are very dependant on public funding, as shown in table 3.

Table 3. The sources of income of the Danish non-profit sector, by percent of total income

	%
Transfers from local authorities and the State	43.7
Services and production	28.5
Subscriptions, donations, etc.	21.1
Interest, transfers	6.7
Total	100

Source: Ibsen, Bjarne (2006): "Foreningerne og de frivillige organisationer", in Boje, Fridberg og Ibsen (eds) Den frivillige sektor i Danmark – omfang og betydning. København: Socialforskningsinstituttet, rapport 06:19

8. A block grant is distributed by the state to the local authorities. However, the local authorities are not oblige to spend the grant on the speci c cause, but can choose to spend the grant on everything else.

7. REGULAR AND SYSTEMATIC RESEARCH

In 2006 Denmark concluded a three year long research project: *Frivillighedsundersøgelsen* which was the Danish contribution to the Johns Hopkins University-Center for Civil Society Studies Comparative Nonpro t Sector Project. e research was divided into three parts: 1) A population survey about formal and informal volunteering and donations to voluntary organisations among 4,200 people aged 16-85; 2) A comprehensive mapping of all local and regional associations, self-governing institutions and foundations in a representative region of Denmark, together with a survey among national voluntary organisations; 3) An estimation of the economic and labour market impact of the voluntary sector, based on gures from the population survey, and on information and data from the Danish National Account database.

In order to increase young people's knowledge of volunteering the Danish government introduced an initiative which gives students in education the opportunity to participate in a programme of voluntary work and receive an official diploma.

is research has given us, for the rst time, unique and reliable data on volunteering. In the national strategy for civil society mentioned above, the government recommended that a follow-up study should be completed – in 2012 a new research program will be implemented.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

ere are no ethical codes or quality standards systems applicable to the voluntary sector in Denmark.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

www.frivilligJob.dk is a database for volunteer job opportunities in Denmark[9]. Its two main goals are to: 1) Make it easy for the Danish population to search for and nd volunteer job opportunities online; 2) Make it easy for voluntary organisations to recruit online. FrivilligJob.dk is the biggest database for job opportunities in Denmark within the volunteering community, and they announce job opportunities from both local and national organisations, for example, social organisations, sports organisations, children and youth organisations, cultural organisations and organisations working with environmental problems. FrivilligJob.dk also gathers knowledge and develops tools on an ongoing basis. e site is run by *Frivilligcentre og Selvhjælp Danmark* (Volunteer Centres and Self-help Denmark) and has been online since 2005.

e Danish government wants to increase young people's knowledge of volunteering and, in February 2010, they introduced an initiative called *Projekt Frivillig* (volunteer project). *Projekt Frivillig* is a nation-wide initiative which gives students in education the opportunity to participate in a programme of voluntary work. By participating in the programme, the students will receive an o cial diploma which shows that they have completed voluntary work. It is expected that the initiative will increase young people's knowledge of the voluntary sector and that more young people will participate in volunteering.

9. Source: www.frivilligjob.dk

10. ADDITIONAL COUNTRY SPECIFICITIES

All relevant country speci cities have been outlined before.

11. RECOMMENDATIONS

No recommendations for the volunteering infrastructure in Denmark at this stage.

Resources

Center for Frivilligt socialt Arbejde for Socialministeriet, 2011. *Den frivillige sociale indsats. Årsrapport 2010*

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9 CHAPTER

FINLAND

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

National strategy/ framework for volunteering

Overall, the signi cance of volunteering for many di erent sectors - sport and recreation in particular - is recognised by di erent stakeholders in Finland. In 2007, the Finnish government set up a new committee to enhance cooperation between civil society and public administration (Kansalaisyhteiskuntapolitiikan neuvottelukunta, KANE).

A new version of this committee will be set up in spring 2012. e members of the committee will be representatives from the Ministry of Foreign A airs; the Ministry of Justice; the Ministry of Education; the Ministry of the Interior; the Ministry of Social A airs and Health; the Ministry of Finance; the Ministry of the Environment; the National Board of Patents and Registrations of Finland; the Tax Administration; a number of non-pro t organisations; organisations from Finnish civil society; researchers, academics and experts; and social partners.

From 2007-2011, the committee's main task was to explore the ways in which the work of non-pro t organisations could be made easier. It also looked at how to overcome the barriers faced by non-pro t organisations in their activities. Importantly, this included a clari cation of the administrative challenges that have arisen from EU regulation, especially in relation to taxation rules concerning service delivery by non-pro t organisations. e developments it will take forward will have relevance to voluntary organisations in the country. Experts have highlighted the importance and the uniqueness of the committee, in that so many di erent stakeholders from public and third sector spheres are working closely together to tackle problems that hinder the work of voluntary organisations.

Four of the committee's working groups had particular relevance to voluntary organisations:

- *The working group on taxation, which explored ways of solving problems relating to the taxation of non-profit organisations;*
- *The working group looking at issues around public procurement and service delivery by non-profit organisations, as well as the impact of public procurement rules on voluntary organisations, and disadvantaged groups;*
- *The working group on research, which aimed to map out the situation of Finnish civil society and report on the needs and challenges faced by the sector;*
- *The working group on the financial situation of non-profit organisations.*

e Citizen Forum (Kansalaisareena) has also established a programme, the aim of which is to formulate a national strategy on volunteering. e goal is to develop a common understanding of volunteering, to de ne good practice in volunteering, to gain political support, secure future support and importantly include grassroots level voluntary organisations in the process of strategic planning of volunteering at the national level.

For this target, a support group on volunteering was set up in the Finnish Parliament in 2009.

e Child and Youth Policy Programme 2007-2011 (Lapsi- ja nuorisopolitiikan kehittämisohjelma) highlighted the importance of integrating an element of volunteering into secondary level education in Finland. e programme stressed the signi cance of understanding the importance of volunteering from a young age.

National targets and reporting arrangements for volunteering

ere are no quantitative targets in relation to volunteering in Finland. However, the Committee to enhance cooperation between civil society and public administration (KANE) had a few qualitative targets in relation to volunteering, including the taxation of non-pro t organisations; public procurement and service delivery by non-pro t organisations, voluntary organisations, volunteers and disadvantaged groups; needs and challenges faced by voluntary organisations; and the nancial situation of non-pro t organisations.

Programmes

Key national programmes that stimulate volunteering at national level

Volunteer brokerage services and sector speci c umbrella organisations, such as the Finnish Sports Federation, Allianssi, Kansalaisareena, help to promote volunteering.

A new *national brokerage portal*, www.vapaaehtoiseksi. , was designed to function as a national brokerage platform between organisations looking for volunteers and individuals interested in volunteering. e Finnish Slot Machine Association (RAY)[1], which is the main funder of social and health care associations[2], did get the funding for developing the portal to the Finnish Centre for Health Promotion (and SOTSE, the Finnish Society for Social Welfare and Health in 2012). However, the portal is not functioning.

Kansalaisareena - The Citizen Forum - is running preparatory programmes between 2007 and 2012 to introduce a horizontal, national strategy for volunteering.

The Citizen Forum (Kansalaisareena) is running preparatory programmes between 2007 and 2012 to introduce a horizontal, national strategy for volunteering. At the moment most of the development work takes place within sectors. However, the aim is to develop joined-up, national level co-operation in the eld of volunteering that aims to bene t the sector as a whole, and not only volunteering in certain sectors.

e preparatory programmes will continue with strategy programmes for volunteering between 2012 and 2015. ey will continue to be led by the Citizen Forum with key partners. e overall aim is to involve grass-root level voluntary organisations in the planning and development of volunteering in the country, and thereby improve the foundation and the infrastructure of volunteering. e programmes aim to cover networking; brokerage services; awareness raising; the image of volunteering; legislation; co-operation between municipalities, companies and voluntary organisations; boundaries between voluntary and professional paid work; good practices in volunteering; information and data on volunteering; and the impact and value of volunteering.

Key transnational programmes that stimulate volunteering at transnational level

Allianssi Youth Exchanges is a youth exchange agency providing young Finns opportunities to work abroad. Every year around one thousand young Finns volunteer abroad and around 100 international volunteers come to volunteer in Finland.

The Finnish Volunteer Programme (ETVO) is a volunteering programme led by e Service Centre for Development Cooperation (KEPA). It channels volunteers to non-governmental

1. https://www.ray. /en/ray
2. (e Finnish Slot Machine Association has a monopoly on money raised through gambling games in Finland. e Finnish Government will distribute MEUR 291 of RAY pro ts as grants to health and social welfare non-pro t organisations in 2012).

organisations in the South (mostly in developing countries). e purpose of the programme is to enhance dialogue between the South and the North and to strengthen the partnership between the two. e intention is for the involvement of Finnish NGOs to help the volunteers to become active members of civil society when they return to Finland. ETVO has been active since 1995, and it has no political or religious a liations. e volunteers have worked, for example, in environmental conservation, with street children and with people with disabilities. e volunteering period varies from six to twelve months.

The Finnish Branch of Service Civil International (KVT) is a peace organisation that aims at promoting equality, social acceptance and respect for the environment. e most important activities include the organisation of international work camps in Finland and sending Finnish volunteers to work abroad.

International Cultural Youth Exchange, ICYE (Maailmanvaihto) is an international non-pro t youth exchange organisation promoting youth mobility, intercultural learning and international voluntary service.

2. VOLUNTEERING LANDSCAPE

There has been relatively little change in the number of volunteers in Finland. However, the time spent volunteering is decreasing: in 2002 it was 18 hours/month and in 2010 it was only 13.4 hours/month.

ere is no legal de nition of volunteering and a range of di erent de nitions are currently used. Leading third sector researchers Marianne Nylund and Anne Birgitta Pessi de ne volunteering as *"unpaid activity from free will for the benefit of others, which often takes place in an organised setting"*[3].

Kansalaisareena has de ned volunteering as *"all activity carried out for the public good, which is based on civic movement and voluntary action and is not paid for"*. e key words uniting most de nitions are: unpaid activity, for the bene t of others, not relatives and action taken out of free will.

Sometimes organised volunteering is di erentiated from informal activities like neighbourly help[4]. It is in fact increasingly common to describe volunteering as an activity that encompasses both organised and non-organised spheres of civic activity.

A survey in 2002[5] indicated that 37% of Finnish people aged 15-74 years had been involved in volunteering over the 12 months preceding the survey. is equates to around 1.3 million people. In 2010, in a study based on a survey of 994 individuals, 36 % of the Finnish population aged between 15-79 years had been involved in volunteering over the 4 weeks preceding the survey. is data is representative (3 % margin of error)[6].

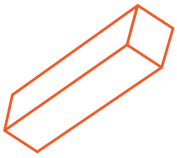
Furthermore, in a very similar manner, the European Values Survey reported that in 1999/2000 36% of individuals carried out voluntary work in at least one association (excluding trade unions and political parties)[7], with Finland having the sixth highest rate of volunteering in Europe.

3. Palkaton, vapaasta tahdosta kumpuava yleishyödyllinen toiminta, joka useimmiten on organisoitunut jonkin tahonavustuksella."
4. Hilger, P. (2006) Organising volunteers: Activating infrastructures and re exive volunteering in the municipality of Helsinki. A report to City of Helsinki Urban Facts. Urban Research Unit.
5. Yeung, A. B. (2002) Vapaaehtoistoiminta osana kansalaisyhteiskuntaa – ihanteita vai todellisuutta? Helsinki: YTY.
6. Kansalaisareena & Taloustutkimus (2010)
7. European Values Study, 1999/2000, as reported by Bogdan & Mălina Voicu in 2003.

According to a Eurobarometer survey conducted in 2006 on European Social Reality[8], half (50%) of the Finnish population actively participate in voluntary work. is gure is well above the EU-25 average of 34% and represents the fth highest level of participation out of all EU-27 Member States.

Research carried out in 20027 indicated that 62% of volunteers were involved in an organised form of volunteering, such as carrying out voluntary work for a voluntary association or organisation. e rest carried out voluntary activities in an informal sphere.

Interviewees have noted that levels of volunteering have remained relatively stable, with some modest increases over recent years. However, growth in the number of new voluntary organisations has led to a feeling of competition for volunteers amongst them. is has left some stakeholders believing that the number of volunteers has actually decreased, whereas in fact there has been relatively little change. However, the time spent volunteering is decreasing: in 2002 it was 18 hours a month and in 2010 it was 13.4 hours per month[9].



ere is not a great overall di erence between the amount of volunteering carried out by men and women in Finland[10]. However, the 1999/2000 and 2009 Time Use Survey[11] suggested that slightly more men had participated in volunteering during the four weeks preceding the survey. Yet amongst those who do volunteer, it is women who generally spend slightly more time volunteering: around 19.5 hours a month, as opposed to around 16 hours among men.

Data from the 1999/2000 and 2009 Time Use Survey suggested that adults are the most active group, especially in sectors that rely heavily on volunteers such as the sport sector. ere is also evidence to suggest that older people are increasingly participating in voluntary activities, as they are more active and enjoy better health than previous older generations. Changes have been detected in the type of voluntary activity carried out by young people. ere are signs that many young people are now less interested in carrying out voluntary activities that concern their immediate surroundings. Instead many are interested in global issues such as environmental protection and volunteering in third world countries. Furthermore, their engagement is not necessarily linked to membership of an association. Instead, more and more young people are carrying out activities on a non-formal basis without being members of the organisations for which they are volunteering.

ere are some regional di erences in the level of volunteering. According to a 2002 survey on volunteering, led by Anne Birgitta Yeung, the highest levels of volunteering have been recorded in west Finland and the lowest in the south of the country[12]. e highest number of hours dedicated to volunteering can be seen in the west with an average of 25 hours per person per month and the lowest in the north with 11 hours per person per month[13]. Figures show a slight shift in volunteering from being a more common activity in towns, villages and rural areas, towards becoming increasingly common in metropolitan areas[14].

8. European Commission (2007) Eurobarometer Report: European Social Reality. Fieldwork November – December 2006. Special Eurobarometer 273 / Wave 66.3 – TNS Opinion & Social.
9. Yeung, A. B. (2002) Vapaaehtoistoiminta osana kansalaisyhteiskuntaa – ihanteita vai todellisuutta? Helsinki: YTY.
10. Ibid.
11. Iisakka, L. (2006) Social Capital in Finland – Statistical Review. Statistics Finland. Ajanköyttötutkimus 2009, Osallistuminen ja vapaaehtoistyö tilastokeskus. Suomen Virallinen Tilasto, Elinolot 2011
12. Yeung, A. B. (2002) Vapaaehtoistoiminta osana kansalaisyhteiskuntaa – ihanteita vai todellisuutta? Helsinki: YTY.
13. Yeung, A. B. (2002) Vapaaehtoistoiminta osana kansalaisyhteiskuntaa – ihanteita vai todellisuutta? Helsinki: YTY.
14. Yeung, A. B. (2002) Vapaaehtoistoiminta osana kansalaisyhteiskuntaa – ihanteita vai todellisuutta? Helsinki: YTY; Iisakka, L. (2006) Social Capital in Finland – Statistical Review. Statistics Finland.

However, more recent studies from 2008 imply that participation rates of southern Finnish people in many civic activities are actually much higher than previously thought. While they are not as active in terms of organised forms of volunteering, surveys have found that they are actually the most 'helpful' individuals, being very active in helping out their friends and neighbours on an informal basis and undertaking civic activities such as donating blood[15].

e 1999/2000 and 2009 Time Use Survey highlights a clear correlation between the level of volunteering seen amongst the population and level of education; put simply, the more highly educated people are, the more likely they are to participate in voluntary activities. Indeed, the highest rates of volunteering recorded are among people with tertiary level education and the lowest are among people whose highest level of education is primary education.

Volunteers in Finland are active in a wide variety of sectors ranging from sport and animal welfare, to environmental conservation and voluntary activities relating to the armed forces[16].

e most popular sector is sport (30%), closely followed by social and health care (25%), children and young people (22%), religious activities (16%) and community activities (10%)[17].

ere appear to be gender di erences between the sectors[18]. Men tend to volunteer in the sport sector, in local and community activities, rescue services and voluntary activities linked to the armed forces. In contrast, women tend to volunteer in the social and health sectors, as well as with children and young people. In addition, age di erences exist[19]. Young people are more likely to take part in voluntary activities related to animals, nature, environmental protection and human rights, as well as those with children and other young people. Older people are more active in the social and health sectors, religious activities and local and community activities.

Employed people are the most active group in volunteering, followed by students, pensioners, individuals who are responsible for their own household (i.e. homemakers) and nally, unemployed individuals[20].

On average, individuals dedicate 18 hours a month to voluntary activities, which equates to around four hours a week[21]. Time dedicated to volunteering activities is a ected by an individual's age, gender and employment status: Young people (aged between 15-24 years) and older people dedicate more time to volunteering than other age groups; an average of 20 hours a month. As stated previously, women spend on average four hours more a month volunteering than men. Individuals who have only completed primary education spend the most time on voluntary activities (22 hours a month), followed by individuals with tertiary level education (17 hours), upper secondary education (16 hours) and those with vocational education (14 hours).

History and contextual background

Volunteering and voluntary engagement in community activities has existed for centuries.

e rst "organised" forms of voluntary engagement in the country were seen in the 1840s, with women from higher classes in society grouping together to help those less fortunate than themselves and redistribute social rights and responsibilities. One of the rst major

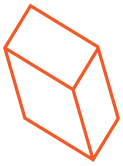
15. Pessi, A. B. (2008) Suomalaiset auttajina ja luottamus avun lähteisiin. RAY:n juhlavuoden kansalaiskyselyjen tulokset. Avustustoiminnan Raportteja 19. RAY.
16. In Finland there is compulsory military service, but for example voluntary reservist organisations are important part of nnish national defence.
17. Information from Yeung, A. B. (2002) Vapaaehtoistoiminta osana kansalaisyhteiskuntaa – ihanteita vai todellisuutta? Helsinki: YTY.
18. Yeung, A. B. (2002) Vapaaehtoistoiminta osana kansalaisyhteiskuntaa – ihanteita vai todellisuutta? Helsinki: YTY.
19. Ibid.
20. Iisakka, L. (2006) Social Capital in Finland – Statistical Review. Statistics Finland.
21. Information from: Yeung, A. B. (2002) Vapaaehtoistoiminta osana kansalaisyhteiskuntaa – ihanteita vai todellisuutta? Helsinki: YTY.

popular movements to arise in Finland was the gymnastics and sport movement; indeed, the first Finnish athletic club was founded in 1856. During the 1880s, civic activities among rural young adults began to develop along with workers' educational activities and the trade union movement. By the turn of the century youth societies had the largest membership of civic organisations in Finland; although they were overtaken in the early twentieth century by a surge in the memberships of cooperatives and workers' associations. The 1880s also saw the rise of the women's movement, religious organisations and home district associations. During the early 1900s the development of a Finnish civil society slowed down significantly as a result of internal and external pressures. However, in the 1970s there was still a strong tendency towards social organisational work and many political parties, trade unions and youth organisations became increasingly active. Moreover, the role of civic organisations began to take over from popular movements; there was a strong development of organisational structures and support mechanisms; and the number of voluntary associations continued to grow. A significant change in attitude came with the economic crisis that took place in the early-mid 1990s. Public services were reorganised and there was a rise in neo-liberalist policies that competed with traditional welfare values. A significant increase in voluntary organisations was seen in social and health service fields as budget cuts led to increased responsibilities for municipalities[22]. Voluntary activities once again became a core element of Finnish society and attention was paid to the role of voluntary organisations in creating employment. Today, although people still believe strongly in the welfare state[23], the voluntary sector has also found an important place in society.

Membership based volunteering is in decline and present members of local voluntary organisations are getting older - therefore there are concerns about the future of voluntary organisations.

Voluntary work in the country has been characterised by a focus on membership. In fact, around 75%-80% of the Finnish are members of a voluntary organisation(s) in their lifetime, and many individuals hold membership of several different organisations over the course of their lifetime. Helander and Laaksonen (1999) estimated that the average Finn is a member of three different organisations. This means that a significant part of voluntary work is performed within the framework of an organisation. Nevertheless, *talkoot* (working together for a common goal in a specific time period), together with other informal forms of volunteering such as neighbourly help, has been and continues to be widespread.

Although the number of voluntary organisations remains high, membership based volunteering is in decline. Members of local voluntary organisations are getting older and therefore there are concerns around the future of voluntary organisations. There are no signs of a lower level of involvement in volunteering, or less interest, but Finnish people, particularly the younger generation, now prefer to determine the level of their involvement. They speak more openly about what they want to achieve with their voluntary engagement and volunteers are more likely to switch from one voluntary organisation to another. There is also more interest in project based volunteering.



22. Ruohonen, 2003 in Hilger, P. (2006) Organising volunteers: Activating infrastructures and reflexive volunteering in the municipality of Helsinki. A report to City of Helsinki Urban Facts,Urban Research Unit
23. Kosiaho, 2001 in Hilger, P. (2006) Organising volunteers: Activating infrastructures and reflexive volunteering in the municipality of Helsinki. A report to City of Helsinki Urban Facts,Urban Research Unit.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

ere is no speci c legal framework for volunteering in Finland. Volunteering is regulated by a number of laws, including:

- *Associations Act 894/2002 (26.5.1989/503) (Yhdistyslaki)*
- *Co-operatives Act 1488/2001 (Osuuskuntalaki)*
- *Foundations Act 248/2001 (Säätiölaki)*
- *Accounting Act 300/1998 (Kirjanpitolaki)*
- *Lotteries Act 23.11.2001/1047 (Arpajaislaki)*
- *Youth Act 27.1.2006/72 (Nuorisolaki)*
- *Sport Act 18.12.1998/1054 (Liikuntalaki)*
- *Occupational Safety and Health Act (23 Aug 2002/738)*
- *Act on Rescue Services (13 June 2003/468)*

No code of conduct exists at the moment but there are plans to create one. Finnish volunteers do not have a speci c legal status. Volunteers are sometimes regarded as (corresponding to) employees and voluntary service has usually been treated according to the taxation practices of the Employment Contracts Act[24]. According to the de nition in the Employment Contracts Act, an employment contract is characterised by working for remuneration. Neighbourly help, for example, is not regarded as subject to employment contract legislation, even if the parties clearly agree on the bene ts and responsibilities involved.

Everyone can volunteer, but unemployed people should inform the Public Employment Service about their voluntary engagements as voluntary work should not prevent them from taking up work or labour market training if such opportunities are made available. is means that volunteers must be able to stop their voluntary work at relatively short notice. Some stakeholders have highlighted the ambiguity of the Unemployment Security Act (Työttömyysturvalaki 30.12.2002/1290) in relation to volunteering as one of the barriers related to the development of volunteering. Some have claimed that the rules should be made clearer in this regard. ere are also some implications in terms of taxation for voluntary organisations if skilled healthcare professionals, such as doctors, volunteer their time to carry out activities related to their profession.

Individual volunteers do not gain income tax exemptions or nancial bene ts from volunteering and there are no other nancial support schemes in place to encourage people to volunteer. In principle, volunteers can be reimbursed for the expenses incurred as a result of volunteering and there are a couple of groups of volunteers in the eld of child protection who get their expenses reimbursed automatically. However, the arrangements concerning reimbursements depend on the rules and practices of each sector and/or individual organisation. Reimbursement of expenses is tax-free up to a certain gure (around 2,000 EUR). In practice, this is not really an issue as the expenses are low-cost items, such as travel costs. Furthermore, tax rules are rather unclear with regards to this matter; each tax o ce tends to treat this di erently. Some volunteers are given a nominal payment for their voluntary work, especially sport coaches. is must be declared and is taxable income.

24. Youth Partnership (2009) Voluntary activities, Finland.

Organisations do not need to notify public authorities of their volunteers. Provided that they are carrying out activities for the public good, voluntary organisations do not need to pay income tax, value added tax (VAT) or property tax on their earnings[25]. is means that income gained through fundraising, donations, membership fees etc is not taxable income. For a non-pro t organisation to be eligible for these tax bene ts, it must meet the following requirements:

- It operates fully and only for the public good, in the material, spiritual, educational or social sense
- Its activities are not directed to an exclusive group of people only
- ose involved do not gain nancial bene ts such as dividends, pro ts shares, high salaries or other compensation for participating in the activities of the organisation[26].

Around two-thirds of voluntary organisations are eligible for the above-mentioned exemptions[27]. If a non-pro t organisation is engaged in delivering services on behalf of a public or private organisation its status changes. It must pay taxes on such income, although organisations can apply for tax relief on operational and fundraising income. However, these taxation rules are unclear at the moment (some non-pro t organisations have privatised their service delivery activities, others continue to deliver services, etc). As previously mentioned, a government working group KANE has been established to clarify these rules. ere are no subsidies linked to establishing voluntary organisations.

ere are some private company speci c schemes to promote volunteering, and some ministries have also established "volunteering days". Also, many large companies, especially Nokia and Telia-Sonera, support the voluntary sector through signi cant levels of sponsorship. Employers are responsible for the insurance and protection of an employee if s/he carries out voluntary work during working hours. It is not a legal obligation for voluntary organisations to provide insurance but in practice almost all voluntary organisations insure their volunteers. e volunteer insurance system is well developed, easily available and relatively inexpensive. One of the best insurance schemes is available in the sport sector.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

It must be highlighted that there is a debate with regard to which organisational types can be categorised as voluntary organisations. is is also linked to the ever greater role of voluntary organisations involved in the delivery of public services. erefore, some parties are demanding greater clari cation of third sector organisations based on voluntary activity and third sector organisations involved in service delivery. ere are several di erent types of organisational structures as summarised in the table below[28].

ere are no exact gures available on the number of voluntary organisations, but information is available on the number of the main type of voluntary organisations, namely associations. Given the relatively small size of Finland, there is a high density of voluntary organisations within the country. In total there are 127,000 registered associations, although only around 67,000

25. Harju, A. (2006) Finnish Civil Society. KVS Foundation.
26. Ibid.
27. Educational Association Citizen's Forum SKAF, KansalaisFoorumi
28. Harju, A (2006) Finnish Civil Society. KVS Foundation.

of those were active in 2007[29]. In addition, there are around 30,000 unregistered voluntary associations, citizen groups and networks[30].

Types of organisations	
Associations	A local registered or unregistered society, consisting of individual members. Often the term is used synonymously with organisation.
Organisations	A national ensemble made up of local associations, district organisations and a federation.
Federations	An entity formed of associations and operating at a national level.
Religious organisations	Activities of many churches are organised in associations (excluding the Evangelical Lutheran Church and the Orthodox Church).
Trade unions	Sometimes included in the categories of voluntary organisations. Their organisational structure is similar to that of other Finnish voluntary organisations (associations), and they have large local networks, they carry out local level activity, have significant memberships and involve voluntary work.
Political parties	In a similar manner to trade unions, political parties are not always included in categories of voluntary organisations but their operations are regulated by the Associations Act and they involve volunteers.
Cooperatives	Small-scale co-operatives, which are not primarily profit-driven entities, are included as voluntary organisations. The number of co-operatives grew by 86% between 1994 and 2003.
Foundations	There were 2,700 foundations in Finland in 2007. There are two different types of foundations in Finland; grant (apuraha) and operational foundations (toiminnallisia/laitos).
Spontaneous alliances between citizens	This can include for example, popular movements, and unregistered groups, clubs and societies and other spontaneous alliances between people

e majority of voluntary organisations are active at the local level; in 2006, only 1,000 were national organisations and a further 3,000 were district/regional organisations. Most voluntary organisations are found in the culture and recreation sectors, followed by the health sector and business and professional associations and unions, as shown in the table below[31]:

Sector	Number of organisations
Culture and recreation	28,000
Health	13,000
Business and Professional Associations, Unions	12,000
Philanthropic Intermediaries and Voluntarism Promotion	11,000
Education and Research	4,500

29. Based on information from the National Board of Patents and Registration of Finland (Patentti- ja rekisterihallitus).
30. Harju, A (2006) Finnish Civil Society. KVS Foundation.
31. Harju, A (2006) Finnish Civil Society. KVS Foundation.

ere has been a considerable increase in the number of voluntary organisations in Finland over the past few years and more new voluntary organisations have been established this decade than ever before. ere was an increase of more than 15% between 2006 and 2007 alone: the number of associations increased from 110,000 in 2006 to 127,000 in 2007. e record year was 1997 when ten new associations were registered daily. e biggest increases have been seen in the number of leisure and hobby organisations; sport and exercise clubs; cultural associations; environmental and ecological organisations; social and health organisations; and village and district associations. One of the main reasons for this surge in numbers is that, in order to access funding, an organisation must be registered as a non-pro t association[32].

A major challenge for the future is linked to the ageing population. Many voluntary organisations are heavily reliant on people aged 50 years and over to ful l leading and management positions in a voluntary capacity. Data shows that around 80% of voluntary organisations do not have employees. Anecdotal evidence suggests that the older an organisation is, the more likely it is to have employees.

In the future, voluntary organisations are expected to become more reliant on paid sta and are likely to become more professional and commercially orientated[33]. As a result it is likely that they will place greater emphasis on strategic planning, targets, e ciency and productivity. Moreover, they are likely to rely increasingly on self-funding rather than on subsidies.

e voluntary sector accounts for the majority of organisations involving volunteers (99%), with only a very small proportion of voluntary activity reported in the public or private sector (both under 1%)[34]. Around two thirds of volunteers take part in organised volunteering through voluntary organisations, the remaining one third volunteer through informal channels (such as, neighbourly help, *talkoot*).

A more detailed description of organisations in Finland that employ volunteers is provided below. It is a grouping of 17 categories covering a range of di erent activities and sectors[35].

Groups	
Sport and exercise clubs	In Finland most sport activity takes place in sport clubs and there is a trend towards an increasing number of clubs connected to one speci c sport.
Cultural associations	ere has been an increase in the number of cultural associations over recent years and, like sport clubs, many are focused on one particular theme (i.e. di erent art forms, the preservation of the local community, promoting multicultural dialogue, etc).
Leisure and hobby organisations	ese cover a wide range of di erent activities and act as a common platform through which individuals can meet like-minded people and demonstrate their skills (i.e. pet associations, dance associations, car and boat clubs, etc).

(Continued on next page)

32. Kansalaisareena, 2009.
33. Yeung, A. B. (2002), Vapaaehtoistoiminta osana kansalaisyhteiskuntaa – ihanteita vai todellisuutta? Helsinki: YTY.
34. Information from: Harju, A (2006) Finnish Civil Society. KVS Foundation.
35. Harju, A. (2006) Finnish Civil Society. KVS Foundation.

Groups	
Social and health associations	ese often relate to their members' interests and o er peer support and professional help (i.e. the Finnish Red Cross, associations for people with disabilities, child welfare organisations, etc).
Youth organisations and student societies	Youth work is a core element of Finnish not-for-pro t sector activity.
Political organisations	Political parties in Finland have local organisations in villages, municipalities and districts. Some also have women's organisations or federations, as well as child and youth organisations and educational and cultural associations.
Trade unions	Over the past few decades there has been a reduction in interest in trade union activities. Nevertheless most occupations are represented by trade unions and some have trade organisations with locally or regionally based activities.
Economic and industrial associations	Most medium and large enterprises belong to a national confederation and smaller companies/entrepreneurs have their own interest groups.
Advisor organisations	ese have a long history in Finland, especially in rural areas.
Religious and ideological associations	Di erent religious groups have associations, but membership is relatively small.
Pedagogical, scienti c and study organisations	In Finland, scienti c organisations, teachers' organisations, educational and study organisations and the support groups of educational institutions have their own organisations.
Ecological associations	ese have appeared relatively recently and cover a wide range of di erent areas (i.e. animal welfare, nature conservation, bird watching, etc).
Pensioner and veteran organisations	Many veteran organisations date back to involvement in the Second World War thus membership numbers are gradually decreasing. In contrast, pensioner organisations are growing rapidly as the population in Finland ages.
Village and local organisations	In recent years these organisations have focused on supporting local development with state and EU funding.
National defence and peace organisations	ese organisations are typically male dominated and interest in voluntary national defence has grown over recent years. ere has also been an increased participation of women. (In Finland military service is still compulsory and people are interested to continue their involvement on a voluntary basis). Peace organisations, in contrast, currently have relatively low levels of membership.

(Continued on next page)

Groups	
Friendship societies, ethnic organisations and development cooperation organisations	Friendship societies often bring together people from di erent countries and cultures (i.e. League of Finnish American Societies, Finland-Russia Society, and the Finnish-Arab Friendship Society). e aim is to foster good relations, disseminate information and organise cultural events, trips and language courses.
Service organisations	Lions Clubs and Rotary Clubs are found throughout Finland. ey focus on charitable work and providing aid through either nancial support or voluntary work.

5. OTHER STAKEHOLDERS

ere are a number of government bodies which support volunteering as part of their wider responsibilities in Finland, mainly by funding third sector organisations. ese public bodies include:

- *Ministry of Education (voluntary activities related to youth, culture and sport sectors)*
- *Ministry of Justice (regulations, and leading the new inter-ministerial, multi-agency working group on civil society and volunteering, KANE - see Section 2.2)*
- *Ministry of Foreign Affairs (international development, volunteering abroad, especially in third world countries)*
- *Ministry of Interior (volunteering in rescue services)*
- *Ministry of Social Affairs and Health (volunteering in social and health sectors)*
- *Ministry of Agriculture and Forestry (issues related to rural development)*
- *Ministry of Finance (taxation issues)*
- *Ministry of Employment and the Economy (employment programmes from which voluntary organisations can benefit, e.g. labour market subsidy programmes for the unemployed).*

e most important ministries with competences in volunteering are the Ministry of Education and the Ministry of Social A airs and Health.

Other important players are the three gaming organisations, which are the only three operators allowed to operate in the Finnish gaming market. Under the Lotteries Act, the task of three gaming organisations - RAY (Finland's Slot Machine Association, which supports the work of health and welfare organisations), Veikkaus (the Finnish lottery, which supports art, sport, science and youth work) and Fintoto - is to raise funds through gaming operations to support the work of voluntary organisations. is monopoly situation is the backbone of the Finnish voluntary sector as it ensures a sustainable form of funding for the sector. e gaming organisations also have a duty of social responsibility and an obligation to prevent gambling problems.

e role of municipalities in relation to volunteering is four-dimensional. Municipalities o er facilities, sometimes free of charge, sometimes at a discounted rate, for the use of voluntary organisations. For example in the sport sector, about three-quarters of sport facilities are run by municipalities. Municipalities also support the voluntary movement by playing an

important role in the development and delivery of training to many people involved in volunteering. Municipalities are also becoming increasingly important partners for many voluntary organisations which provide services for them and operate on funding granted by the municipalities.

Most organisations that promote volunteering are sectoral organisations that carry out promotional and development work related to volunteering among their other activities. Only a small number of organisations focus on the development of volunteering alone. Some of the most important types of organisation that are involved in the promotion of volunteering and exchange of information in the eld of volunteering include the following organisations and networks:

The Citizen Forum (Kansalaisareena) is a service development and information centre for voluntary actors in Finland. It promotes active citizenship and voluntary activity, and acts as a service centre for volunteers, voluntary organisations and professionals working in the eld of volunteering. It works with grassroots level voluntary organisations.

e *Educational Association Citizen's Forum Kansalaisfoorumi* promotes and develops Finnish civil society.

ere are many organisations that o er *volunteer brokerage services (vapaaehtoisvälitys)*[36]. In addition to their other activities, they aim to unite voluntary organisations looking for volunteers and people who wish to volunteer.

Members of Parliament have opened a *support group on volunteering*. e group is facilitated by the Citizen Forum (Kansalaisareena), and the members of the group are expected to raise awareness about issues a ecting voluntary organisations and volunteers, and help to promote the volunteering agenda.

e *Finnish Youth Cooperation Allianssi* is a key player in the youth sector and works with voluntary youth organisations to promote and facilitate volunteering in the youth sector. Youth Academy (*Nuorten Akatemia*) is another organisation supporting voluntary organisations and voluntary activities in the youth sector. *Young Advocates* (*Nuoret vaikuttajat*) is an organisation of Finland's Youth Councils, providing information and education, and serves as a platform for co-operation.

e co-operation association of social and health service organisations *YTY (Sosiaali- ja terveysjärjestöjen Yhteistyöyhdistys*, www.sosteryty.) operated as an umbrella organisation for its 121 national members. e *Finnish Federation for Social Welfare and Health (Sosiaali- ja terveysturvan keskusliitto)* was another federation in social and health care elds. e *Finnish Centre for Health Promotion* (www.health.) was a cooperation network bringing together organisations of di erent elds (public health, education, disabled services, social services). It aimed to promote the health and wellbeing of citizens through dissemination of information and knowledge. All these three umbrella organisations uni ed at the start of 2012 under one organisation, *SOSTE (Suomen sosiaali ja terveys ry)* the Finnish Society for Social Welfare and Health (www.soste.).

36. Hilger, P. (2008) A case of human service dominance: volunteer centres in Finland. Paper prepared for the 'Volunteering Infrastructure and Civil Society' Conference, Aalsmeer, the Netherlands, 24-25 April 2008.

e *Evangelic-Lutheran church* plays an important role in Finnish society, both as a civil activity forum and an organiser of services, including voluntary activities.
Finnish sport organisations and federations are in charge of organising the voluntary activities related to sport. e *Finnish Sport Federation (Suomen Liikunta ja Urheilu ry, SLU)* is the umbrella organisation that provides support for all its 125 member organisations (national and regional sport organisations). Its main aim is to support volunteering-based, non-pro t civic activity in sport. Its member organisations and federations in turn bring together and provide support for grassroots level sport clubs, which are heavily dominated by volunteers (the majority of all volunteers in the sport sector are active in sport clubs).

e *Service Centre for Development Cooperation (Kehitysyhteystyön palvelukeskus)* is an umbrella organisation for Finnish NGOs involved in development or other global issues.

Kansalaisareena (Citizen Forum) is a member of CEV, the European Volunteer Centre[37]. e youth, health and sport federations are also a liated to the relevant European umbrella organisations.

6. FUNDING OPPORTUNITIES

ere is no national budget allocation to volunteering as such, but the public sector supports voluntary organisations, for example by enabling activities of national federations and umbrella organisations. e turnover of voluntary sector organisations is approximately 5 billion EUR[38]. Around 32% (1.6 billion EUR) comes from public sources. e largest amount of funding goes to social and health organisations. e state funding provided for many voluntary organisations and federations come from the proceeds of the gaming industry, as regulated by the Lotteries Act (23.11.2001/1047). Only a small percentage of voluntary sector funding comes from budgetary funds; funds are largely from the gaming industry, and this is the reason why Finnish actors feel strongly about the need for member states to be able to decide on their own gaming policies. It is expected that the Finnish voluntary movement would su er signi cantly if the gaming industry in Finland were to be opened to competition. It is expected that the level of funding for the voluntary sector would reduce and thereby weaken the volunteering infrastructure in the country as a whole.

Funding comes largely from the gaming industry, and this is the reason why Finnish actors feel strongly about the need for member states to be able to decide on their own gaming policies. It is expected that the Finnish voluntary movement would suffer significantly if the gaming industry in Finland were to be opened to competition.

Finally, a signi cant form of public support for sport is the tax-free nature of volunteer work. As stated earlier, non-pro t organisations do not need to pay taxes on the income gained through fundraising, donations, membership fees and suchlike, provided that no one receives direct personal bene t from it but all funds are used for 'common good' - to support activities for the entire club or team.

e sources of funding for Finnish voluntary organisations are:

- *Membership fees*
- *Fundraising*
- *Donations*
- *Benefits in-kind (e.g. use of facilities for free of charge, voluntary workforce)*
- *Income from service provision*
- *Selling of products*
- *Income from advertisements (e.g. in magazines of voluntary organisations)*

37. www.cev.be
38. Harju, A (2006) Finnish Civil Society. KVS Foundation.

- *Agreements with private companies*
- *Funding through national gaming organisations (e.g. Veikkaus, Fintoto and RAY)*
- *Grants from local and national authorities*
- *European Union (EU) funds*
- *Project funding*
- *Capital income (e.g. rent income, etc).*

Often the most important funding sources include own funding (e.g. membership fees and fundraising), donations and service delivery and public funding. However, sectoral di erences are apparent in funding sources of voluntary organisations. For example, membership fees are crucial for voluntary social and health organisations while sport organisations bene t more from private sponsorship than most other voluntary organisations. Religious organisations tend to bene t from private donations. Voluntary youth organisations are funded by state subsidies (28%), EU funds, foundations and other ministries (19%), and private sources such as membership fees, donations and fundraising (53%)[39].

Overall, Finnish voluntary organisations are more dependent on self- nancing than their counterparts in many other European countries; the proportion of state funding is relatively low. Own fundraising emphasises the central role of members and enhances the autonomy of the sector[40]. No tensions were identi ed between the state aid rules and allocation of grants and subsidies to voluntary organisations. is is due to a long tradition of voluntary sector activity. Funding arrangements for voluntary organisations are deemed transparent.

Social Services of General Interest (SSGI)

Public services were reorganised after the recession of the mid / early 1900s. Aaro Harju reports that *'Finland moved from the welfare state thinking to the idea of a pluralistic welfare society'*[41]. According to this theory, the responsibility for a welfare society is shared between several di erent actors. In fact, a signi cant increase in voluntary organisations was seen in social and health service elds as budget cuts led to increased responsibilities for municipalities[42]. Growing numbers of voluntary organisations started to deliver services for municipalities, for example, in the eld of domestic support, support for the elderly, services for the disabled, etc.

Today, just over 50% of member organisations of YTY (which represent voluntary organisations in social and health care sectors) are involved in service delivery[43]. Eleven out of 102 respondents had established a company to deliver these services in 2006/2007.

Voluntary organisations provide about 17% of social services and 5% of health services. e gures for the public sector are 67% and 83%, and 6% and 12% for the private sector, respectively. In 2000, voluntary organisations in the eld of health and social a airs employed 11% of all sta in the health and social sector[44]. e share of sta employed by the state was 81% and 8% by the private sector. ere need to be clearer rules on taxation of voluntary organisations that deliver SSGI because at the moment tax o ces apply the rules di erently (see Section 7 for further information).

39. Ministry of Education, 2009.
40. Harju, A (2006) Finnish Civil Society. KVS Foundation.
41. Harju, A (2006) Finnish Civil Society. KVS Foundation. Page 30.
42. Ruohonen, 2003 in Hilger, P. (2006) Organising volunteers: Activating infrastructures and re exive volunteering in the municipality of Helsinki. A report to City of Helsinki Urban Facts, Urban Research Unit.
43. Lyytikäinen, M. (2008) Palvelutuotanto YTY:n jäsenyhteisöissä vuonna 2008. Sähköisen kyselyn yhteenveto. Sosiaali- ja terveysjärjestöjen Yhteistyöyhdistys YTY ry.
44. Ylä-Anttila, T. (2006) Kansalaisjärjestöt rakentavat vahvempaa demokratiaa. www.kansanvalta.

7. REGULAR AND SYSTEMATIC RESEARCH

More research on volunteering in Finland is needed given the signi cance of volunteering in the country as a whole.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

ere are no speci ed and commonly used ethics or quality standards for volunteering in Finland even though needs for these are recognised.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

A range of developments are taking place to tackle some of the challenges identi ed above. ese include, for example:

- *Introduction of the new volunteer portal which allows organisations to promote their voluntary positions and potential volunteers to search for voluntary opportunities*
- *In order to increase volunteering among young people, it has been proposed that voluntary organisations and volunteering should become a part of compulsory education. One of the two weeks for 'working life familiarisation' could be spent working in voluntary organisations or as a volunteer*[45]
- *The Citizen Forum is working on a national strategy for volunteering, which would provide a joined-up framework for voluntary activities in Finland*

10. ADDITIONAL COUNTRY SPECIFICITIES

ere are no country speci cities not otherwise speci ed.

11. RECOMMENDATIONS

Future challenges in Finland include:

- *Permanent funding of the national volunteer centres,*
- *Permanent funding of local volunteer centres,*
- *Clarification of rules, laws, acts and instructions concerning volunteering,*
- *Enlargement of the national volunteering development network to all areas in Finland,*
- *Raising interesting volunteering themes as a common discussion and enabling thematic development and cooperation,*
- *Establishment of volunteering in schools and learning institutions as part of curricula,*
- *Enabling the establishment of a nation-wide internet-based search tool for finding suitable voluntary work,*

45. www.kansanvalta.

- *Development of models and establishment of guidance for NGOs and public and private organisations about employer supported volunteering,*
- *Training of volunteering coordinators and professionals to be established in Finnish learning system and institutions,*
- *Development of quality standards and a certification system for regional volunteer centres in Finland,*
- *Research on the significance of volunteering infrastructure in the society,*
- *Establishment of volunteering infrastructure and new ways of horizontal networking both on local and on national level,*
- *Establishment of international cooperation between networks.*

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10 FRANCE

CHAPTER

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

e concept of volunteering infrastructure in France is still lacking a well-de ned framework, therefore the most acceptable de nition would probably be a rather general one, such as the United Nations Volunteers de nition[1], *"systems, mechanisms and instruments needed to ensure an environment where volunteerism can flourish"*, which was also discussed at the symposium *"An enabling volunteering infrastructure in Europe: Situation – Trends – Outlook"*[2], organised by the European Volunteer Centre (CEV) in Malmö, Sweden, in October 2009.

In France there are two major conceptualisations of volunteering, namely:

The concept of "Volontariat" is used to name the eight di erent forms of volunteer services that exist so far, such as the civil service. ese services are voluntary and call for altruistic engagement, but entail the payment of a stipend and bene ts in kind. Speci c laws and regulations provide a framework for these forms of volunteering, giving them also a formal legal status. e number of volontaires in France is around 70,000 (2010 data).

The concept of "Bénévolat" is used to name persons who engage voluntarily in altruistic activities without any nancial retribution or material bene ts. Bénévoles have no formal legal status, although their activities are ruled by a series of legal regulations. e number of bénévoles in France is around 18 million. For the purpose of this report, the English term of "volunteer" will be used as a translation of the French concept of "bénévoles".

Historically, volunteering in France had been mainly carried out within volunteer organisations (associations) and had no visibility of its own as a concept and even less as a movement. Volunteering was an act of activism within an organisation in which volunteers stayed for a lifetime contributing to a cause. e concept of volunteering/"bénévolat" began to be used rst in the 1970s, always labelled as "militant bénévole" or "bénévole militant". Social changes gradually got the concept of "bénévole" closer to the meaning of the Anglo-Saxon concept of "volunteer", but it has not yet reached the same visibility in France as in other countries. Volunteer centres were founded very late in France (in the '70s) and did not do too well. ey are more and more important nowadays because they ful l a growing need. Volunteer involving organisations nevertheless remain the main voice of volunteering, and they see volunteering as an important element for their functioning.

1. United Nations Volunteers, 2005. 'Developing a Volunteer Infrastructure – A Guidance Note', Bonn: Bonner Universitäts-Buchdruckerei
2. European Volunteer Centre (CEV), 2010. "An enabling volunteering infrastructure in Europe: Situation – Trends – Outlook, Final Report – Conference Conclusions" , http://www.cev.be/data/File/101027_GAReportMalmoe_INTERNET.pdf

2. VOLUNTEERING LANDSCAPE

In France, there is no o cial de nition of volunteering. e de nition most commonly used was put forward in a report[3] of the French Social and Economic Council in 1993 *"Le bénévole est celui qui s'engage librement pour mener à bien une action en direction d'autrui, action non salariée, non soumise à l'obligation de la loi, en dehors de son temps professionnel et familial."* (e volunteer is a person who engages freely to carry out an action for the bene t of others, without remuneration and not subject to obligations under a law, outside of one's work time and family). is de nition was reached after a long debate within an organisation in which all segments of the French society were represented.

Volunteer work is therefore de ned in opposition to paid, remunerated work. e main elements of the de nition are: no salary or remuneration and the voluntary nature of the activity, entailing the lack of a juridical subordination. Volunteers, however, have to respect the statutes of the organisation they work for, as well as the security norms and regulations existing in their eld of activity.

O cial data on volunteering, produced by the national statistics institute[4] goes back to 2002 and indicates that there are 12 million bénévoles in France. A more recent survey[5] commissioned by France Bénévolat from the French Institute for Public Opinion, Institut Français d'Opinion Publique (IFOP), published in October 2010, indicates that there are 18 million French bénévoles engaged in voluntary activities, as follows: 11.3 million volunteers within volunteer organisations, 4.5 million in other organisations such as trade unions, political parties, religious organisations and 7.5 million engaged in informal volunteering within the community (outside of their families). In total, 36% of the French population aged 15 or older engages in volunteering activities of various kinds.

There are 18 million French bénévoles engaged in voluntary activities: 36% of the French population aged 15 or older.

According to this IFOP Survey, people above the age of 65 are those who engage most as volunteers (one in every two volunteers), followed by the group aged 50 to 64 (48% of the population in this age group engages in volunteering). e engagement of young people, aged 15 to 24, is also quite high (one in three volunteers) and there is a decrease in the level of engagement after the age of 25, which then picks up and raises again after the age of 35. ere are more female (roughly 54%) than male volunteers, although the di erence in numbers increases when volunteering is carried out within voluntary organisations. However, it should be noted that women are under-represented in boards of directors and in leadership positions within voluntary organisations. e study also shows that level of education and readiness to volunteer correlate.

Volunteer organisations have a positive image in the French society. A number of opinion polls indicate that citizens trust volunteer organisations more than politicians. It would therefore seem logical that the image of volunteers, the key element of volunteer organisations, should also be positive. Yet this is not always the case, since labels such as "charitable ladies from the upper class", "naïve do gooders", "amateurs" are still, at times, attached to volunteering, which contradicts volunteers being regarded as true heroes when they respond to natural catastrophes and other emergencies.

3. Rapport du conseil économique et social sur l'essor et l'avenir du bénévolat, facteur d'amélioration de la qualité de la vie. Par Marie- érèse Cheroutre)
4. Enquête de l' Institut national de la statistique et des études économiques (INSEE), "Vie Associative" October 2002
5. La situation du Bénévolat en France en 2010 - Enquête France Bénévolat – IFOP – Crédit Mutuel

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

There is a widely shared feeling that volunteer engagement can take such a great variety of forms, that it is not desirable to try to put them all under one specific law.

ere is no speci c law on volunteering, “bénévolat” in France. One rationale is that there is a widely shared general feeling that volunteer engagement (bénévolat) can take such a great variety of forms, that it is not desirable to try to put them all under one speci c law. But there is an agreement on the fact that the law ruling voluntary organisations[6] (VOs) should be preserved in its present form, as it o ers a balanced legal framework for Volunteer Involving Organisations (VIOs).

ere are also many legal acts concerning volunteering, in particular concerning labour regulations, for instance dispositions allowing sta to take time o for volunteering. Sometimes the lack of legal regulations creates some uncertainties, and a need to study jurisprudence before being sure about the legality of certain actions. VIOs are strictly controlled by tax and nancial authorities, who may challenge volunteering activities if they consider that they might qualify as “disguised labour”. ere is also a strict control on how grants (subventions) are spent by VIOs. Another area of strict control concerns the public fund-raising activities of VOs, such as collecting money in the street for a cause or calling for donations. e volunteering sector has set up its own body of peer-control, Le committé de la Charte[7], and VIOs have the responsibility of respecting all these regulations a ecting volunteering activities.

e ministry overseeing the non-pro t sector in France at present is the Ministry of National Education Youth and Associative Life (Ministère de L'éducation Nationale, de la Jeunesse et de la Vie Associative).

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

e most relevant part of the non-pro t sector, from the point of view of volunteer involvement, consists of volunteer organisations (VOs) and volunteer involving organisations (VIOs). e following sections refer only to this kind of organisation, leaving aside other structures such as foundations, cooperatives and mutual organisations. e VIOs sector is presently undergoing major changes. Currently, the main actors in the volunteering sector in France are:

Conseil National de la Vie Associative[8] - CNVA *(National Council for Associative Life)* Founded in 1984, the CNVA used to be a consultative committee composed of VIOs and attached to the French prime minister. is council was replaced in June 2011 by an Haut Conseil de la Vie Associative, a committee whose task is to give expert advice to the government on issues concerning VIOs.

Conférence Permanente des Coordinations Associatives[9] - CPCA *(Standing Conference of Associative Coordinations)* Founded in 1992, the CPCA currently unites 16 sectoral umbrella bodies, representing 700 federations and more than 500,000 local organisations. e CPCA

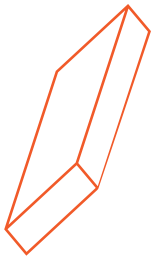
6. Loi du 1er juillet 1901 relative au contrat d'association.
7. http://www.comitecharte.org/
8. http://www.associations.gouv.fr/112-le-conseil-national-de-la-vie.html
9. http://www.cpca.asso.fr/

works to promote the sector in its diversity and the development of the civil dialogue in France. As a national umbrella body, the CPCA deals with cross-sectoral issues of voluntary organisations, represent and promote their common interests towards public authorities and French institutions.

Conseil Economique, Social et Environnemental[10] - CESE *(Economic, Social and Environmental Council)* Since 1984, VIOs are represented in this consultative assembly of the French government. VIOs can therefore have a say in all issues debated at the CESE , and they are able to put forward topics for discussions. e CESE has regional counterparts (CESR) in which local VIOs are also represented.

France Bénévolat[11] *(France Volunteering)* Created in 2003 by the merger of Planete Solidarité and the ailing Centre National du Volontariat, France Bénévolat is the largest national volunteer centre in France today, with 300 regional centres or counters nationwide. France Bénévolat ful ls three main functions: 1) brokerage between volunteer availability and demand 2) promotion of volunteering and 3) recognition of volunteering. It undertakes studies, commissions surveys, organises two big, annual conferences on di erent volunteering-related topics. It has developed tools for the recognition of skills and competences acquired through volunteering, for instance the Volunteer Passport.

Espace Bénévolat[12] *(Volunteering Space)* is a Paris-based structure of volunteer centres, focused on e-techniques for volunteering brokerage. It also undertakes activities related to the promotion or recognition of volunteering, such as awards for youth volunteering. It runs a special program for volunteers involved in literacy programs called “Coeurs à lire’.



Fondation du Bénévolat[13] *(Foundation for Volunteering)* set up in 1994, the foundation provides insurance schemes for volunteers.

Fédération Française du Bénévolat et de la Vie Associative[14] *(French Federation of Volunteering and Associative Life)* is based in the city of Mulhouse and does brokerage at local level, and holds a yearly European Award for volunteering in the framework of an event usually held at the European Institutions in Strasbourg.

e Regional centres of France Bénévolat are autonomous and independent organisations with their own governing bodies. ey ful l similar functions to the three roles described above for France Bénévolat, with di erent levels of e ciency. e national structure provides help and guidance for the regional centres when needed and there is cooperation and pooling of resources, in particular between local centres in the same region.

Generally, there used to be little cooperation between the di erent volunteering support-structures listed above. One of the collateral bene ts of the European Year of Volunteering (EYV) 2011 has been a greater cooperation between them, in particular between France Bénévolat and Espace Bénévolat, as they contributed to the same preparatory meetings and were members of the same Alliance EYV -France.

10. http://www.conseil-economique-et-social.fr/
11. http://www.francebenevolat.org/
12. http://www.espacebenevolat.org/
13. http://www.benevolat-info.fr/index_accueil.php
14. http://www.benevolat.org

CPCA acts as an umbrella organisation for VIOs, working in di erent but well-de ned elds of activity such as sports, culture, environment etc. Volunteer centres were not members of this structure but France Bénévolat and Espace Bénévolat have cooperated closely with the CPCA during the European Year of Volunteering, in the framework of the Alliance EYV-France. e idea of this Alliance was launched by France Bénévolat but its secretariat was then taken over by the CPCA, which as an advocacy body promoting issues that are common to associations, had the scope to promote volunteering, the common feature for the organisations.

e largest VIOs are active in eld like sports, health care, rst aid and medical assistance. Some of the most representative ones are the French Red Cross, Secours Catholique (French Caritas), Secours Populaire (a secular counterpart of Secours Catholique). It is di cult to know the exact number of volunteers in each structure. According to the survey commissioned by France Bénévolat from the Agency IFOP[15], there are 11.3 million French people who volunteer within VIOs, 4.5 million in other organisations such as trade unions, political parties, religious organisations, and 7.3 million who engage in volunteering in the community (outside their families), concluding that about 36% of the population aged 15 and over engages in voluntary activities.

VIOs cooperate with each other within the same sector, e.g. sports, youth, culture, social sector and structures such as CPCA also facilitate cross-sectoral cooperation. Moreover, the French government periodically organises conferences, prepared by di erent working groups composed by voluntary sector representatives. Volunteer centres participate in such conferences and also remain involved in sectoral groupings. In addition, France Bénévolat has a standing committee uniting some of its most important partners amongst VIOs, with the aim of pooling information and resources as well as carrying out some prospective work.

15. La situation du Bénévolat en France en 2010 - Enquête France Bénévolat – IFOP – Crédit Mutuel

5. OTHER STAKEHOLDERS

e other components of the non-pro t sector, namely cooperatives and mutuals are partly managed by volunteers and provide voluntary activities.

Public authorities are mainly engaged in supporting and promoting the other form of volunteering, the volunteering with a status (volontariat) for the age group 18-28 by nancing 85% of the monetary compensation they receive during their volunteering mission, whether these are missions overseas for humanitarian aid, missions in diplomatic service, civic service etc.

ere are no volunteers involved in public services. However, public authorities (municipality, local authorities) also promote volunteering (bénévolat) through activities such as town twinning, actions that involve a great number of volunteers usually managed by a VIO subsidised by the municipality. Many local authorities have set up and are subsidising structures called Houses of Associations (Maison des Associations), aiming to facilitate the work of local VIOs by providing information, o ce space and equipment, meeting rooms and guidance to VIOs.

Some large companies have set up volunteering programmes for their own employees; this is not yet a common practice, although its scope is growing. When setting up these programmes, they sometimes seek advice from volunteer centres such as France Bénévolat. Businesses also fund volunteer activities carried out by VIOs.

Schools are not involved in the promotion of volunteering, and there is no volunteering subject included in the school curricula. Another positive result of the European Year of Volunteering 2011 was that the Ministry of Education allowed VIOs to launch an operation called "Ambassadors" in schools aiming at raising teachers and pupils' awareness of volunteering. is operation will continue and is one of the legacies of the European Year in France.

Some schools and higher education establishments, such as Ecole Supérieure de Commerce de la Rochelle[16], encourage volunteering but mainly as private initiatives, which thus remain isolated cases rather than a norm within the school system.

Since the national government is tending to diminish its support for VIOs, the latter are developing closer links to local authorities in order to promote their aims and volunteering. Partnership with businesses is still at its very beginning, but interest in establishing such partnerships is growing.

6. FUNDING OPPORTUNITIES

It is di cult to identify the concrete funding sources for volunteering in France as the funding is part of the general system of supporting the overall non-pro t sector. e main source of funding is the public sector, state and local authorities. Social Institutions, social security bodies also participate in the funding of the non-pro t sector. ere are no reliable gures of the global amounts.

At national level, some organizations sign triennial funding contracts with the government. However, such funding is not always reliable as contracts may be changed and payment schedules are not always respected, which generates cash- ow problems. As a result, requirements to receive such funding get more and more demanding and complex.

Membership based volunteering is in decline and present members of local voluntary organisations are getting older - therefore there are concerns about the future of voluntary organisations.

Other sources of funding for the non-pro t sector include own funding of organisations and funds from businesses or donations. Operational grants are rare, and project-based funding is more frequent. Project targets have to be de ned more and more precisely in order for a proposal to be accepted and funded. Funding by business as well as private, individual donations are still not wide-spread in France but there is tendency towards them increasing.

Fund-raising by organisations is well-organised in the charity, social and cultural sectors. Only about 60 large organisations appeal to the generosity of the public by fund-raising. ey are united in an organisation called "France Générosité". Volunteer centres are not members of this body and they do not run fund-raising campaigns.

16. www.esc-larochelle.fr

7. REGULAR AND SYSTEMATIC RESEARCH

ere is reliable research on volunteering in France but it is not carried out systematically. ere are institutes conducting research in the eld of volunteering, for example *Recherches et Solidarités*[17] and universities, such as the *University Paris 1 Panthéon-Sorbonne*, where excellent research has been carried out by reputable researchers such as Viviane Tchernonog and Edith Archambault. ere are also sociologist in di erent French universities who have worked on voluntary organisations or related subjects. ese academic works are used by VIOs, but unfortunately organisations cannot in uence the researchers' topic choice.

e government has a speci c fund for which VIOs can apply in order to carry out research on topics of their interest but the sums are not substantial. e impact of volunteering is not constantly and properly measured. Voluntary organisations are advised to indicate in their budgets the monetary value of the volunteer work, merely as an indication. ese amounts are approximate, calculated on the basis of what the replacement cost, meaning what would have been the cost of the service delivered by volunteers if paid sta would have been employed. More regular research and statistics would be helpful in order to identify the targets and real issues, and therefore to develop the right programmes responding to real needs.

Voluntary organisations are advised to indicate in their budgets the monetary value of the volunteer work, as an indication.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

ere are no formal ethical codes for volunteering in general. Individual VIOs have nevertheless developed di erent documents such as charters, in which the rights and responsibilities of volunteers engaging in these organisations are mapped out. ere are two organisations that comprise those VIOs who want to respect ethical codes concerning donations: *"La chartre du Don en confiance"*[18] created in 1988, and *"France Générosité"*[19] created in 1999 as a union of 71 organisations who carry out public fund-raising campaigns.

17. http://www.recherches-solidarites.org/
18. http://www.comitecharte.org/
19. http://www.francegenerosites.org/

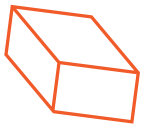
9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

France is lacking a national database of volunteers and volunteer opportunities. France Bénévolat at the national level as well as other volunteer centres at a more local level, however record volunteer opportunities in order to match them with people wanting to volunteer.

ere is no public policy to promote volunteering or communicate volunteering to the public at large on a regular basis. is is done occasionally, linked to particular events, such as the organisation of a national conference on the future of volunteer organisations, the EYV2011 Tour[20] stop in Paris etc. e promotion of volunteering is undertaken by each individual organisation according to its own policies and means.

National media is not very receptive to volunteering, except for very particular circumstances or events. Local media is more likely to carry items on volunteering describing the activities of local volunteer organisations.

e coverage generally sheds a positive light on volunteering but tends to concentrate on exceptional events.



10. ADDITIONAL COUNTRY SPECIFICITIES

All relevant country speci cities have been outlined above.

11. RECOMMENDATIONS

In France, a distinction is made between mainstream volunteering (Bénévolat) and volunteering with a status (Volontariat). is is not the case elsewhere in Europe and permanently needs explanation. Yet it would be very useful to make this di erence also at the European level when proposing helpful infrastructures for the development of volunteering, as the needs of these two forms of volunteering are not the same.

As already proposed in CEV's Manifesto for Volunteering[21], we recommend the adoption of a status for "European Associations", considering that "such a status would enhance the visibility of the volunteering infrastructure organisations at the European level and would acknowledge their role in building a European identity, in fostering mutual understanding and building European social capital".

20. http://europa.eu/volunteering/
21. e European Volunteer Centre (CEV), 2009. European Elections Manifesto Do you engage for those who engage?

Resources

Conférence Permanente des Coordinations Associatives www.cpca.asso.fr

Conseil Economique Social et Environmental www.conseil-economique-et-social.fr

Comité de la Charte www.comitecharte.org

Ecole Supérieure de Commerce de la Rochelle www.esc-larochelle.fr

Espace Bénévolat www.espacebenevolat.org

European Volunteer Centre (CEV), 2010. *"An enabling volunteering infrastructure in Europe: Situation – Trends – Outlook, Final Report – Conference Conclusions"*

European Volunteer Centre (CEV), 2009. *"European Elections Manifesto Do you engage for those who engage?"* http://www.cev.be/117-cev_2009_2014_european_parliament_manifesto-en.html

France Bénévolat www.francebenevolat.org

France Générosités www.francegenerosites.org

Institut national de la statistique et des études économiques www.insee.fr

La Fédération Française du Bénévolat et de la vie Associative www.benevolat.org

La fondation du Bénévolat www.benevolat-info.fr

La situation du Bénévolat en France en 2010 - Enquête France Bénévolat – IFOP – Crédit Mutuel

Le Passeport Bénévole www.passeport-benevole.org

Loi du 1er juillet 1901 relative au contrat d'association

Ministère de L'éducation Nationale, de la Jeunesse et de la Vie Associative www.associations.gouv.fr

Marie- érèse Cheroutre. *Rapport du conseil économique et social sur l'essor et l'avenir du bénévolat, facteur d'amélioration de la qualité de la vie*

Recherches Solidarités www.recherches-solidarites.org

United Nations Volunteers, 2005. *'Developing a Volunteer Infrastructure – A Guidance Note', Bonn: Bonner Universitäts-Buchdruckerei*

GERMANY

CHAPTER

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

In Germany, volunteering mostly takes place in voluntary organisations, for which the statutory legal form is the registered association (eingetragene Verein, e.V.). Furthermore the churches, welfare associations and public institutions such as schools and museums, also have volunteering programmes. In a broader sense this can be called the basic infrastructure where volunteering is organised.

In the narrow sense, the concept of "volunteering infrastructure" within the German debate contains organisations and institutions, such as volunteer agencies, volunteer centres or self-help contact points, that have been established over the past three decades. ese facilities respond to the growing need of many volunteers for independent advice, matching and placing. Over the past three decades many di erent forms of infrastructure facilities, each have di erent priorities, have developed. Some for example address speci c target groups such as senior volunteers (aged 50 and above) or disabled people (self-help contact points). All infrastructure facilities have however the common aim to act as information hubs and development centres for volunteering and civic engagement.

Overview and gures of existing infrastructure facilities in Germany include: approximately 300 volunteer agencies and centres (*Freiwilligenagenturen, zentren*); around 250 senior centres (*Seniorenbüros*); 212 self-help contact points (*Selbsthilfekontaktstellen*); 500 *Multi-Generation Centres or Houses*, established since 2006 through Mehrgenerationenhäuser, a programme funded through the European Social Fund (ESF); 237 community foundations (*Bürgerstiftungen*).

Further types of facilities with similar functions are the Local Contact Points within community administrations or set-up as independent hubs; Community O ces for Citizens, set-up in the frame of the ESF Programme Soziale Stadt; Focus Points for local development in rural areas; Neighbourhood-Centres (*Nachbarschaftshäuser*); Socio-Cultural Centres; Local initiatives in the context of the Agenda 21[1]; Parental and Family Centres; Care Centres. Most of these infrastructure facilities are rather small in size and capacity, having 1 to 2 professional sta , and few of them have up to 20 employees.

e main function of the infrastructure in Germany is to act as information hubs and development centres for volunteering, counsel and place volunteers into local projects and groups, explore, develop and transfer innovative projects and new forms of volunteering. Mentoring projects, where senior volunteers support young people at the gateway from school to professional life, have developed in Germany in large numbers.

1. Agenda 21 is a comprehensive plan of action to be taken globally, nationally and locally by organisations of the United Nations System, Governments, and Major Groups in every area in which human impacts on the environment. Agenda 21 was adopted at the United Nations Conference on Environment and Development (UNCED) held in Rio de Janerio, Brazil in 1992. Available at: http://www.un.org/esa/dsd/agenda21/

Besides that there is a large sector of organisations and associations following well-de ned purposes in speci c areas that work with volunteers. e voluntary re brigades or rescue services are part of this category. But also sport clubs and cultural initiatives such as laity chorales or amateur theatres traditionally are organised by and with volunteers since the 19th century. Furthermore there are a growing number of professionally led institutions such as kindergartens, schools, senior residences, hospitals, which work with volunteers.

2. VOLUNTEERING LANDSCAPE

Between 1999 and 2002 the Enquete Commission on the Future of Civic Engagement of the German Parliament (Enquete-Kommission Zukunft des Bürgerschaftlichen Engagements des Deutschen Bundestag) has established a commonly accepted de nition of civic engagement/ volunteering (*"bürgerschaftliches Engagement"*) and de nes it as including activities that:

- *are oriented towards the common good and benefit,*
- *are voluntary, without an employer-employee-relationship and its legal framework,*
- *take place in the public sphere and address groups outside the familial circle,*
- *are unpaid and not for financial gain, although in certain cases a limited payment as a form of compensation may be acceptable.*

Since 1999 a national survey on volunteering (Freiwilligensurvey) is compiled every ve years based on 15,000 to 20,000 interviews. According to the latest survey of 2009, 36% of the German population above 14 years of age volunteer. is gure remains stable since 1999. Further ndings of the survey show that more men (40% of total population) than woman (32%) are active in volunteering. ere is a considerable gap between the new federal states in the East and the West of Germany, in the East fewer people volunteer, given that civil society infrastructure of independent associations did not exist before 1989 and is still developing today. Families with several children are more often engaged in volunteering than singles. More volunteers can be found in rural areas (40%) than in urban centres (30%).

There is a considerable gap between the East and the West of Germany: fewer easterners volunteer, given that civil society infrastructure of independent associations did not exist before 1989 and is still developing today.

Besides those who volunteer, an additional 30% of the German population is seen as active in society, as they are members of sport clubs or choirs. About one third of those who do not yet volunteer are generally willing to do so. Youth volunteering engagement has been slightly declining over the past ten years (from 37% in 1999 to 35% in 2009), partly the growing intensity of school and university obligations and the shorter study times seem to be responsible for this development; the volunteering engagement of the age group above 60 has increased considerably over the past ten years (from 31 to 37%).

Since the International Year of Volunteers (IYV) 2001, public awareness of the value of volunteering and civic engagement has constantly increased. is is visible, amongst others, through the growing number of infrastructure facilities but also through the growing recognition, awards and prizes given to volunteers and outstanding persons. Since 2004 the annual Week of Civic Engagement (Woche des bürgerschaftlichen Engagement) is organised successfully as one of the main instruments for awareness raising and recognition for volunteering by the National Network for Civil Society (Bundesnetzwerk Bürgerschaftliches Engagement, BBE) and gathers each year around 1,500 projects and initiatives at the local,

regional and national level[2]. Since 2009 a national volunteering award has been in place[3]. Furthermore there was an increase in the media coverage on volunteering over the past years. In 2009, ARD[4], the main German broadcasting network, has designated a whole thematic week to volunteering.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

Legal provisions relating to volunteering

Currently work has begun on a comprehensive legal foundation for voluntary services (*Freiwilligendienste*). ese services include the obligation to commit to charitable work for at least 20 hours a week. Voluntary services are especially attractive to teenagers and young adults who want to orientate themselves professionally. e proposed law on voluntary services is intended to regulate, among others, the extent and duration of voluntary services, the possibility of training and the amount of subsidy from public funds for the volunteer placements.

Recent developments make it however questionable whether or not this law will be adopted. And with the abolishment of conscription in 2011, the debate on the future of voluntary services has intensi ed. Until then there were several forms of services: the youth services at state level, "Voluntary Social Year" (*Freiwilliges Soziales Jahr*) and "Voluntary Ecological Year"(*Freiwilliges Ökologisches Jahr*), as well as speci c voluntary service programmes led by federal ministries with di erent target groups and orientations.

In July 2011 a new National Voluntary Service Programme, available for all generations, was introduced. In view of this development, a voluntary service law would apply only to a small group of people, around 80,000 placements including 35,000 placements within the Voluntary Social Year and 35,000 placements in the newly introduced Federal Volunteer Service (*Bundesfreiwilligendienst*) replacing the German Civilian Service (*Zivildienst*) that ended along with the termination of conscription in 2011.

Apart from the regulation on voluntary service, there is no general law on volunteering. However, there is an announcement of such a law in the coalition agreement[5] of the federal government of 2009.

In October 2010 the German Government has published a National Strategy on Volunteering that was elaborated following a wide consultation process through the "National Forum for Engagement and Participation" organised by the BBE[6]. e National Strategy has been broadly criticised by civil society as it falls behind already agreed principle. In the eyes of most voluntary organisations and third-sector-associations, a comprehensive law for civic engagement would be helpful, but in order to achieve this, a thorough public discussion would be needed. is discussion would have to be led without constraint, time pressure and with all relevant actors in this area included. e mechanisms and results of the National Forum for Engagement and

2. www.engagement-macht-stark.de
3. www.geben-gibt.de
4. ARD-Arbeitsgemeinschaft der ö entlich-rechtlichen Rundfunkanstalten der Bundesrepublik Deutschland (Consortium of public-law broadcasting institutions of the Federal Republic of Germany) www.ard.de
5. www.cdu.de/portal2009/29145.htm
6. www.b-b-e.de/index.php?id=forum

Participation could be used as a starting point for the discussion.

So far, the legal provisions relevant to volunteering can be found in di erent legal texts. For instance, this includes the Social Codes (*Sozialgesetzbücher*) II and XII – volunteering by unemployed or welfare recipients, VIII – open youth and street work, the Civil Code (*Bürgerliches Gesetzbuch*) – public insurance for volunteers, the Income Tax Code (*Einkommensteuer Gesetzbuch*) – de nition of charitable, non-pro t status of bodies, rules for tax-free expense allowance for volunteers.

Further more, there are several regulations in the federal states, which have the main responsibility for the promotion of volunteering. ese include for instance regulations on the exemption from volunteer assignments during work hours, rules for reimbursement of expenses for the volunteer re department etc.

Because of the lack of a comprehensive law on volunteering, the distinction is missing between civic engagement and professional activities like contract and secondary employment exercised to generate income.

Because of the lack of an overarching and comprehensive law on volunteering, the legal regulation is missing a distinction between civic engagement and professional activities like contract and secondary employment exercised to generate income. According to experts there is also a need for a reform regarding the de nition of the charitable status of public bodies. In this case, European law is also concerned (e.g. the European Services Directive). Many non-pro t organisations working with volunteers are at the same time market participants and therefore under intense competitive pressure. is makes it important to consider protective mechanisms against the misuse of voluntary activities in pro t-oriented organisations. It would be the task of the Federal Government and the Federal Parliament to create a legal basis for this, in coordination and cooperation with the federal states (Bundesländer) and consulting the voluntary sector.

Funding provisions in the legal context

In the federal structure of the Federal Republic of Germany (*Bundesrepublik Deutschland*), that distinguishes between federal-national level, state level and municipal level, it is primarily the local level (municipalities, cities and counties), which funds the infrastructure of volunteering permanently. e municipalities cooperate with many local independent actors such as charities and associations. e federal and the state level public authorities gave and give signi cant pushes regarding the construction of infrastructure through pilot projects. For example, the Ministry for Family A airs, Senior Citizens, Women and Youth (*Bundesministerium für Familie, Senioren, Frauen und Jugend, BMFSFJ*) funded a large pilot programme *Mehrfamilienhäuser*: 500 multigenerational houses[7] each received 40,000 EUR per year (the term being ve years). Earlier programmes of this Ministry were relevant to infrastructure, such as the 1990s funding of o ces for elderly people[8] and empowerment, self-help agencies[9].

ey were the start for major infrastructure developments. At the moment the BMFSFJ promotes the Service Centre *"Initiative for Community Foundations"*[10] to advance the nationwide establishment of community foundations. In the next years, the federal government will be focussing on multi-generational housing and community foundations as types of infrastructure, while other infrastructures, such as volunteer agencies, will only be marginally funded. Beyond that, the BMFSFJ supports the national coordinating structures for the volunteer agencies (BAGFA, see below) with annual subsidies.

7. www.mehrgenerationenhaeuser.de
8. www.seniorenbueros.org
9. www.seko-bayern.de
10. www.die-deutschen-buergerstiftungen.de

Other funding schemes can be found at state level. e state of Bavaria promotes the establishment of 40 voluntary agencies[11] in lagging rural areas. e state of Lower-Saxony supports one elderly citizen service o ce[12] in every county and every district town, which is aimed primarily at winning the civic engagement of the generation above 50. At the moment the Hanseatic City of Hamburg[13] is considering establishing up 40-50 neighbourhood o ces.

In the coming years, the federal and the state level as well as the municipalities have committed to better coordinate the promotion and funding policy for infrastructure development. In any case, all government levels want to sustainably secure and fund permanently, rather than initiating any new pilot programmes. In order to reach this goal they have to revise their strong preference, as seen in the last two decades, for short-term pilot projects.

However, it is very di cult to merge the various developments, initiated in recent years by the Bund, Bundesländer and local authorities. In addition, civil society actors must be involved because they are the most notably responsible body for infrastructure facilities. One can criticise that, the federal level has to learn how actors communicate at every level with stakeholders from civil society.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

Volunteering infrastructure

In Germany there is no centralised national volunteer centre, but many associations which represent the types of infrastructure at the federal level. ere is the National Association of Volunteer Centres and Agencies (*Bundesarbeitsgemeinschaft der Freiwilligenagenturen, BAGFA*) as the national coordinating body of the volunteer agencies. Also at state level there are some associations of volunteer centres[14], for example in North Rhine-Westphalia and Bavaria.

e National Clearing House for the Encouragement and Support of Self-Help Groups (*Nationale Kontakt und Informationsstelle zur Anregung und Unterstützung von Selbsthilfegruppen, NAKOS*[15]) is the national umbrella organisation of self-help organisations. Other relevant associations at national level are the Federal Association of Senior Citizens O ces (*Bundesverband für Seniorenbüros, BaS*), the Federal Association of Socio-Cultural Centres (*Bundesvereinigung Soziokultureller Zentren eV*[16]). e multi-generation houses do not have a form of self-organisation, but they are seeking for it. e Federal Association of German Foundations (*Bundesverband Deutscher Stiftungen*[17]) is coordinating the initiative for community foundations and currently trying to nd contacts at the regional level, for community foundations.

e funding of these networks, foundations and associations is organised di erently. Usually they are associations, of which the individual infrastructures are in fact members. However there are also associations under the umbrella of large charity organisations such as the Caritas Network of Volunteer Centres (*Verbund Freiwilligen-Zentren im Deutschen Caritasverband*[18]).

11. www.bagfa.de
12. www.ms.niedersachsen.de
13. www.hamburg.de/ehrenamtliches-engagement
14. www.lagfa.de
15. www.nakos.de
16. www.soziokultur.de/bsz/
17. www.stiftungen.org
18. www.caritas.de

Networks of specific interests, foundations and associations

In addition to these organisations, who represent certain types of infrastructure of civic engagement on state and federal level, there are national associations aiming at speci c issues, some of which are closely linked to infrastructure developments; these include the *Stiftung Mitarbeit*[19] and the *Association of Active Citizenship*[20], who supports the development of community foundations and is supported by the cooperative banks in Germany. Furthermore there are a few foundations that are particularly devoted to the promotion of civic engagement and its infrastructure, such as the *Robert Bosch Foundation*[21], *Alfred Toepfer Foundation*[22] or the *Generali Future Fund*[23]. Eventually, there are thematic networks, such as the Centre for Corporate Citizenship Germany (*Centrum für Corporate Citizenship Deutschland, CCCD*[24]) or *UPJ*[25] that are active in the eld of corporate volunteering and Corporate Social Responsibility (CSR), as well as voluntary agencies, who serve as intermediary organisations to their members.

In 13 years, the number of civil engagement organisations functioning in Germany almost doubled from 300,000 to 574,000.

e largest association is the German Olympic Sports Federation (*Deutsche Olympische Sportbund, DOSB*[26]), with 27.5 million (as of 2008) members. Almost 25% of all volunteers engage in sports. In addition there are the two main churches (Roman Catholic and Evangelical Lutheran) and associated with them the largest two charity associations: *Caritas*[27] (Catholic) and *Diakonie*[28] (Protestant), with tens of thousands of facilities such as homes for the elderly, nursery schools and other social services, where people volunteer. 7% of the population over 14 years is involved in church and religious associations. 2.7% are engaged in political interest group (above all in the parties), 1.7% in professional interest group, especially in the unions (source: *Freiwilligensurvey 1999/2004*). In recent decades, these large organisations have steadily lost members. At the same time, however, many small initiatives and associations have grown and their number continues to increase.

us, from 1990 until 2003, the number of organisations almost doubled from 300,000 to 574,000. Between 2001 and 2003 the number grew by 30,000, but it has to be noted that growth took place primarily within the new federal states of the former East Germany.

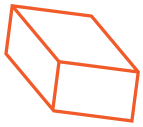
e newly created (in the last three decades) volunteering infrastructure cooperates on many levels with traditional associations and organisations in sports, culture, education and social issues. Together they develop projects and promote volunteering in their organisations. However, these contacts could be even more intense. Sometimes the traditional organisations, such as volunteer re departments or charities, consider the new infrastructural facilities as competitors. However, the new infrastructure facilities are also partly linked organisationally with the charities. For instance Caritas, the biggest German charity, started to found and fund volunteer centres in 1996. As such, 53 out of the 300 voluntary agencies in Germany belong to the Caritas network of Volunteer Centres[29].

Despite these connections and cooperation, the main challenge of the further development of volunteering infrastructure will be to bridge the gap between voluntary agencies and the

19. www.mitarbeit.de
20. www.aktive-buergerschaft.de
21. www.bosch-stiftung.de
22. www.toepfer-fvs.de
23. www.generali-zukunftsfonds.de
24. www.cccdeutschland.org
25. www.upj.de
26. www.dosb.de
27. http://www.caritas-ehrenamt.de/
28. www.p ege-und-diakonie.de/ehrenamt/index.html
29. www.caritas-ehrenamt.de/53691.html#Bayern

traditional German associations with their history dating back to the 19th Century. e traditional associations have certain needs for support: they have di culties in recruiting new voluntary trustees and board members and they face funding problems. In order to take a closer look at this phenomenon the Robert Bosch Foundation aims to start a new research programme; it is planned that volunteer centres will support traditional associations in organisational development and in the search for suitable candidates for board members.

Cross-cutting networks for civic engagement



In Germany cross-communication and cooperation structures of the di erent types of infrastructure are not very pronounced yet. ere are some networks at state level, such as the *Network for civic engagement in Bavaria*[30]. eir members are volunteer agencies, senior o ces and self-help agencies. In order to prevent overlapping elds of work as well as competition in fund-raising and in the allocation of public resources, an improvement of cross-cooperation forms is urgently needed. However, at the local level there are some networks where all local types of infrastructure are involved. ese include the *Network for Civic Engagement in Berlin*[31], the *network Aktivoli Hamburg*[32], *Förderung von Bürgerschaftlichem Engagement (FöBE*[33]*)* or the *Round Table Civic Engagement Nürnberg*.

In June 2002 the National Network for Civil Society (*Bundesnetzwerk Bürgerschaftliches Engagement, BBE*[34]) was founded. BBE acts as national network-structure for all organisations involved in the promotion of volunteering, linking associations from the ird Sector, business and work life and federal and community institutions. BBE consists of 230 member organisations including the Churches, unions, corporations, foundations and governmental institutions as well as the full scope of the German civil society associations on national level (most of them being sectoral umbrella organisations representing millions of members) as well as the infrastructure associations. Its di erent working groups formulate and publish statements and advisory opinions. ey address topics like education and civic engagement, local engagement policy, corporate volunteering and civic engagement policies in Europe. Over the past two years the BBE has organised the consultation process to develop the National Strategy for Volunteering recently published by the German government.

5. OTHER STAKEHOLDERS

Public institutions

Within the federal government the Federal Ministry for Family A airs, Senior Citizens, Women and Youth (BMFSFJ) is responsible for matters concerning civic engagement and volunteering. Within the ministry, there is a subdivision, Civic Engagement, having over 30 employees. In recent years the big model project of multigenerational homes was of major importance for the promotion of infrastructure of civic engagement especially. Moreover the BMFSFJ promotes large and small pilot projects and public campaigns. Signi cant nancial contribution is required, however, in the near future for the construction of the federal voluntary services.

e BMFSFJ also funded image campaigns for civic engagement, such as in 2009, the public campaign “Geben gibt”. e Ministry also supports the “Week of Civic Engagement” organised by the BBE that takes place every year in September.

30. www.wir-für-uns.de
31. www.berlin.de/buergeraktiv/be/wissen/berlinerlandesnetzwerk.html
32. www.aktivoli.de
33.
34. www.b-b-e.de

Each federal state has o ces or departments concerned with the promotion of volunteering. Usually they are attached to the prime minster's o ce or to speci c ministries. In recent years much has been achieved: for example improving the insurance protection for volunteers and the culture of recognition through VolunteerCards and certi cates. Furthermore currently processes of good governance (civic municipality) appear to be gaining importance and are funded by several states.

Local administration of medium and big-sized cities but also of counties have employed more and more paid full-time coordinators for volunteers and fundraising in recent years.

e responsibilities of these coordinators are inter alia to open the di erent agencies and departments of public service for civic engagement. is includes o ering internal training and coaching towards a citizen-oriented administration, which sees itself as a facilitator enabling civic engagement. ese full-time coordinators address directly the citizenry. ey organise for example participatory processes in important issues of community development. ese organisational forms of citizen participation (Agenda-Commissioner) can be traced back to the proposals of the local Agenda 21. Due to the development of municipal governance these forms of citizen participation have grown in recent years.

ere is a special situation in the state of Baden-Württemberg[35], where there are volunteer centres within local authorities. erefore the volunteer managers are employees of the city or county.

Other stakeholders

e political foundations of the major parties, i.e. the *Friedrich-Ebert-Foundation*[36] (Social Democrats) and *Konrad-Adenauer-Foundation*[37] (Christian Democrats) have become important fora for the discourse on civic engagement. ey organise conferences and publish discussion papers on a regular basis.

ere is no widespread programme on service-learning, but within the coming years the schools are going to become increasingly important partners and stages for volunteering. One reason lays within the rising of full-time schools in Germany. e voluntary work that traditionally took place in organised youth sports, cultural clubs, outside the school, now has to be integrated into the school life. Secondly there are more and more voluntary mentoring arrangements relating to schools. Here, people who are in business or already have a working life behind them, are supporting pupils on their way to chose a profession. irdly there is a lively debate on the subject and importance of informal and social learning, in which experts keep pointing to the importance of strengthening civic engagement opportunities. In addition, better opportunities for participation are required to make the school a place where democratic attitudes and a civil discussion culture are practiced[38].

e National engagement strategy of the Federal Government has highlighted in particular schools as an important reference point of the engagement policy. However, the responsibility of the school system lies not within the federal government, but with the states.

Some states such as Baden-Wuerttemberg initiated extensive programmes integrating civic engagement in school. Approximately 1,000 schools already have voluntary youth guides. Many

35. www.buergerengagement.de
36. www.fes.de
37. www.kas.de
38. www.wir-fuer-uns.de/landesnetzwerk/i1702.htm school/

other states are hesitating here. BBE organises every two years a large expert conference on Civic Engagement and schools. ere, best practise examples of local schools which are opening up to civic engagement are presented and documented. e 2010 conference of the BBE was held in October in Hamburg[39].

In recent years the number of volunteer agencies that provide service-learning programmes for public schools and day care centres for children has increased signi cantly. Particularly popular are voluntary reading projects to improve the language skills of children. According to the Volunteer Survey 2009, 7% of all volunteers are active in kindergartens and schools. Similarly, infrastructures such as voluntary agencies (see above) are equally active in cooperation with companies.

6. FUNDING OPPORTUNITIES

Most of the infrastructures of civic engagement depend on funding from public budgets. Usually the funding is not permanent, but tied to pilot programmes ending after a few years. ere is no existing overview of the sum invested by the public sector (federal, states, local level) in infrastructures of volunteering. In the multi-generation houses programme (*Mehrgenerationenhäuser*) for example, 500 facilities are each funded with 40,000 EUR per year by the federal government. Other types of infrastructure receive far less funds.

e municipalities (cities and counties) are mainly responsible for the sustainable promotion of volunteer agencies and centres. Sometimes charities themselves nance volunteering agencies. Additional permanent funding opportunities exist for individual types of infrastructure like nursing centres (promoting volunteer work in nursing care), counselling services for family caregivers (for example, in the care of dementia sick people) and self-help contact centres (solely health self-help groups) receive money from the nursing care insurance funds.

In part, funds also ow from the urban development promotion programme[40] or from the development of rural areas programme of the European Union, *Integrierte ländliche Entwicklung (ILE)* and *LEADER*[41], in infrastructure development for volunteer work. In addition to this basic funding, there are resources, for example from particular services (Corporate volunteering), from foundations and donations. However, since 2009 the nancial crisis put these resources at risk.

Furthermore, there are funds from foundations. Especially active are the Robert Bosch Foundation, the Generali Zukunfsfond, the Alfred Toepfer Foundation. ey consider civic engagement as a core task. Donations and sponsorship mainly play a role in individual projects; they are not involved in permanent funding. e share of nancing from public funds is estimated at three quarters of the total revenue of the infrastructures of civic engagement.

Many of the volunteering infrastructures hope to increase revenue from enterprises in the coming years, for example, by the organisation of Caring Days. In recent years, the expenditure of public funding for civic engagement has increased continuously. Due to the nancial crisis the government has to deliver austerity measures. Now it is feared that this positive trend is going to be reversed.

39. www.freiwilligen-agentur.de/download/Bildung_Hamburg.pdf
40. www.sozialestadt.de
41. www.landentwicklung.bayern.de, www.leaderplus.de

7. REGULAR AND SYSTEMATIC RESEARCH

Since 1999 a national survey on volunteering (Freiwilligensurvey) is compiled every ve years based on 15,000 to 20,000 interviews. According to the latest survey, carried out in 2009, 36% of the German population above the age of 14 volunteer. is survey is nanced by the Federal Ministry for Family, Senior Citizens, Women and Youth. e national government also has declared to publish a national report on volunteering every 4-5 years. e rst issue is foreseen to be presented in the second half of 2012 with the main focus on corporate volunteering and CSR.

For each euro invested into the volunteering infrastructure there are 7 euros expected in return.

Further research is done on the e ect and impact of volunteering. By order of the Bavarian Ministry for Labour and Social A airs the Catholic University of Munich has undertaken a use-of-potential analyses. e result was that for each EUR invested into voluntary infrastructure there would be 7 EUR in return.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

ere is a growing number of training and formation services for volunteer management (e.g. Akademie für Ehrenamtlichkeit e.V.) addressing central issues and standards on how to work with volunteers, culture of recognition, participation and training. BAGFA has developed a comprehensive “seal of quality” for volunteer agencies. So far 54 agencies have undergone the certi cation process, which will be undertaken by an independent expert group. For the multi-generation houses a comprehensive self-evaluation instrument has been developed. Each house has to undergo an intensive self-evaluation analysis on a regular basis. Future funding depends on this analysis.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Over the past years many regional and local online databases have been created, which give an overview of facilities and volunteering possibilities. Up until now however no national standard could be established, so there is no nationwide outline of the total number of available places. e rst attempt for a nationwide database was funded by the BMFSFJ in 2009 but failed due to technical problems.

Since the International Year of Volunteers (IYV) 2001 the public awareness of the value of volunteering and civic engagement has constantly increased. is is visible, for instance, through the growing number of infrastructure facilities but also through the growing number of awards and prizes for volunteers and outstanding people. Since 2004 the annual Week of Civic Engagement (Woche des bürgerschaftlichen Engagement) is organised successfully as one of the main instruments for awareness raising and recognition for volunteering by the National Network for Civil Society (Bundesnetzwerk Bürgerschaftiches Engagement – BBE) and gathers

each year around 1,500 projects and initiatives at local, regional and national levels[42]. Since 2009 a national volunteering award has been proclaimed[43]. Furthermore an increase in the media coverage on volunteering can be recognised over the past years. In 2009 the main German broadcasting network, the ARD, has designated a whole thematic week to volunteering.

10. ADDITIONAL COUNTRY SPECIFICITIES

e promotion of the welfare state traditionally plays the most important role within ird Sector funding policy. is also counts for the volunteering infrastructure. For development of the infrastructure it will be important to secure a sustainable funding through the public sector in order to achieve a broad based extension of facilities. National, state and local level will have to cooperate more closely.

In recent time a new protest movement within civil society can be noted on all political levels (train station in Stuttgart, campaign against nuclear technologies etc.). is growing political discontent of the citizens indicates the necessity for new governance structures and political participation at all levels.

11. RECOMMENDATIONS

Over the past years volunteering infrastructure has grown signi cantly in Germany. However, the facilities are mostly insu ciently and insecurely nanced. Very rarely they have more than one or two full paid sta members. is leads to a great diversity on the one hand, and to a growing insecurity on the other hand. It will be one of the main tasks of volunteering policy in the years to come to ensure greater stability. e federal structure in Germany marks one problem in this direction. A profound coordination between the federal and state levels is needed taking into account the reality and needs of the municipalities. Despite declarations of intent however no complementary and sustainable programmes are in sight. One can doubt whether they would be realisable at all.

Also the National Strategy on Volunteering, passed by the Federal government in October 2010, does not yet include strategic solutions for the coordination and funding of the volunteering infrastructure. e federal government should explore how a basic core funding of infrastructure facilities could be realised through the federal budget. e funding should be part of a national instrument for the promotion of civic engagement and should contain the following components: basic funding of infrastructure facilities; speci c programmes directed to di erent target groups, such as elderly, migrants; innovative schemes, transfer of good practice.

42. www.engagement-macht-stark.de
43. www.geben-gibt.de

For the establishment of a strategic approach to the promotion of volunteering a reliable analysis of the reality at place is necessary. In this respect an evaluation of the instruments and the quality management is needed.

e EU, with its in uential programme funding, could be helpful in promoting a volunteering strategy aimed at the public welfare. Here, the upcoming programme generation 2014-2020, could already set the course.

Resources

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CHAPTER

GREECE

VOLUNTEERING INFRASTRUCTURE

AUTHOR
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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Volunteering and volunteerism are rather new social phenomena in Greek public discourse. ey arose during the "global associational revolution" of the 1980s and the spread of civil society's ideas and ideals. Before, volunteering was a practice, almost exclusively, of the Orthodox Church and traditional organisations like the Red Cross and the Scouts.

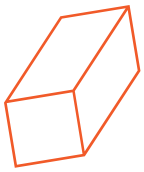
Historically, forms of intervention in the public sphere were orientated and limited through politics and by traditional forms of active citizenship (elected representatives, political party membership etc). On the other hand, solidarity was based mainly on family and kinship, and less on community. e Orthodox Church and Government's role was subsidiary in the social protection sector. ese factors left no space for the development of civil society institutions and consequently, volunteering. As an outcome of this tradition, Greek society has been generally very sceptical about volunteering, as there were strong beliefs that it was 'an indirect way for the demolition of the welfare state' and the replacement of paid employment by volunteers. In the last few years, a shift in public opinion and volunteering is being detected, as people are re-evaluating it in more positive terms.

The Olympic Games held in 2004 were a highlight of the Government's active involvement in projects based on volunteering.

Although there are some regulations coming from Government departments, there is no general law on volunteering. Furthermore, there are no speci c and clear bodies of law concerning non-pro t, voluntary organisations and relevant notions well known in literature. Di erent government departments have their own perceptions about non-pro t sector related terms. Until recently, legislation and developmental strategies were a low priority for policy makers.

e signi cant growth of the sector during the 1990s was the main source of attracting and spreading volunteering ideals through Greek society. At the end of the century, government actors started to implement some projects based on volunteering. e Olympic Games of 2004 were a highlight of the Government's active involvement. Later, large for-pro t companies started to implement limited-scale volunteering projects, using their sta in speci c areas, mainly ecology. e Orthodox Church encourages volunteerism, but its main form of action is charity, and less giving in the form of volunteering. Today the non-pro t sector, as well as informal initiatives, is the main source of volunteering.

Volunteering infrastructure in Greece refers to the potential of volunteering development on the local, national or international level. It is constituted and de ned by the level, quantity and quality of relevant information and knowledge, the existence and the functionality of policy directives and the willingness and experience of di erent stakeholders to promote volunteering in a speci c human environment.



2. VOLUNTEERING LANDSCAPE

ere is no formal, legal or widely accepted de nition of volunteering. Private organisations or government departments use various de nitions. e "deontological" de nitions refer to common perceptions worldwide and include components like *"unselfish actions aimed to benefit others"*, *"unpaid work for social purposes motivated by altruistic instincts or ideals"* etc. A more practical and "ontological" de nition used by the Ministry of Health and Social Solidarity and the Federation of Non-pro t and Voluntary Organisations is:
"Volunteering is organised or otherwise, non-compulsory work, offered without compensation. It is provided through government, market, non profit, or informal sectors; it benefits other individuals, groups, communities or society as a whole, excluding relatives, friends or other social networks in which a person participates and is being benefited" (Zannis, 2004)[1].

A Special Eurobarometer[2] reported that only 14% of Greeks currently undertake some voluntary activity on a regular or occasional basis, with identical proportions of men and women. Analysing some evidence on the social care sector in 2005, 1.7 million hours of volunteering, equivalent to 830 full-time employees, were o ered to 350 non-pro t organisations[3]. But this is the only o cial scienti c research in Greece and it does not include all the organisations in the eld.

Furthermore, there is no systematic registration or research concerning the number of non-pro t and voluntary organisations. Di erent estimations from 1990 to 2005 list 5000 to 13,000 non-pro t organisations in all elds of activity. According to the author's estimations, before the beginning of the economic crisis there were 5000 to 7000 active non-pro t organisations all over country. Volunteers were a signi cant percentage of their sta . Many of these organisations face survival problems, and they are not currently active because of the crisis. Middle-class people were the main deposit of volunteering and non-pro ts now face serious economic di culties with negative consequences to non-pro ts' viability. Private funding is also becoming scarcer. As volunteerism through formal organisations declines, new informal practices arise to face the rapid impoverishment of Greek society, especially in big cities. Initiatives like collective kitchens, shelter provision to the homeless, distribution of blankets and other goods to the poor are the new forms of informal volunteering.

ere is no legislation that permits individuals to o er voluntary services through government sector agencies. National and local authorities prefer to use non-pro t services for the implementation of speci c projects. In general, state agencies use volunteers informally and occasionally. is is all profoundly being transformed because of the rapid impoverishment of Greek society and the abnormal and violent transformation of its social structure.

1. Zannis, P. (2004), "Volunteer and Volunteering: Deontological and Ontological Approaches", Social Science Review- Greece, Vol 19, 75, p.p. 167- 178
2. Directorate for relations with citizens (2011), Voluntary work. Summary, European Parliament Special Eurobarometer 75.2
3. Greek Secretary of social solidarity (2006), e Non-pro t Sector in Social Care (in Greece), unpublished report

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

ere is no legal framework on volunteering. Current legislation concerns only non-pro t and non-governmental entities, and is not systematic and often contradictory. Di erent rules and regulations that govern relations between the state and third sector do not emphasise volunteering.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

Over the last 15 years, there have been various initiatives by government and non-pro t organisations to promote volunteering, but these e orts have been limited and stillborn.

Financial support to volunteering organisations is almost exclusively due to EU funded projects and private philanthropy.

e General Secretary for Youth, as the o cial coordinator of European Year of Volunteering 2011 in Greece, made some e orts to support and promote volunteering[4]. Former initiatives came from the governmental organisation "Citizens in Deed", the Federation of Non-pro t and Voluntary Organisations and the Initiative for the Legislation of Civil Society in the Constitution. e latest collective initiative came from Civil Society Parliament of Greece, an innovative institution for the development of civil society in Greece.

5. OTHER STAKEHOLDERS

Private Foundations and for-pro t organisations, in a corporate social responsibility (CSR) framework, provide resources to non-pro t organisations, mainly by the form of economic support and less in giving time.

6. FUNDING OPPORTUNITIES

e Greek Government does not fund organisations in order to encourage volunteering. Funds are provided on a "contract state" basis, for speci c missions, especially for social care and environment projects. A number of public initiatives to promote volunteering in the past have not been successful. Economic support is almost exclusively indirect, through European Union funded projects and private philanthropy.

4. General Secretary for Youth (2012), http://www.neagenia.gr/fronto ce/ portal.asp?cpage=NODE&cnode=1

7. REGULAR AND SYSTEMATIC RESEARCH

ere is no systematic scienti c research either by government departments or Universities, who have still not paid much attention to volunteering and third sector studies and research.

ere is therefore no general data about the number of volunteers, non- pro t organisations or other information like total amount of hours o ered, gender or other statistics.

Consequently, we have little and unrepresentative data in Greece, except for some evidence in speci c sub sectors. For example, there is evidence that volunteering resources are richer in environment protection, social care, and culture/recreation sub sectors.

There is no system- atic scientific research either by government departments or Universities, who have still not paid much attention to volunteering and third sector studies and research.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

ere are no speci c standards or principles on volunteering widely accepted by the government or the non-pro t sector.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Some initiatives like a *"bank of volunteering time"* in the past were not successful. Volunteers by themselves usually make contact with organisations, according to their interests. e media provide free advertising time to promote voluntary organisations without putting emphasis on the promotion of voluntary work.

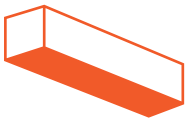
10. ADDITIONAL COUNTRY SPECIFICITIES

e latest initiative mentioned above, the *Civil Society's Parliament of Greece*, is a new independent institution which aims to promote social solidarity, volunteering, social cohesion, empowerment of civil society and non-pro t organisations. Its declaration was signed by 135 non-pro t organisations from all over the country in December 2009. According to the timeline set, it should have started operating. But the economic crisis and lack of any support from the government have resulted in delays to the beginning of the institution's proceedings[5].

5. Civil Society Parliament of Greece (2011), www.koinoniamko.gr

11. RECOMMENDATIONS

e Greek Government's attempts to promote volunteering in the past 15 years have proved insu cient. Likewise, civil society organisations do not have the means, in general, to support and promote volunteering on a large scale. E cient strategies may come from horizontal civil society networks and not by authorities in Greece. Volunteering should not be de ned strictly on an individual level, but in a larger framework, as a collective movement for social transformation. Volunteering, social justice, solidarity, democracy, and active citizenship should not be seen separately, but as components of a larger vision, aiming to build a real civil society.



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CHAPTER

HUNGARY

VOLUNTEERING INFRASTRUCTURE

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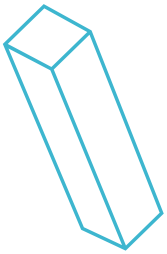
1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

V In Hungary, there is no de nition of the concept of volunteering infrastructure as such. For most people it may even sound bizarre to refer to volunteering support mechanisms as 'infrastructure'. However we may de ne it, infrastructure is essential for the development of volunteering and combines e orts from di erent stakeholders that are necessary.

ere are a small number of organisations at the governmental level which deal with volunteering infrastructure development. Volunteering is more and more a horizontal issue in Hungary, it appears as an element in di erent programmes, but speaking about volunteering as a professional sector is di cult. Few organisations and professionals are purely dedicated to volunteer development or volunteer management; it is rather the case that part of their core business is connected to volunteering.

e Hungarian Act on volunteering[1] de nes the activity, what type of voluntary action is subject of the law, and what a volunteer is. e concept of volunteering infrastructure, as understood by the Hungarian National Volunteer Centre – Önkéntes Központ Alapítvány (ÖKA) includes all elements, software and hardware, that help develop volunteering in Hungary, it can include legislation, the network of volunteer centres, speci c programmes, publications, knowledge and everything related.



In terms of importance and relevance, ÖKA considers that some of the key elements of volunteering infrastructure are the legal and the programme framework that may foster and enable volunteering. e most important however are considered to be the volunteer centres and specialists working there. As strange as it may sound to include people in the de nition of infrastructure, usually understood as physical structures/premises, these professionals are the ones on which the development of the organisations and structures relies, they are the engines and fuel in these e orts.

A number of other organisations support volunteering in Hungary. is has become increasingly visible in 2011, when governmental organisations, public institutions and the business sector started to engage more actively.

e overall function of the volunteering infrastructure in Hungary is volunteering development. From this perspective, ÖKA plays a major role in the development of this infrastructure and is in fact one of the key aims of the organisation. Fortunately ÖKA's e orts are coupled by the work of other civil society organisations and the more and more active part that the government is taking in the sector.

Proper infrastructure is necessary, as it channels information on volunteering, whether it is on volunteering opportunities or management, and brings together di erent actors, volunteers, organisations and institutions. is linkage should not be taken for granted, it is not easy to bring interested parties together, and from that perspective, the catalyst role of volunteering infrastructure is indispensable. Big steps have been made in terms of partnership building, and organisations are working increasingly together. A practice in that sense has been starting

1. Act LXXXVIII of 2005 on Voluntary Activities in the Public Interest.

pilot projects, so that di erent actors, which usually do not closely cooperate, are brought together, have greater achievements and thus experience the bene ts of working in partnership. Volunteering infrastructure is the convener for cross-sector collaboration.

Extra motivation of specialists working in volunteer centres is necessary. Most of the activities carried out are not 'pro table'; it is not an area of work with large nancial support for activities, or signi cant material bene ts to the employees, so specialists working in the volunteering sector in Hungary truly need to be engaged in their work with their heart and mind. It is impressive how much volunteer centres achieve in terms of activities carried out compared to the resources used, how much they manage to deliver from insigni cant budgets. eir social entrepreneurship is key, or else these innovations would not happen, with the little funding that is made available. It is often the case that volunteer centres need to invest a lot of e ort in starting up a service, and only in the best-case scenario can this become self-sustained through income making.

Local authorities do not see the human resource and knowledge cost behind the volunteering efforts and often take volunteering as something that happens naturally.

Local authorities do not see the human resource and knowledge cost behind these e orts and often take volunteering as something that happens naturally. ey even propose initiatives, such as starting new programmes, not understanding the costs that this supposes. e situation has been getting better and better in recent years; there is more communication and collaboration between sectors which enhances the understanding of each others' work. A challenge that remains is the fact that volunteer development organisations are far away from having a business approach when it comes to activity planning and ensuring nancial sustainability. For instance, a volunteer centre might assist a business with setting-up an employee volunteering scheme, but most likely would not make a demand forecast to see if this could be developed into a service that the volunteer centre could deliver, at cost, to businesses.

2. VOLUNTEERING LANDSCAPE

Volunteering in Hungary is de ned through the Act LXXXVIII of 2005 on Voluntary Activities in the Public Interest. According to it, volunteering is de ned by principles or cumulative conditions that need to be met by an activity; namely to *be based on free will, carried out outside of one's family or circle of close friends, without remuneration or financial gain and to serve the public interest, done for a community cause and not for individual interest*. e law does not specify that volunteering has to happen in a formal setting, in connection to an organisation or through programmes of an organisation.

An interesting aspect is the fact that organisations may chose to o cially register their volunteering programmes or carry out their work outside of the scope of the law on volunteering. Any nongovernmental organisation (NGO) can register if they consider it useful to do so. Registration however means that organisations may bene t from the positive aspects of the law. For instance, one of the main advantages is that all costs incurred in relation to the volunteer activity are tax-exempt. Previously, only structures that were considered to be public bene t organisations were allowed to register, but this has been changed by the recent amendment to the law.

e registration is at the Ministry of National Resources and does not put a huge administrative burden on organisations. e process is simple

and merely supposes ll in a form and submitting it to the ministry. As a result of registering one's organisation, there is the obligation to register information on volunteers (at the organisation), in terms of number of volunteers, what type of activity they carry out and when. ere is also the obligation to sign a contract with the volunteer, if applicable, depending on the type and length of the activity. Generally for activities that occur irregularly and do not suppose any reimbursement of expenses, a volunteer contract is not required, whereas volunteering regularly for an activity for which expenses are reimbursed makes signing a contract obligatory. e Hungarian Labour Inspectorate can check these volunteer contracts.

ere is little consistency in terms of facts and gures on volunteering in Hungary. Data is gathered di erently and that naturally leads to di erences in gures obtained. e highest percentage was identi ed in representative research carried out by ÖKA in 2005, using the broadest understanding of the concept of volunteering and including everyone who performs any voluntary activity carried out in a formal or informal setting, ranging from long term voluntary engagement to preparing food for school children's activities, and taking the last year as time reference. e result of this survey was that about 40% of the adult population in Hungary is engaged in some kind of volunteering activity.

Data is gathered differently and that naturally leads to differences in figures obtained: these range from 5% to 40% of the adult population in Hungary being involved in some kind of volunteering activity.

At the opposite pole is a survey carried out by the Hungarian Central Statistical O ce (Központi Statisztikai Hivatal), which each year looks at NGOs that work with volunteers. According to this survey only 5% of the adult population is engaged in volunteering.

According to the European Value Study, an initiative of the University of Tilburg and the GESIS Leibniz-Institute for Social Sciences, about 10.8% of Hungarian adults volunteer, with slightly more males than females volunteering. e average volunteer is married, has children, lives in an urban area, has a medium nancial income and has been volunteering for a few years. is study also looked primarily at volunteering done in connection to activities of volunteer organisations.

e European Year of Volunteering 2011 (EYV2011), coinciding with the Hungarian Presidency of the Council of the European Union in the rst part of the year, represented a breakthrough for Hungary in terms of volunteering data collection. e internationally adopted methodology for volunteering measurement, the International Labour Organisation (ILO) Manual on the Measurement of Volunteer Work has been rolled-out and a module on voluntary work was included in the Labour Force Survey, making Hungary one of the rst European countries to implement this Manual. e nal results of this survey are yet to be published and so far the Hungarian Central Statistical O ce has not o cially released information on the preliminary results, which are forecast to be much higher than the 5% obtained in the previous survey.

e common ground of the surveys on volunteering paints the pro le of the average Hungarian volunteer. People aged between 30 and 40 seem

to be the most active, and people who have already started a family and have a stable income are more prone to engage in volunteering. Young people start volunteering after the age of 14 and the percentage of people who volunteer increases along with the age up to a certain point; it then decreases drastically after the age of 60. is clearly indicates that there is a lot to be done to foster senior volunteering in Hungary. In terms of gender, engagement is balanced, with slightly more males than females volunteering. Females are more visible in day-to-day volunteering activities, but the balance is tipped by the fact that more males volunteer in areas of civil protection on boards of directors. e elds that gather the highest number of volunteers are social and health care, environmental protection, religion, sport and leisure activities and culture. e choice for these elds is in line with the ndings of the *Hungarian Volunteer Motivation Inventory*[2], which identi es values, recognition, social interaction, environment, understanding and culture as the primary motivating factors behind one's decision to volunteer.

e perception of volunteering has changed a lot for the better in the last ten years. Moreover, the EYV2011 enhanced this opinion change and overall had a tremendous impact in Hungary. For many years, volunteering carried the burden of a negative image, in uenced by the determination of the concept under communism, when voluntary work was obligatory, leaving question marks after the fall of communism as to why anyone would engage if it is not requested. e perception has changed a lot, not entirely or completely, but signi cantly. People understand what volunteering is, understand that doing voluntary work is good for them and no longer see it as a sacri ce. Moreover, even people who do not do voluntary work see the added value in it and consider it useful to society. A large part of the population is passive, neither negative about volunteering, nor getting actively involved.

At this moment in Hungary there are more people willing to engage than well-managed volunteer programmes available.

Surveys also show that people having undergone higher education are more likely to participate in volunteer activities. is raises another challenge for the volunteering sector, namely that of reaching out to underprivileged groups, and enhancing the opportunities to volunteer for groups at risk of social exclusion.

Volunteers are no longer just seen as people who are naive enough to work for free, and people in Hungary are now more and more eager to do voluntary work and it has got the necessary prestige. For some groups it is still considered a privilege; but it is becoming more and more accessible for all. e actual trend in Hungary is that there are more people willing to engage than well-managed volunteer programmes available. is is because alongside changing public attitudes, many NGOs do not have the necessary capacity to work with higher numbers of volunteers and very often state- nanced care institutions remain closed to volunteer programs. To help good programmes emerge is one of the present key challenges of volunteer development agencies. is limited volunteering management capacity is likely to become an issue on the long run.

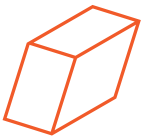
roughout 2011, there was wide media coverage for the volunteering sector and on average, more Hungarians who access means of mass-information have heard about EYV2011 or volunteer stories. e year was a success in Hungary; there was a lot of positive re ection in the media and as a result of it many people can now relate to what volunteering is.

2. Bartal, Anna Mária and Kmetty, Zoltán, 2010 – "A magyar önkéntesek motivációnak vizsgálata és a Magyar Önkéntesmotivációs Kérdőív (MÖMK) sztenderdizálásának eredményei" " e examination of the motivations of volunteers in Hungary and the Hungarian Volunteer Motivation Inventory", page12

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

e Hungarian Parliament adopted the Act LXXXVIII on Voluntary Activities in the Public Interest in 2005. e process of developing the law was a lengthy one, starting in 2000, under the initiative of civil society organisations and in connection to the International Year of Volunteers 2001.

e National Volunteer Centre ÖKA coordinated the e orts which put together the rst draft of a law on volunteering, having worked together with a group of experts. e initial approach was to identify laws that impact on volunteering and modify them to frame volunteering and to become enabling for the volunteering sector. e strategy eventually changed, in line with emerging needs from the sector, and it was decided that e orts were to be concentrated on developing a special, dedicated law, which would better recognise the importance of volunteering.



In 2002, following intense lobbying from ÖKA, the Hungarian government agreed to include volunteering in their civil society strategy, having the development of a law on volunteering as a concrete action. e government gave the green light for the preparation of the law and requested civil society to coordinate, develop and submit a draft law in 2004. ere was even a small budget allocated to ensure that the consultation for a law on volunteering reached out to di erent regions. As such, consultation meetings and debates on various aspects were held country-wide and the conclusions were fed into what became a nal draft law. Civil society valued the result of this process, considered the draft to be very good, and presented it to the Government.

To the surprise of civil society organisations, the Ministry of Social A airs had, in parallel, instructed their legal department to develop a law on volunteering. Given the in-house development process, the draft prepared by the department was less in line with the needs of the volunteering sector and negatively perceived. A debate on the changes to be made to the draft law then followed, with the legal department of the then Ministry of Social A airs and Employment as actors. Negotiations that continued with political parties in Parliament resulted in a nal draft law which was satisfactory for all parties. Civil society felt ownership over the law and was proud of the achievement, having been one of the few laws initiated by NGOs in Hungary.

e impact of the law was tremendous. It was the moment when the government started to take volunteering seriously. Volunteering essentially passed from being a nice idea to being a topic on the Hungarian policy agenda only after this law was adopted.

Following the development of the law on volunteering, the contact between governmental and nongovernmental counterparts has continued to be uent ever since. At the moment, in Hungary there are two ministries that deal with volunteering, namely within the Ministry of National Resources, the State Secretariat for Social A airs, Family, Youth and Equal Opportunities, which has a few personnel dealing directly with volunteering, and indirectly

within the Ministry of Justice and Public Administration, State Secretariat for the Church, Minorities, Non-Governmental Relations and Civil Society. e coordination of activities during EYV2011 was the task of the Civil Society Department. However, after the conclusion of the European Year, it no longer deals with volunteering.

e fact that there is no single entry point for volunteering policy in the Hungarian government at times poses di culties. However the National Volunteer Centre is in contact with both government representative bodies. Recently in Hungary, a new legislative provision has been adopted, having the aim of regulating the strategic cooperation between NGOs and ministries. According to this law, governments may propose and sign a cooperation contract/agreement with the NGOs concerned, in the policy area of interest. ese contracts de ne operating procedures for how to keep in touch, how quickly to answer each others' queries, and when to keep each other informed (e.g. the ministry is obliged to inform the NGO on legislative initiatives that in uence the NGO's area of work). ÖKA was recently sent such an agreement.

Unlike in other European countries, refugees may carry out volunteer activities in an organised framework if a number of conditions are met by the host organisation, such as liability and health insurance coverage.

As previously explained, organisations that wish to be considered under the law and bene t from its stipulations, must o cially register their volunteering programmes. Registration is therefore not mandatory if the organisation decides that working under the law does not add value to their activity, but becomes obligatory if organisation wishes to be exempt from taxes for reimbursements of the costs incurred by the volunteers.

According to the law in Hungary, a volunteer may be a person with legal capacity, a person with restricted legal capacity or a minor older than 10 years of age (and therefore without legal capacity), with a note that the latter, may not carry out volunteer activities between 8 pm and 6 am. Unlike in other European countries, refugees or persons in a refugee-like situation may carry out volunteer activities in an organised framework if a number of conditions are met by the host organisation, such as liability and health insurance coverage. e law has speci c provisions to ensure that there are no restrictions in terms of engaging in volunteer activities for people receiving social bene ts, in the sense that carrying out volunteer activities does not lead to the loss of social service bene ts, such as unemployment, disability allowance or pensions.

e law also describes what secure relationships between a volunteer and a host organisation should look like and gives basic guidance to organisations on how to run their volunteer programmes well. Being far from su cient volunteer management, the guidance given is useful and encourages organisations to respect principles that ultimately contribute to the quality of their volunteer programmes.

e Act LXXXVIII of 2005 on Public Interest Volunteer Activities does not concern volunteer blood donations, volunteering in re brigades, in civil or wildlife protection. ese activities are subject to other, speci c legislation.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

e Hungarian National Volunteer Centre, Önkéntes Központ Alapítvány (ÖKA) was set up in 2002 in the capital city of Budapest, as an independent, non-governmental organisation. ÖKA is currently managing a growing, country-wide network of regional volunteer centres. Hungary has 19 counties and regional volunteer centres have been set up in all of them, with

the exception of one, where there is no volunteer centre per se, but an organisation that ful ls the function of a volunteer centre. e network coordinated by ÖKA express the long term commitment of working together. At the moment it only includes 10 of the regional volunteer centres, but good cooperation characterises the relationship between all of them.

ÖKA has started to provide capacity building programmes for organisations in cities outside the capital. Centres on the other hand have a more complex activity, ful lling additional functions. ey are veritable regional hubs for volunteering, having as functions: providing information on volunteering, consultancy, matching volunteer supply and demand, training and capacity building, advocacy and lobbying with authorities, promotion and recognition of volunteering.

e collaboration between volunteer centres in Hungary was further reinforced through the framework given by the *Öninditó (Self Starter) Programme*. is two year programme, running between 2009 and 2011, funded by the European Union, provided great support to set-up and strengthen volunteer centres with the coordination of ÖKA. A new phase of this grant was published at the beginning of 2012 with particular attention given to the development of volunteer points and volunteer centres in the smaller cities, towns and rural areas. e role of volunteer points is to organise volunteer activities and manage the supply of and demand of volunteers.

e fact that the Öninditó Programme funding stream has ended[3] raises concerns in the volunteering sector. However the second phase of the programme is aimed to support volunteer points and should have as an overall outcome, the strengthening of volunteer infrastructure in Hungary. Its framework has raised a big debate because organisations previously funded (Volunteer Centres) are not eligible to apply for a grant in the second phase of the programme. Newcomer organisations may apply, so many new volunteer programmes can start up, but Volunteer Centres will probably not have the necessary capacity to deal with them.

ÖKA acts as countrywide coordinator, the organisation that gathers people, organisations and institutions with interest in volunteering, and that together with its network and collaborators carries out consultations, surveys and research, provides the platform for experience sharing, is the volunteering knowledge catalyst and works directly on strengthening volunteer infrastructure in Hungary.

In addition to the network of volunteer centres, there are national, sector speci c networks that promote volunteering. An example is a national network of youth service, coordinated by the Foundation for Democratic Youth, *Demokratikus Ifjúságért Alapítvány (DIA)*. ere is also the intention of developing a national network of volunteering in hospitals and health care programmes.

Non-pro t sector research[4] published recently after the fall of communism in Hungary re ects the fact that 'early examples of non-pro t organisations in Hungary employed very few sta and were mostly run by volunteers'. Most of the NGOs in Hungary still rely greatly on volunteers. A more recent study[5] shows that the proportion of volunteers in the total human resources in the non-pro t sector is 81% in the case of advocacy organisations and of 92% in classic civil organisations, associations and foundations.

3. ere are six projects still running under this programme in 2012, because there were administrative delays in initiating them.
4. Kuti, Éva, 1993 – "De ning the Nonpro t Sector: Hungary", page 2
5. Nagy, Renáta and Sebestény, István, 2009 – "Methodological Practice and Practical Methodology: Fifteen Years in Nonpro t Statistics." Hungarian Statistical Review, Special Number 12, page 130

e biggest volunteer involving organisations in the country are most likely relief organisations; Hungarian branches of well reputed international organisations such as the Red Cross or Maltesers International, which are present nation-wide. For instance, *Magyar Vöröskereszt*, the Hungarian Red Cross[6] counts 30,000 local volunteers; another big volunteer-involving organisation is the Hungarian Malteser Charity Service (*Magyar Máltai Szeretetszolgálat*).

6. http://www.redcross-eu.net/en/Red-Cross-EU-O ce/EU-NATIONAL-RED-CROSS-SOCIETIES/Hungarian-Red-Cross/

5. OTHER STAKEHOLDERS

Cross-sector cooperation is an increasingly prominent feature of the Hungarian volunteering landscape. e lead in conceptualism programmes and policy still lies within civil society; however the government has taken an active part in supporting and developing volunteer programmes.

Between 2005 and 2010 there was a state- nanced programme for long term unemployed youth, developed in coordination of the National Volunteer Centre, called *ÖTLET Programme*. Within the framework of this programme, young people who had been unemployed for extended periods of time, had the opportunity to do up to 10 months of voluntary service with a NGO, local authority or institution. Despite the criticism against the scheme, seen as a kind of alternative to employment, ÖTLET provided young people with an excellent opportunity to gain experience. e evaluation of this programme showed that it contributed to the employability of the young people who participated in it, as most of them eventually got employed. As part of this programme, ÖKA provided training to both the young volunteers and to the volunteer involving organisations.

An organisation previously mentioned, DIA, has set up a National Youth Service Network Programme called *KöZöD!*[7], an initiative aimed at providing young people aged 14 to 25 the opportunity to organise community based volunteer activities, o ering them a small grant scheme and technical support to develop the activity.

Through ÖTLET Programme, young unemployed people had the opportunity to carry out voluntary service with a NGO, local authority or institution in order to gain skills and experience.

Companies are becoming increasingly interested in collaborating with the voluntary sector and in engaging their employees in volunteer activities. In fact, it is usually companies that initiate contact with volunteer centres. eir approach and motivation is di erent to the volunteer organisations', being very interested in promoting their brands, enhancing their visibility and keeping their employees happy and loyal to the company. ere are therefore grounds for cooperation both for the development of employee volunteering programmes and for speci c volunteer projects, as part of the corporate social responsibility (CSR) of companies. e increased volunteering awareness, brought about by the EYV2011, lead certain companies and banks to make calls for small grants for community volunteer programmes. Although these grants were used by businesses primarily for promotion purposes, tapping into the popularity of volunteering, they were of value added as unlike large European grant schemes, they reached small, community-based initiatives.

Political parties in Hungary do not have volunteering as such on their agenda; they place

7. http://english-dia.blogspot.com/p/dias-programmes.html

voluntary activity under larger frameworks such as community participation, engagement or democracy. For some political parties volunteers are a possible resource. In fact some political parties are launching calls for volunteers to support their activities, being a matter of choice and a re ection of their political positioning whether they call for 'volunteers' or for 'activists'.

According to a recently adopted National Public Education regulation, each and every secondary school student will have to do at least 50 hours of community service before concluding secondary school. No secondary school graduation certi cate will be issued without proof that the community service was carried out. Given its obligatory character, despite being done for public bene t, this service is not called volunteering. However, the voluntary sector will be asked to step in and assist with the management of the community service and with identifying work that can be done by the students. e extent of volunteer centre involvement will be determined by the closeness of the collaboration thus far between schools and the volunteer centre in respective communities. Generally there is still resistance from formal education structures to approaching volunteer centres for extra-curricular activities and it is usually NGOs who try to break the barriers and propose models of cooperation.

Universities are also, slowly but surely, opening up to collaborating with volunteer centres. University students are not amongst the most active population group, most likely due to the absence of a suitable framework; however changes are starting to happen. Budapest based students, such as those attending the University of Technology and Economics are becoming more engaged and some university departments are starting to recognise volunteer activity as eligible for receiving credits[8]. Voluntary activity is starting to be mentioned in curricula vitae, being considered as a sign of social commitment and additional skills.

8. Under the European Credit Transfer and Accumulation System (ECTS).

6. FUNDING OPPORTUNITIES

Government and European Union programmes are the larger sources of funding for volunteering in Hungary. One of the positives of these funding frameworks is that their programmatic, conceptual design is done in full awareness of the concept of volunteering. Moreover, not only does funding for volunteering get directed through dedicated streams, but it is also the case that a volunteering element is included in other, more generic programmes aimed at strengthening civil society or developing di erent social services. Volunteering development has become a cross-cutting element of di erent programmes, not as prominent as environmental impact or equal opportunities, but as a clearly de ned horizontal necessity. In some programmes for instance, volunteering promotion and engaging volunteers are not required, but constitute advantages in the evaluation of project grant proposals.

Funding opportunities present themselves mainly through calls for proposals on concrete projects. ere is the opportunity for organisations to request operational support grants through the National Civil Fund[9], established through Law No. 50 on the National Civil Fund of 2003, with the aim of strengthening the operation of civil society organisations and the development of the third sector through grant supports. e voluntary sector is not speci cally singled out, but volunteer organisations are eligible to apply and there is also provision for covering direct costs incurred by volunteers on activities, such as travel expenses.

9. http://www.nca.hu/?page=webtext/show&wte_code=english From 2012 on it functions as National Cooperation Fund.

e negative aspect in the nature of the source of funding is the fact that, particularly in the context of the budgetary cuts, these sources are not stable. An enhanced partnership with the business sector could be one of the pathways to nancial stability. However outside of the capital city of Budapest, businesses are often not community oriented enough to engage easily with voluntary sector projects. Reaching out to the business sector is not easy. Nor is it easy for companies to pick and chose organisations to partner. From this point of view, the National Volunteer Centre is privileged; because of its visibility companies do approach it. Partnership with the business sector is however a continuous investment of energy. ere is the pressure of needing to identify new types of innovative cooperation.

Volunteer organisations try to maintain their funding sources by writing project grant applications and lobbying for volunteering to be mainstreamed and included in other programmes. e set-up of the Önindító Volunteer Centre Development Programme is a concrete example of these lobbying e orts.

7. REGULAR AND SYSTEMATIC RESEARCH

As mentioned above in the 'Volunteering landscape' section, in Hungary there have been di erent surveys using di erent methodologies and re ecting di erent realities. Volunteering and non-pro t sector research has been carried out by the National Volunteer Centre, by other civil society organisations, as well as by the Central Statistical O ce.

e most promising aspect is the implementation of the ILO Manual for the Measurement of Volunteer Work during EYV2011. Following the methodology of this Manual, a volunteer work module was added to the labour force survey in the third quarter of 2011. e aim of the survey was to capture the frequency, rate and characteristics of volunteer work in Hungary. Its target population was aged 15 to 74 and the reference period was the previous 12 months. e results of the survey are to be released by the Central Statistical O ce in the course of 2012. e breakthrough with this survey is that it will likely mean that volunteering in Hungary will be surveyed regularly. ere is the proposal to implement a volunteering survey every second year, and the data obtained in Hungary, by having followed internationally agreed methodology, will be comparable with statistics on volunteering in other countries.

Data on volunteering will be an e cient way to both design programmes that better address the reality in the sector, and to raise policy makers' awareness and public opinion on the value that volunteering brings to our societies and economies.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

At the moment there is no speci c volunteering quality framework in Hungary. is however does not prevent organisations that involve volunteers to seek to always improve their programmes. Volunteer management training and capacity building is one of the core functions of volunteer centres.

The absence of an ethical code does not mean that quality is not a feature of many volunteer programmes.

e Government has taken initiative to work on developing an ethical code for volunteering and through pilot projects, to initiate the development of quality standards for volunteering. e result of these e orts might prove useful in the future. Yet it has to be stressed that the absence of these instruments does not signi cantly hamper the development of volunteering in Hungary. e absence of such standards does not mean that quality is not a feature of many volunteer programmes.

In fact by the assessment of ÖKA, through training the quality of programmes is constantly increasing; continuous work will lead to even further improvement and having formalised standards could, in principle, not add value but instead suppose a signi cant time, nancial and human resources cost. e need for such standards is more likely to come up in speci c activity sectors. For instance, organisations that manage hospital medical care volunteer programmes, by the nature of their work, are keener to have volunteering quality standards put in place. e Volunteer Centre Network developed an internal quality standard system for volunteer centres, invested a lot of resources in it and faces challenges in meeting the needed capacity to run this system.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Awareness is created through a nation-wide database of volunteers and volunteer opportunities. is database is hosted on a Web Portal on volunteering (www.onkentes.hu) administered by the National Volunteer Centre, with administration shared with the regional volunteer centres. Each regional volunteer centre has administrator rights for data in its area of responsibility, in order to properly manage and keep up to date the information on organisations and volunteer opportunities in the county. Volunteers may search for opportunities, create a pro le and develop a lter for noti cations on volunteer opportunities to be emailed to them based on availability and interest criteria selected. A smart search engine is used to support the portal, to which thousands of people and organisations have signed up.

Information on volunteer opportunities is also disseminated by volunteer centres and volunteer points through information campaigns or individual consultations. Practice has shown that the decision to volunteer for an organisation in particular is also made based on recommendations and information passed by word of mouth.

Volunteering is also promoted through high visibility events, usually organised to mark the Hungarian Volunteer Day, celebrated on the 1st Saturday of June or International Volunteer Day on the 5th December. On the occasion of the former, Volunteer Awards are given in a ceremony that is aimed at publicly recognising the contributions of volunteers in Hungary.

Media coverage during the EYV2011 featured volunteer stories and related information throughout the year. e wide coverage was not easy to maintain, for the media is always interested in sensational stories, in reports that represent news or that have a unique element. In 2012 there might be a saturation of public information on the theme; however thus far, the connection with the media continues to be good.

Additional channels of volunteer promotion and information dissemination are schools, organisations and companies, either through speci c campaigns or through targeted, tailored information, upon request.

Volunteering promotion is achieving results. As previously mentioned more and more people are interested in volunteering. e challenge comes from the limited capacity to place volunteers who express interest in volunteering and to e ectively manage volunteers.

10. ADDITIONAL COUNTRY SPECIFICITIES

One of the strengths in the Hungarian law on volunteering lies in its provisions that speci cally look at ensuring that volunteering is compatible with the receipt of social bene ts such as unemployment. Other laws have taken this aspect further however, into a greyer area. If a person is unemployed for a long time, the state considers that they must return something to the community and show their readiness to contribute to the community and prove their readiness to work. As such, long term unemployed people need to serve for 30 days a year in the community, and failing to do so will have as a consequence the loss of their social bene t entitlements. Whereas the state expectation for community work from people under its social bene t scheme is not unnatural, the fact that this mandatory service in particular is wrongly referred to as volunteering runs the risk of causing confusion on the concept in the public opinion. is concern was raised by the volunteering sector. However the government still calls it volunteering in the absence of another term. Moreover, because of the nature of the service (community work for public bene t) volunteer centres are expected to work with local governments and employment agencies on this programme and identify placements for the 30 days of community work. At the same time it is a great opportunity for the Centres to build connections locally and for the unemployed to gain work experience, the feeling of team work, belonging and responsibility next to many indirect advantages.

Hungary is one of the countries where a Volunteer Passport system has been implemented. The Volunteer Passport is an instrument that allows people to keep a record of and capitalise on their volunteer experience, a tool for the recognition of these skills.

ere is also a plan to change the Criminal Act to give the possibility to o er community work as an alternative to time spent in prison, in the case of minor o ences, with the aim of building stronger communities through service and contributing to the integration of people in con ict with the law. is community work will not be called volunteering, and rightfully so. However the conceptual and practical set-up of this scheme is of interest to the voluntary sector.

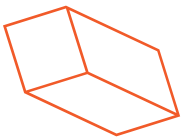
Hungary is one of the countries in Europe where a Volunteer Passport system has been developed and implemented. e Volunteer Passport is an instrument that allows people to keep a record of their volunteer experience, as well as document the skills they gained through volunteer work, as a pathway to the recognition of these skills. Moreover, a handbook on skills recognition was developed in 2005. e volunteer passports are not yet widely used -the implementation of such a system is usually slow. However, importantly volunteer work and quali cations or skills gained through volunteering are more and more frequently re ected by people in their CV and highly regarded by employers.

A National Strategy for Volunteering is underway in Hungary, and this is a policy milestone for the voluntary sector, as it re ects the commitment of the government to work together with stakeholders on volunteering development. Civil society representatives, including for instance ÖKA and Talentum Foundation, businesses, religious groups and the government, have developed the draft National Strategy for Volunteering jointly. On the 5th of December 2011, the International Day of Volunteering, the nal draft of the strategy was sent for public debate, to give all interested parties the opportunity to comment on it or propose amendments.

e strategy is now in the phase of reviewing and its adoption is envisaged in 2012. e National Strategy for Volunteering will cover the period of time from its adoption to 2020 and volunteering infrastructure is part of this strategy.

11. RECOMMENDATIONS

An enabling volunteering infrastructure in Hungary is impossible to achieve without an appropriate policy framework and funding support. Programmes designed by policy makers should concentrate on volunteering development, training, knowledge and capacity building, with particular attention given to host organisations, to enable them to manage good quality volunteering programmes. ese programmatic priorities need to also be translated into an increase in the nancial involvement of the government in the support of volunteer development organisations. More is still to be done also in the partnership between volunteer organisations and businesses, for quality employee volunteering and projects funded under the corporate social responsibility policy of companies.



Identifying recommendations relevant for the European level is a challenging endeavour when working at the local, regional and national level. Except for the involvement in the work of the European Volunteer Centre (CEV), Hungarian volunteer organisations are situated outside of the European policy discussion. Recommendations should come as a result of a structured framework, evenly involving stakeholders at di erent levels and in all countries. In that sense, we recommend the European Commission to develop a White Paper on Volunteering in Europe.

ere are currently European programmes, such as the European Voluntary Service (EVS), that foster volunteering; they are invaluable and should be maintained and if possible reinforced. European programmes should regard more quality guidance, volunteering programmes and partnerships. A similar programme to EVS should be developed for Adult and Senior Volunteers, beyond what the Grundtvig programme is currently providing.

Monitoring quality volunteering development in di erent member states should also be a concern at the European level. Such as assessment would help EU member states to understand the needs and particularities of the sector at di erent levels and foster the exchange of good practices. In that sense, an online platform such as the CEV managed Online Community, can provide the space for the knowledge sharing.

Research in the eld of volunteering should be carried out at the European level. ematic analysis and speci c studies on di erent policy developments should be done in all EU countries and at the European level. At the moment there is hardly any reliable, comparable data on volunteering at the European level. Internationally approved methodology[10] for volunteering data collection exists, there is interest from the voluntary sector to support the process, and Eurostat should call on all EU member states to produce statistics on volunteering. Research on volunteering will bridge the gap between the voluntary sector needs and policy design. It will give clear information on the contribution of volunteering to society and the economy and overall recognise the value of volunteering.

Volunteering should also more clearly form part of the European Union policy agenda, rather than be merely integrated as feature in di erent policy areas.

10. International Labour Organisation (ILO), 2011. Manual on the Measurement of Volunteer Work

Resources

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European Volunteer Measurement Project www.evmp.eu

Hungarian Central Statistical O ce (Központi Statisztikai Hivatal www.ksh.hu)

Hungarian National Development Agency www.nfu.hu

Hungarian Red Cross Magyar Vöröskereszt www.voroskereszt.hu

Hungarian Malteser Charity Service Magyar Máltai Szeretetszolgálat www.maltai.hu

National Volunteer Centre (Önkéntes Központ Alapítvány) www.oka.hu, http://www.oka.hu/cikkek/letoeltheto-tanulmanyok

CHAPTER 14

VOLUNTEERING INFRASTRUCTURE

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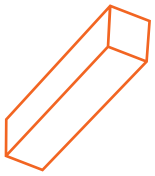


1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Volunteering infrastructure can be de ned as those organisations, programmes or projects, which exist solely to support volunteering. is support can take a variety of forms, from helping non-pro t organisations to involve volunteers, public bodies and educational organisations to promote volunteering, pro t-making organisations to support volunteering, to helping individuals nd volunteering roles and so on.

ere are several elements of volunteering infrastructure, which are considered particularly important or relevant. For example, an integral element is the promotion of volunteering, alongside the facilitation of volunteering. E ective training, both of volunteers and sta and to non- and for-pro t organisations, is a fundamental role played by a volunteering infrastructure. is predicates the successful placement of volunteers and ensures quality volunteerism in a country. Legislation in the eld can be argued to be important to the foundation of a facilitating volunteering infrastructure. Last but not least, if there is to be evidence-based policy in relation to volunteering, which would represent the cornerstone of a volunteering infrastructure, then there needs to be accurate and comparable research into volunteerism, of both a qualitative and a quantitative nature.

ese things together would create an environment where volunteerism can begin to meet its full potential.

In Ireland, the volunteering infrastructure comprises the following organisations: the national volunteer development agency, Volunteer Ireland; a network of local Volunteer Centres (20+) a liated through their membership of Volunteer Ireland; Boardmatch, a national organisation dedicated to identifying and placing prospective volunteers on the boards of management of non-pro t organisations; and various and several initiatives within third level educational establishments that promote and facilitate student volunteering.

2. VOLUNTEERING LANDSCAPE

In Ireland, the most recent government relevant policy document - the *White Paper Supporting Voluntary Activity* (2000) - de ned volunteering as *"the commitment of time and energy, for the benefit of society, local communities, and individuals outside the immediate family, the environment or other causes. Voluntary activities are undertaken of a person's own free will, without payment (except for re-imbursement of out-of-pocket expenses)"*[1].

is de nition relates to formal volunteering speci cally which infers that voluntary work is undertaken with or through an organisation. Formal settings include not only voluntary organisations, but also workplace settings, the public sector, school or other educational establishments. For practical reasons, this de nition excludes informal volunteering – voluntary work done for an individual or a relative. ough this vein of volunteering is essential in community life it is di cult to measure the extent and prevalence of such activity among citizens.

ere has been a long tradition of voluntary activity and charitable service in Ireland that has been shaped by religious, political and economic developments. For example, there has been a tradition of 'caritas' in Ireland dating back to the medieval times. is concept is broader than the notion of charity and incorporates doing good works for the bene t of other individuals. Volunteering is implicit in the concept of caritas and has been a large part of the Christian tradition in Ireland[2]. Christian monasteries were known for their provision of shelter and medical aid for the homeless and the sick.

By the 19th century, many voluntary hospitals had been established that were dependent on voluntary e ort, by Catholic, Protestant and non-religious groups. Many of these institutions and organisations still exist today such as the St. Vincent de Paul[3]. e historical dominance of the Catholic Church supplying essential social welfare services in Ireland continued up to the 1960s.

A very important influence on the development of the voluntary sector is the tradition of "self help".

Volunteerism in 19th century Ireland was also apparent in the Gaelic cultural revival before independence from Great Britain. ese organisations made a distinct contribution to re ning an Irish identity through organisations like the *Conradh na Gaeilge* (formally known as the Gaelic League[4]) and *Gaelic Athletic Association*[5] (GAA) which still thrives today. Not only did they contribute to developing a sense of shared identity they also *'created a sense of social solidarity and community, or a sense of social capital'*[6].

While the Catholic Church played a sizable role in voluntary activity 'a second very important in uence on the development of Ireland's present-day voluntary sector is its tradition of *'self help'*[7]. is tradition of self help emanated from Protestant and secular voluntary action in the

1. Supporting Voluntary Activity: A White Paper on a Framework for Supporting Voluntary Activity and for Developing the Relationship between the State and the Community and Voluntary Sector (2000) Dublin p. 8
2. National Committee on Volunteering (2002) Tipping the Balance: Report and recommendations to Government on supporting and developing volunteering in Ireland . Dublin
3. e St. Vincent de Paul Society is one Ireland's largest volunteer organisations, with a proud tradition of supporting and championing the rights of the poorest members of our society.
4. Conradh na Gaeilge is the main voluntary and community organisation that is involved in promoting the Irish language
5. e Gaelic Athletic Association (GAA) is one of Ireland's oldest voluntary and community organisations. It was founded on November 1st 1884 with the aim of establishing a national organisation to revive and nurture traditional, indigenous pastimes in Ireland.
6. Tipping the Balance (2002) p. 9
7. Helen Ruddle and Raymond Mulvihill (1999), Reaching Out: Charitable Giving and Volunteering in the Republic of Ireland- e 1997/1998 Survey, NCIR: Dublin.

18th and 19th centuries and was epitomised by the dairy farming co-operative movement in the 1930s and *Muintir na Tíre*[8] - a local community self help initiative (which was organised on the basis of Catholic parish units). Whilst conservative and supported by the Catholic Church, its principles of empowerment and direct democracy fuelled further self help volunteerism later in the century. is found expression in the form of women's groups and housing groups and organisations which catered for marginalised members of the population such as individuals with physical and mental disabilities[9].

The government aims to inspire a "participatory society & economy with a strong commitment to social justice" by participating in negotiations on the recent social partnership agreement. The Agreement takes a life cycle approach - it will address key social challenges that people face throughout their life.

Given the in uence of the Catholic Church, which advocated that social welfare was a matter for the family and the parish, the State was reluctant to engage with the delivery of social services until the mid 1960s. ere was a noticeable shift in this policy by the 1970s and voluntary sector provision of social services and education began to receive increased State support. However, rather than being replaced by State services, the voluntary sector has complimented or provided an alternative and the role of volunteers has remained pivotal in the delivery of these services[10].

Supporting Voluntary Activity is the most important national document to o er support to the smaller community and voluntary groups. e White Paper recognises the importance of the voluntary sector and the e ectiveness of 'bottom-up' responses to various social issues such as drug abuse and homelessness and the consequent need for State agencies to consult with and support local groups in order to organise appropriate responses to pressing social problems.

In relation to volunteering, the White Paper supports the active involvement of people in community and voluntary groups as essential components in society and that volunteering is a key determinant of the health of a society. e Paper provided a formal de nition of volunteering for the rst time in a policy document.

e White Paper also provided for the establishment of the National Committee on Volunteering in 2000, in anticipation of the United Nations International Year of Volunteers in 2001. e Committee was charged with the responsibility to devise strategies and actions to help develop and support volunteering in the long term. Its recommendations included the development of a national policy on volunteering, the implementation of which should be in the hands of the Department of Community, Rural and Gaeltacht A airs. Such a policy should include nancial support for socially inclusive volunteer strategies, the development of volunteer infrastructure including the support and development of a National Volunteer Centre and nationwide local volunteer centres. e Committee also highlighted the need for a programme of research on volunteering and voluntary activity which could be executed by means of the Census and Quarterly National Household Surveys.

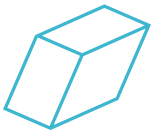
In 2005 the Joint Committee of the Oireachtas, conscious of the perceived lack of progress in the eld since the publication of the 'White Paper' and 'Tipping the Balance', published a report stating that a clear strategy on volunteering was needed[11]. is report has underpinned government policy on volunteering since its publication in 2005.

Some research has been undertaken by the *Taskforce on Active Citizenship*. is taskforce was established in April 2006 to advise the government on policy measures which could

8. Muintir na Tíre is a national voluntary organisation dedicated to promoting the process of community development.
9. Ruddle and Mulvihill (1999).
10. Freda Donoghue (2001) Volunteering in the Republic of Ireland: History, Socio Economic Context and Meaning – Paper presented at Tipping the Balance Conference, UN International Year of the Volunteer
11. Houses of the Oireachtas, Joint Committee on Arts, Sport, Tourism, Community, Rural and Gaeltacht A airs (2005) (Sixth Report) Volunteers and Volunteering in Ireland, Dublin

be undertaken to support, encourage and promote citizenship in a changing Ireland. e Taskforce comprises 20 members and membership represents a broad spectrum of interests and organisations across Ireland including young people, senior citizens, the arts, Irish language, education and public and private sectors. Senior government o cials also make up the membership. e taskforce has published a number of works looking at particular aspects of active citizenship in Ireland, for example, Statistical Evidence on Active Citizenship in Ireland[12], Active Citizenship in Faith-based Communities[13], and e Concept of Active Citizenship[14]. ese works have emphasised the proposal that the "state of Active Citizenship should be a national priority" and that the government needs to ring-fence funding to pursue the speci c initiatives and recommendations of the Taskforce.

e government have also shown a desire to encourage a *"participatory society and economy with a strong commitment to social justice"*[15] by participating in negotiations on the most recent social partnership agreement. is Agreement takes a life cycle approach whereby key social challenges that face people throughout the various stages of their life will be addressed. A formal review of the Agreement was conducted in 2008.



In 2009, the Department of Community, Rural and Gaeltacht A airs issued a policy on local Volunteer Centres, committing its support for a national network of local Volunteer Centres providing full national coverage. Unfortunately, the economic recession the country had entered into by this time meant that no funding was available for the Department to ful l its policy and this remains the case today (2012).

While some progress has been made in recent years many of the stated ambitions of the White Paper and other publications remain unful lled and voluntary activity is still being carried out in a relative policy vacuum, although there have been a number of notable developments regarding volunteering infrastructure and research in the Republic of Ireland since 2001. Volunteer Ireland and the national network of local Volunteer Centres advocate for a national policy and strategy for volunteering to be introduced. e Government that came to power in February 2011 announced in parliament that they expected Volunteer Ireland to work with the relevant government department (responsibility now residing in the newly formed Department of Environment, Community and Local Government) in creating one. A steering committee comprising organisations across the non-pro t and public sector created as part of European Year of Volunteering (EYV) 2011 have worked on developing a framework for a national policy. Volunteer Ireland will draw on this preparatory work and the EYV Alliance Policy Agenda for Volunteering in Europe in developing proposals for the relevant Department.

Volunteering trends

e main sources of data available on volunteering are the 1990s National College of Ireland surveys on volunteering which was conducted at three separate intervals in 1992, 1994 and 1997/1998 and surveys from the National Economic and Social Forum (2002) and the Economic and Social Research Institute (2006). However, in Census 2006 a question on voluntary activities was asked for the rst time[16]. is inclusion seems to suggest a move towards acknowledging the

12. Taskforce on Active Citizenship, (2007) Statistical Evidence on Active Citizenship in Ireland, Dublin.
13. Taskforce on Active Citizenship, (March 2007) Active Citizenship in Faith-based Communities, Dublin.
14. Taskforce on Active Citizenship, (2007) e Concept of Active Citizenship, Dublin.
15. Department of the Taoiseach (2006) Towards 2016: Ten-Year Framework Social Partnership Agreement 2006-2015. Dublin.
16. e question was phrased as follows: In the past 4 weeks have you done any of the following activities without pay? (Activities include: helping/voluntary work with a social or charitable organisation, helping/voluntary work with a religious group or church, helping/voluntary work with a sporting organisation, helping/voluntary work with a political or cultural organisation, any other voluntary activity, and no voluntary activity.)

fact that data on volunteering needs to be gathered at a national level. Hopefully future Census and other government surveys will support the collection of this kind of data. Results from this census data were published on 1 November 2007.

What proportion of the Irish population volunteer?

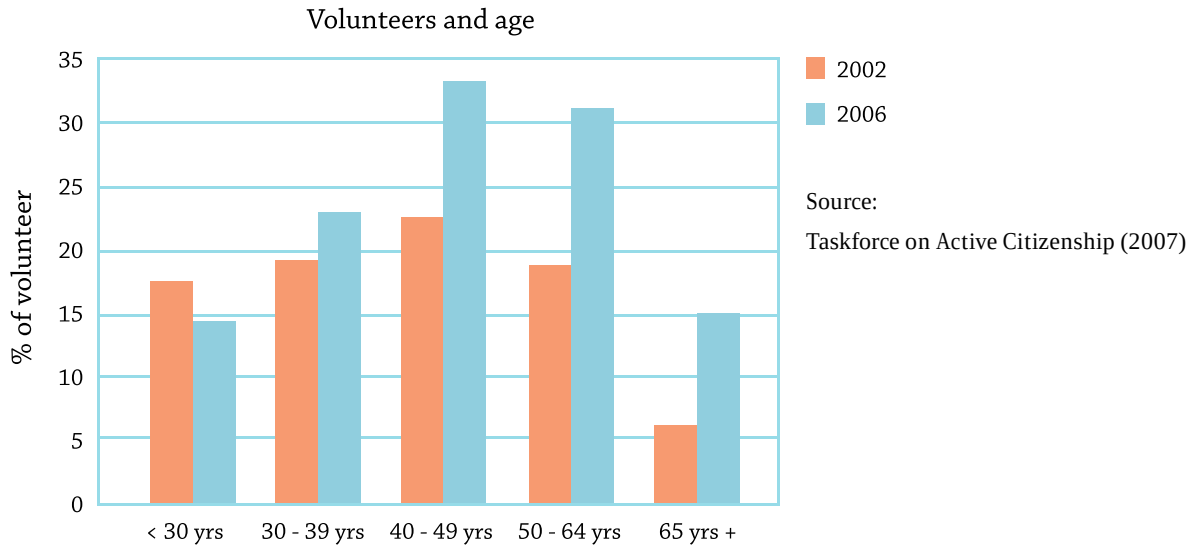
Studies from the 1990s suggested that between 33% and 39% of the population were engaged in voluntary activity. However, voluntary activity peaked in the early 1990s at 39% and had decreased to 33% by 1997/1998. e average contribution however remained steady over the 1990s, hovering between 4.6 hours per month in 1994 to 5.1 per month hours in 1997/1998.

More recent studies suggested a decrease in volunteering in the last decade, however these studies employed di erent survey tools; thus reported volunteering trends from the 1990s and the period 2000-2006 are not necessarily comparable. For example, a survey designed to measure social capital was employed by the National and Economic Social Forum (NESF, 2003)[17]. 17% of adults reported engaging in unpaid voluntary activity and 22% reported being actively involved in some sort of voluntary or community group. A follow up study in 2006 using similar survey tools for comparison reported an increase in voluntary activity, 23% reported engaging in regular unpaid voluntary activity and 29% were engaged with voluntary and community groups[18]. Both these surveys claimed to be nationally representative. As one of the authors notes, while the 21st Century surveys from the NESF and ESRI (e Economic and Social Research Institute) report an increase in voluntary activity, it essentially suggests that in 2006 that three out of four adults did not engage in any type of regular unpaid voluntary activity.

e Census data reported lower numbers with 16.4% of the population aged 15 and over being involved in voluntary activity. While it is di cult to compare all the results as di erent tools were used in each study the important factor is the large numbers of people who are not involved in any voluntary activity (2.8 million people according to Census 2006)[19].

Who volunteers?

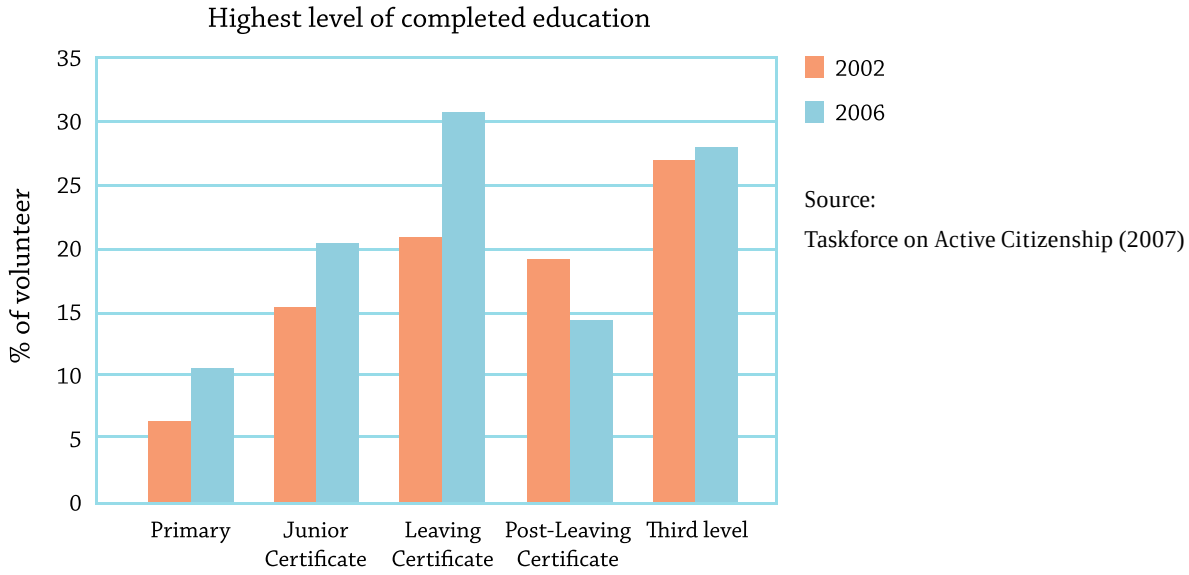
Studies from the 1990s suggested that those most likely to volunteer were women, middle-aged people, people with higher levels of education and people living in towns. It was concluded that voluntary organisations may have to adjust their recruitment e orts to attract younger people, the less educated and the unemployed.



Source:
Taskforce on Active Citizenship (2007)

17. National Economic and Social Forum (2003), e Policy Implications of Social Capital, Forum Report No. 28.Dublin, NESF.
18. Taskforce on Active Citizenship (2007) Statistical Evidence on Active Citizenship in Ireland, Dublin.
19. Central Statistics O ce (2007) Volume 11 – Disability, Carers and Voluntary Activities. Stationery O ce: Dublin

Surveys since 2000 reinforced these ndings suggesting that there had been little success in attracting these groups since the 1990s. e gure on "Volunteers and age" highlights the relatively substantial increases in all the 40 plus age categories since 2002 with only a minor increase or decrease in the two youngest categories. In addition, it is evident from this survey data that middle-aged individuals (40-64 years) were more likely to volunteer. e Central Statistics O ce uses di erent age categories in the Census but ndings would be similar with data indicating that the 35 to 44 age group had the highest participation rate[20].



Source:
Taskforce on Active Citizenship (2007)

Data from 2002 and 2006 also suggested that people who were well educated were more likely to give time in volunteering or community service. e gure below illustrates the higher levels of volunteering among those who achieved a Leaving Certi cate or equivalent, though there was little increase among those with a post leaving certi cate quali cation. Census data was not presented by educational quali cation; social class grouping was used instead. According to Census 2006 those in the "managerial and technical" social class (35.5%) are far more likely to be involved in voluntary activity.

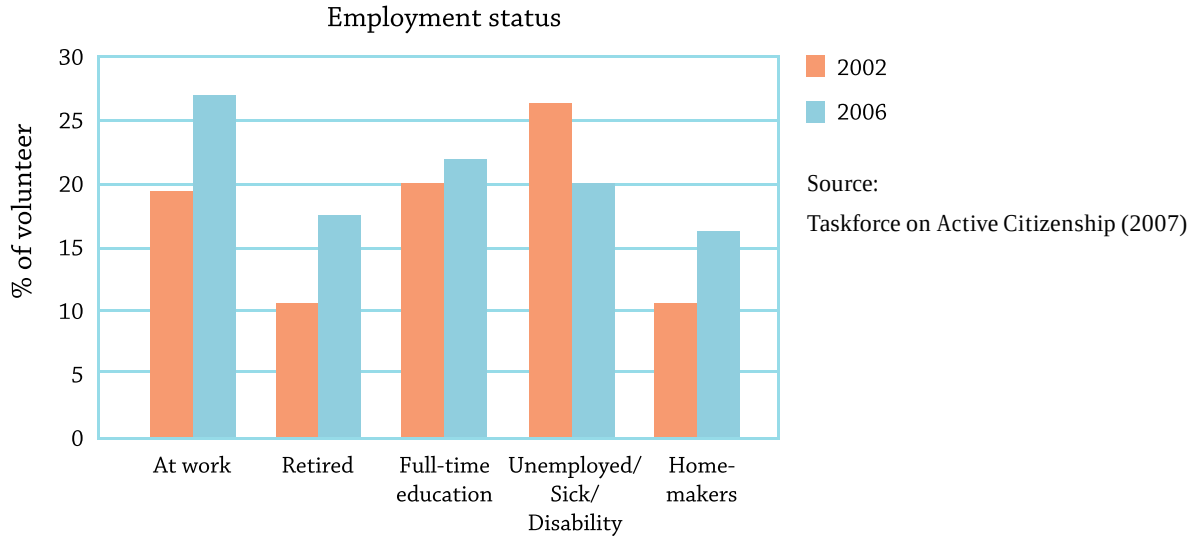
Married individuals or those with a long-term partner were more likely to volunteer followed by those who were separated or divorced. For example, less than 17% of unmarried individuals reported regular voluntary activity in 2006 compared to 27% of married individuals surveyed.

Working individuals and those in full time education were most likely to volunteer. ere was reported growth amongst all employment categories except in the case of those who were disabled, sick or unemployed where there was more than a 5% decrease (see gure below). Census 2006 does not report on the marital status of volunteers.

It also emerged that participation by women in the labour force did not appear to be associated with lower levels of volunteering and community involvement – even controlling or comparing for other factors such as income and education (Healy 2005).

Looking at trends in the location of volunteers the statistical report on active citizenship[21] suggested that there has been an increase in all locations from 2002 to 2007. is increase seems to be stronger outside the Dublin City and County areas: "Dublin City and County" indicated

20. Central Statistics O ce (2007) Volume 11 – Disability, Carers and Voluntary Activities. Stationery O ce: Dublin
21. Taskforce on Active Citizenship, (2007) Statistical Trends on Active Citizenship in Ireland, Dublin.



Source:
Taskforce on Active Citizenship (2007)

an increase of 15.3% (2002) to 16.7% (2006) whereas the "Open countryside" indicated larger increases 19.8% in 2002 versus 29.8 in 2006. e Census 2006 uses di erent categories based on county of residence so their data cannot be compared with that of the Taskforce, however, census data suggested that 20.7% of those living in Dublin City and County volunteered in 2006. Data from the Census 2006 also indicated that over half (57.1%) of those who volunteered in 2006 were resident in Leinster. is is not surprising considering half of voluntary organisations were based in Leinster[22].

Volunteer Activities

Evidence of volunteer activities is available from data from the Reaching Out survey's in the 1990s and the ESRI Survey of Civic Engagement (2006). Data from 1997 suggested that the most prevalent types of activities were fundraising and committee work. In addition sports' coaching was a popular area of voluntary activity for over one third of men (compared to 3% of women). Over one fth of women (21%) volunteered for church related activities compared to eight% of men.

Data from 2002 and 2006 suggested that sports was the most prevalent area of voluntary or unpaid activity in addition to community/residential associations, social services and church related activities (see table below).

Census 2006 data indicated that "helping or voluntary work with a social or charitable organisation" is the most common form of voluntary activity (35%) followed by voluntary activity with "a sporting organisation" (33%). Women were more than men likely to be involved with a charitable organisation while men were more likely than women to be involved with a sporting organisation. Involvement with other activities was also recorded, for example, volunteering with "a religious group or church" (26%) and with "a political or cultural organisation" (8%). A further one quarter of people indicated that they were involved with some other form of voluntary activity not speci ed in the Census form.

As the question posed in the 2006 census speci cally asked individuals if they were involved in voluntary activity in the preceding 4 weeks, individuals who volunteered outside of that time period were not recorded as volunteers. For this reason, it is reasonable to assume that the gure of 16% is an underestimation. Added to this is the fact that the question speci cally

22. Donoghue et al. (2006) e Hidden Landscape

asked respondents about their involvement in volunteering activity, rather than participation in community or unpaid work. Many people who participate in their community do not self-identify as a volunteer.

e Census of 2011 omitted a question on volunteering. For this reason, problematic as the Census 2006 data may be, there is no comparable data with which to identify trends since 2006.

Why do Irish people volunteer?

e most recent data comes from 1997/1998 and reported that "belief for a cause" and altruistic factors such as wanting to be neighbourly or wanting to help/being asked to help as the most important reasons for getting involved. Just over one tenth of volunteers cited liking or enjoying volunteering as the most important reason and less than eight% cited having spare time as a reason. Women were more likely to be proactively altruistic (wanting to help or be neighbourly) while men were more likely to volunteer after being asked for help. In terms of the perceived bene ts of volunteering, over half of men and women cited seeing results as the most important bene t. Men were more likely to cite enjoyment of volunteer activities as the prime bene t while women were more likely to cite the feeling of "doing good".

"Belief for a cause" and wanting to be neighbourly/ wanting to help are cited as the main reasons for getting involved. Over half of people feel "seeing results" is the most important benefit.

In 1997/1998 social networks remained the most important route into volunteering, followed by becoming involved in an organisation (for example, by membership or attending meetings). Women were more likely to use social networks while men were more likely to choose the organisational route. As only one question on volunteering was contained in Census 2006 the data gathered does not allow for any explanations as to why people become involved in volunteering.

Why not volunteer or why stop volunteering?

Over a third of respondents who had ceased volunteering perceived 'new demands on time' to be the chief reason. Other barriers included loss of interest and getting older (10% each). Half of those who did not volunteer cited 'having no time'. However, over one quarter (26.7%) of those who did not volunteer, reported never even thinking about volunteering and over one fth (21.9%) reported that they had never been asked. Perceived drawbacks of volunteering was the belief that too much was expected of volunteers and they were taken for granted (almost 50% indicated these as drawbacks). Insu cient volunteer numbers and a negative outlook by others in the organisation were other prevalent perceived drawbacks (15.8% each). Interestingly, despite those with third level education being most likely to volunteer they were also the most likely to have cited 'never thinking about volunteering' or 'never being asked to volunteer' as the main reasons why they did not volunteer.

Volunteer-involving organisations

In the Centre for Non-pro t Management's Mapping[23] survey almost half of the respondents (1,975) reported data on their volunteers. Using this data a pro le of volunteer-involving organisations in Ireland can be established. It must be noted that in this report 'volunteer-involving organisations' referred to organisations where volunteers were reported but did not include board members as volunteers.

23. See O' Donoghue et al. (2006) e Hidden Landscape

Volunteer numbers, importance and contribution

e number of reported volunteers within organisations ranged from 1 to 380,000. e total number of volunteers was 1,071,108. e average (mean) number of volunteers amongst the sample of 1,975 organisations reporting volunteers was 542. However, a very small portion of organisations distort this statistic. In fact only 11% of organisations reported 100 or more volunteers. e table below indicates the breakdown of volunteer numbers amongst the study's sample, just over 50% of organisations reported 15 or less volunteers.

Number of volunteers	% of organisations (N=1,975)
1-7 volunteers	26
8-15 volunteers	24
16-39 volunteers	25
40 + volunteers	25
Total	100

What fields of activity are volunteers involved in?

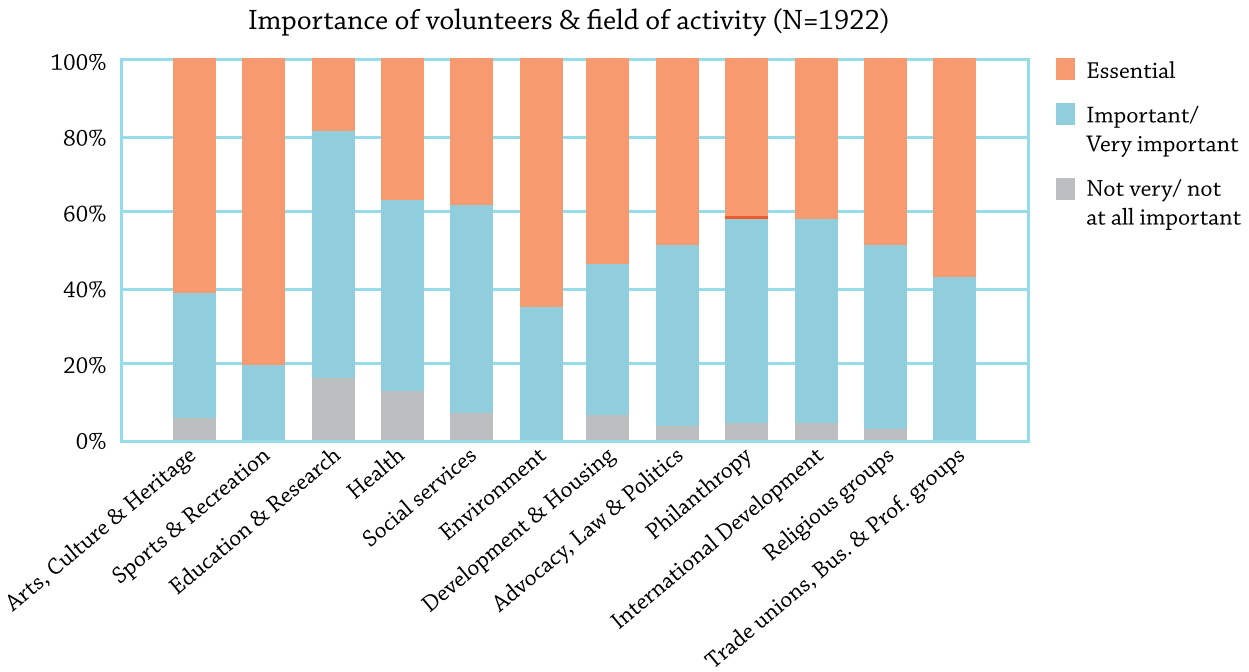
In the table below it is apparent that volunteer-involving organisations are dominant in a few elds, sports and recreation, development and housing, social services and arts culture and heritage.

Field of activity	% of organisations (N=1,975)
Sports and Recreation	21.9
Development and Housing	19.5
Social Services	16.1
Arts, Culture and Heritage	10.2
Education and Research	8.5
Environment	6.9
Health	5.4
Advocacy, Law and Politics	5.3
International Development	2.0
Religious Groups	2.0
Trade Unions, Bus/Prof Groups	1.4
Philanthropy	1.0
Total	100

Importance of volunteers

Over half (54%) of organisations regarded the volunteer contribution essential in carrying out the organisations mission and another 25% considered it very important. Only a minor proportion of organisations (less than 6%) did not depend on volunteers for essential tasks. As the gure below illustrates, elds such as sports and recreation, the environment and the arts, culture and heritage were more likely than organisations involved in areas such as health, social services and education and research to regard volunteers as essential.

Unsurprisingly, variations in importance appeared to be related to an organisation's income. Of the minor proportion of organisations (just over 6%) that regarded volunteers as not very or not at all important, the majority reported incomes greater than 200,000 EUR per annum. On the opposite end of the scale, of those organisations that regarded volunteers as essential, the majority reported incomes less than 30,000 EUR. It would appear that volunteers were considered more important to organisations that had smaller incomes.



Economic contribution of volunteering

Economic estimates on the value of volunteering have been a popular method of underlining the importance of volunteering in society by highlighting volunteers as a source of free labour in society. ough it is di cult to accurately gauge the economic value of the volunteer contribution, the most recent estimation -based on gures for 2002 and the reported minimum wage of that year- calculated a conservative estimate of 204.4 million EUR. However, if the average industrial wage is utilised rather than the minimum wage, the replacement cost of volunteer labour could be valued at 382.2 million EUR. ese gures can be put in context by comparing the conservative estimate of 204.4 EUR with the Department of Community, Rural and Gaeltacht A airs (DCRGA) expenditure budget for community and rural a airs in 2005 which was 196 million EUR. us *'if volunteers would have to be paid, this expenditure would, at a minimum, have to be doubled just to pay for the wages of the replacements of the volunteers'*[24].

24. DKM Consultants (2004) Volunteers and Volunteering in Ireland: Report for Joint Committee o Arts, Sports, Tourism, Community , Rural and Gaeltacht A airs, Dublin

Volunteer Infrastructure Volunteering Trends

Volunteer Ireland and the national network of local Volunteer Centres track volunteering activity as it occurs through the volunteering infrastructure i.e. individuals and organisations that engage with the volunteering infrastructure to nd opportunities or source volunteers.

e source of this information is the online database of volunteers, volunteer-involving organisations and volunteering opportunities. e gures from 2011 tell a slightly di erent story to the research noted above. First, most people who register to volunteer are aged 35 or under (+/- 62%), of which just more than 50% are aged 25 or under. 60% had never volunteered before and the motivation to volunteer for 50% was 'to give something back'. As Ireland entered recession, the demand for volunteering increased signi cantly: there was a 70% increase in the number of people registering to volunteer in 2009 compared to 2008 with 10% of those who registered describing their motivation with respect to un- or under-employability.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

ere is no speci c legal framework or legislation for volunteering in Ireland. e only legislation relating to volunteering is a recently passed "Good Samaritan" law. is serves to protect individuals who lend a hand to someone in an emergency situation, as it prevents them from being sued afterwards if the intervention has an inadvertent negative impact. Alongside this, other legal Acts touch upon and regulate volunteering. For example, all legislation related to health and safety, equality and anti-discrimination.

e steering committee of NGO and public sector organisations created as part of the European Year of Volunteering 2011, considered the necessity of advocating for volunteering legislation and came to the conclusion that Ireland did not require legislation, but would bene t from a national policy on volunteering.

Volunteer Ireland and local Volunteer Centres are funded directly by the Department of Environment, Community and Local Government as the Community section holds the brief for volunteering. e relationship between the Department and the national and local volunteering infrastructure is a positive one and they are the principle funders for local and national volunteering infrastructure.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

In Ireland, the volunteering infrastructure comprises the following organisations: the national volunteer development agency, Volunteer Ireland; a network of local Volunteer Centres (20+) a liated through their membership of Volunteer Ireland; Boardmatch, a national organisation dedicated to identifying and placing prospective volunteers on the boards of management of non-pro t organisations; and various and several initiatives within third level educational establishments that promote and facilitate student volunteering.

Volunteer Ireland (the result of a merger mid-2011 of the two national volunteering organisations Volunteer Centres Ireland and Volunteering Ireland) and local Volunteer Centres have been the

main actors promoting and developing volunteerism in Ireland for the last 10 years and more. ere are more than 20 local volunteer centres throughout Ireland.

Volunteer Ireland is the national volunteer development agency and a representative and support body for all local Volunteer Centres in Ireland. Volunteer Ireland's vision is people connecting with one another and participating in their communities to build a better Irish society. Our mission is to contribute to this vision by increasing the diversity, range and quality of volunteering in Ireland through inspiring, supporting and facilitating volunteering on all levels.

The role of Volunteer Ireland is:

To inspire, promote, recognise and celebrate volunteering and active citizenship by informing and engaging with individuals, organisations, policy makers, the media and other stakeholders. To support and develop, as part of a national strategy for supporting volunteering at national level, a network of local Volunteer Centres, by facilitating networking, training, the exchange of ideas and best practice, and a quality standards and evaluation framework.

- To support communities in enabling and facilitating voluntary activity as an expression of active citizenship and participative democracy by providing a range of supports and services.
- To lead the continuing development of a coherent volunteering infrastructure in Ireland in all its forms, locally and nationally, in collaboration with a range of partners and stakeholders.
- To build the capacity of and support organisations to make volunteering a ful lling and rewarding experience for both the organisation and volunteers.
- To lead in the development, implementation, evaluation and promotion of best practice standards in volunteering
- To engage in research on volunteering trends and issues, and to disseminate information to better inform national and local policy and shape the development of an enabling environment for volunteering
- To advocate for volunteering and to work strategically and collaboratively across all sectors to achieve our vision

Volunteer Ireland administrates www.volunteer.ie as a conduit to volunteering in Ireland and a depository of information and resources for individuals wishing to volunteer, organisations seeking volunteers or anyone who wishes to nd out more about volunteering; Volunteer Ireland also manages a national database of volunteering opportunities in Ireland, populated by organisations, individuals and Volunteer Centres, which is housed on www.volunteer.ie. Volunteer Ireland supports the network of local Volunteer Centres through facilitating regular meetings to share best practice and for training, administering the national database of organisations, individuals and opportunities and leading the evaluation of local Volunteer Centres by peer review according to a quality standard framework developed by Volunteer Ireland and Volunteer Centres. Volunteer Ireland co-ordinates, in partnership with the local volunteering infrastructure, National Volunteer Week, a National Volunteer Awards programme and other campaigns. In addition to working directly with local Volunteer Centres, Volunteer Ireland works directly with for- and non-pro t organisations, providing training, consultancy and other services (including providing access to the national criminal record checking system in Ireland, Garda Vetting). Volunteer Ireland will be introducing a quality standard framework for involving volunteers in 2012.

Volunteer Centres are local volunteer development agencies. ey exist to improve the extent, range and quality of volunteering through providing a range of supports to individuals wishing

to volunteer and not-for-pro t organisations seeking volunteers. Volunteer Centres are a vital part of the volunteering infrastructure of Ireland. Whilst each Volunteer Centre in Ireland is di erent, they all o er the same four core services:

- *A volunteer-centred placement service*
- *Supports for volunteer-involving organisations*
- *Marketing and promotion of volunteering*
- *Best practice in volunteer centres*

Volunteer Centres provide a publicly accessible list of volunteering opportunities for individuals and support to individuals in nding a volunteering role that suits them. e supports they provide to organisations include advice and one-to-one consultation on involving volunteers, modular and bespoke Volunteer Management Training and Garda Vetting.

5. OTHER STAKEHOLDERS

e Department of Environment, Community and Local Government holds the 'brief' for volunteering (under Community). Primarily, they support volunteering via third parties (i.e. direct funding to volunteering infrastructure organisations and volunteer programmes and in-direct funding via local development companies). ere is some resistance to involving volunteers in public bodies, especially given the economic environment.

Many companies have employer supported volunteering programmes as part of their commitment to corporate social responsibility (CSR). ey engage directly with community/voluntary organisations or via Volunteer Ireland, local Volunteer Centres, Business in the Community etc.

Schools have volunteering as part of curricula. It is incorporated into a civics-based subject that students in senior school undertake during the junior certi cate cycle, generally aged about 12-14. e subject is called Civic, Social and Political Education. e extent to which volunteering is studied or practiced, however, very much depends on individual teachers' championing of the topic. In addition, there is a 'transition year' (a year following the rst level of state exams called the Junior Certi cate). Transition Year is not open to all students as some schools choose to go straight from Junior Certi cate to Leaving Certi cate (nal year exams) curriculum. Where it is o ered, Transition Year o ers students an opportunity to focus on education in a broader sense and volunteering and/or active citizenship can be part of that. Likewise, the impact and extent of focus on volunteering depends on individual teachers.

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6. FUNDING OPPORTUNITIES

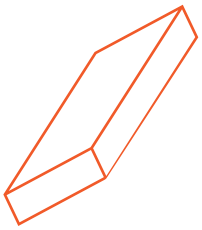
Ireland there are a signi cant number of Community and Voluntary or non-pro t organisations. For historic reasons, the state 'outsources' many services to these organisations (including hospitals, schools, housing associations, health and social care organisations, not to mention culture, recreation, social justice, civil and human rights etc.). e main source of nancial support for volunteering (for both Volunteer Ireland and local Volunteer Centres) is the Department of Environment, Community and Local Government. Annual funding for voluntary

support is in the region of €3.5million. Most direct grants from this pool of funding go to volunteering infrastructure organisations. With the exception of 2012, the allocation has been receiving cuts since 2009. e direct funding from government is straightforward. Local Volunteer Centres also receive indirect funding from the same Department. is occurs through Local Development Companies drawing down funding from a semi-state body (local City or County Councils) that is speci cally ring-fenced for volunteering.

ere is a plethora of other sources of funds for the voluntary sector, but because government core-funds volunteering infrastructure organisations, such organisations would be ineligible to apply for many. For particular programmes and campaigns, the main funders outside of the government are for-pro t corporations and European Union grants.

7. REGULAR AND SYSTEMATIC RESEARCH

ere is no real systematic and reliable research into, or measurement of volunteering in Ireland, as alluded to previously in this chapter. Volunteer Ireland records trends and gures on volunteering as it occurs through volunteer centres. ey report on trends identi ed through our database system. For example, there was a signi cant increase in the number of people registering to volunteer when the recession hit. ey also report on trends relating to age, gender etc. e database system is web-based and maintained in the cloud so it allows the creation of up-to-the-minute reports on any aspect of it.



Volunteer Ireland and the network of local Volunteer Centres advocate that the Central Statistics O ce in Ireland begin to collect information about volunteering and the non-pro t sector through implementing the International Labour Organisation Manual on the Measurement of Volunteer Work.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

Volunteer Ireland was awarded the European Funding for the European Year of Volunteering agship project. e application was made in partnership with three other organisations: Business in the Community Ireland, Focus Ireland and the National Standards Authority of Ireland to develop a national quality standard for involving volunteers.

e proposal was to develop a quality standard framework for volunteer-involving organisations in Ireland, one that would serve as a benchmark for organisations to achieve best practice in volunteer engagement, provide a roadmap to take them there and an awards system to allow for public display of commitment to quality.

Volunteer Ireland engaged a sister-organisation in Northern Ireland, *Volunteer Now*, to undertake an assessment of sector needs and research models currently in use. To advance the project, a working group comprising representatives from the partner organisations, local Volunteer Centres and volunteer-involving organisations to liaise with Volunteer Now and the steering committee.

Based on a full review of the needs of the sector in Ireland and the context in which it operates, it was agreed that the best course of action to take was to explore the viability of introducing Investing in Volunteers (IiV), a UK-wide standard, to Ireland.

Investing in Volunteers is a framework comprising nine indicators and 46 associated practices (approximately ve per indicator) and is "owned" by the UK Volunteering Forum. Organisations seeking to achieve the award undergo a six-step process that involves the following stages:

1. *An introduction to the award and an opportunity to hear about the standard and what will be expected of them in order to achieve it;*
2. *Self-assessment on which they get support and feedback from an advisor;*
3. *Support and assistance to develop an action plan to address gaps in practice;*
4. *Support to implement the gaps;*
5. *Assessment by the awarding body and local/national quality assurance;*
6. *Granting of the award.*

ere are many bene ts to choosing to adopt an award that is already in place, not least the fact that the framework has been tried and tested: Investing in Volunteers was developed in the mid-1990s and piloted in 1998. e pilot was then independently reviewed and a full roll-out was recommended. e framework was fully revised in 2009. Since its inception, more than 550 organisations have achieved quality accreditation, ranging from small community groups that are totally volunteer-led to large national multi-branch organisations with thousands of volunteers.

Volunteer Now are currently testing Investing in Volunteers with a group of organisations in Ireland. Meanwhile, Volunteer Ireland are exploring with the UK Volunteering Forum, the logistics of Volunteer Ireland becoming the "agent" for IiV in the Republic.

A quality standard framework for volunteering will revolutionise volunteering in Ireland and make Ireland a better place to volunteer. Volunteer-involving organisations will be provided with an awards programme for best practice in volunteer engagement and the supports and tools necessary to achieve it. Volunteers will have an improved volunteer experience; there will be better access to quality volunteering roles and this will lead to greater levels of participation in Irish society.

volunteer.ie is home to Ireland's only online database of volunteering opportunities and acts as an online resource for volunteers and potential volunteers, volunteer involving organisations and companies who involve volunteers. The website attracts thousands of visitors each month.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Volunteer Ireland raise public awareness about volunteering through a number of high pro le national campaigns. Following ve successful years of their National Day of Volunteering campaign, this year will see Ireland's rst National Volunteering Week (NVW) take place. NVW aims to encourage the public to give volunteering a go and highlight routes in to volunteering. As part of the campaign, hands on volunteering projects and volunteer fairs are held around the country. Volunteer Ireland also promote and celebrate volunteering through the Ireland Involved Awards, an annual volunteer awards ceremony, which attracts hundreds of nominations and widespread media coverage.

Volunteering is also promoted through a proactive year-round communication strategy by Volunteer Ireland. Regular press releases are issued to Irish media highlighting research ndings and trends in volunteering. Volunteer case studies are pro led in media, publicising the work of volunteers and encouraging the public to volunteer. Volunteer Ireland also has a strong online presence. eir online portal www.volunteer.ie is home to Ireland's only online database of volunteering opportunities and acts as an online resource for volunteers and potential volunteers, volunteer involving organisations and companies who involve volunteers.

e website attracts thousands of visitors each month. e organisation also has a strong social media presence, using Twitter and Facebook to highlight volunteering opportunities, news and events

10. ADDITIONAL COUNTRY SPECIFICITIES

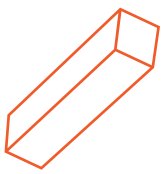
An Ireland North and West Member of the European Parliament, Marian Harkin is a great supporter of volunteering at the European Union (EU) level, bringing greater credence to volunteerism in Ireland from the EU level. Her commitments and achievements have meant a great deal to volunteering in Ireland. Her stance and work in the area is unique in the European Parliament, and she was spearheaded the campaign which ensured the positive vote for 2011 to be the European Year of Volunteering, whilst being co-President of the European Parliament's Volunteering Interest Group.

11. RECOMMENDATIONS

At a European level, it would be recommended to implement the *International Labour Organisation Manual on the Measurement of Volunteer Work*.

At a national level, several recommendations could be made:

- *More cohesion across the volunteering infrastructure*
- *A national policy/ commitment to volunteering*
- *The accurate and comparable measurement of volunteering, again with use of the ILO Manual*



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15

ITALY

CHAPTER

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

e infrastructure for volunteering is a set of policy measures and long term activities that sustain the valorisation and practice of volunteering.

e elements of infrastructure are:

- *Legal framework*
- *Fiscal policy*
- *Volunteering support centres*
- *Stable channels for dialogue and representation of interests between the public institutions and volunteering organisations*
- *Long term sustainable mechanisms for the promotion of and training for volunteering*
- *Data and standards*

e mission of the volunteering infrastructure is to facilitate the civic engagement of citizens and organisations and to enhance their impact.

2. VOLUNTEERING LANDSCAPE

Volunteering is de ned in the Italian National Framework Law on Volunteering L. 266/91 published in the O cial Gazette of the Republic of Italy on 22nd August 1991, n.196. (Gazz. U ., 22 agosto, n. 196). It de nes volunteering as an "*activity performed at a person's own free will, through an organisation of which the volunteer is a member, with no aim for direct or indirect profit, exclusively for solidarity reasons*". e same Law de nes voluntary organisations, stating the principles that distinguish these from other types of not for pro t organisations and associations, that may also involve volunteers. It is universally recognised that volunteering is a gift of time with no nancial reward taken and an act of social responsibility for common good and for the bene t of others and the community.

77.4% of volunteers have a high-school or university education and around 8 years of work experience.

ere is no regular standard census on the numbers and pro les of volunteers and their engagement. e last national survey by the National Institute of Statistics (ISTAT) was published in 2005 and based on 2003 census on Non-pro t Institutions (NPIs) data. According to these data there were 21,021 voluntary organisations (VOs). According to a slightly more recent survey carried out by FIVOL (Italian Foundation for Volunteering) in 2006 there were over 1 million volunteers active in the Italian VOs[1]. ese gures were based only on volunteers engaged in voluntary organisations as de ned by Law 266/91 and do not take into account volunteers active in other types of non-pro t non-governmental organisations or informal volunteering performed outside an organisational setting.

e most recent research on the extent of volunteering by the National Council of Economy and Labour (CNEL) provides an insight into available data.

1. FIVOL, 2006.

e rst Census of non-pro t institutions (1999) has shown that volunteers constitute the most important part of the human capital (of non-pro t institutions). Volunteers are active in more than 80% of non-pro t institutions and count a total of more than 3.2 million[2] individuals. A more recent source, the Eighth Census of Industry and Services of 2011, tends to con rm these structural characteristics. In 2001 volunteers active in non-pro t institutions resulted in 3,315,327 units (+3% with respect to the previous census), which makes up 85% of the total of human resources. For the number of voluntary organisations there is no updated census available. On the basis of the data collection done by CSVs on the number of VOs registered in the regional registers, we can estimate a total of 40,000+ voluntary organisations in Italy.

According to ISTAT 2003 data, the majority of Italian volunteers are adults aged 30 to 54 (41.1%), with 22.1% of them aged under 29 and 36.8% aged 54 or over. Most Italian volunteers are in employment 52.2%, while 29.5% are retired and the remaining 18.3% are students, homemakers, unemployed or people looking for their rst job. ey are educated to upper secondary school or university level (57.2%). Male volunteers are slightly more in percentage (54.4% of the total are male and 45.6% are female), although the number of women is increasing (in 1995 only 40.1% of volunteers were female).

e elds the majority of voluntary organisations are active in are health (28%) and social care (27.8%), while growing sectors of activity are recreation (14.6%), culture (9.6%), and civil and environmental protection (4.4%). Recent regional surveys also show that civil protection and advocacy are the elds registering the greatest increase in numbers of organisations and volunteers.

Recent Centro Studi Investimenti Sociali (Censis) – SPES research " e future of volunteering: e case of Lazio" reports 26.2% of the total population as engaged in volunteering. In addition, it reports 14.1% of interviewees as having a family member who volunteers. e age groups of volunteers are reported as follows:

Age of volunteers	%
18 – 29 years	34.6%
30 – 44 years	29.4%
45 – 64 years	23.9%
65 years +	20.3%

ese data shed a new light on the widespread opinion that volunteers in Italy are mostly aged or middle aged and that the young generations are reluctant to engage in volunteering. It remains to be studied how these data correlate with intense activities of the last decade for the promotion of volunteering among students and youth in general.

Other Censis-SPES 2010 data as regards the pro le of volunteers are in line with the historical precedents and the general opinion: 77.4% of volunteers are high-school or university educated and have on average 8 years of work experience. e vast majority (73.6%) volunteer with an

2. Which may be overestimated, this being an organisations based census, and volunteers may be active in more than one organisation.

organisation, while the remaining 26.3% are informal volunteers. Of volunteers engaged in organisations, 11% are active in 2 or more organisations. It is signi cant that this percentage rises to 23.9% for volunteers educated at university level (or higher). It is also interesting to note that the percentage of informal volunteers is at the very lowest among the young (4.4% of the age group 18-29), it rises with age and reaches the peak of 30.7% among volunteers aged 65 and above.

e same Censis-SPES 2010 research shows that 76% of volunteers are engaged on a regular weekly basis throughout the year, while 24% volunteers occasionally.

Field of activity	% volunteers
Health (medical assistance, first aid, transportation, etc.)	33.0
Social support (home assistance, transportation of people with disabilities/elderly/children, help lines etc.)	26.6
Promotion of volunteering (fund raising, communication campaigns, etc.)	9.4
Recreational and socialising activities	10.9
Education and training (school support, employability, etc.)	12.0
Civil protection	8.7
Spiritual and religious support	15.9
International cooperation and solidarity (development aid, adoptions, etc.)	5.0
Environment (environmental education, cleaning, animal protection, etc.)	5.8
Protection and promotion of rights	2.2
Sport (facilities, organisation of events, etc.)	7.5
Culture (guided tours, heritage conservation, surveillance of museums, etc.)	5.0

Source: Censis-SPES, 2010.

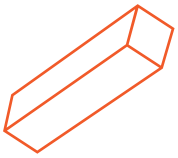
Volunteering as an expression of solidarity and as an answer to the needs of the community is recognised and valued in Italy, especially because its roots reach back to the societal organisation of medieval communes and its development is strongly linked with the social outreach and care dimension of the Catholic Church.

Censis-SPES research[3], based on 550 residents in the Lazio region and 800 residents in other regions, analysed the perception of volunteering among the general public. It emerged that volunteering is perceived as more active in the eld of health (69.9%) and social care facilities (52.3%); as highlighted earlier, both are indeed some of the main elds of intervention of volunteers, which shows that their presence is visible and largely perceived by the public. Less visible is the presence of volunteers in the environment and advocacy elds.

When asked to identify the role of volunteers in society, over one third of respondents (34.4%) were not able to pinpoint the role of volunteering in their locality. 4% of respondents stated

3. Censis-Spes, 2010, Il futuro del volontariato: il caso del Lazio.

that volunteering hasn't got any relevant role in society. e majority of those who could identify a role for volunteering stated that it favours relationships between those who can help/give and those in need (27.4), it facilitates social redistribution of resources at di erent levels, or that it shows that helping others is possible (23%), a dimension of active solidarity that the public appreciates.



e function of volunteering as a vehicle of active participation and problem resolution is indicated by almost 18% of the respondents and about 13% underline that volunteering means openness to others and strengthening of ever fading community links. Details of answers and percentages are shown in the Table below.

I cannot say	34.4
Favouring relationships between those who can help/give and those in need	27.4
Showing that helping others is possible	22.9
Favouring active participation of all the willing to the solution of the various issues in the community (disability, immigration)	17.9
Granting services that otherwise would not be provided	17
Spreading important values such as solidarity, non violence, freedom, tolerance	14.6
Promoting solidarity toward others as a sense of belonging to the community	12.8
Taking citizens' voices, especially the weakest, in front of politicians and those in power	8.7
Having an essential role in situations where deprivation is greatest	7
No relevant role	4
Informing about collective issues/problems (e.g. about health prevention, civil protection, etc.)	3.1

Source: Censis-SPES, 2010.

It emerges that volunteering is perceived as supplementary to the local welfare system, able to mobilise additional resources, directing them towards the demands not being answered, having a demonstrative function, not just being a voice, but showing practically that some things can get done.

As to what the expectations are of the public towards volunteering, from the Censis-SPES research it comes to light that gratuity, humanity and direct relationships with the bene ciaries are the qualifying aspects for the majority of respondents. ere is recognition of the great value of free service, implying motivation in the mission, and the importance of great humanity in providing services to people, as added value essential especially in some sectors. Services provided by volunteers are perceived as having a much higher relational closeness, and being e ective in virtue of the quality of relationships between bene ciary and volunteer.

Volunteering is perceived as being more e ective and more valuable because it is seen as a spontaneous, highly motivated and ethically driven activity.

More recent research[4] carried out by a team at the University of Florence on the perception of volunteering, shows that VOs and volunteers are perceived as especially active in the resolution of local problems (particularly in the eld of deprivation, need and marginalisation). is vision also a ects how the relation between institutions and volunteering is perceived; volunteering is seen as subordinate to institutions and not as a cooperating partner.

According to the research, the image of voluntary activity as conveyed by VOs and perceived by the public is convergent: VOs describe their work using the words *'action,' 'organisation'* and *'commitment,'* and the respondents de ne the main features of volunteers and volunteering with the word *'continuity'* and *'commitment.'* Nevertheless, even though the organisations highlight *'competence,' 'methodology'* and *'training'* to describe the work of volunteers, most respondents keep thinking that voluntary action is guided by *'instinct,' 'passion'* and *'do-it-yourself.'*

Organisations highlight 'competence,' 'methodology' and 'training' to describe the work of volunteers, but most respondents believe that voluntary action is guided by 'instinct,' 'passion' and 'do-it-yourself.'

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

In Italy volunteering is regulated by the Framework Law on Volunteering, Law 266/91 (*Legge 11/08/1991 Num. 266*) which speci cally de nes and disciplines voluntary organisations and the interaction between them and the public institutions. Several other laws determine the nature and the activities of other non-pro t, non-governmental organisations that also engage volunteers, like social promotion organisations, mostly in the sport and culture elds, or NGOs for international solidarity and development.

e Law recognises the social value and the function of volunteering as expression of participation, solidarity and pluralism. It provides the de nition of voluntary activities and organisations and of the relationships between voluntary organisations and public authorities. It was adopted in 1991 after 10 years of discussions, draft proposals and awareness raising campaigns.
Some of the main elements of the Law 266/91 are outlined below.

Definition of voluntary activity and organisations

e Republic of Italy recognises the social value and function of voluntary activities as an expression of participation, solidarity and pluralism. It promotes its development by safeguarding its autonomy and favours its original contribution towards social, civil and cultural aims de ned by the State and local authorities.

e Law de nes as voluntary activities those given in person, spontaneously and freely, through an organisation of which the volunteer is a member, with no direct or indirect pro t aim, exclusively for solidarity reasons.

Voluntary activity cannot be paid in any way, not even by the bene ciary. Volunteers can only be reimbursed by the voluntary organisation of which they are members for the direct expenses they incurred, if deemed necessary for the activity itself, within limits previously determined by their voluntary organisations.

4. Solito L., Sorrentino C., 2010.

Being a volunteer is not compatible with any form of paid work within the same organisation.

According to the Law 266/91, the services of voluntary organisations must be free of charge for target users; their aim is solidarity towards target users or towards the common good; their yearly balance is approved by the assembly of members and they are not for pro t. Furthermore, they must have a democratic internal structure: their representatives must be elected and not paid, their members have rights and duties and there are criteria for admission and dismissal of members.

e insurance for volunteers is obligatory for injury and sickness related to the voluntary activity, and for third party liability. When voluntary organisations provide services in collaboration with and funded by local administrations or other public institutions, through a speci c agreement, "convenzione", the funders are obliged to reimburse the costs of the insurance for the volunteers involved.

e Law also strictly determines the essential characteristics of the voluntary organisation: not-for-pro t, non-governmental, democratic; activities are for the bene t of others (not members of the organisation) or the common good; commercial revenues must be marginal.

A signi cant change as regards the relationship between the State and local authorities, and in the relationship between local authorities and citizens and their organisations, came into being in 2001 with the reform of the Constitution. In particular, the Art. 118 last clause a rms that the pursuit of the general interest is not the exclusive competence of public institutions, but also pertains to the active direct involvement of citizens. is change was initiated and later disseminated to the wider public by a coalition of civil society organisations and academics led by the civic movement "Cittadinanzattiva" and is of paramount importance when it comes to understanding and promoting volunteering as a direct concrete act of responsibility towards the community.

e Law regulates volunteering on the national level, but according to the principle of vertical subsidiarity, each Region – under whose responsibility the active engagement of citizens falls - draws up speci c Regional laws to regulate volunteering at regional level. It is the Law that explicitly accords to Regions and autonomous Provinces, the right of instituting regional registers for voluntary organisations. As the Law states 'Regions and autonomous provinces regulate the institution and maintenance of the general registers of voluntary organisations.' Each Region organises its own register independently and provides periodically to its revision and updating, making sure that the registered organisations maintain the requirements necessary for registration. e format of such registers has to abide to regional regulations that may di er for each region.

On top of fiscal deductions for donations, a new State regulation allows citizens to assign 0.5% of their income tax to a volunteering organisation of their choice.

e registration is a necessary requirement to access public funding, establish contract agreements with local authorities for the provision of services and for bene tting from scal rebates set out in the Law itself. VOs listed in the registers, in fact, are exempt from payment of certain State taxes. National legislation also provides for scal deductions for donations; moreover in the year 2006, a State regulation allowed citizens to assign 0.5% of their income tax to a VO of their choice.

e Law also set up a *"National Observatory on Volunteering"* to support, promote and develop volunteering through research, databases and speci c training and projects. To develop

the voluntary activities in their Regions, many Regional authorities have set up “Regional Observatories on Volunteering” and Regional Conferences on Volunteering.

e Italian Framework Law on Volunteering 266/91 has set a high standard of precedent both for the legislation on other components of the third sector in Italy and for later laws on volunteering in other European countries. Some of the elements it contains are still – 20 years later and in a much more developed discussion around the legal framework for volunteering – extremely valid. ese include: a speci c mechanism for regulating services of public interest run by voluntary organisations in partnership with public authorities, the insurance of volunteers and the system of volunteer support centres (CSV, Centri di Servizio per il Volontariato) governed directly by grass-roots voluntary organisations.

In 2007, the Volunteer Support Centres in Italy carried out 67,045 consultancy activities, 18,541 information activities and 25,324 volunteer support activities.

According to the Law, the public body responsible for the implementation of the Law and the primary institutional reference point for volunteering is the Ministry of Labour and Social A airs, Directorate General for Volunteering, Associations and Social Bodies. It was established as a unit at about the same time the Law was passed. e National Observatory for Volunteering refers to the same unit and is presided over by the Minister of Labour and Social A airs. e Law 266/91 also provides for an annual call run by this Ministry Unit for co-funded experimental projects of grass-roots voluntary organisations. In 2010, for the rst time, this same call for proposals included the provision that co-funding by VO can be provided by hours of voluntary engagement. e same DG also organises biennial National Conferences on Volunteering, participates in the controlling bodies of CSV and produces a biennial national report on volunteering.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

CSVnet, the Italian National Coordination of Volunteer Support Centres, unites 72 out of the 78 regional and provincial CSV active all over Italy. It provides representation on a national level, works for the creation of shared standards, organises working groups and networking on di erent themes and provides input for innovation and improving impact on the national level.

In Italy there is a vast network of Volunteer Support Centres (CSVs). e Volunteer Support Centres were instituted by Law 266/91 and by the Ministerial Decree of 8th October 1997. ey are at the service of voluntary organisations and, at the same time, managed by them, following the principle of volunteering autonomy that the Law aimed to a rm. ey are active in every Italian region, except the autonomous Province of Bolzano.

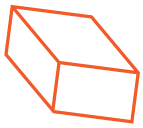
In abidance to the Law, CSVs are nanced by foundations of banking origin. e Law actually states in Article 15 that such foundations must include, in their articles of association, the donation of at least one fteenth of their yearly net revenues for the creation of special regional funds, aimed at creating Volunteer Support Centres. Every special regional fund is controlled by a speci c body (*Comitato di gestione*) made up of representatives of the pertinent Region, of voluntary organisations of that region, the Ministry of Labour and Social A airs, the foundations of banking origin providing funding for that region and their association, and the local authorities of the Region. e controlling body holds o ce for two years; it approves and monitors the programme of activities and the yearly balance sheets.

Of the 78 CSVs existing in Italy, 65 are active at provincial, 9 at regional and 4 are at interprovincial or sub-provincial levels.

e vast majority of CSVs are associations of associations, predominantly registered voluntary organisations of the territory of reference. At least 13,000 third sector organisations are involved directly in the governance of the CSVs and 8,800 of these are local voluntary organisations[5].

CSVs' functions and main roles are the following:

- *promotion of volunteering (meetings and conferences, promotional campaigns, organisation of public events, shows, exhibitions, publications, activities with schools and specific target groups, etc.)*
- *advice and consultancy services for grass-roots voluntary organisations, including also support to groups and individuals during the originating phase of their organisation, matching and tutoring of potential volunteers, direct support and mentoring of VOs in administration, communication, grants management and fund-raising, networking, etc.*
- *training*
- *information, documentation and research*



In 2007 CSVs carried out 67,045 consultancy activities, 18,541 information activities and 25,324 volunteer support activities.

CSVnet, National Coordination of Voluntary Support Centres - was o cially established on 11 January 2003 with the aim of gathering, giving continuity to and strengthening the experience of the former National Association of Support Centres, constituted in 1999. It is now also the main system of governance for the sustainability of CSVs in the future, and the most active platform for the exchange of best practices, the transfer of innovation and training of both voluntary leaders and employed sta .

e main national networks uniting large national federations of volunteer involving organisations, ConVol and Forum del Terzo Settore, cooperate with CSVnet on all major training, development and policy initiatives and projects.

ConVol (*Conferenza Permanente Presidenti Associazioni e Federazioni Nazionali di Volontariato,* Permanent Conference of Presidents of National Associations and Federations of Volunteering) is an association set up in 1991 with the support and the scienti c cooperation of FIVOL, the Italian Foundation for Volunteering. Today it counts 14 voluntary organisations and national federations among its members. It intends to link and coordinate its members to promote and facilitate legislation on social issues and in particular for deprived people; to inform and raise awareness on social exclusion and poverty issues; to ensure the quality of commitment of the volunteering sector for social justice, fair distribution of goods, quality of life and the development of the common good, promote volunteering through national and European legislation.

Forum del Terzo Settore (Forum of the ird Sector) was o cially constituted in 1997. It represents over 100 national organisations (voluntary organisations, social cooperatives, international development organisations, fair-trade organisations). It aims at valuing activities and experiences carried out by citizens for improving quality of life. Its main tasks are social

5. CSVnet, 2010. Report 2008-2009.

and political representations to the government and other institutions. One of its bodies is the Consulta del Volontariato – a league of members of federations of voluntary organisations in the Forum.

Another important player for the development of volunteering in Southern, less developed regions, of Italy is *Fondazione per il Sud* (Foundation for the South). It is a private entity founded in 2006 through an alliance between foundations of banking, third sector and volunteering origin, to promote social infrastructure, particularly in the regions of Basilicata, Calabria, Campania, Apulia, Sardinia and Sicily - through cooperation and concerted actions with the diverse expressions of the territory, in the frame of subsidiarity and social responsibility.

ere are also federations, coordination and volunteering representative bodies on speci c issues. Many umbrella organisations gather national and local VOs according to their speci c eld of activity, acting as spokespersons for target groups and mediators with the national and local government, for example:

- *Federazione Italiana del Superamento del Handicap (FISH)*, Italian Federation for Overcoming Disability
- *Federazione Italiana delle Associazioni di Volontariato in Oncologia (FAVO)*, Italian Federation of Voluntary Oncology Organisations
- *Coordination La Gabbianella for International adoptions*, child sponsorship and foster care.

e national federations of major voluntary organisations like the ones below are important and very well known organisations:

- *Associazione per l'Autogestione dei Servizi e la Solidarietà (AUSER)*, *Associazione Nazionale Terza Età Attiva per la Solidarietà (ANTEAS)* and *Associazione Diritti degli Anziani (ADA)* are VOs for the promotion of active ageing, linked to the main trade unions and important promoters of senior volunteering
- *Associazione Nazionale Famiglie di Persone con Disabilità Intellettiva e/o Relazionale (ANFFAS)*, National Association of Families of People with Intellectual or Relations Disabilities
- *Associazione Volontari Italiani Sangue (AVIS)*, Italian Blood Donors Association

Civil Protection Volunteers are mainly organised in local voluntary organisations integrated into the general civil protection system managed by the government. e Civil Protection Department registers about 2,500 organisations with over 1,300,000 volunteers, for emergency interventions in case of natural disasters and for the protection of the environment. e major national federations of Civil Protection Volunteers are *Associazione Nazionale di Pubbliche Assistenze (ANPAS)*, *National Association of Public Assistances and Misercordie d'Italia*, National Confederation of the Fraternities of Mercy.

The Civil Protection Department registers about 2,500 organisations with over 1,300,000 volunteers for emergency interventions in case of natural disasters and the protection of the environment.

Two main national generalist networks have also remained active on the national level for the past two decades: *Centro Nazionale del Volontariato (CNV)* National Volunteer Centre in Lucca and *Movimento di Volontariato Italiano (MOVI)*.

Some of the largest federations of voluntary organisations are:

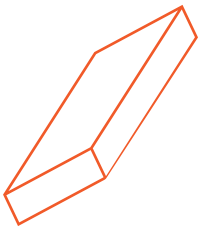
- *AUSER*, active in the sector mainstreaming active ageing and quality of life in third age, with over 1500 o ces, 300,000 members and 40,000 volunteers;

- *ANPAS*, active in civil protection and health and social transport, with 864 organisations, 229 o ces, 377,762 members, 86,630 volunteers, 986 youngsters in National Civic Service;
- *Misercordie d'Italia*, active mainly in patients' transport, civil protection and social care, with 700 fraternities, counting 670,000 members, 100,000 of those actively involved in volunteering.

At the local level, voluntary organisations cooperate with volunteer support centres participating in their governance as members of the assembly and elected board members and institutional representatives; at the same time they are also users of the services provided by the CSVs. On the national level, the umbrella organisations ConVol, Forum of the ird Sector and Consulta del Volontariato, cooperate through a protocol of intent with CSVnet, delimiting their reciprocal tasks, and belong to the platform of national volunteer representatives, which agrees with the Association of Italian Association of Banking Foundations (ACRI) and CoGe (Controlling body of the Special Fund) about CSVs core funding. ey also manage political initiatives and actions together, such as the organisation of the National Assembly of Italian Volunteering 2010, the drafting of the Manifesto of Volunteering for Europe, the participation to the working group for the organisation of the EYV 2011 and, together with Fondazione per il Sud, the Formazione Quadri Terzo Settore (FQTS) Training for ird Sector Leaders Programme and the European Volunteer Measurement Project (EVMP).

5. OTHER STAKEHOLDERS

Most public service providers such as local administrations and local health authorities involve volunteers and voluntary organisations in the provision of services of public interest, notably in the social care sector. In order to initiate the involvement of voluntary organisations, public entities have to award contracts under competitive tenders or private negotiations. Voluntary organisations can only be involved in the management of services that do not require complex management, such as social promotion and support. Public entities can contract out service provision to voluntary organisations on grounds di erent and separate from bidding to the private sector. Local authorities, and in particular the local municipalities, are the main partners with whom voluntary organisations stipulate contracts for the provision of services addressing local needs.



CSVs approach businesses to involve them in participating in speci c cooperation projects such as the programme "*Volontariato e Impresa*". Proposals for collaboration involve the nancing of projects planned by voluntary organisations to address the health and social care needs of the population or speci c cultural and environmental issues; the 'adoption' of a voluntary organisation of the territory through a nancial investment with scal bene ts in return; the occasional free provision of technical know-how and competences, or of their facilities to voluntary organisations; and allowing their sta to take one day paid leave of absence from work to engage in volunteering in an organisation (employee volunteering). ere are also di erent foundations stemming from large private and public-private businesses that fund volunteering programmes and collaborate on projects with voluntary organisations.

e Law 6 August 2008 n. 133[6], promotes employee volunteering in the public sector by granting public employees with less than 5 years left to reach 40 years of service, in the years 2009, 2010

6. Legge 6 agosto 2008, n. 133 'Conversione in legge, con modi cazioni, del decreto-legge 25 giugno 2008, n. 112, recante disposizioni urgenti per lo sviluppo economico, la sempli cazione, la competitività, la stabilizzazione della nanza pubblica e la perequazione tributaria'. Published in the Gazzetta U ciale n. 195 , 21 Augurst 2008 - n. 196 . Available at http://www.camera.it/parlam/leggi/08133l.htm [cited 2 February 2011]

or 2011, the possibility of ceasing work before reaching retirement age and still receiving 50% of their retribution. If these 5 years are spent volunteering for third sector organisations, upon presentation of the required evidence, the retribution is instead increased to 70%. So far it has been scarcely used.

Law 6 August 2008 n. 133 allows public employees with less than 5 years left to reach 40 years of service, to cease work before usual retirement age and still receive 50% of their retribution. If the 5 years left are spent volunteering the retribution increases to 70%.

On the national level, the National Observatory on Volunteering is the main public body involved in volunteering. It is comprised of 10 representatives of voluntary organisations and federations active in at least six regions, two experts and three representatives from the major trade unions. It has the following tasks: undertaking surveys on voluntary organisations; promoting research on volunteering in Italy and abroad; providing every tool useful for volunteering promotion and development; approving experimental projects devised by o cially registered voluntary organisations in cooperation with local authorities to deal with social emergencies; o ering support and advice on IT development projects and databases; publishing a biennial report on how the national and regional norms are implemented; supporting, together with the Regions, training initiatives; publishing an information bulletin and promoting other initiatives to spread the news relating to voluntary activities; promoting every three years a National Conference on Volunteering with the participation of all the institutional and civil society stakeholders.

Other Ministries and central government bodies also interact, collaborate and promote volunteering in their respective sectoral spheres of interest such as: the Department of Civil Protection, O ce for the National Civic Service, Ministries for Youth, Health, Justice, the Foreign Ministry, and others. e inter-institutional table for collaboration on promotion and valorisation of volunteering established for the EYV 2011 has provided new grounds for future common policy developments.

On the regional and local level, there exist numerous similar examples of dialogue and participation between voluntary organisations and public authorities in di erent forms, such as: regional observatories, consultative bodies and sector or community based platforms. Schools are involved in the promotion of volunteering mainly through the attribution of educational credits to experiences gained out of school in various elds, including volunteer experiences undertaken for voluntary organisations or other institutions. Before the students can obtain credits the organisation they volunteered with has to provide the school with a description of the experience itself.

Education is severely under-funded in Italy since, according to OECD data[7], education expenditure amounts to only 4.5% of the GDP, placing Italy at the penultimate position among OECD countries. e latest National Plan by the Ministry of Education which included, among other objectives, the promotion of volunteering in schools, dates back to 2007[8]. is plan was due to last three years, and it has not been renewed.

Individual schools sometimes cooperate with voluntary organisations for speci c projects undertaken at school level especially on solidarity or environmental protection, but that is left to the individual initiative and good-will of interested teachers and head teachers.

Having said that, CSVs consider the promotion of volunteering in schools of paramount importance. erefore, at regional level they have signed agreements with the Regional O ce

7. Organisation for Economic Cooperation and Development, www.oecd.org
8. Ministero della Pubblica Istruzione, Direttiva 18 aprile 2007, Piano nazionale per il benessere dello studente: linee di indirizzo per l'anno scolastico 2007/2008, available at www.edscuola.it/archivio/norme/direttive/direttiva_18_aprile_2007.htm (cited on 31-01-2011)

for Education of their region for the promotion of volunteering in schools. ese agreements aim at the promotion, coordination and recognition of the activities that the CSVs carry out in the territory and establish a partnership for initiatives in civic education and promotion of youth volunteering. ese widespread activities are generally known as the 'school and volunteering' programme.

ere is not a subject on volunteering in schools, but the teaching of "Citizenship and Constitution", introduced in the national school system by Law n. 169/08, includes the promotion of solidarity and volunteering[9].

On the micro-territorial level, the interaction between VOs and public institutions is direct, while at regional level the majority of initiatives for collaboration and development with public authorities for common objectives, such as the promotion of volunteering to youth or systems of accreditation, are done through networks supported by CSVs through sta , secretariat, logistics and support for content elaboration.

6. FUNDING OPPORTUNITIES

Financial support for volunteering is provided by private and public funders, and from membership fees and own revenue. Public funding is becoming the principal source of income for an increasingly high number of organisations (25% in 1996 to 42% in 2000)[10].

e principal public funders for VOs are local governments. European institution and national government funds are accessible to only a small portion of bigger better structured VOs. Public funding can be project-based or operational. It is increasingly based on co- nancing projects mechanisms which puts small voluntary organisations under great strain, as do delays in the allocation of funds and signi cant bureaucratic overhead. Public funding is accessed in two ways, either through contract agreements with voluntary organisations for the provision of services or through grants conferred via public bidding for speci c projects to voluntary organisations. Core funding mechanisms are becoming less common.

One of the major problems for VOs is the lack of granted or low cost premises for institutional activities, making the payment of rent to private owners one of the most important burdens on the ordinary functioning in VOs. In the last two years, which brought signi cant cuts to the funds available to local administrations, the access to funds and opportunities for VOs, especially in the social and educational sectors, has reduced dramatically.

Other sources of funds for the voluntary sector are private donors, members' fees and sales of goods and services. e Law sets out that private bank foundations have to devolve 1/15 of their annual pro ts to nance Volunteer Support Centres through the creation of a Special Fund, and this represents the core funding of CSVs, while revenues from other sources – such as participation in European projects – constitute a very small percentage of funding. For 2011 the system of CSVs counted on about 65 million EUR of core funding.

9. U cio Scolastico Regionale per il Lazio, Cittadinanza e Costituzione. Available at www.usrlazioistruzione.it/u ciolazio.php?module=loadContenuto&PadreSub=310&Padre=327&idNav=459 [cited on 1-02-2011]
10. Volunteering across Europe, [2006]

7. REGULAR AND SYSTEMATIC RESEARCH

Systematic and stable provision of data on volunteering does not exist.

e body responsible for the population surveys, the *National Institute of Statistics (ISTAT)*, carried out the last census on non-pro t institutions in 2003, publishing its ndings in 2005, and is due to carry out the next one in 2012. Various research institutions and CSVs themselves promote signi cant research and in the last years particular attention was given to testing mechanisms for the evaluation of social impacts of voluntary activities.

So far, for the measurement of the economic impact of volunteering, the *ILO Manual on the Measurement of Volunteer Work* has not been used, but promotion is being done through the *European Volunteer Measurement Project (EVMP)* to make it become a stable institutional tool. It is the *Italian Association of Banking Foundations*, together with major national networks including CSVnet, that provided the initial grant for the preparatory phase of the European Volunteer Measurement Project in 2011, through which the partners, the *European Volunteer Centre (CEV)*, the *Johns Hopkins University Center for Civil Society Studies* and *SPES*, organise the promotion and initial training for the adoption of the ILO Manual by the national statistical o ces. is could provide a break-through in the provision of accurate and comparable data on the number of volunteers, their pro le, the activities they perform and their economic contribution. Within the EVMP, the Manual was translated into Italian, debates and small scale implementations were organised, a constructive collaboration with ISTAT developed and wide stakeholder support for the implementation of the Manual was built. ISTAT is to implement the Manual in 2013.

"Manifesto for Volunteering in Europe" states volunteering activities are pro-bono, but the estimated corresponding real cost should be valorised.

e valorisation of hours of voluntary engagement was recognised as co-funding in a public body supported project, namely within the yearly call for innovative projects of local voluntary organisations by the *National Observatory for Volunteering*, governed by the Italian Framework Law on Volunteering 266/1991. It is a call of the *Italian Ministry of Labour and Social Policies*, responsible for volunteering policy at the state level and also the *European Year of Volunteering 2011 National Coordinating Body*. It was introduced for the rst time in 2010, in response to the demands of the National Observatory for Volunteering and further to the common political platform *"Manifesto for Volunteering in Europe"*, where this is expressly claimed. Volunteering activities are not at cost, but the estimated corresponding real cost may be valorised. e valorisation of the activities performed by volunteers during a project must not exceed: for ordinary activities, the ceiling of the hourly rates foreseen in the contracts of social cooperatives; for professional services, either highly quali ed or not foreseen in the contracts of social cooperatives, the ceiling of the speci c hourly rates provided by professional registers and from their charters of professional services. e activity performed by volunteers - as de ned in the project description and in the economic plan – is subject to valorisation only within the share of the 10% that the applicant organisation has to provide.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

A long standing and important document drawing together the founding values of Italian volunteering is the *Carta dei Valori del Volontariato* (Charter of Volunteering Values), which sprang from a national debate between various organisations, supported by experts and researchers and o cially presented in Rome on 4 December 2001 at the end the International Year of Volunteers.

e Charter describes the shared identity and shared aims of Italian volunteering, asserting its vital testimony and highlighting its social character. It has three sections: the rst gathers the founding principles, the second is devoted to volunteers, and the third to voluntary organisations.

Based on the founding principles of that Charter, a new tool called *Carta della Rappresentanza* (Charter of Representation) was developed and presented in 2008. It intended to contribute to the quality and e ectiveness of the relations between volunteering, third sector and public administration. e Charter is divided into nine principles, constituting practical and exemplary commitments for those represented and their representatives. It was initiated in the framework of a project originated from the CSV of Genoa which then involved CSVnet and other national networks and was devised from the experiences and aspirations of the volunteering world.

An example of another tool approved and adopted by some organisations in a speci c eld is the *"Code of Ethics of the Volunteer"* which sets out and illustrates the moral and ethical principles of the volunteering role. e Code was drafted in 1997 by the Italian League against Cancer of Milan in cooperation with ALA, an organisation engaged in ghting AIDS. It was later proposed to 38 VO representatives, which contributed to the nal draft. It has since been adopted by the Non-pro t Federation of Palliative Care.

The Charter of Volunteering Values describes the shared identity and shared aims of Italian volunteering, asserting its vital testimony and highlighting its social character.

Other experiments are in place. For example, in 2005, a group of universities and organisations of Tuscany initiated a research project which ended in 2008, to identify quality indicators for VOs. It aims to create a model which can be extended from VOs active in the eld of health and social care to those active in other sectors and that if applied would set certain quality standards. e project is still at an intermediate stage and is being implemented by the University of Siena and the University of the ird Sector and voluntary organisations, with the nancial contribution of a private bank foundation and the CSV of the Tuscany region Cesvot[11].

e accessibility of services and the transparency of the activities carried out are codi ed in about 60% of Volunteer Support Centres, while the National Coordination of Support Centres, CSVnet, promotes the use of social reporting and accounting (social accountability reports).

e most important certi cation tool for accountability of third sector organisations is the certi cation provided by the Istituto Italiano della Donazione (IID) which is now also being promoted in a speci c certi cation version for small local voluntary organisations through the project BIVIO (*Bilancio, Identità, Volontariato, Italiano, Organizzato*) in collaboration with CSVs.

11. www.cesvot.it/repository/cont_schedemm/5005_documento.pdf

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

ere is no nation-wide database of volunteers and volunteering opportunities. CSVs keep databases of the voluntary organisations present in their territory. Prospective volunteers are helped by their local CSV with the search for a suitable organisation to volunteer for. Volunteering is promoted to the public through the work of the CSVs, involved in organising conferences, exhibitions, fairs and promotional campaigns, internships to experience volunteering, publications, media opportunities to promote volunteering and ideas contests. In 2009, CSVs nationally organised a total of 4,590 such promotional activities, 1,475 organised directly and 3,115 in cooperation with VOs.

In addition, the *Foundation Pubblicità Progresso*[12], whose members are professional organisations, private companies and associations, provides free advertising space on national media (TV, radio, press) reserved for advertisements by not-for-pro t organisations. e advertising campaigns the Foundation supports have to be promoted by not-for-pro t entities and be about relevant general social issues and must involve and invite citizens to take action.

ere are also media devoted to the third sector in general such as the magazine Vita and the press agency Redattore Sociale.

Mainstream media are traditionally just a little receptive to the activities and issues of volunteering. However, online communication tools have opened new more easily approachable opportunities and a good example of dedicated social communication is the “Mondo Solidale” (Solidarity World) channel of the online edition of the major Italian newspaper La Repubblica[13].

10. ADDITIONAL COUNTRY SPECIFICITIES

A feature particular to Italian volunteering is the legislative vertical fragmentation of the third sector, which separates voluntary organisations regulated by the Framework Law on Volunteering L. 266/91 from other types of organisations involving volunteers. Also, the traditional de nition of voluntary activity, as performed through an organisation, leaves many spheres of informal or di erently organised volunteering out of the debate. e issue is now open on how to go beyond the traditional legislative settings in order to include, support and potentiate the impact and visibility of all di erent forms of voluntary engagement, without losing the grasp and the intimate connection of voluntary engagement and its public perception with the exercise of solidarity, fraternity and responsibility.

Another cherished feature of volunteering in Italy is the always present co-existence of two aspects - concrete practical activities and the exercise of democratic participation within the organisations where volunteers are members and in wider public sphere where volunteers are the voice of needs and changes in the society.

e most signi cant richness of Italian volunteering infrastructure is the system of voluntary support centres, imagined and governed by voluntary organisations themselves, with an

12. www.pubblicitaprogresso.it/index.aspx
13. http://www.repubblica.it/solidarieta/?ref=HRHM2-9

extraordinarily positive system of core funding (although with room for improvement), representing a common good for the development of volunteering.

11. RECOMMENDATIONS

Debates already under way and constituting a legacy of the EYV 2011 include: re-de nition of the legislative framework of the third sector; stabilisation of the scal mechanism of 5 per thousand direct tax giving including a safe-guard mechanism for small voluntary organisations; betterment of some scal mechanisms in favour of voluntary organisations including VAT deduction; control mechanisms and standards for public funding; recognition of volunteering hours as own contribution in co-funded projects; standards and an equal and stable distribution of funding for CSVs; adoption and stable implementation of the ILO Manual by the national statistics institute.

e claims and proposals of Italian volunteering are outlined in the "Manifesto of Volunteering for Europe", an outcome of a large participatory debate led by CSVnet as preparation for the European Year of Volunteering (EYV) 2011 and adopted also as the basic platform of the Italian National Plan for the Year. Among the most concrete proposals as regards speci cally the infrastructure are:

- I*nfrastructure elements to be defined together with a basic set of standards, and claim made to Member States to evaluate according to these standards and put in place mechanisms to adapt the national legislation and funding mechanism to ensure the valorisation and development of volunteering.*
- *Eurostat to ask National Statistical Agencies to adopt and regularly use the ILO Manual on the Measurement of Volunteer Work in order to guarantee comparable data on the number and profile of volunteers, the nature of their activities and their economic contribution.*

Resources

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CHAPTER

6

LATVIA

VOLUNTEERING INFRASTRUCTURE

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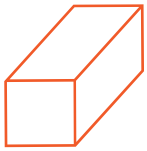


1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Volunteering infrastructure includes resources, such as information, databases, legal acts, which are available for both volunteers and organisers of voluntary work in order to perform voluntary work and engage volunteers. Volunteering infrastructure can be treated as the necessary set of elements that are essential for successful volunteering:

- *legal basis, proper legal acts that determine the lawful ground for volunteering;*
- *organisational mechanisms for voluntary work ;*
- *suitable management tools, volunteers' selection process, a contract for voluntary work, volunteer training, insurance, reimbursement, certificate/proof of voluntary work;*
- *records of voluntary work, in order to assess voluntary work contribution, its economic contribution;*
- *funding for the organisation of voluntary work.*

Volunteering infrastructure has to assure development possibilities for voluntary work such as:

- *access:* voluntary work is accessible to everybody irrespective of age, gender, social status, political or religious opinions,
- *capacity:* organisations that are ready and interested to receive volunteers, perceive and know how to utilise volunteer work as a resource,
- *public opinion:* prestige of volunteering, general stand of the public and opinion about role of volunteering, its necessity, readiness to get involved in volunteering.

e main function of such an infrastructure is to provide all the necessary conditions so that voluntary work can occur successfully, without any obstacles. In principal every element has to be not just present but also properly implemented.

2. VOLUNTEERING LANDSCAPE

ere is no separate Law on Volunteering in Latvia that incorporates a clear de nition of voluntary work. More detailed information on the interpretation of volunteering and in what legal acts it can be found can be seen in section 3 Legal framework. Voluntary work is still di erently perceived and public discussions are taking place about the principles of volunteering including between NGOs. e concept of volunteering, practice (for pupil and students), and career possibilities are all mixed together from time to time. Work that has been done without pay is often the main criteria that is mentioned and with what voluntary work is associated.

is lacks recognition about its added value and what it contributes to the public good and through the non-pro t sector.

Studies on youth policy reveal that approximately 30% of youth have performed voluntary work. In comparison with similar studies in 2007 when only 12% of youth was involved, the situation has improved[1].

Predominantly, a volunteer in Latvia is a pupil or student who has not yet started to work, most frequently women. Youth are motivated and want to spend their leisure time meaningfully, gaining experience. Approximately half of those who have been engaged in volunteering activities would like to do it again. Most often youngsters are ready to get involved in activities in social or environmental (nature, animals) spheres. Especially popular are single outdoor activities – such as music festivals or sport events.

Another type of volunteer is a senior who is outside the labour market already. Senior volunteering is more common in rural areas that could be explained by the fact that relations between people in these regions are closer; alienation is not so great as in big cities. In addition, the needs of neighbours/peers are better known and understood. But this tendency also points to the fact that professionals, young specialists and other people with professional knowledge, expertise and experience are not involved enough in voluntary work that to a great extent is determined by the di cult economic situation.

e *"Eurobarometer"* survey that was carried out at the beginning of 2007 showed that only 12% of Latvian youth are involved in some volunteering activities. is is one of the lowest gures in the European Union (EU). As the ndings of the research *"Investigation of the youth social and political activities in Latvia"* indicates, voluntary work means nothing to 16.6% of young people. Only 5.5% of young people admitted that volunteering plays an important role in their lives.

The typical volunteer in Latvia is a pupil or student who has not yet started to work, most frequently a woman, or a retired person living in a rural area.

Approximately one fth of young people indicate that they have performed voluntary work. However, the study authors believe that young people do not really understand the concept of "volunteer work", therefore, they have counted all the activity of any kind which they have performed without pay at school or at home.

According to the research, 21% of young people aged 15-16 agree to the statement "I would never do anything without pay", as do 31% of those aged 17, 25% of those aged 18 and 16% of those aged 19-25. To this statement 32% of male respondents and 21% of female respondents[2] agreed.

Another survey shows that only 1/3 of the respondents have performed voluntary work – 4% of those "do it regularly", 16% "have done it within last six months and if here is another possibility would do it again", 12% have performed voluntary work "once in a lifetime". For the purpose of analysis these responses were pooled into one group "have done voluntary work at least once in their lives". It should be noted that more than 2/5 of respondents (44%) indicated that they have never done voluntary work, but would like to try it, for their part 21% noted that they "would never work free of charge".

1. Pētījuma veicējs: SIA "Analītisko pētījumu un stratēģiju laboratorija", 2007, "Jauniešu sociālās un politiskās darbības izpēte Latvijā", Pētījuma pasūtītājs: Latvijas Republikas Bērnu un ģimenes lietu ministrija, Available at: http://izm.izm.gov.lv/upload_ le/jaunatne/petijumi/Jauniesu_socialas_un_politiskas_darbibas_izpete_Latvija.pdf
2. Pētījuma veicējs: SIA "Analītisko pētījumu un stratēģiju laboratorija", 2007, "Jauniešu sociālās un politiskās darbības izpēte Latvijā", Pētījuma pasūtītājs: Latvijas Republikas Bērnu un ģimenes lietu ministrija, Available at: http://izm.izm.gov.lv/upload_ le/jaunatne/petijumi/Jauniesu_socialas_un_politiskas_darbibas_izpete_Latvija.pdf

According to the study, responses of men and women di er. A higher percentage of women said they had at least once in their life performed voluntary work (36% of women and 30% of men), while men more often said that would never work without payment (25% of men and 17% of women).

Study participants aged 13 to 14 years, retired persons, groups with low or medium income, as well as respondents in Riga, near Riga and Latgale, more often than average, noted that they had never done voluntary work, but would like to try. While the multi-choice "would never work without pay", was mentioned more than on average by the respondents who work in the private sector, respondents with low incomes, those living in Vidzeme and other cities (not Riga)[3].

e monitoring of youth policy that was carried out in 2009, shows that 23.9% of young people have never volunteered and do not know whether they would like to perform it, while 37.1% of respondents have carried out voluntary work. 32.4% of respondents mentioned that have not yet volunteered, but would like to try. 23.9% of respondents have not yet decided whether they would have an interest to volunteer. But 6.6% of the respondents asserted that they would "never work free of charge". Just a bit over half of the respondents (55%) who have performed voluntary work already, would like to do it repeatedly[4].

Youth monitoring that was carried out in 2010 reveals that in general the number of young people involved in volunteering in comparison to the previous year did not change signi cantly. Still, 6% of youngsters say they would not like to work without compensation. In 2010, 31% of respondents performed regular voluntary work, moreover the number of young people who point out that they have been volunteering once had increased (40%). According to the data, 57% of those young people who have ever done voluntary work are keen to perform it in the future[5].

Youth monitoring carried out in 2011 reveals that, over the last year, 44% of young people have never done a voluntary work, while 56% say they have volunteered at least once, namely about 8% indicated that they have carried out voluntary work several times a year, 28% a few times and about 19% volunteered once.

Overall, 41% of young people say they are not willing to do voluntary work next year, only 18% of young people were fully convinced that de nitely would like to volunteer next year, while 40% answered that they would rather like to volunteer[6].

Scattered studies in the eld of public integration (touching upon voluntary work issues) are carried out at municipal level as well. For example, in 2010, in the framework of the study "Integration of Society in Riga", a telephone survey carried out amongst Riga's population nds that an absolute majority (86%) of the respondents have not been involved in any non-governmental organisation, including involvement in voluntary work for last three years, while 14% have been active and engaged in some non-governmental organisation. ose engaged in non-governmental organisations, including voluntary work, more often are people

3. Tirgus un sabiedriskās domas pētījumu centrs SKDS, 2008.gada aprīlis – augusts. Attieksme pret dalību jaunatnes organisācijās. Latvijas iedzīvotāju aptauja.
4. Factum Research Studio, 2009, "Monitorings par jaunatnes politikas īstenošanas rezultatiem", Available at: http://izm.izm.gov.lv/upload_ le/jaunatne/3Monitorings_par_jaunatnes_politikas_istenosana_2009.pdf
5. Factum Research Studio, 2010, "Aptauja ikgadējā monitoringa ietvaros par jauniešu dzīves kvalitāti, iesaistīšanos brīvprātīgajā darbā, jaunatnes organisāciju darbībā un piekļuvi jauniešiem aktuālai informācijai", Available at: http://izm.izm.gov.lv/nozares-politika/jaunatne/4468.html
6. SIA "APTAUJU AĢENTŪRA", Aptauja ikgadējā monitoringa ietvaros par jauniešu dzīves kvalitāti, iesaistīšanos brīvprātīgajā darbā, jaunatnes organisāciju darbībā un piekļuvi jauniešiem aktuālai informācijai, 2011, Available at (http://izm.izm.gov.lv/upload_ le/jaunatne/petijumi/IZM_Monitorings_AptaujuAgentura_09.2011.pdf)

with higher education, managers/professionals, unmarried, and those who attend church once a week or even more frequently.

Experts indicate that the most important reasons for inhabitants of Riga not being involved in voluntary work are nancial obstacles (people work harder in order to earn their living), lack of time, and general passivity[7].

According to the survey data of the Ministry of Education and Science (2011)[8], over the last 12 months a total of 25% of the Latvian population has been engaged in volunteering. e percentage of those being regularly involved in voluntary work is not high: 4% of the volunteers work once a week or more, another 4% volunteer once or several times a month, about 7% are involved in voluntary work once or several times a semester, while 10% have done it only once during the past year.

31% of young people aged 17 agree to the statement "I would never do anything without pay". 57% of the young people who were already involved in voluntary work are keen to do it again in the future.

e study reveals that volunteers are equally involved in activities of both the national/local governmental institutions and of nongovernmental organisations, namely 37% and 36% respectively. Interestingly, 25% of the respondents point out that they have carried out voluntary work in private companies, although that does not comply with the Latvian law.

e study also states that people who more often get involved in voluntary work:

- *are aged 15 to 24 and 55 years and over;*
- *have higher education or are in a process of obtaining it;*
- *work in the public sector, are pensioners, pupil and students, as well as senior and middle managers;*
- *live in Vidzeme and Zemgale regions;*
- *live in rural areas;*
- *have an income per family member per month of less than 299 LVL (around 425 EUR) and a personal income of 249 LVL (354 EUR).*

Most (55%) of the Latvian residents who were involved in some volunteering activities last year, volunteered in environment and nature protection and clean-up actions (including the Big Cleanup). A little less than 1/3 of volunteers participated in organisation and implementation of the cultural and artistic activities (29%), educational activities (27%) and professional assistance (25%). Approximately 1/5 have participated in the organisation and implementation of children leisure activities and of youth activities, as well as elderly, disabled and child care.

Although most volunteer activists have been involved in environmental and nature protection and clean-up activities in terms of hours spent, it is one of the activities done less – an average of only 8 hours of time invested by those who participated in this activity. e largest investment of time was in activities with the elderly, the disabled and child care – an average of 40 hours during the year. An average of 21 hours per year was invested by those who participated in various education-related activities, such as helping teachers, helping students meet the homework, lecturing, educational seminars; while 16 hours - children and young people, as well as professional assistance activities. On average each volunteer invested 57 hours in concrete volunteer activities.

7. TNS Latvia, 2010, "Sabiedrības integrācija Rīgā", pēc Rīgas Domes pasūtījuma.
8. Laboratory of Analytical and Strategic Study Ltd, 2011, Study on development possibilities of volunteer work in Latvia and its contribution to Latvian economy, Availabe at: http://izm.izm.gov.lv/upload_ le/petijumi/IZM_BrivpratigaisDarbs_Zinojums_Laboratory_07.2011_ENG.pdf

In general, the perception of volunteering is slightly deformed in society. e majority would consider helping in music festivals or other undertakings having commercial character as a voluntary work. Voluntary work is also poorly perceived because present generalized priority is to earn money. is is also why the majority would consider the engagement of volunteers to be unwise. Volunteers are people who are doing their work without pay – this is the uni ed general understanding, without going deeper. But there is also another part of the society that values the work performed by volunteers, as they are doing a useful and necessary function as well as they contribute to the society.

As the European Year of Volunteering (EYV) 2011 approached, attitudes started to change. Decision makers were forced to plan for the activities and include them in political documents. It has been a possibility to uplift voluntary work in a new level. anks to 2011, society and media were informed that it is planned to spend both EU and national funds in order to popularize (promote) voluntary work, that volunteering has far greater added value than it was perceived before.

Thanks to EYV 2011, society and media were informed about the added value of volunteering.

ere is not much information in the media about voluntary work and it is not re ected regularly. If there is some information, it tends to be subjective, possibly within a narrow, concrete context. It is also hard to establish contacts with journalists for whom voluntary work issues would be one of the most actual themes to write. From time to time however really positive articles can be found about the contribution of volunteering, its added value to society, about the satisfaction it brings, about the ways in which voluntary work solves problems in local communities.

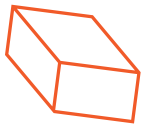
Decision makers predominantly lack the information and deeper understanding of voluntary work. ey consider that people are doing an important job, but it is their own choice and nobody forces them to do it. Organisers at di erent levels, planning some social actions often do not properly understand what it means to engage volunteers. ey consider that volunteers are a speci c group of people always and at any time ready to help doing anything. Sometimes it is forgotten that they need motivation, support and recognition.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

ere is no speci c law on volunteering in Latvia, although debates over its necessity have been taking place for several years. In mid 2010, the Ministry of Justice called together all the relevant actors – state institutions and NGOs. After discussions the decision was taken to make the necessary amendments in the Civil law in order to dissolve the identi ed shortcomings in the legislation regarding volunteering:

- *shortage of the principles to be followed in concluding a voluntary work contract;*
- *non existence of specific rights, duties and responsibilities of both parties;*
- *necessity to define a wider scope of legal entities that are eligible to engage volunteers, because existing legal acts in general regulate only youth (persons aged 13-25) voluntary work and voluntary work in associations and foundations, but do not regulate how other age groups can be engaged in volunteering by other legal entities (for example, state and municipal institutions, religious organisations etc.);*
- *non existence of legal basis of application of volunteer work.*

Currently amendments in the Civil law have been approved by the Cabinet of Ministers and still have to be adopted by the Parliament (Saeima). ey de ne general provisions that would refer to every organiser of voluntary work, as well as determine the legal norms applicable to the voluntary work contract and occasions when the contract has to be concluded in writing. According to the amendments, with the voluntary work contract one party - the volunteer - undertakes to perform, without payment tasks of the other party – organiser of voluntary work that does not have pro t making intention – that conform with the aims of the organiser stipulated in its statutes, regulations or constitution, without substituting paid sta and that are oriented towards public good.



If the amendments of the law would come into force, a voluntary work contract would be concluded in writing if: 1) one of the parties has required it in writing; 2) the organiser of voluntary work is the state or the municipal institution; 3) the volunteer performs work or provides services abroad. Similarly the amendment stipulates that terms of labour contract are applicable to voluntary work contract (Section I of the Civil law) as well as other legal acts that regulate labour legal relations and labour safety regulations as far as they do not interfere with these amendments.

Section 8 of the Associations and Foundations Law (adopted 30.10.2003.) law that regulates the guiding principles for the activity of associations and foundations stipulates that associations and foundations have the right to engage persons in volunteer work. It de nes volunteer work as unpaid work or provision of services performed by a natural person without entering into employment legal relations and which is aimed at the achievement of the objective laid down in the articles of association or foundation. It also stipulates that a written agreement shall be concluded regarding the performance of volunteer work upon the request of a person, indicating the work to be performed and the performance deadline thereof. According to the law, the volunteer may request the compensation of such expenses which have arisen during the course of the performance of the volunteer work, if internal regulations of association or foundation allow for it. An association or foundation shall be liable for any harm caused to a person while performing volunteer work if such duty has been undertaken or also the harm was caused due to the fault of the association or foundation. ese rules apply only to associations and foundations and do not regulate voluntary work in state and municipal institutions.

e Youth Law (adopted 08.05.2008.) states that young people have the right to participate in youth policy development and implementation, including the possibility to engage in volunteer work (Section 7). It also stresses that state and local governments shall promote voluntary work as one of the essential ways of useful utilisation of leisure time (Section 8). e law de nes voluntary work as oriented towards activity of public bene t and promote the development of knowledge, skills, abilities and attitudes thereof, as well as the useful utilisation of leisure time. It also points out that a young person shall carry out voluntary work free of charge, not entering into legal employment relationship with the organiser of the voluntary work.

According to the law, youth voluntary work shall not be used for the purpose of pro t making of the organiser of the voluntary work or a third party and prohibitions and restrictions speci ed in the regulatory enactments regulating legal employment relationship shall be applicable to youth voluntary work (Section 9). Section 10 of the law stipulates that youth voluntary work may be organised by associations and foundations, as well as state and municipal institutions. It is also de ned that an organiser of youth voluntary work: 1) shall be responsible for safe voluntary work conditions, which do not harm the health of a young person; 2) shall issue a

written certi cation regarding the time spent in voluntary work, duties, acquired knowledge, skills and abilities upon the request of a young person; and 3) is entitled to request that a young person, upon commencing voluntary work, presents a statement issued by a doctor regarding their state of health, thus ascertaining the suitability of the young person for the intended voluntary work. According to the law, written contract regarding voluntary work may be entered into upon the initiative of the organiser of the voluntary work or a young person, specifying the work to be done and the time period for the ful lment thereof.

Law on State Probation Service (exception) (adopted 18.12.2003) refers to volunteering by regulating the status of "voluntary probation employee" being de ned as a person who is authorised by the State Probation Service to execute a speci c task. Voluntary probation worker can be a person who has expressed the wish to participate in the implementation of probation tasks, who have participated in consultations with the o cials of the State Probation Service and have received an opinion that they can perform certain probation tasks. e State Probation Service shall enter into collaboration agreements with voluntary probation workers.

Legal frameworks are very important for creating an enabling environment for volunteering. ey allows both non-governmental organisations (NGOs) and governmental/municipal institutions and structures to understand what are the mechanisms and ways to engage volunteers in their activities. For example, up to now in Latvia it has not been stipulated that public authorities – state or municipal institutions – can engage volunteers (adults) in their activities and that has, to great extent, hindered the engagement of volunteers in hospitals, social care houses, and orphanages and so on. e lack of a legislative framework also created di culties for the authorities, which nevertheless risked and brought in volunteers, risking misunderstandings of the controlling authorities, for example, regarding tax issues. Now the on-going amendments of the Civil Law eliminate these uncertainties, facilitating volunteer involvement in public institutions. e legal basis is also a guarantee for a volunteer as anyone can justify their rights and recognize responsibilities.

If an NGO does not have a person responsible for volunteers, a volunteer can become more a burden than a benefit. In its turn, a volunteer who happened to be engaged in an unprofessional NGO could lose motivation to continue volunteering.

ere are certain challenges with the implementation of the norms envisaged in the legal acts. Organisations, particularly governmental and municipal institutions, are not well informed about voluntary work, ways to attract, motivate, manage volunteers, and the like. Most organisations are missing or have limited capacity to manage/coordinate volunteers. Only every third organisation has a particular person whose responsibility is the management of volunteers, motivation and monitoring. If an NGO does not have anyone responsible for volunteers, often situations arise where a volunteer is more a burden than a bene t. In its turn, a volunteer who happened to be engaged in an unprofessional NGO, could lose motivation and does not see the sense of volunteering any more. Surveys on organisations show that on average, only half (53%) of the organisations engage volunteers for more e ective performance of their activities[9].

e implementation of these laws is also impeded by the lack of explanatory capacity of the existent norms. In the beginning of 2011 a Latvian NGO got ned and was required by the State Revenue Service to pay 500 LVL (711 EUR), as it was considered that the NGO tried to avoid the payment of taxes since its book-keeper was a volunteer, having a voluntary work contract.

e explanation, common understanding and implementation of legal norms is crucial. Also, current amendments of the Civil Law contain many references to the other parts of the same

9. NVO Institūta pētījums "Kā trūkst brīvprātīgo kustības izaugsmei Latvijā?", 2007 http://www.nvoinstituts.lv/ leadmin/materiali/Petijums_brivpratigie.pdf

law (labour rights) as well as other legal acts. Consequently, it is necessary to make a great explanatory work to embody the norms prescribed by it.

Since there is no speci c law on volunteering in Latvia, there is also no speci c supervising institution that is responsible for the implementation of other provisions referring to volunteering present in other laws. However, implementation of provisions referring to volunteering from other legal acts falls under the responsibility of the respective ministries: Ministry of Education and Science, which is responsible for youth policy, the Ministry of Justice, which deals with issues of development of civil society as well as matters covered by the Civil Law, Ministry of Welfare, which is in charge of the child, labour rights and the like. is shared responsibility often creates di culties in e ective implementation of the voluntary work policy in the country. In addition, for example the implementation and monitoring role of the activities during the European Year of Volunteering 2011 was given to the Ministry of Education and Science and it has attached this task under the youth policy meaning that more attention is given to youth and youth voluntary work while adults, professionals and seniors are left without due attention and their resource potential is not used.

Generally, NGOs are involved in the discussions and debates at national level conducted by the public bodies responsible for di erent elds of activity, as was the case, for example, during the work on amendments in the Civil Law. ough these debates are often formal, since majority of recommendations of NGOs are not included in the nal decisions. NGOs are present and heard, but their capacity to in uence consistently the decision makers is still very limited.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

ere is no national volunteer centre or national support or resource centre for volunteering in Latvia. Nor are there regional or local volunteer centres in the country. ere are organisations which engage volunteers in their activities, either in their basic activities or in some speci c campaigns. e organisation *"OdinVita"* in Daugavpils focuses, alongside its basic activities, on lobbying for support for volunteering at local and even national level.

e majority of NGO members in Latvia consider their activities in the NGO as voluntary work. It can be said that to a great extent Latvian NGOs are based on voluntary work. A 2007 study[10] revealed that 68% of the surveyed organisations consider their participation in board meetings, general meetings, the overall organisation of the preparation and leadership of the organisation as being volunteer work.

Organised volunteer work is not common in Latvia. e most popular form of voluntary work is to be an active member of an NGO and according to the organisation's pro le to manage ones' volunteer activities. ose people that would like to take a speci c job for a certain period of time are an untapped resource. A poll of experts assesses that the Latvian NGO's too unproductively engage volunteers in their work. Volunteers are often perceived as technical workers, and rarely they are seen as an important tool for the organisation and its development objectives. Mostly it is due to the fact that the organisation does not have de ned needs, which can be met by the work of volunteers. Organisations most often attract volunteers for the

10. NVO Institūts, 2007, "Kā trūkst brīvprātīgo kustības izaugsmei Latvijā?".

preparation of di erent campaigns or events and the conduct of these events (69%), as well as speci c project implementation activities (64%)[11].

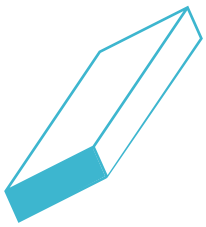
e largest organisation that involves volunteers in its everyday actions is the *Latvian Red Cross* that has 329 divisions throughout Latvia and involves more than 1200 volunteers. e Latvian Red Cross carries out activities to improve the living conditions of disadvantaged groups, promoting a healthy lifestyle. However, no information is available directly on volunteer's contributions such as the total number of volunteering hours or the economic value of the volunteer work. Overall, as the study reveals, approximately 80% of surveyed organisations do not monitor how many hours volunteers have invested, thus, both organisations and volunteers have only a rough idea of the amount of voluntary work contribution to the goals of an organisation[12].

One other active volunteer involving organisation is the organisation *"Apeirons"* the aim of which is to integrate persons with disabilities into society. Volunteers help to carry out everyday activities. e organisation has also established its own volunteer code of ethics.

5. OTHER STAKEHOLDERS

Public service providers

Governmental and municipal institutions rarely or not at all involve volunteers in their activities because they lack the necessary knowledge about the involvement of volunteers and their contribution. e involvement of volunteers is also hindered by the absence of proper legal framework to this regard, until amendments of Civil Law will come into force.



e *State Probation Service* may be referred to as one of the few exceptions where involvement of volunteers is determined in a separate law that regulates activities of the service. e Probation Service[13] is the state institution responsible for public safety, which works with o enders serving community sanctions (suspended sentence, community work service) and helps the former prisoners to reintegrate in society. e Probation Service is designed to promote the elimination of crime and to ensure qualitative enforcement and coordination of community sanctions and to facilitate the work of other law enforcement authorities. ere are however shortcomings in this legislation. For instance in 2009, ten volunteer probation o cers certi ed within the National Probation Service, but due to deteriorating economic situation in the country four of them had to withdraw from the programme in order not to lose social bene ts. According to the *Law on State Social Insurance*[14] the National Probation Service volunteer probation o cer has the legal status of an employee and is subjected to all the social contributions that relate to any employee. Amendments should be encouraged for this law in the near future, as a volunteer probation o cer does not receive a salary, but a compensation for the expenses incurred when carrying out the respective volunteer activities[15].

Governmental institutions/agencies engage volunteers on a large-scale, even international events such as, for example, national song and dance festivals (in 2008 around 260 volunteers), pupil song and dance festivals, during organisation of North Atlantic Treaty Organisation

11. NVO Institūts, 2007, "Kā trūkst brīvprātīgo kustības izaugsmei Latvijā?".
12. NVO Institūts, 2007, "Kā trūkst brīvprātīgo kustības izaugsmei Latvijā?".
13. http://www.tm.gov.lv/en/ministrija/iestades/probacija.html
14. 01.10.1997. likums "Par valsts sociālo apdrošināšanu"
15. Valsts probācijas dienests, "Publiskais pārskats par 2009.gadu", Available at: http://www.tm.gov.lv/lv/documents/parskati/2009/2009_VPD_publiskais_parskats_.pdf

(NATO) Summit in 2006 (600 volunteers were involved, mainly aged 18-23), organisation of the World Ice Hockey Championship in 2006 (700 volunteers were involved).

During the last year municipalities get more informed and interested to develop voluntary work in their subordinate institutions. Good example is Riga city municipality. For example, the Welfare Department of Riga City Council is working to prepare guidelines for its institutions (social service providers) on how to organise and implement voluntary work programmes. ey also planned to allocate one responsible coordinator for implementation of those programmes. Besides that, in 2014 Riga has been chosen to be one of the European Capitals of Culture to provide living proof of the richness and diversity of European cultures. An important role in the organisation of the Rīga 2014 cultural programme has been assigned to volunteers.

At important events, volunteers are assigned small tasks, such as showing places for visitors, distributing flyers, but seldom trusted to do more significant tasks such as work in a press room, provide first aid, translations etc.

Volunteers are generally assigned to di erent tasks, such as award completing, showing places for visitors, distributing yers etc. Volunteers are rarely trusted to do more important tasks, such as, for example, work in a press room, provision of rst aid, escorting, translation etc.. Usually volunteers are granted lunch, free transportation and presentation materials (T-shirts, jackets, caps). Training is also provided for volunteers, but it is rather technical and touches upon the exact work volunteers are assigned to. e principles of volunteering and the philosophy behind it are rarely discussed. Still, young people value this possibility to gain experience in such events; this is why their responsiveness is very high in applying to become volunteers in such events.

One of considerable voluntary work examples is the *Project "Big Cleanup"*, that every spring gathers a huge amount of environmental volunteers who engage in the clean-up campaign. e project is based on voluntary participation to keep the environment tidy, bring people together and promote positivism and satisfaction with the achievements. e objective of the project is to make Latvia and the Baltic Sea region the tidiest place on the map of the world within 10 years (until the centennial anniversary of Latvia), to allow the nature regenerate relieving it from plastic bottles, rubber tyres, poisonous paint tins and other waste and litter.

e results of Big Cleanup are really considerable. On 13 September 2008 about 50,000 volunteers participated, 364 municipalities got involved in the clean-up, and over 260,000 bags of litter have been collected. On 18 April 2009 about 110,000 volunteers participated, 392 municipalities, 269 schools, 161 companies and organisations and 12 universities involved in the clean-up, and over 340,000 60-litre bags of litter have been collected. On 24 April 2010 about 150,000 volunteers participated, 1354 clean-up places all around Latvia were o cially announced in www.talkas.lv and the land has been cleaned from about 3,500 tonnes of litter[16].

e success formula for the project is the creation of a nation-wide net. In every district of Latvia a Big Cleanup coordinator is nominated who communicates to the inhabitants of the district as well as with organisers. Besides, usually charismatic, well-known persons of speci c districts who are able to motivate the masses are nominated as coordinators. Organisers of the project normally think of some bonuses in order to motivate and encourage the coordinators, for example, for next year's Big Cleanup it is planned to organise special leadership and rhetoric training.

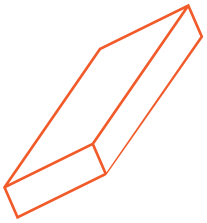
16. e Big Cleanup, Available at: http://www.talkas.lv/?page=558&lng=en

Even though the idea is really noble and welcomed, discussions are taking place in society whether such annual campaign should be organised as municipal territories are cleaned during the Big Cleanup, or municipalities are to take responsibility about cleanness of its own territories. Similarly, logistical issues are rarely managed properly, for example, scavenging always creates problems after the Big Cleanup.

The business sector

Business is not a very active stakeholder of volunteering in Latvia. CSR is relatively a new concept and practice. ere are few businesses, state institutions and community members who understand the meaning of it and support the manifestation of CSR. Furthermore, voluntary work as part of CSR performed by employees of businesses has not been widespread so far. ere are a couple of examples that could be mentioned: employees of translation o ce Skrivanek Latvia make free translation of materials for the purposes of charity portal www.ziedot.lv and for Latvian Occupation Museum, while project group www.lidot.lv from tourism o ce Latvia Tours volunteered to plant 3500 trees in Ķekava[17].

Similarly, there are a few businesses that engage in philanthropy (including, possibly volunteering), setting up separate institutions. For example, AB.LV Bank has established the *AB.LV Fund*, which supports a variety of charitable and artistic projects.



Recently, there is also an increasing trend, for companies to recruit volunteers for their own commercial activities, for example, in the organisation of a summer music festivals, where there is no public bene t or purpose.

ere is also no consensus and proper understanding of di erences between voluntary work and practice (for pupils or students). Often, volunteer work is aligned with student/pupil practice. Young people, of course, are responsive and willing to contribute, but these cases should be controlled and eliminated by giving them a di erent name, as it undermines the image/prestige of volunteering in society. Of course, this misunderstanding is further encouraged by improper legal basis and because of general lack of understanding of the principles of volunteering - both from state, businesses and individuals.

ere are no signi cant e orts of government, political parties, and public administration bodies to promote voluntary work. If there are some e orts, they are either limited and only in the scope of reviewing legal acts, or as separate ickers of interest (as, for example, due to the European Year of Volunteering 2011).

ere is neither a uniform policy in the eld of volunteering, nor a systematic support (nancial or of any other kind) for the non-governmental sector, which is addressing these issues. Separate tasks in the eld of promotion of volunteering at the national level can be found in some state programmes, but they do not complexly address the signi cant issues in the eld of adjustment of voluntary work. For example, the Ministry of Education and Science, being responsible both for the European Year and for the implementation of the tasks incorporated in the National Youth Policy Programme, still focuses on youth volunteering, instead of taking a broader look – as a possibility for every member of society to be involved.

17. Andris Pētersons, Projekta "Sociāli atbildīga organisācija Baltijā" Latvijas pieredze, Available at: http://www.turiba.lv/darba_tirgus_2008/pages/Petersons_lv.html

Education

Volunteering is not included in school curricula as a separate discipline or eld of study. e educational programme includes a limited amount of hours that can be spent discussing topics such as culture, healthy lifestyle, operation in extreme situations and safety, career choice, patriotism and civic participation and it is likely that volunteering could be touched upon here, but it is neither an o cial theme to be approached nor a generalized practice to talk about volunteering.

During the European Year of Volunteering 2011, issues of voluntary work became more relevant. Due to this, the Ministry of Education and Science prepared *"Guidelines for the organisation of activities within the pupil project week in the framework of the European Year of Volunteering 2011"* and invited pupils to implement the volunteer work projects during these weeks. Based on the experience of the organisation "brīvprātīgais.lv", one can say that young people in schools are very poorly informed about the principles of voluntary work, how to get involved, and to nd voluntary work possibilities, o ers, as well as about other related matters. More aware and knowledgeable are those young people who are already engaged in some youth NGOs, but those young people who are not involved in any association, in general are not addressed and invited to become volunteers.

Uni ed practice of cooperation with, for example, schools that would be supported from government or municipalities, is missing. But separate NGOs for which volunteering ideas are important, visit schools in order to inform pupils about the principles of volunteering, possibilities, activities of concrete organisations, encouraging youth to get involved etc. Activities like these are not taking place regularly though, due to the lack of capacities and limited resources of NGOs.

6. FUNDING OPPORTUNITIES

At national level there is no structured and regular support for voluntary work activities. From 2005-2007 separate activities in the eld of volunteering were carried out or funded by the Secretariat of Society Integration A airs (in the framework of activities aimed at strengthening the civil society) and the Ministry of Child and Family A airs (in the framework of youth policy)[18].

At present none of these governmental institutions exist anymore. Corresponding functions of the Secretariat have been taken over by the Ministry of Justice, but corresponding functions of the Ministry have been divided between another two ministries – the Ministry of Education and Science and the Ministry of Welfare. Now the Ministry of Education and Science in the framework of the National Youth Policy Programme organises separate tenders aiming at informing and training youth on voluntary work matters and these are only youth NGOs who are authorized to do trainings. NGOs have possibilities to raise funds participating in various tenders or competitions. For example, there are a few calls for applications announced by municipalities to support various social, cultural events organised by

18. NVO Institūts, 2007, "Kā trūkst brīvprātīgo kustības izaugsmei Latvijā?"

NGOs. Usually these are small amounts, with limited possibilities for organisations to pay for administration costs or to buy logistical support, like for instance computers, programmes, furniture. Riga can be mentioned as a good example of practice, since for a second year it provides funds for its Education, Culture and Sport department and Welfare department institutions to organise tenders for the implementation of various voluntary work projects.

In Latvia there is no governmental or municipal funding available for NGOs. It is a very demanding process for the organisations to constantly look for funding opportunities, prepare proposals and organise reporting.

Unfortunately, in Latvia there is no governmental or municipal funding available for the operation of organisations. is is a very resource demanding process for the NGOs constantly to look for project funding opportunities, prepare proposals and organise reporting. NGOs are seeking nancial aid opportunities through a variety of international, European Union`s project calls. ere are some services, performance of that state or municipality may delegate to NGOs thus supporting the activities of NGOs, and probably volunteers if there are any in the organisation.

e organisation "brīvprātīgais.lv" does not receive constant funding from the government or the municipality for implementation of its activities, although the organisation's database, a platform where volunteers and organisations looking for volunteers can match, has been acknowledged in several national programmes. For example, on 29 August 2009, the Youth Policy National Programme 2009-2013 was approved and one of the aims and prior direction of activities is youth involvement and useful usage of a free (leisure) time. Within this framework it has been planned to popularize and promote the opportunities provided by data base www.brivpratigais.lv/datubaze. Due to the EVY 2011, some funding for maintenance and administration has also been allocated to the organisation as well as three other organisations to popularize voluntary work platforms.

In 2010, the organisation received a grant from the European Social Fund (ESF) for the Project *"Strengthening capacity of NGOs for the participation in a formation and implementation processes of voluntary work policy"*. In the framework of this project the organisation updated the database, providing necessary technical improvements. An in-depth study was also carried out on the voluntary work situation in all of Latvia's ve regions. Similarly, we had a possibility to engage in activities of the European Volunteer Centre (CEV). In the framework of the project, hand-book/guidelines were produced for organisations, governmental and municipal institutions to ease the engagement of volunteers.

Yet, without this funding the organisation was operating based on its member's voluntary work. Additionally, brīvprātīgais.lv also received funding from European Economic Area (EEA) and Norwegian nancial mechanisms, ESF, and the European Commission, for the implementation of di erent projects.

7. REGULAR AND SYSTEMATIC RESEARCH

Data related to volunteering is not measured systematically and regularly. Some scattered studies are available in the eld of volunteering that has been carried out recently, mainly in the youth policy area. e added value (economic or any other kind) of volunteers is not measured systematically either. In 2011 the study on development possibilities of volunteer work in Latvia and its contribution to Latvian economy was carried out[19].

e aim of the study was to obtain data and carry out comprehensive analyses of situation of the volunteer work in Latvia – to analyse social demographic and value pro le of active volunteers, to identify obstacles for wider popularity of volunteer work in society overall, to assess awareness of volunteer work, as well as to study interest and willingness to volunteer. Within the study economic calculations were carried out on contribution of volunteer work to economy overall, calculating its contribution to gross domestic product.

Overall, in 2010 the Latvian voluntary work monetary value was 82,558 million LVL (117,470 million EUR), which represented about 0.65% of Latvia's Gross Domestic Product (GDP). About 435,000 Latvian residents spent at least one hour for volunteering and they all together worked on a voluntary basis nearly 33 million hours.

e most signi cant volunteering contribution to the Latvian economy in monetary terms has been in the form of professional assistance (15.314 million LVL) and the elderly, disabled and child care (11.184 million LVL) areas, as well as education (9.612 million LVL).

e organisation "brīvprātīgais.lv" also carried out qualitative study on policy and practice of voluntary work in municipalities in all ve regions of Latvia in 2011. Some ndings of the study revealed that, although at the local government and NGO level, the importance of volunteering is recognised, there is a lack of a deeper understanding of the volunteer status, role, motivation and opportunities to support the volunteer work by the municipalities. e potential of volunteering in local government and organisations is not su ciently used, with one of the reasons being the fact that organised and comprehensive volunteering system does not exist. Ambiguous legal options for (local) government structures to attract adult volunteers signi cantly impede development of the voluntary work.

ere also remains confusion given by the fact that there is no institution that could provide speci c and competent answers for volunteering legal organisation and other related matters; and this confusion is responsible for volunteering issues at the national level.

19. Laboratory of Analytical and Strategic Study Ltd, 2011, Study on development possibilities of volunteer work in Latvia and its contribution to Latvian economy, Availabe at: http://izm.izm.gov.lv/upload_ le/petijumi/IZM_BrivpratigaisDarbs_Zinojums_Laboratory_07.2011_ENG.pdf

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

Uni ed principles according to what organisations and institutions engage or select volunteers have not been developed and approved. e most common method is to prepare questionnaire where a potential volunteer speci es necessary data and motivation according to what organisation makes an evaluation and takes a decision. Probably interviewing of volunteer will follow as well. Discussions are taking place in Riga City Council that guidelines are needed on management/organisation of voluntary work. Some organisations have developed their own voluntary work ethical standards. But there is no one - general and uni ed – document. ere is also no institution to supervise ethical aspects of voluntary work.

e Education, Culture and Sport department of Riga City Council together with NGOs, in the framework of the URBACT[20] Programme, "My generation" project, developed a metodology to document voluntary work carried out. According to it, the organiser of voluntary work (association, foundation, state or municipal institution), may prepare and issue the document of proof to their volunteers acknowleadging experience gained during voluntary work. In standart documents, the information about hours spent in voluntary work, tasks concluded as well as experience and skills gained is included. is document can be issued to everyone who has volunteered at least 120 hours.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Most successfully in Latvia operates the voluntary work database www.brivpratigais.lv/datubaze that acts as a virtual meeting point for volunteers and providers of voluntary work, organisers. Several hundred of people have registered in this database thus expressing their desire and willingness to perform voluntary work. Unfortunately due to the lack of understanding about voluntary work, there is no corresponding amount of organisations registered in the database.

The most successful voluntary work database in Latvia attracted hundreds of people willing to perform voluntary work - unfortunatelly there are not enough organisations able or willing to engage them.

One of databases that positions and popularise itself as voluntary work database, www.prakse.lv, advocates that there are several hundreds of labour supplies, but they cannot fully be regarded as voluntary work o ers, as they o er practice places in di erent private as well as governmental and municipal companies and most of those supplies do not comply with the principles of volunteering.

e promotion of voluntary work is mostly practiced by some NGOs concerned about the development of voluntary work. Volunteering promotion is usually included as a separate activity in di erent projects. But, it has to be noted, that due to the European Year of Volunteering 2011, the state also put an increasing contribution towards information of society and has funded some voluntary work projects and campaigns. Most of activities were oriented towards informing and involving youth.

20. http://urbact.eu/

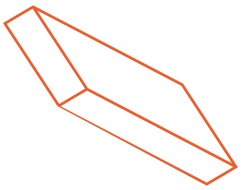
Voluntary work is not high in agenda for media. ere are few journalists for whom this issue is the topic of the day. Like society, media members also lack understanding about this topic. In the end of November 2010 information about essential contribution towards the development of voluntary work was sent to 40 media contacts and only four of them reacted: e National News Agency LETA, national media www.la.lv (*"Latvijas Avīze"*), diverse information portal www.reitingi.lv and portal for youth www.jaunatneslietas.lv.

10. ADDITIONAL COUNTRY SPECIFICITIES

All relevant aspects on volunteering in Latvia have been outlined above.

11. RECOMMENDATIONS

It is necessary to develop procedures on volunteer engagement and management in the organisations/institutions in Latvia (uni ed voluntary work model/guidelines). It is also indispensable to carry out training of volunteer coordinators in NGOs, governmental and municipal institutions. A unitary voluntary work record keeping system should be developed (so that every organisation knows how to list and then in bookkeeping display voluntary work hours), as well as a system of evaluation of economical contribution of voluntary work. It is also necessary to introduce regular nancial support to NGOs for their activities related to volunteering as well as to create volunteer assembly points in municipalities, ensuring all the possible information on voluntary work, possibilities and o ers.



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www.jaunatneslietas.lv

MACEDONIA

CHAPTER 1

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

In Macedonia, a volunteering legal framework was adopted in 2007 (O cial Gazette 85/07).

e law on volunteering sets out the basic framework of organised long-term volunteering, conditions for carrying out volunteer activities, rights and obligations of volunteers and organisers of volunteering, volunteering contract and keeping record of volunteer activities. e law recognises volunteering as an activity of interest in Macedonia that contributes to better quality of life and activates citizens in social life, as well as a tool for development of democratic society based on equality.

e de nition of volunteering is as follows: based on free will, providing services, knowledge and skills for the bene t of other individuals or organisations without nancial gain. e Law does not regulate ad hoc or incidental volunteer services and makes a clear distinction with so called volunteering practice that is regulated by Labour Law.

e Law on volunteering regulates volunteering of domestic and foreign volunteers. e age limit is set to above 18, with an exception of under-aged volunteers from 15 to 18 who require parental consent to be engaged in volunteering activities. Volunteer organisers can be organisations and institutions from the non-pro t sector, including: citizen's associations and foundations, religious communities and religious groups, public institutions and state organs. With the amendments from 2008 Municipalities and City of Skopje are also included as volunteer organisers.

e Law on volunteering regulates rights and responsibilities of volunteers and organisers of volunteering, introduces the volunteering contract and volunteer book as o cial state documents for keeping record of volunteering experiences. Volunteers are also eligible for reimbursement of costs related to volunteering (food, transport and training) that are tax free in the maximum amount of 15 % of gross average salary in the country.

In the *Strategy for promotion and development of volunteering* (2010 – 2015)[1], adopted by the Macedonian Government on 19 October 2010, the following institutions are listed as part of volunteering infrastructure:

- *Ministry of Labour and Social Policy*
- *Ministry of Finance*
- *Ministry of Justice*
- *Ministry of Education and Science*
- *Agency of Youth and Sport*

1. Министерство за Труд и Социјална Политика - Стратегија за Промовирање и Развој на Волонтерството (2010 – 2015) Ministry of Labour and Social Policy – Strategy for promotion and development of volunteering (2010 – 2015)

- *Department for Cooperation with the NGO sector in the General Secretariat of Government of Macedonia*
- *National Council for Development of Volunteering*
- *Local government*
- *Civil society organisations*
- *Religious communities and religious groups*
- *Educational institutions on all levels, and*
- *Media*

ere is no special state agency responsible for volunteering. Volunteer organisers are solely responsible for the creation of volunteer programmes as a solid base for engagement of volunteers. In this respect, there is a great potential for involvement of NGOs as service providers to organisers of volunteering to adhere to the quality volunteer management system.

From 2007, the Youth Cultural Center (YCC) Bitola had the initiative of setting up a National Volunteer Centre of Macedonia, an informal network involving a total of seven NGOs from seven cities in Macedonia which implement Local Volunteer Service (LSV) programmes. YCC-Bitola coordinates the LVS activities by working closely with organisers of volunteering in creating and administering volunteer placements in public institutions, state bodies and municipalities. e basic idea is to enable citizens to participate in organised long-term volunteering where they live. A total of 165 volunteer placements of three months have successfully been implemented in Bitola, Skopje, Prilep, Ohrid, Tetovo, Kavadarci and Sveti Nikole municipalities, between 2007 and 2011.

32.1% of Macedonia's population is engaged in volunteering, while 46% of the population is a member of at least one organisation.

Volunteering infrastructure in Macedonia also involves NGOs working with foreign volunteers. For example, currently a total of 34 organisations from Macedonia are accredited[2] as host organisations for the European Voluntary Service (EVS) under the Youth in Action Programme. ere is no accurate data on how many volunteers are currently engaged in EVS programmes in Macedonia.

2. VOLUNTEERING LANDSCAPE

In Macedonian two words, *dobrovolec* (доброволец) and *volonter* (волонтер), translate into the English concept of volunteer. Dobrovolec means *"person acting out of free, good will"*. Both words can be used to refer to individuals who do work or provide services for others, out of their own free will and without being paid. However, the words can have di erent connotations. In general, the international word volunteer is used most frequently by the NGO community.

According to the exact de nition of volunteering within the National strategy for promotion and development of volunteers 2010-2015, published by the Ministry for Labour and Social Policy of the Republic of Macedonia, volunteering is based on free will, giving services, knowledge and skills for bene t of other individuals or organisations without nancial gain.

According to the o cial statistics in 2009, 32.1% of Macedonia's population was engaged in

2. http://ec.europa.eu/youth/evs/aod/hei_en.cfm

volunteering. Additionally, 28.5 % of the population participated in community meetings related to a relevant community action. Furthermore, 46% of the population is a member of at least one organisation.

e percentage of volunteering in the cultural, educational and welfare organisations is between 15 and 20%, in youth and women organisations about 10%, while in sport, humanitarian, peace and professional organisations it is between 5 and 10%, and it is less than 5% in the labour movements.

e highest number of volunteers falls into the age group of 15 to 29, namely about 45%, followed by the group of 30 to 49, about 41%, whereas only about 4% of Macedonians aged 50 years or older volunteer. According to the same statistics, in terms of gender division, slightly less women volunteer than men; about 56% of Macedonia's volunteers are estimated to be male. Finally, regarding the level of education of volunteers, about 29% of the volunteers have primary education, about 26% have secondary education and 45% obtained higher education.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

About 56% of Macedonia's volunteers are estimated to be male, 45% have obtained a higher education degree and only 4% are above 50 years.

he Law on volunteering in Macedonia was adopted in 2007. ree months after the adoption of the law, rules on volunteer books, documents aimed at keeping record of volunteers, and the procedure for engagement of foreign volunteers were adopted. In 2008, amendments were made on the Law on volunteering, which also involved municipalities and City of Skopje as organisers of volunteering.

Concerning the implementation of the Law, there is no up-to-date data about the total number of persons involved in volunteering. e Ministry of Labour and Social Policy is the responsible body for monitoring the implementation of the Law on volunteering in Macedonia.

In October 2010, the government adopted a strategy for promotion and development of volunteering in the period 2010-2015, including an action plan for its implementation. An important part of this strategy is the establishment of the National Council for Development of Volunteering (NCDV), an inter-sector body that includes ve members from governmental departments and four members from civil society organisations (CSOs). e open call for members from CSOs was announced in February 2011. Following a highly delayed and non-transparent procedure, the members of the NCDV were appointed though the government's decision on 6 February 2012, almost one year after the open call.

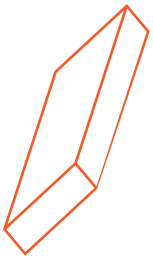
e strategy is accompanied by an action plan for implementation, with deadlines and responsible bodies for implementation of the activities. ere are four main strategic elds and sub-actions related to the respective elds:

1. Promotion of volunteering to the wider public

- Increased interest for volunteering in di erent target groups (retired, persons with special needs, employed in economic sector, children and youth)
- Increased presence in the media with articles about volunteering
- Promoted and recognised volunteering on local and national level
- Increased visibility and public appreciation of volunteers and volunteer work

2. Increased culture of volunteering in the educational system

- Involvement of children and youth in volunteering
- Involvement of university students in volunteering programmes
- Involvement of youth in volunteering



3. Increased level of volunteering in the civic sector

- Increased information for volunteer opportunities in the CSOs
- Increased capacities of CSOs to stimulate volunteer activities
- Established and developed volunteer centres
- Conducted research and analysis about state of volunteering in Macedonia
- Create=ion of databases related to volunteering

4. Established system of institutional support for volunteering

- Established and functional National Council for Development of Volunteering (NCDV)
- Report on implementation of the law on volunteering
- Established system for nancial support of projects and programmes for development of volunteering
- Increased capacity of governmental bodies in volunteer management
- Opening of support o ces with participation of young volunteers

e goals outlined are commendable. However, there are two main issues that are hampering the implementation of this strategy; rstly, the implementation of the activities was started with a delay, and secondly, the activities are not accompanied by budget allocations. In addition, there is no system for the monitoring and evaluation of the performance and for the reporting on the strategy implementation's progress.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

In Macedonia there is no o cially registered National Volunteer Centre as a separate organisation. However, the *Youth Cultural Center - Bitola* coordinates the activities of an informal network of NGOs that form the National Volunteer Center of Macedonia and include seven Volunteer Info Points, namely the *Youth Cultural Center Bitola*, the *Council for Prevention of Juvenile Delinquency Kavadarci*, the *Youth Educational Forum Skopje*, the *Youth Council Ohrid*, *Agtis in Prilep*, the *Organisation of Women in the Municipality of Sveti Nikole* and the *Institute for Community Development Tetovo*.

ese organisations implement the *Local Volunteer Service Programme* that encourages youth civic involvement and fosters cooperation and collaboration between young people and the local government in Macedonia. Working in seven municipalities, YCC-Bitola has trained, placed and assisted 165 young people in three-month volunteer placements, working with local government o ces, state bodies and NGOs.

Additionally, this informal volunteer network promotes volunteering in local communities, organises volunteer actions and work camps, as well as international exchange of volunteers through European Voluntary Service (EVS) or other programmes.

ere are a variety of organisations that work with volunteers. Many of the NGOs in Macedonia are volunteer-based, mainly because of not being able to a ord paid sta , given the long-term nancial instability in the sector. ere are also organisations focused only on international volunteering programmes (EVS for example) and at times managing the hosting of these volunteers becomes challenging. In this respect, the level of impact and success of these placements can be low.

Apart from the informal network National Volunteer Center of Macedonia, there is no national umbrella volunteer organisation. Most of the activities of the NGOs are separated and independent, without coordination of activities.

5. OTHER STAKEHOLDERS

e annual tree-planting campaign *"Tree Day"* in the Republic of Macedonia gathers large numbers of people in a massive one-day action. e purpose of this initiative is to get all citizens engaged by planting more than 2 million tree seedlings, corresponding to the population of the Republic of Macedonia, in a single day. is campaign was rst organised on 12 March 2008 and is a civic initiative of several famous actors, musicians and singers. It is completely supported by the Government of the Republic of Macedonia, the European Union representative o ce in Macedonia, the Assembly of the Republic of Macedonia and the Association of Local Self-Government Units. Volunteers are provided with organised transportation to previously selected places where they plant their tree. e action day is an o cial holiday, and all tree seedlings are provided by the government.

The campaign "Tree Day" aims to engage Macedonians for the planting of more than 2 million tree seedlings, corresponding to the population of the Republic of Macedonia, in a single day.

Volunteering in rural Macedonian communities is centred on special events or periods of the year, such as the preparation of carnivals, grape harvesting or celebrating big religious holidays. In villages, just about everybody volunteers, from schoolchildren to retired and elderly. Families get involved in voluntary actions, whether for a common goal or for the bene t of other families, according to the motto, "I'll help you today and you'll help me tomorrow". is voluntary work reinforces trust and reciprocity in communities and is of great value particularly because many families live on low budgets.

6. FUNDING OPPORTUNITIES

In Macedonia, there are no speci c funding mechanisms directly aiming at promoting and supporting volunteer initiatives and sustainable volunteer structures. National funds targeting volunteering are missing and funding opportunities for volunteer programmes are limited. Most of the initiatives are funded by international donors or private foundations with o ces in Macedonia, or European funding programmes open to Macedonia.

Governmental support is distributed through an annual open call for supporting NGOs, but this is not speci cally for volunteer programmes. e

total budget is around 250,000 EUR per year, but funds are distributed to a small number of NGOs, in the form of small grants of up to 5,000 EUR per project. It is therefore not possible to nance large scale or multi-year programmes through this kind of support.

Additionally, there are no budget allocations that will support and follow-up the implementation of the *Strategy for promotion and development of volunteering*. For example, the strategy notes that local volunteering centres will be supported but there is no clear de nition by whom and what kind of nancial support they will receive .

Local governments or municipalities also have budgets to support NGOs but these funds are even more limited and the procedure for granting them is non-transparent and often bound by political in uences.

Mobilising resources from the local community is also under-developed in Macedonia and most of the NGOs are struggling to secure funding for their activities including volunteer initiatives.

7. REGULAR AND SYSTEMATIC RESEARCH

In Macedonia, regular and systematic research on volunteering is lacking, although volunteering is mentioned in some research about the non-governmental sector, civic activism or philanthropy. Due to the lack of other, reliable sources of information, some of the ndings of these researches are used as basis for volunteering policy development.

In 2006, the research about *"Philanthropy in Macedonia"* done by the Center for Institutional Development (CIR-a Skopje) showed that only 10 % of the population volunteer, mostly in civil society organisations. However, around one third of the population expressed the will to volunteer, if volunteer opportunities were provided.

Research reveals that ad-hoc and incidental volunteering prevails and the level of awareness for community engagement is at a very low level

e research *"Social responsibility of citizens"* by the Macedonian Center for International Cooperation from 2009 depicts a low interest in volunteering in local communities. According to this study, 27.4 % of the respondents stated that they had volunteered in their local community, but most of them for a mere 10 hours per year. is con rms that ad-hoc and incidental volunteering prevails and that the level of awareness for community engagement is at a very low level. ere are also other researches o ering some insight into volunteering in Macedonia but these are partial and lack a representative sample, thus cannot be treated as relevant sources of information or basis for policy intervention (example: "Civic practices" No.12 issue MCIC 2010 where only eight international volunteers were interviewed, which is not a representative sample).

According to the available o cial data from the Ministry of Labour and Social Policy, until December 2009 a total of 370 volunteer books were issued for domestic volunteers and 158 consents were issued for foreign volunteers in Macedonia.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

Volunteering is not systematically present in the media: the lack of sensationalism, the fact that volunteering depicts an average, positive story usually makes it a less marketable theme.

ere are no special codes or provisions in Macedonia to ensure ethics and quality standards for volunteering.

Some provisions in the Law on volunteering regulate matters regarding the health insurance for volunteers and emergency insurance as an optional provision in the volunteer contract. ere are also provisions on personal data protection of volunteers, keeping the organisers' con dential data and the responsibilities of parties in case of damage being caused. However, the law does not look at quality standards for the process of volunteering itself.

ere are positive examples of NGOs which adhere to quality standards of internal volunteer management. In case of the National Volunteer Centre of Macedonia, coordinated by the Youth Cultural Center Bitola, there are procedures and quality standards set for the Local Volunteer Service programme. is system is applicable to all stages of volunteer management system, especially concerning the recruitment and selection of volunteers, training and preparation as well as monitoring and evaluation of Local Volunteer Service programmes. YCC Bitola together with the other six partner NGOs functioning as Volunteer Info Points have successfully implemented these standards for the last years in 165 placements of volunteers for three-month services in institutions.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

ere is no on-line database for volunteers or volunteer opportunities in Macedonia. However, YCC Bitola manages and maintains an internal database of volunteers through the Local Volunteer Service Programme, where over 800 volunteers have registered. In the database there are also over 100 organisers of volunteering who have registered their needs in terms of volunteer positions and pro les.

Volunteering is promoted in the media and generally media is receptive and willing to report on volunteer events and to cover volunteer stories. However, the topic of volunteering is not systematically present in the media, but coverage depends on the occasion and nature of the event. e lack of sensationalism, the fact that volunteering depicts an average, positive story usually makes it a less marketable theme, especially for the national media.

From 2006, YCC Bitola established a National Volunteer Awards scheme. ese Awards are given to individuals who had signi cant contributions as volunteers during the year. ere is national event held every year on 5 December, on International Volunteer Day, in Bitola, Macedonia where gold, silver and bronze certi cates for volunteer achievements are granted to volunteers from all over the country.

10. ADDITIONAL COUNTRY SPECIFICITIES

Another set of laws and regulations which substantially a ect volunteering are those concerning education. erefore, volunteer-like activities form some part of the educational programme in certain disciplines. Work experience is required or encouraged in some higher education courses and the nature of this work can vary from volunteering, well-supervised and o cially recognised, to more or less obligatory labour. For example, in certain professional elds, such as law and medicine, in order to graduate, students are required to work as 'apprentices' or 'trainees' for vocational training and independent work in their chosen profession prior to taking their professional exam. ese di erent kinds of formalised apprenticeships can play an important role in ensuring that graduates have practical skills, which they may otherwise lack, as well as academic knowledge.

11. RECOMMENDATIONS

Some of the recommendations that should be considered for development of volunteering in Macedonia are:

- Establishing a system for the monitoring and evaluation of implementation of the Law on volunteering and the Strategy for promotion and development of volunteering 2010- 2015,
- Monitoring of the implementation of the action plan for implementation of the strategy with concrete budget allocation from the Budget of Central Government (relevant Ministries) and the Municipalities,
- Providing real mechanisms for the support and sustainability of Local Volunteer Centres,
- Establishing funding mechanisms for the support of volunteer programmes and projects of NGOs at the national and local level,
- Promoting volunteer values in the educational system in Macedonia,
- Establishing close cooperation with the media for promotion of volunteer activities to the wider community and among citizens,
- Supporting research on volunteering and systematic data collection about volunteering in Macedonia in cooperation with the State Statistical O ce,
- Revising and amending the legislation that creates barriers and administrative obstacles in the engagement of foreign volunteers in Macedonia,
- Setting-up a 'one-stop-shop' where potential volunteers can nd out about volunteering opportunities, centres that advocate for volunteering,
- Ensuring the nancial sustainability of existing volunteer centres, developing adequate strategies for future management of such centres, perhaps at the national level,
- Capitalising on the existing knowledge and capacities of the organisations that are promoting volunteering, when developing models for the management of volunteer centres, currently still a matter under discussion,
- Providing training for volunteer management training courses,
- Establishing exchange programmes for sta , that would enable people working or volunteering in civic organisations to visit other organisations and therefore to learn about good practices, which can then be adapted and implemented in their own organisations.

Resources

O cial Gazette of Republic of Macedonia, 2007, No.85/07 and 161/08 "Law on volunteering"

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CHAPTER 18

MALTA

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

e volunteering infrastructure aims at creating and maintaining an environment that enables people to come forward for active citizenship and civic engagement. e volunteering infrastructure can be de ned as incorporating the structures, systems, mechanisms and instruments which are necessary for the promotion, support, coordination, and recognition of volunteering.

e role of the volunteering infrastructure includes:

- *Promotion of volunteering by creating conditions and supporting initiatives that enhance renewed and innovative forms of volunteer involvement in the community;*
- *Motivation and support for persons interested in volunteering, including guidance in identifying appropriate opportunities to get involved, providing training, and matching volunteers with organisations that need volunteer effort;*
- *Ongoing support for existing volunteers and the promotion of their rights and responsibilities;*
- *Consultation and support to volunteer-involving organisations, including guidance in making their activities more attractive and inviting for prospective volunteers;*
- *Coordination with stakeholders involved in or linked to volunteering activities;*
- *Coordination of statistical databases and research efforts on volunteering;*
- *Recognition of volunteering in terms of its added value from a social and economic perspective and the informal and non-formal learning experiences it provides, and its contribution towards the enhanced employability of people.*
- *Quality assurance and standards of volunteering activities.*

An enabling volunteering infrastructure would thus include legislation, policies, organizations and networks which contribute to the achievement of the above-mentioned actions. However, any volunteering infrastructure should avoid over-institutionalisation and over-regulation, since this would hinder the very nature of volunteering, which is based on freedom and exibility.

2. VOLUNTEERING LANDSCAPE

Volunteering is de ned by Maltese law, through the *Voluntary Organisations Act (Act XXII of 2007)*[1]. e legal act de nes a "volunteer" as a person who provides non-remunerated services through or for a voluntary organisation[2]. By inference, voluntary activity is undertaken by a person's own free will, choice and motivation, and without regard to nancial gain. e Voluntary Organisations Act also de nes the "voluntary sector" as including voluntary organisations, volunteers, donors who make voluntary grants of money or assets to voluntary organisations, bene ciaries of the services of volunteers and voluntary organisations and the administrators of such organisations[3]. However, a detailed set of principles for volunteering are not provided for in Maltese legislation.

According to a *Special Eurobarometer report* issued by the European Commission in 2007, 24% of people in Malta declared that they actively participate in voluntary work for an organisation[4]. However, according to the *Survey on Income and Living Conditions*[5] issued this year (2010) by the National Statistics O ce in Malta, there were 21,920 people aged twelve-and-over doing voluntary work in 2008. is amount represented 6.15% of the total population aged twelve years and over, in 2008. It also corresponds to 5.3% of the total population in Malta as of the end of 2008[6]. 49% of these volunteers were active within a voluntary organisation, 42% within another entity and 8% were doing informal voluntary work[7].

> 49% of Maltese volunteers are active within a voluntary organisation, 42% within other entities and 8% are doing informal voluntary work

Other sources providing estimates of volunteers in Malta di er from the gures provided by the National Statistics O ce. For example, a recent country report on Malta[8] which was conducted by GHK within the scope of the Study of Volunteering in the European Union, on behalf of the European Commission, indicated that according to Maltese stakeholders, volunteers represent 12% of the Maltese adult population, meaning that over 33,000 volunteers aged between 16 and 64 years are involved in volunteering[9]. e same publication noted that other stakeholders indicated that as many as 54,000 young people in Malta are engaged in voluntary activities[10]. Based on these gures and other estimates by key stakeholders, the Final Report issued by the GHK concluded that the total of volunteers in 2008 was 41,000[11].

Speci c research and statistics focused on the pro le of volunteers in Malta is rather limited[12].

1. Chapter 492 of the Laws of Malta, Voluntary Organisations Act (Act no. XXII of 2007). Available at: www.doi.gov.mt/en/parliamentacts/2007/ACT%20XXII%20English.pdf
2. Ibid., Article 2 (de nitions).
3. Ibid.
4. European Commission,2007. 'European Social Reality', Special Eurobarometer No. 273 Report, p. 35. Available at http://ec.europa.eu/public_opinion/archives/ebs/ebs_273_en.pdf
5. National Statistics O ce, Malta, 2010. 'Survey on Income and Living Conditions 2008'. Available at: www.nso.gov.mt/statdoc/document_view.aspx?id=2724&backurl=/themes/theme_page.aspx
6. e total population in Malta stood at 413,609 at the end of 2008. Refer to National Statistics O ce, 2009. 'Demographic Review 2008'. Available at: www.nso.gov.mt/statdoc/document_view.aspx?id=2488&backurl=/themes/theme_page.aspx
7. Ibid.
8. Educational, Audiovisual and Culture Executive Agency, 2010. 'Study of Volunteering in the European Union', Country Report Malta, submitted by GHK. Available at http://ec.europa.eu/citizenship/eyv2011/doc/National%20report%20MT.pdf
9. Ibid, p. 2
10. Ibid.
11. Educational, Audiovisual and Culture Executive Agency, 2010. 'Volunteering in the European Union', Final Report submitted by GHK, p. 62. Available at http://ec.europa.eu/citizenship/eyv2011/doc/VolunteeringintheEUFinalReport.pdf
12. With speci c reference to youth volunteering, the authors of this report are informed that a study has recently been commissioned at national level on precisely this subject. It should therefore contain data which is indicative of the volunteering landscape in Malta with regard to youth. However, the results of this study have not been published yet.

An indication of the pro le of volunteers can be deduced from the Survey on Income and Living Conditions (SILC), which the National Statistics O ce conducts on an annual basis. e most recent available is SILC 2008[13], which revealed that there were 21,920 people carrying out voluntary work in 2008, and that the majority of these (37.68%) were in the age group 25-49, followed by 50-64 years (29.97%).

With regard to gender, the SILC 2008 revealed that 6.8% of women, as opposed to 5.3% of men, aged 12 years and over were carrying out voluntary work. However, the majority of male volunteers (43.9%) had been doing voluntary work for 5-10 years, while the largest share of female volunteers (40.6%) had been volunteering for less than 5 years. Furthermore, the majority of male volunteers in 2008 were volunteering within a voluntary organisation, while most of the female volunteers were volunteering within another entity (church, schools etc). Males tended to spend slightly more time volunteering than females, with the averages standing at 23 hours and 21 hours respectively.

Regarding the elds where volunteers are active, the SILC revealed that more than 40% of people doing voluntary work in 2008 were involved in membership organisations (related to business, employers, professional and political organisations). is was followed by organisations performing social work activities (24%). Social work activities are classi ed as including children and elderly homes, hospital and medical practice activities and other health related activities. On the other hand, 16% of volunteers were involved in religious organisations[14]. Other studies suggest that the most popular sectors for volunteering include community activities, recreation, social a airs, religious activities and sports[15].

e SILC 2008 also revealed that the largest share of people volunteering (36%) actually volunteered for less than 10 hours in a typical month. e average number of hours was highest for persons aged 12-24, with these spending an average of 24 hours a month. People spending the most time volunteering, with an average of 43 hours monthly, did informal voluntary work, while persons volunteering within a voluntary organisation contributed an average of 24 hours a month. Unemployed people spent the most time doing voluntary work, with an average of 36 hours in a typical month. Retired persons spent an average of 24 hours, while persons at work spent an average of 20 hours[16].

Volunteering is positively perceived in Malta by the general public, as well as by particular actors, including the media and decision-makers. Indeed, Malta has a rich culture of volunteering, based on an established tradition dating back many years and initially rooted in the activity of church organisations[17]. Traditional and religious activities, such as the traditional village feasts

13. National Statistics O ce, Malta, 2010. 'Survey on Income and Living Conditions 2008'. Available at: www.nso.gov.mt/statdoc/document_view.aspx?id=2724&backurl=/themes/theme_page.aspx
14. National Statistics O ce, Malta, 2009. 'International Volunteer Day for Economic and Social Development: 2009', News Release No. 218/2009 issued on 4 December 2009. Available at www.nso.gov.mt/statdoc/document_ le.aspx?id=2639
15. For example, with speci c reference to youths, a report issued by the European Knowledge Centre for Youth in 2006 indicated the various elds which are popular among youths for their engagement in voluntary activities. ese included, in order of preference: community activity, recreation, sport, religious volunteering, education, children and youth, emergency response, environment, arts/culture, and social assistance. Refer to: e European Knowledge Centre for Youth Policy, 2006. 'Key Priorities for Youth Policies answers on Voluntary Activities', Report on Malta 2006. http://youth-partnership-eu.coe.int/youth-partnership/documents/Questionnaires/Voluntary_activities/Malta_2006.pdf
16. National Statistics O ce, Malta, 2009. 'International Volunteer Day for Economic and Social Development: 2009', News Release No. 218/2009 issued on 4 December 2009. Available at www.nso.gov.mt/statdoc/document_ le.aspx?id=2639
17. Educational, Audiovisual and Culture Executive Agency, 2010. 'Study of Volunteering in the European Union', Final report submitted by GHK, p.5. Available at http://ec.europa.eu/citizenship/news/news1015_en.htm

and band clubs[18], as well as processions and carnival festivities have long involved signi cant numbers of volunteers who engage in preparatory and organisational work all year round. Furthermore, the Church has served as a key player in drawing volunteers to contribute towards activities and services for the socially deprived both in Malta and abroad. Over time, the spheres of volunteering in Malta broadened and increased, covering other activities, including public community services, the environment, sports and recreation.

Voluntary activity has gradually been gaining ground and recognition, even at the political level. is is evident particularly as a result of the work undertaken by NGOs in promoting volunteering, as well as by the Commissioner on Voluntary Organisations and the National Council for the Voluntary Sector following the adoption of the Voluntary Organisations Act in 2007[19]. It is also evident given the political support provided in regard to strategies and initiatives promoting the concept of volunteering[20]. Furthermore, recognition of volunteering e orts has been re ected in national awards, such as the Senior Citizen of the Year Award, which in recent years has been presented to volunteers[21].

However, a recent country report on Malta[22] conducted within the scope of the Study of Volunteering in the European Union, on behalf of the European Commission, revealed that while government o cials maintain that volunteering is a priority for the national political agenda, civil society organisations emphasize the need for further development in this regard[23].

e attitude of the general public towards volunteering is re ected in the fact that 86% of Maltese respondents to a Special Eurobarometer Survey declared that helping others or doing voluntary work was an important factor in their life[24]. e SILC 2008 issued by the National Statistics O ce in Malta revealed that the most popular reason for doing voluntary work is related to a sense of moral duty to do so (44.7% of volunteers). Other reasons included the desire to meet new people (20% of volunteers), as well as sympathy for the needy (15.3% of volunteers)[25].

Unemployed people spend the most time doing voluntary work, with an average of 36 hours in a typical month. Retired persons spend an average of 24 hours, while employed persons spend around 20 hours every month.

18. In Malta, band clubs are very active within both the cultural and religious spheres, organising various events throughout the year, with the voluntary involvement of various members. A survey conducted by the National Statistics O ce in 2008 revealed that band club members stood at 6.4% of the total population aged 5-84 years in Malta. Refer to: National Statistics O ce, Malta, 2009. 'Band clubs: 2008', News Release No. 154/2009 issued on 3 September 2009. Available at www.nso.gov.mt/statdoc/document_ le.aspx?id=2572
19. Times of Malta. 'Voluntary Sector's work cannot be measured – Chris Said', featured in the newspaper issue of 29 August 2009. Available at: http://www.timesofmalta.com/articles/view/20090829/local/voluntary-sectors-work-cannot-be-measured-chris-said
20. Examples include:
- the presentation of the SOS Malta Award for Volunteering in 2008 by the Prime Minister of Malta, Hon. Lawrence Gonzi (refer to Times of Malta, 'FAA co-founder named Volunteer of the Year', featured in the newspaper issue of 6 November 2008. Available at www.timesofmalta.com/articles/view/20081106/local/faa-co-founder-named-volunteer-of-the-year/)
- the importance given to volunteering within the National Youth Policy 2010-2013 (refer to Ministry of Education, Employment and the Family, 2010. 'National Youth Policy 2010-2013', p.28. Available at: www.education.gov.mt/youth/national_youth_policy_e.htm);
- the renewed partnership agreement in 2010 between the Ministry of Health, the Elderly and Community Care and SOS Malta in regard to the VolServ initiative aimed at setting up and developing structured volunteering within Malta's main public hospital, Mater Dei Hospital (refer to SOS Malta, VolServ Voluntary Services for Mater Dei Hospital. Available at: http://www.sosmalta.org/voluntary-services-mater-dei)
21. Di-ve.com. 'Appogg Volunteer wins award', featured on 15 October 2010. Available at: http://www.di-ve.com/Default.aspx?ID=72&Action=1&NewsId=77485
22. Educational, Audiovisual and Culture Executive Agency,2010. 'Study of Volunteering in the European Union', Country Report Malta, prepared by GHK. Available at http://ec.europa.eu/citizenship/eyv2011/doc/National%20report%20MT.pdf
23. Ibid, p. 13
24. European Commission, Special Eurobarometer 273 Wave 66.3, 2007. 'European Social Reality'. Available at: http://ec.europa.eu/public_opinion/archives/ebs/ebs_273_en.pdf
25. National Statistics O ce, Malta, 2009. 'International Volunteer Day for Economic and Social Development: 2009', News Release No. 218/2009 issued on 4 December 2009. Available at www.nso.gov.mt/statdoc/document_ le.aspx?id=2639

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

ere is no speci c law which addresses volunteering or is concerned with individual volunteers in Malta.

e only law which touches upon volunteering is the *Voluntary Organisations Act (Act XXII of 2007)*[26], which was adopted with the intention of regulating the voluntary sector. is law addresses the institutions responsible for the voluntary sector and voluntary organisations in general. While it de nes a 'volunteer' as a person who provides non-remunerated services through or for a voluntary organisation, the law does not make any other reference to individual volunteers or to the concept of volunteering.

About the Voluntary Organisations Act in brief

Until 2007, there was no single legal instrument of which the voluntary sector was the principal subject. In particular, there was no system for the registration of voluntary organisations and non-governmental organisations. Most NGOs were self-regulatory and were not subject to national rules on accountability and transparency. e Voluntary Organisations Act aimed at addressing these lacunas.

Article 2 of the legal act de nes the 'voluntary sector' as including 'voluntary organisations, volunteers, donors who make voluntary grants of money or assets to voluntary organisations, bene ciaries of the services of volunteers and voluntary organisations and administrators of such organisations'[27].

Until the Voluntary Organisations Act, no system for the registration of VOs and NGOs existed. Most NGOs were self-regulatory and not subject to national rules on accountability and transparency.

According to the legal act, a voluntary organisation is a foundation, a trust, an association of persons or a temporary organisation which is independent and autonomous, and which is a) established by a written instrument for a legal purpose, that can be a social purpose or any other purpose which is lawful, b) as non-pro t making, c) is voluntary, and d) is independent and autonomous, in particular of government and other public authorities and of political parties or commercial organisations[28].

erefore, voluntary organisations are to have some degree of formal existence, and are hence distinguishable from informal and ad hoc groups. Furthermore, they would tend to be organisations acting within the public arena on concerns and issues which are in the interest of the well-being of people, speci c groups or society as a whole. However, they cannot pursue commercial or professional interests, particularly of their members, nor can they be part of government or linked to public authorities or political parties. Most importantly, they need to be voluntary. e term 'voluntary organisations' within the scope of Maltese law, emphasises the voluntary choice to associate for a common purpose, as well as to donate one's time and labour for this purpose, particularly by board members or organisers[29]. In fact, most voluntary organisations in Malta are managed and often operated by volunteers.

e law establishes a procedure for the enrolment of voluntary organisations in a *'Register for*

26. Chapter 492 of the Laws of Malta, Voluntary Organisations Act (Act no. XXII of 2007). Available at http://www.doi.gov.mt/en/parliamentacts/2007/ACT%20XXII%20English.pdf
27. Ibid., Article 2
28. Ibid., Articles 2 and 3.
29. Ibid.

Voluntary Organisations'[30]. is enrolment process is overseen by the o ce of the Commissioner for Voluntary Organisations, established through the same legal act. Any voluntary organisation may apply for registration with the Commission for Voluntary organisations – however, organisations are not obliged to do so. Once registered, a voluntary organisation may enjoy numerous privileges and exemptions, and may even be entitled to funding from the government or other organisations. In addition, a voluntary organisation may apply in writing to the tax authorities requesting exemption from Maltese taxes. Registration as a Voluntary Organisation is renewable annually on condition that an annual report and annual audited accounts are made available to the Commissioner's O ce together with information about any relevant changes within the administration.

Implications of an absence of law specific to volunteering

e fact that a speci c legal framework for individual volunteers is missing in Malta means that the status and rights and obligations of volunteers are not directly re ected in Maltese legislation. Individuals are therefore not required by law to obtain speci c permission to engage in voluntary activities. Nor are there any speci c restrictions in place which limit participation in volunteering activities. Furthermore, there is no di erentiation or categorization of volunteers, based, for example, on employment status or social bene ts. Nor does the law or national policy provide for any support and incentive schemes for volunteering. Similarly, insurance provisions regarding volunteers do not exist.

In turn, the absence of a speci c law on volunteering may also be one of the reasons why procedures for the o cial recognition of the economic value of volunteering, as well as for the validation of informal and non-formal learning experiences gained through volunteering, have not yet been developed at a national level in Malta.

> The absence of a specific law on volunteering may be one of the reasons why recognition of the economic and educational value of volunteering lags behind.

The importance of a specific law for creating an enabling environment for volunteering

e introduction of a speci c legal framework for volunteers is considered necessary for creating an enabling environment for volunteering in Malta, particularly since this would give volunteers recognized status as well as provide for rights and obligations within the volunteering sphere. Legislation on volunteering is important for those who volunteer, as well as the organisations they volunteer for and their clients, since it provides guidance, protection and accountability.

In Malta's case, speci c legislation on volunteering is required to provide for, *inter alia*,

- a de nition of volunteering,
- the rights and duties of volunteers (including codes of conduct and volunteering principles),
- the rights and obligations of volunteering organisations in regard to volunteers,
- a social insurance framework for volunteers,
- the establishment of a volunteer centre aimed at promoting and supporting volunteering,
- data collection and research on volunteering,
- the validation and recognition of informal and non-formal learning experiences gained through volunteering,
- economic and social recognition of volunteering (including in the national budget)

30. Chapter 492 of the Laws of Malta, Voluntary Organisations Act (Act no. XXII of 2007), Part IV. Available at http://www.doi.gov.mt/en/parliamentacts/2007/ACT%20XXII%20English.pdf

e introduction of new elements, such as volunteer identi cation cards, may also be addressed by such legislation. is notwithstanding, it is important that legislation on volunteering does not lead to over-regulation which impedes the exibility that volunteering implies. Indeed, legislation should facilitate volunteering and not hinder it.

Lack of a public body responsible for supporting volunteering in Malta

ere are two public institutions established by the Voluntary Organisations Act 2007 which are responsible for supporting the voluntary sector as a whole (and not for supporting individual volunteers per se). ese are the *Commissioner for Voluntary Organisations*, and the *Malta Council for the Voluntary Sector.*

e responsibilities of the *Commissioner for Voluntary Organisations* include[31]:

- providing enrolment facilities for organisations, which are eligible for enrolment under the terms of the Act;
- monitoring the activities of voluntary organisations in order to ensure observance of the Act's provisions and any relevant regulations;
- providing voluntary organisations with information about the bene ts and responsibilities as a result of registering as a "legal person" in terms of the Second Schedule to the Civil Code, and enrolment under the terms of the Act;
- providing information and guidelines to individuals engaged in voluntary activities and to members of voluntary organisations, in order to help them better ful l their roles and to improve the attainment of organisational objectives;
- making recommendations to the Minister responsible for social policy on legislation and policies in support of voluntary organisations, volunteers and voluntary activities;
- assisting the government, government departments, public agencies and entities controlled by the government in preparing and reviewing policies in support of voluntary organisations and the voluntary sector in general;
- investigating any complaints relating to voluntary organisations or individuals or organisations purporting to be voluntary organisations and their activities, and to take such action as is in their power to redress any justi ed grievance that may come to their notice;
- monitoring the promotion of voluntary organisations and the behaviour of their administrators so as to ensure the observance of high standards of accountability and transparency, as well as their compliance with law;
- coordinating and communicating with the Registrar for Legal Persons in terms of the Second Schedule to the Civil Code with a view to facilitating registration and enrolment processes for voluntary organisations;
- cooperating with and supporting the Council in developing policies which will be of bene t to the voluntary sector in general or speci c sections within the voluntary sector; and performing any other function or duty assigned to them under the Voluntary Organisations Act and any corresponding regulations, as well as other functions which may be assigned to the role of the Commissioner under any other law.

e Commissioner is also responsible for establishing systems of communication with, and in support of, volunteers, as well as for working towards an environment where the credibility and good reputation of the voluntary sector is continually enhanced[32].

31. Ibid., Article 7(1)
32. Ibid., Article 8(1) and 8(2)

e *Malta Council for the Voluntary Sector*, also established by virtue of the Voluntary Organisations Act (2007)[33], aims at representing the voluntary sector and at promoting its interests. e Malta Council for the Voluntary Sector is composed of nine members representing the voluntary sector, apart from one representative of government and another of the Commissioner for Voluntary Organisations. Its purpose is that of providing a consultative forum that can e ectively address issues related to the Voluntary Sector, as well as of assisting the Commissioner for Voluntary Organisations and acting as a platform from which to develop co-operation between voluntary organisations and the Government and co-operation between voluntary organisations amongst themselves. Its key objectives are:

- to provide leadership and advice in relation to the implementation of the Strategy and on an ongoing basis in the Voluntary Sector;
- to support, develop and promote the interest and work of the voluntary organisations in Malta and Gozo;
- to meet the needs of the ever increasing/demanding voluntary sector;
- to promote equality[34].

To date, the relationship between voluntary organisations and the Commissioner for Voluntary Organisations has been more or less administrative and regulatory. is is because the o ce of the Commissioner has been established for only three years, and therefore, most voluntary organisations have been seeking to get their house in order to be able to register o cially in accordance with the law.

On the other hand, the relationship between voluntary organisations and the National Council for the Voluntary Sector has been consultative, particularly since members of the Council are themselves representatives of voluntary organisations.

Apart from the Commissioner for Voluntary Organisations and the National Council for the Voluntary Sector, there are other public administrations which support the voluntary sector. However, their focus tends to be on supporting projects and networking of civil society organisations and NGOs in general, through nancial grants and consultation structures. ese include the Non-Governmental Organisations Projects Selection Committee and the NGO Liaison Unit, which form part of the Ministry for Social A airs, as well as the Malta-EU Steering and Action Committee (MEUSAC) and the Malta Council for Economic and Social Development (MCESD), which fall under the auspices of the O ce of the Prime Minister.

The European Union could encourage more strongly and more actively the member states to invest more in the field of volunteering to enable local infrastructures to perform their functions and develop further.

33. Ibid., Part VIII
34. National Council for the Voluntary Sector, Malta, 2010. Terms of Reference [2010 draft].

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

ere is no national volunteer centre or resource centre for volunteering set up in Malta, nor or are there regional or local volunteer centres.

ere is, however, a national umbrella organisation for organisations involved in volunteering. is is the *National Federation for NGOs in Malta (NFNM)*[35], which was set up in 2007. Its mission is that of representing in Malta, in the European Union (EU) and internationally, the interests of NGOs (voluntary organisations) operating in Malta, and to strengthen the role of NGOs (voluntary organisations) within civil society. It works to develop policies and practices to promote and assist voluntary organisations, to facilitate and promote communication between voluntary organisations, and to lobby on issues that are of concern to them. e Federation also monitors the legal framework within which voluntary organisations operate and ensures that it adequately re ects their needs and practices. However, volunteer support per se does not fall within NFNM's mandate.

There is a very limited degree of cooperation between NGOs in Malta. Few, if any, take initiatives to encourage or support volunteering beyond their own requirements.

During the period 2004-2008, a local voluntary organisation, *SOS Malta*, ran a Malta Resource Centre for Civil Society NGOs[36], which had the purpose of supporting and strengthening civil society NGOs in Malta. Apart from providing administrative support to civil society networks, including the National Federation for NGOs in Malta, the Malta Resource Centre had also undertaken training initiatives related to the set-up of volunteering structures and support.

Nowadays, the support provided to volunteers generally derives from voluntary organisations/NGOs themselves, who o er support and training to those rendering a service through their respective organisation or through projects subscribed to.

According to the national Survey on Income and Living Conditions for 2008[37], 49% of volunteers were active within a voluntary organisation, 42% within another entity and 8% were did informal voluntary work. ere is no available research indicating the largest volunteer-involving organisations in Malta – however, to date, it would appear that the following organisations are among those with the largest number of volunteers[38] (see Table below).

35. For more information about the National Federation of NGOs in Malta (NFNM), refer to: www.nfnm.eu/
36. For more information about e Malta Resource Centre for Civil Society NGOs, refer to the SOS Malta website: http://www.sosmalta.org/admin_backup_service
37. National Statistics O ce, Malta, 2010. 'Survey on Income and Living Conditions 2008'. Available at: http://www.nso.gov.mt/statdoc/document_view.aspx?id=2724&backurl=/themes/theme_page.aspx
38. e number of volunteers per organisation was con rmed by the respective voluntary organisation through email correspondence carried out purposely for this report.

Name of voluntary organisation	Website	Approximate number of Volunteers (Nov. 2010)
The Scouts Association of Malta	www.maltascout.org.mt	783 (including registered adult leaders, youth members and non-registered adults)
Caritas Malta	www.caritasmalta.org	300
Voices Foundation Malta	www.voices.org.mt	300
Malta Hospice Movement	www.hospicemalta.org	180
The Malta Girl Guides Association	www.maltagirlguides.com	174
SOS Malta (VolServ)	www.sosmalta.org	142
Din l-Art Helwa	www.dinlarthelwa.org	130
St. Jeanne Antide Foundation	www.antidemalta.com	61
Inspire Foundation	www.inspire.org.mt	50

ere is a very limited degree of cooperation on volunteering between voluntary organisations in Malta. Few, if any, take initiatives to encourage or support volunteering beyond their own requirements. An example of such an initiative is that taken by SOS Malta in 2008, when it organised a national award on volunteering which was open to nominations of volunteers involved in any type of organisation[39].

5. OTHER STAKEHOLDERS

Public entities

Among the public entities and service providers in Malta that involve volunteers, one nds the agency *Appogg*[40], which is the national social welfare agency for children and families in need.

e agency has three main services which involve volunteers. ese include:

Supportline 179 – a 24 hour free telephone service run by a team of professionally-trained volunteers, and which provides support to callers of any age who require assistance, both in day-to-day and crisis situations. Supportline 179 receives calls on situations of child abuse, domestic violence, drug/alcohol/gambling problems, amongst others. In 2008, volunteers o ered approximately 14,400 hours of service towards the operation of this support line. ere are currently 84 volunteers[41] involved in giving the service.

Programm Ulied Darna - an Appogg service that o ers time, skills, friendship, information and practical help to facilitate the life of families who are receiving other Appogg services. In 2008, volunteers dedicated 6,600 hours of their time to this programme. ere are currently 63

39. For more information about the SOS Malta Award for Volunteering, refer to: http://www.sosmalta.org/sos_award
40. For more information about Appogg, refer to: www.appogg.gov.mt/
41. Data provided by Appogg to the authors of this report

volunteers forming part of the Programm Ulied Darna team[42].

Home-Start Malta – a support service which is o ered in collaboration with Home-Start International. It supports families with children under the age of ve years who need support in the upbringing of their children. ere are currently 14 volunteers involved in supporting this service[43]. ese volunteers are parents themselves or else have a direct experience in the upbringing of children[44].

e Appogg agency also has other projects running as part of its services speci c to certain communities which operate with the involvement of volunteers, including Klabb Sajf (38 volunteers), Progett Taghlim (24 volunteers), Homework Club and pre-teens (27 volunteers)[45].

Other public entities which involve volunteers include public hospitals, publicly-funded residential homes and shelters, and organisations such as the Malta Community Chest Fund (a charitable institution chaired by e President of Malta, which aims at helping philanthropic institutions and more importantly, individuals with di erent needs, through fund-raising activities and events)[46].

Businesses

e degree of corporate volunteering in Malta is rather limited. Very few businesses are involved in volunteering. Generally, it is the larger businesses who take the initiative in promoting volunteering among their employees, and such initiatives tend to consist of ad hoc fund-raising activities or of short term hands-on activities for the bene t of organisations working for the most part with the socially-excluded or in the environmental eld (Examples of such activities include the refurbishment of residential homes and shelters, planting of trees and gardening, clean-up campaigns, etc.).

Unfortunately, more tangible and long-term types of corporate volunteering (such as rendering a continuous voluntary service) are as yet not practised in Malta. Similarly, there are no o cial or structured programmes or schemes, at national level or otherwise, which promote corporate volunteering.

However, the voluntary organisation SOS Malta has recently commenced the implementation of a project aimed at developing an optimum working model for a Corporate Volunteering Scheme, with the scope of implementing such a scheme also in Malta. is project, entitled Empowering Private Sector Employees through Corporate Volunteering (EPSEV)[47], is being part-funded by the EC Europe for Citizens programme, and led by SOS Malta in partnership with Volunteer Development Estonia and Savanoriu Centras (Lithuania). As part of the project, a survey is being carried out in Malta to identify the needs of the third sector which could be matched through corporate volunteering, as well as to identify the skills which the corporate sector itself is willing and able to provide back to the third sector. e EPSEV project also aims to raise awareness on corporate volunteering amongst the general public and more speci cally the private and third sectors.

42. Ibid.
43. Data provided by Appogg to the authors of this report
44. Information sourced from the o cial website of Appogg: www.appogg.gov.mt/
45. Data provided by Appogg to the authors of this report
46. For more information about the Malta Community Chest Fund, refer to: http://maltacommunitychestfund.org/mccf/Pages/Mission.aspx
47. For more information about Empowering Private Sector Employees through Corporate Volunteering (EPSEV), refer to SOS Malta website: http://www.sosmalta.org/EPSEV

It should also be noted that businesses in Malta nevertheless regularly o er nancial sponsorship for volunteering projects and activities undertaken by voluntary organisations and public bodies.

Political institutions

Government, political parties and certain public administration bodies in Malta are involved in promoting volunteering. Political parties tend to promote volunteering within their own structures and for purposes of political outreach. Both parties have a signi cant number of volunteers, although the precise numbers are not publicly available. is year, the Maltese Labour Party also organised and widely promoted a dedicated day for the recruitment of volunteers[48]. Among the public administration bodies that promote volunteering in Malta, one can mention:

e *Ministry of Education, Employment and the Family*, under which auspices the Commissioner for Voluntary Organisations, the Malta Council for the Voluntary Sector as well as the NGO Liaison Unit fall. Indeed, the Ministry has recently been promoted volunteering through a radio campaign, within the context of the European Year for Combating Poverty and Social Exclusion. Furthermore, activities related to the European Year on Volunteering 2011 will be coordinated by the Malta Council for the Voluntary Sector. In turn, national agencies such as Appogg, which engage volunteers, fall under this Ministry too.

e *Ministry of Health, the Elderly and the Community*, which has collaborated with SOS Malta, on a project called *VolServ*[49] involving the setting up and coordination of volunteering structures within the general public hospital, Mater Dei Hospital. Similarly, Malta's main psychiatric hospital, Mount Carmel Hospital[50], which falls under the auspices of the Ministry, has recently launched a campaign for the recruitment of volunteers. Volunteering activities in other public hospitals and homes for the elderly, falling under the Ministry, have also been ongoing – although these are often initiated by voluntary organisations working in the health sector.

e *Malta Youth National Agency* within the Ministry of Education, Employment and the Family, which promotes the European Voluntary Service among youth[51]. Furthermore, the National Youth Policy for Malta 2010-2013, speci cally recognises the importance of volunteering for youth and refers to a planned strategy for public awareness and a support structure for youth volunteering[52].

Schools

Although there is no subject on volunteering within schools, there are various schools (public and private alike) which are involved, on their own initiative, in promoting volunteering among students. Furthermore, many schools in Malta have parent-teacher associations which involve some degree of volunteering e ort by parents and teachers alike.

At post-secondary level, students are o ered the possibility of carrying out voluntary work

48. L-orrizont, 'Jum il-volontarjat Laburista', article written by Ray Mahoney and featured in the newspaper issue of 9 October 2010. Available at: http://www.l-orizzont.com/news2.asp?artid=66759
49. For more information about VolServ, refer to: www.sosmalta.org/voluntary-services-mater-dei
50. For more information about Mount Carmel Hospital, refer to: https://ehealth.gov.mt/HealthPortal/health_institutions/hospital_services/mount_carmel_hospital/mount_carmel_default.aspx
51. Youth Partnership, Council of Europe, European Commission, 2007. 'Questionnaire "Voluntary Activities" Malta'. Available at: http://youth-partnership-eu.coe.int/youth-partnership/documents/Questionnaires/Voluntary_activities/2007/Malta.pdf
52. Ministry of Education, Employment and the Family, 2010. 'National Youth Policy 2010-2013', p.28. Available at: www.education.gov.mt/youth/national_youth_policy_e.htm

with an organisation as part of their project assignment for the *"Systems of Knowledge"* subject[53] which is an integral part of the Matriculation Certi cate programme of studies[54]. e project has to illustrate the relationship of "Science and Technology" with one or more of three modules, these being "Responsible Citizenship", "Aesthetics" and " e Environment".

Furthermore, volunteering is promoted among students as part of the *DegreePlus programme*[55] at the University of Malta. e DegreePlus programme aims at providing university students with the opportunity to enrich their academic studies with extra skills and experience that can add value to their knowledge base. e University of Malta grants o cial recognition to the e orts of students who participate in this programme. e *Voluntary Work stream*[56] of this programme promotes voluntary work aimed at helping others or the environment through student's involvement in approved voluntary work projects, both in Malta and abroad. e programme has ve main units which students can choose from and which are structured on the basis of training hours, voluntary work hours (direct contact), and a logbook system.

Although there is no subject on volunteering within schools, there are various schools which are involved in promoting volunteering among students. Furthermore, many schools in Malta have parent-teacher associations which involve some degree of volunteering effort by parents and teachers alike.

Cooperation between voluntary organisations on the one hand and stakeholders in the public, corporate and educational sector on the other is usually based on a project-by-project basis. Initiatives are frequently taken by the voluntary sector itself: in creating project proposals which promote or involve volunteering in sectors which are appealing for the di erent stakeholders to support or subscribe to. Cooperation between voluntary organisations and these stakeholders are often characterised by memoranda of understanding, sponsorship agreements or partnership agreements.

6. FUNDING OPPORTUNITIES

ere is very limited information available which provides a comprehensive and reliable picture of the main source/s of funding for volunteering in general in Malta. e only indicative research in this regard is a Survey conducted among Non-Governmental Organisations (NGOs) in Malta by the National Statistics O ce in 2007, which revealed that the largest source of total income for NGOs (44%) consisted of private donations and fund-raising activities. Service provided by NGOs generated 22% of the total income, whilst government subsidies and international grants (including EU funding) amounted to 19% of their income[57]. However, this postal survey was conducted amongst a determined number of NGOs (330 in all), and did not include other volunteer-involving organisations such as public organisations, political parties, parish encounters, youth centres, choirs, and others.

ere are no speci c funding mechanisms in Malta which aim at promoting and supporting volunteering initiatives and sustainable volunteering structures. Indeed, national funds targeting volunteering per se are missing.

Nevertheless, there are various funds allocated by Government for organisations within the voluntary sector. Among the more repetitive sources of nancial support for the sector are the

53. University of Malta, MATSEC Examinations Board. 'IM Syllabus 2008-2010: Systems of Knowledge'. Available at: http://www.um.edu.mt/__data/assets/pdf_ le/0007/55708/IM_32.pdf
54. Chapter 327 of the Laws of Malta, Education Act, Matriculation Certi cate Enrolment Regulations, 2005. Accessible at http://www.um.edu.mt/__data/assets/pdf_ le/0006/33189/reg_mc_eng.pdf
55. University of Malta, Degreeplus. Available at: http://www.um.edu.mt/degplus/degreeplus
56. University of Malta, Degreeplus Streams 2010-2011. Available at http://www.um.edu.mt/degplus/streams_2010_-_2011/voluntary_work
57. National Statistics O ce, Malta, 2008. 'Social Aspects. Non-Governmental Organisations Survey : 2007', News Release No. 230/2008, issued on 29 December 2008. Available at: http://www.nso.gov.mt/statdoc/document_ le.aspx?id=2395

funds allocated annually to voluntary organisations by the Ministry of Education, Employment and the Family. e approved estimate for support to voluntary organisations in 2010 within the Ministry's budget stood at EUR 2,260,000[58]. is budget is mainly distributed among voluntary organisations based on expressions of interest received by the Unit for Liaison with NGOs and adjudicated by the Non-Governmental Organisations Project Selection Committee within the same Ministry. Grants are given for projects which provide services that directly contribute to the alleviation of poverty and social exclusion. ere is scope for the Government to support NGO programmes that sustain the implementation of current social inclusion policy and strategy.

Furthermore, other budgets managed by the Ministry of Education, Employment and the Family and committed to various initiatives and programmes are accessible to voluntary organisations. Other national sources of funding for the voluntary sector in Malta include the following:

Voluntary Organisations Fund

Administered by the National Council for the Voluntary Sector

e objectives of this Fund, established by the Voluntary Organisations Act (2007), are to assist and support all enrolled voluntary organisations through education, management support and nancial grants. e Fund is established as a foundation and is registered as a Voluntary Organisation. It may include part of the fees earned by the public registrar from registrations of legal persons, unclaimed funds from donations and public allocations, as well as funds from organisations which are wound up. To date, however, the fund, which holds an estimated 50,000 EUR, has not been activated despite being provided for within the law since 2007.

The National Lotteries Good Causes Fund

Administered by the Ministry of Finance

is fund has the main scope of helping out various individuals, agencies or organisations that have a social, cultural, educational, sports, philanthropic or religious activity. e Fund generates its income through a percentage contributed from the amount of tax payable from gaming activities and unclaimed prizes. e fund supports projects and initiatives proposed by individuals, NGOs registered under the Commission of Voluntary Organisations Act of 2007, sports organisations registered with the Kunsill Malti ghall-iSport established by the Sports Act of 2002, as well as Clubs, Limited Liability Companies, civic, cultural, educational and religious organisations. It nances up to 77% of the project budget. e maximum grant per organisation is 50,000 EUR.

Co-financing Fund

Administered by the Malta-EU Steering and Action Committee (MEUSAC)[1] - part of the O ce of the Prime Minister

Launched by the Maltese Government in 2009, this co- nancing instrument seeks to address the nancial limitations faced by Civil Society Organisations (CSOs) in the submission and implementation of EU-funded projects. e total budget available for CSOs for 2010 was 280,000 EUR.

1. Malta-EU Steering and Action Committee MEUSAC: http://www.meusac.gov.mt

58. Ministry of Finance, the Economy and Investment, Malta. 2010 Estimates for the Ministry for Social Policy, Recurrent. Available at: http://www. nance.gov.mt/image.aspx?site=MFIN&type=estimate&ref=752. Note that in 2010, the Ministry of Social Policy became part of the Ministry of Education, Employment and the Family.

Civil Society Fund

Administered by the Malta-EU Steering and Action Committee (MEUSAC) – part of the O ce of the Prime Minister

e objectives of this Fund include assisting civil society organisations to keep abreast of developments in the European Union; to better educate their members about EU matters related to their respective elds of competence; and to enable them to participate e ectively in the decision-making process at European level. e Fund covers up to 80% of the expenses related to the a liation of such organisations in European umbrella organisations, grouping, federations, confederations or networks, and attendance at conferences, seminars and meetings abroad on matters directly related to the EU in relation to such a liation. e maximum grant per organisation is 10,000 EUR.

Malta Community Chest Fund

e Malta Community Chest Fund is a charitable institution chaired by e President of Malta, and aimed at helping philanthropic institutions and individuals with di erent needs. e Fund does not receive any funds from the Government, but relies on fund-raising through various activities such as balls and concerts organized throughout the year by the Fund and the O ce of e President. e Malta Community Chest Fund also relies on the generosity of corporate companies and the general public for the collection of money. During the nancial year ending March 2010, 1,109,860 EUR were provided as assistance to individuals and societies, including various stakeholders in the voluntary sector.[1]

Ministry of Health, the Elderly and Community Care

Within its budget estimates for 2011, the Ministry of Health has included a provision of 1,000,000 EUR for Care Services NGOs[2]. Furthermore, the Ministry of Health, the Elderly and Community Care provides a budget of 35,000 EUR per annum to an initiative called VolServ, which aims at developing and organising voluntary health services to support patients and relatives in the main general hospital (Mater Dei Hospital). e project VolServ emanates from the service partnership agreement SOS Malta has with the government.

1. e Malta Community Chest Fund, 2010. 'Annual Report and Financial Statements, 2010'. Available at: http://maltacommunitychestfund.org/mccf/Files/Upload/Accounts/AuditedAccountsMar2010.pdf
2. Ministry of Finance, the Economy and Investment, Malta, 2011. Estimates for the Ministry for Health, the Elderly and Community Care , Vote 42 Recurrent, 2011. Available at: http://www. nance.gov.mt/image.aspx?site=MFIN&type=estimate&ref=749

Other national funds which voluntary organisations can apply for and bene t from include the Malta Arts Fund, as well as the budget for Overseas Development Aid.

However, the reliability of these funds for the voluntary sector is questionable, particularly, since funds are revised on an annual basis and voluntary organisations need to submit applications every year. is hinders, to a certain extent, the degree of long-term planning that voluntary organisations can have. Furthermore, these grants are often characterised by uncertainty due to delays in the money being e ectively transferred to the organisations.

Fund-raising strategies are very rarely integrated into the business and development plan of volunteer-engaging organisations. Often, voluntary organisations carry out fund-raising for volunteering activities in a sporadic fashion. Generally, the main benefactors are corporate sponsors and those who can relate to the cause being funded.

7. REGULAR AND SYSTEMATIC RESEARCH

ere is very limited research and information on volunteering in Malta statistics are few and far between. To date, data related to volunteering is only systematically measured by the National Statistics O ce as part of the National Survey on Income and Living Conditions, conducted annually.

ere is no data currently available on the impact (economic or other) of volunteering in Malta. To date, no research has been undertaken to measure such impacts.

e lack of reliable data and research on volunteering in Malta signi cantly limits the degree to which national and organisational policies and services aimed at promoting and supporting volunteering can ever be developed in an appropriate, e ective, e cient manner. Furthermore, political acknowledgement and public awareness about the added value which volunteering can render to society can be significantly enhanced and substantiated through systematic and reliable research, including an indication of the socio-economic value and income generated through volunteering.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

ere are no speci c tools available in Malta to assure ethics and/or quality standards for volunteering per se in Malta. However, a few organisations have taken the initiative to set up procedures and policies for volunteering. A case in point is the VolServ project, involving the set-up and implementation of volunteering structures at Mater Dei Hospital (Malta's main general hospital). In 2009, the hospital's Committee on Voluntary Services published a set of procedures and policies for volunteering within the hospital.

Furthermore, organisations hosting volunteers are subject to general health and safety regulations provided by law. As a general principle, Occupational Health and Safety legislation in Malta covers volunteers, since the Occupational Health and Safety Authority Act 2000[59] de nes work as *"any duty, activity, task or service producing a product or result, and being performed for payment or for free or in exchange for goods, for services, for profit or for benefit."*[60] Furthermore, the de nition of an "employer" in this law extends to voluntary organisations, where the term includes any of the persons in overall direction or having day-to-day management[61].

In turn, volunteers working in particular sectors (health, environment, culture etc.) are generally required to observe general codes of ethics and quality standards applicable in those sectors.

59. Chapter 424 of the Laws of Malta, Occupational Health and Safety Authority Act (Act XXVIII of 2000). Available at: http://www.msp.gov.mt/documents/laws/ohs/ohs_chp_424.pdf
60. Ibid. Article 2(1)
61. Ibid.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Databases of volunteers and volunteer opportunities are not available at national level in Malta. Organisations hosting volunteers run their own databases, and these generally serve for purposes of internal use.

Volunteering is promoted among the general public through the media, often promoted through community programmes on national TV stations, including Malta's national education TV station, E22. Fund-raising events involving signi cant numbers of volunteers are also regularly aired on the national TV station, PBS, as well as political and private TV stations. Apart from also making interventions during radio magazine programmes as well as issuing articles and features in the printed media, some volunteer-engaging organisations have started using electronic social networks, such as Facebook, to promote volunteer recruitment and experiences. Furthermore, in recent months, the Ministry of Education, Employment and the Family has been running a radio campaign promoting volunteering within the context of the European Year 2010 for Combating Poverty and Social Exclusion. Furthermore, the European Year of Volunteering 2011 was an outstanding opportunity for promoting volunteering through di erent means of communication.

The Maltese media is generally receptive to volunteering activities; it is not uncommon to come across news coverage of volunteering events both on the national and private TV and radio stations, as well as in the printed and electronic media

e Maltese media is generally receptive to volunteering activities; it is not uncommon to come across news coverage of volunteering events both on the national and private TV and radio stations, as well as in the printed and electronic media. Voluntary organisations are also often given space to promote their volunteering appeals during magazine TV and radio programmes. e endorsement of volunteering initiatives and activities by public gures, including Ministers and personalities, often helps the degree to which they are given coverage by the media, and this is something which voluntary organisations exploit to ensure increased exposure.

10. ADDITIONAL COUNTRY SPECIFICITIES

None, other than that already stated above.

11. RECOMMENDATIONS

Recommendations at national level

To facilitate the creation of an enabling volunteering infrastructure in Malta, it is recommended that:

- legal provisions which speci cally provides for the status, rights and obligations of volunteers should be introduced
- a national volunteer centre promoting and supporting volunteering is established
- a national volunteering fund aimed at supporting the promotion, research and development of new opportunities for volunteering in Malta should be established
- systematic and regular research on volunteering, including focused data collation and analysis, should be conducted by a public body purposely appointed to do so
- a national mechanism accounting for the contribution which volunteering makes to the country's national economy should be developed
- new training programmes for volunteers and volunteer managers are introduced and the accreditation of such training programmes should be promoted
- national e orts currently being undertaken at establishing a system for the validation and recognition of informal and non-formal learning experiences should be accelerated, thus also facilitating the process for volunteers
- multi-stakeholder networking platforms should be established, with the aim of promoting volunteering structures, schemes, and initiatives within the community, the corporate sector and the educational sector, among others.

It is recommended that these measures are incorporated within a national strategy on volunteering.

Recommendations for measures at European level

In order to enhance the recognition and support for volunteering at European level, it is recommended that that the EU institutions consider:

- introducing legislation aimed at promoting and safeguarding the rights and obligations of volunteers within Member States
- establishing funding programmes at European Commission level which are aimed at promoting and developing sustainable volunteering structures
- promoting the recognition of unpaid voluntary work by all managing authorities as eligible in-kind contributions for co- nancing purposes related to structural funds.

Resources

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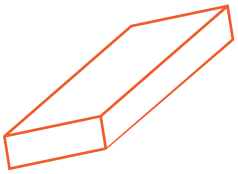

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CHAPTER 9

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Volunteering infrastructure in Moldova represents the systems, mechanisms and instruments needed to ensure an environment where volunteering can contribute to the development of all the sectors of society, to building a cohesive and inclusive society based on solidarity and active citizenship, and to increasing social capital.

Some elements of the volunteering infrastructure that are considered important and relevant in Moldova are:

- e legal and a regulatory framework on volunteering
- A national volunteer centre / networks at local, regional and national level
- Appropriate funding to ensure sustainability
- Cross-sectoral cooperation between stakeholders including Global Compact Network Moldova and other businesses
- Research done regularly and systematically by e National Bureau of Statistics (NBS) of the Republic of Moldova
- Public policies aimed at developing a national strategy for volunteering.

Volunteering is well in its beginnings in the Republic of Moldova: less than 6% of people volunteer. This places Moldova below the average levels of involvement in the rest of Europe.

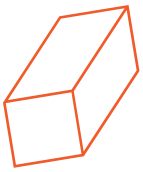
e volunteering infrastructure should:

- Be accessible, collaborative, empowering, professional and transparent in all its dealings with people and organisations
- Supply expertise and quality services, and be e ective and e cient
- Support volunteering in all its diversity
- Be open to anyone regardless of age, abilities, social category or level of time available for volunteering
- Increase and improve the quality and quantity of volunteering
- Ensure high-quality, innovative and progressive services that are focused on measurable outcomes
- Give an impulse to political, social and economic development in the Republic of Moldova.

2. VOLUNTEERING LANDSCAPE

Volunteering is not very much developed in the Republic of Moldova; it is at the beginning of its path. e Moldavian Law on Volunteering de nes, in Article 2, volunteerism as v*oluntary participation in the offering of services, knowledge and skills or provision of activities in public utility domains, on their own initiative, by the individual called volunteer*. Volunteering can take place under the voluntary contract or outside of it. is de nition was reached after public discussions that took place during 2006 and 2007.

Moldavian law on volunteering de nes the followings principles:



- *Volunteering addresses human, environmental and social needs*
- *Volunteering benefits the community and the volunteer*
- *Volunteering is an activity performed in the not-for-profit sector only*
- *Volunteering is always a matter of choice*
- *Volunteering is a legitimate way in which citizens can participate in the activities of their community*
- *Volunteering is not a substitute for paid work*
- *Volunteers do not replace paid workers nor constitute a threat to the job security of paid workers.*

Moldovan Law on Volunteering presents, in Article 3, the following basic principles of volunteering:

a) Participation as a volunteer on the basis of freely expressed consent
b) Active involvement of volunteers in community life
c) Conducting volunteering without any nancial or material compensation from the bene ciary of the volunteering or host institution, except to cover the costs of carrying it out
d) Recruiting volunteers on the basis of equal opportunities without any discrimination
e) Knowledge by the volunteer of rights and obligations
f) Awareness of relevant activity involving voluntary contribution
g) Participation in international volunteering.

ere are no o cial statistics regarding the number of volunteers in Moldova. According to research conducted by the Resource Center of Moldovan Non-governmental Organisations for Human Rights (CReDO) the involvement in organised volunteering activities was rated between 3.8% and 6% of the population, about 16,000 to 23,000 in 2005. is places volunteering in Moldova below the average levels of involvement in other European countries.

Most volunteers are young people. However, there are no o cial statistics regarding the age groups, gender or the eld where they are most active. e main elds of activity are:

NGO support: Active participation in administrative and logistic aspects of NGO activity, organisation of trainings, seminars, documents typing, translation, etc.
Social assistance: Facilitators in orphanages, assistance to elderly people, assistance for people with disabilities and to people from disadvantaged families
Environmental: Clean-up activities, water cleaning, parks arrangements, trees and owers plantation.
Faith-based volunteering: ere are a number of churches and religious organisations, running projects on a volunteering basis.

e survival of NGOs depends on the involvement of volunteers in their activities. One of the most important obstacles volunteering faces nowadays is the misunderstanding of volunteering by the population and the lack of a volunteering culture. us the need for promotion of civic activism and for capacity-building in the volunteer sector is obvious. e media and decision-makers in general have a favourable perception and attitude towards volunteering. National activities carried out by the Volunteering Coalition, the national umbrella organisation for organisations involved in volunteering, are well covered by the media, especially by UNIMEDIA News Portal which is the permanent media partner.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

ere is a law on volunteering which was approved in 2010, namely *Law on Volunteering no. 121/ of 18 June 2010*, which was published in the O cial Monitor of the Republic of Moldova No.179-181 of 24 September 2010, Art. 608.

e Law on Volunteering aims to acknowledge the importance of this activity in promoting the values of civic solidarity through the participation of Moldovan and foreign citizens in volunteering. is law attempts to promote the active participation of every citizen in the community, to strengthen civic responsibility and to capitalise on the human capacity to ful ll the needs of the society. e Law establishes a regulatory framework for voluntary activities in Moldova.

ere is no public body responsible for volunteering. However, the Volunteering Coalition in partnership with the Ministry of Youth and Sports coordinates activities listed in Art. 15 (2):

1. *National Volunteer Week* – An annual event to promote volunteering and to recruit volunteers
2. *Volunteers' Festival* – An annual event that recognises the merits in the eld of volunteering
3. *National Volunteer Conference* - An event organised every two years, aiming to identify key objectives and goals of volunteers at policy level.

From the moment that the Law on Volunteering came into force (24 September 2010) until the beginning of 2012, discussions on the elaboration of the Implementation Regulation were ongoing. In partnership with Ministry of Youth and Sport, the Volunteering Coalition organised the rst National Conference on Volunteering in April 2011, which aimed to discuss with civil society the mechanisms of the implementation of the Law on Volunteering. Between 2011 and February 2012, the Implementation Regulation for the Law on Volunteering was discussed with di erent civil society stakeholders, representatives of the Ministry of Youth and Sport, the Ministry of Education, and the Ministry of Labour, Social and Family Protection.

The Law on Volunteering will promote the active citizens' participation in the community, reinforce civic responsibility & capitalise on the human capacity to fulfill the needs of the society.

e Implementation Regulation of the Law on Volunteering was approved during the Government meeting on 12 March 2012, and published in the O cial Monitor of the Republic of Moldova on 16 March 2012.

ere has been a Law on Volunteering since 2010, but most importantly, since 16 March 2012 there has been an Implementation Regulation for this Law, and this is primarily a result of the combined e orts of the Volunteer Coalition and the Ministry of Youth and Sport.

Moreover, at the end of 2011, the elaboration process of the Strategy of Civil Society Development 2012-2015 started. One of the Strategy directives is Civic Participation. is group discussed the Implementation Regulation of the Law on Volunteering, identi ed issues to address, set objectives and identi ed solutions for the development of volunteering in Moldova

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

and for creating enabling conditions for corporate volunteering.
In Moldova, there is neither a national volunteer centre nor a resource centre for volunteering. At present, the Volunteering Coalition is a national umbrella organisation for organisations involved in volunteering. is coalition plans to create a national volunteer centre, but at the moment lacks funding opportunities.

e Volunteering Coalition was created in August 2006 by ve non-governmental organisations and two networks of NGOs in partnership with the General Direction of Education, Youth and Sport of Chisinau and the Ministry of Education and Youth. e Secretariat of the Volunteering Coalition is maintained by the association *"Youth for the right to live"* (Tinerii pentru dreptul la viaţă, TDV). e other member organisations and networks are *Young and Free: Training Resource Center*, *Resource Center of Moldovan Non-governmental Organisations for Human Rights (CReDO)*, *Association "Service for Peace" (SFP)*, *The National Youth Council of Moldova (CNTM)* and *Social Network* (represented by the "Motivation" Association).

Involvement of public institutions and schools in volunteering needs to be further developed, while corporate involvement in volunteering is still in great need of expansion.

All the organisations that involve volunteers and the number of volunteers involved in them are not known. Well-known volunteering organisations that are active at the regional level in the Republic of Moldova and operate with international volunteers are: *Association Service for Peace (SFP)*; *Association for Development, Voluntary Service and Information for Youth (ADVIT) Moldova*; *Peace Corps Moldova*, *Association for International Volunteering (AVI) Moldova*, and *International Economic and Commercial Sciences Students Association (AIESEC) Moldova*. 16 organisations are involved in the project Strengthening of the capacities of local NGOs in the elaboration and development of a volunteering program funded by e Black Sea Trust, a project of the German Marshall Fund of the United States of America and implemented by TDV Association.

According to the latest evaluation carried out in November 2010 the organisations that involve more volunteers are: TDV Balti with 35 volunteers, Association *"Children's Friends"* with 28 volunteers and *Médecins du Monde (MdM) Moldova* with 27 volunteers.

Cooperation among organisations is not very well developed. Internal policies and procedures, especially those related to volunteer management and motivation, need to be developed in order to increase the capacity of VIOs to meaningfully engage in solving community problems.

5. OTHER STAKEHOLDERS

ere are no public entities/ public service providers that involve volunteers. e businesses are not involved in volunteering yet and they are not cooperating with volunteering organisations.

In March 2012 the Government approved the normative and methodological framework necessary to implement the Law on Volunteering. During the last 2 years, the "Youth for the right to live" Association (TDV) developed sustainable models for promoting and encouraging volunteering by drafting proposals for the implementation mechanisms on the law on volunteering, developing policies to encourage employer-supported volunteering, organising public events involving civil society organisations in order to attract the media, and involving citizens and authorities in promoting the good practices and bene ts of volunteering. ese e orts are supported through the project Development and implementation of the policies for stimulating volunteering in Moldova funded by United States Agency for International Development (USAID), under the Academy for Educational Development (AED) Moldova Civil Society Strengthening Program (MCSSP).

Involvement of public institutions and schools in volunteering needs to be further developed, while corporate involvement in volunteering is still in great need of development.

6. FUNDING OPPORTUNITIES

e Volunteering Coalition has received funding so far from external sources such as the USAID and the Soros Foundation Moldova. ere is little funding coming from the budget of the Ministry of Youth and Sports supporting the annual National Volunteer Festival. Other sources of funding for volunteer projects are the Black Sea Trust of the German Marshall Fund. External funding is reliable and stable, based on well established systems of application and funds management.

e Volunteering Coalition has been obtaining nancial support for voluntary activities from the USAID funding programs for two years, until June 2012. Also until the end of 2012 the Volunteering Coalition activities will be funded by Ministry of Youth and Sport from Republic of Moldova.

7. REGULAR AND SYSTEMATIC RESEARCH

ere is no systematic and reliable research on volunteering and its contribution to society in Moldova. e National Bureau of Statistics (NBS) of Republic of Moldova is bound by the recent Law on Volunteering to start including volunteering information in its statistics, starting with 2012 via online forms for data collection, and from 2014, introducing o cial standard forms.

Some research regarding volunteering has been carried out by CReDO with the study Cost-bene t Analysis of the Draft Law on Volunteering. e study shows that the economic value of volunteering in Moldova is estimated between 0.07% and 0.16% of GDP.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

e law on volunteering from 2010 includes several provisions aiming to ensure quality standards for volunteering in its Article 18. According to this Article, the authorities should develop the following:

- *Minimum quality standards for volunteering*
- *Voluntary contract models*
- *Procedures for the issuing of a certificate, a model of nominal voluntary certificates and a volunteer card*
- *Model registers of evidence of volunteers, of voluntary contract, a model of nominal voluntary certificates and a volunteer card*
- *Conditions for the implementation of incentives for volunteering.*

The president of the Republic of Moldova awards the Medal of Civic Merit as recognition for special merits in volunteer work.

E orts to develop tools for ensuring quality of volunteering are also being undertaken by TDV Association within the project Advocacy for the promotion and implementation of the Law on Volunteering II funded by the Soros Foundation Moldova. During the project e Guide for the Volunteer Coordinator was produced; this Guide includes a general code of ethics and necessary tools for managing volunteer activities, according to the Law.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

ere is no database of volunteers and volunteering opportunities yet. Some information can be found on the websites of di erent organisations.

e Law on Volunteering, Article 10 mentions that central authorities will coordinate databases containing information on o ers and requests for volunteers. However, there is no indication so far as to when such databases will become available.

e Volunteering Coalition promoted volunteering through various activities including the National Week of Volunteering *"Join our volunteer crew!"* (Hai în gaşca voluntarilor!) and the annual *National Volunteer Festival Chapeau for volunteers* (Jos pălăria în faţa voluntarilor!), organized to celebrate the International Volunteer Day on 5 December.

e festival is very prestigious, attracting a lot of media attention. e President of TDV received the Medal of Civic Merit for promoting youth and volunteering policies in 2009. In 2010, in accordance with Article 15 of the Law on Volunteering, the President of the Republic of Moldova awarded three people with the *Medal of Civic Merit* (two representatives of the NGO sector and one public employee) for special merits obtained in volunteer work conducted over a period of several years.

10. ADDITIONAL COUNTRY SPECIFICITIES

e law on volunteering includes several provisions aimed at stimulating people to engage in volunteering, such as:

Development of skills and competences

Art. 14 (3) the consideration of volunteering as work experience in terms of employment, certi cation and promotion.
Art. 14 (6) 5 transferable educational credits are awarded annually for practical stages in areas related to public utilities and volunteering in the professional eld that the volunteer is studying.
Art. 14 (7) volunteering will be considered as an initiation practice or license practice if it is carried out for at least 40 hours.

Stimulation of civic activism and recognition of the voluntary contribution

Art. 14 (4) volunteering taken into account at the enrolment in higher educational institutions, for awards of scholarships or access to accommodation in student dormitory, to di erentiate between two or more candidates with similar scores.

Stimulation of host institutions

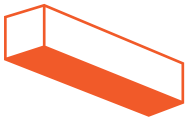
Art. 16 (1) special tax status for organisations.
Art. 16 (2) establishment of public utility status that facilitates access to contracting the provision of public social services by NGOs.

11. RECOMMENDATIONS

In order to create an enabling volunteering infrastructure in the Republic of Moldova, we recommend the following changes:

1. *Implementation of the provisions concerning volunteering from the existing "Strategy for the Development of Civil Society in the years 2012-2014".*
2. *Appointment of a public body responsible for volunteering in the country by creating a special department within a ministry (such as the Ministry of Labour, Family and Social Protection, or the Ministry of Youth and Sports, or the Ministry of Education) in order to coordinate volunteering activities at the Local Public Authorities (LPA) level.*
3. *Creation of a National Volunteer Centre that will - together with central administrative authorities - coordinate databases containing information on offers and requests for volunteers in order to ensure a closer cooperation between volunteering organisations.*
4. *Obtaining of continuous financial support for volunteering activities from businesses through the development of the concept of Corporate Social Responsibility (CSR) in the frame of Global Compact Network Moldova.*

At the European level we recommend that policies and regulations for neighbouring countries are more exible and equal in order to stimulate cross-border cooperation between European Union neighbouring countries and member states.



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CHAPTER 20

MONTENEGRO

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Volunteering infrastructure, for the purposes of this chapter, will be considered to be those institutions which are in place in order to support volunteering in society. A su cient volunteering infrastructure would therefore involve support for volunteering from below, in terms of adequate local and regional voluntary services as an integral part of civil society. ese should be constantly open and growing to accommodate more and more volunteers. ey could either be independent organisations with a focus on recruiting volunteers, or be organisations with a volunteering element. At the moment, this is something missing in Montenegro.

Alongside this, an important part of a volunteering infrastructure would be e ective communication between these ground-level civil society organisations and local authorities and government. ere must be strategic and legal support of volunteering at a national level in order to develop volunteering in a society. A consultative independent body at a national level would also be important to help remove any prejudice and misunderstanding of volunteering, which exists still in Montenegro at a government level.

A volunteering infrastructure should support and develop volunteering and not restrict it or over-regulate it.

2. VOLUNTEERING LANDSCAPE

"Voluntary work" has been de ned in the Law on Volunteers, which came into practice on 22 April 2010.

Voluntary work is a willing and free of charge investment of time, knowledge and skills that provides services or activities on behalf of another person, or for the general welfare of society.

However, this is an unsatisfactory and unclear de nition, which is a starting point of the misunderstanding between civil society and government. is is the de nition created by the Ministry of Labour and Social Welfare, as the department that deals with labour legislation. While civil society represents volunteering as the core of democracy and citizens' participation in the socio-economic development of society, the ministry sees volunteering only as unpaid work, or work for which we do not receive (nancial) compensation.

O cially, there is no research on the number and pro le of volunteers in Montenegro. e search for this data is currently not a priority in the country as the current concern is the development of services, activities and programmes that involve volunteers. It is the absence of these that is more concerning for the development of volunteering at the moment. e development of a ground level infrastructure is the present focus.

However, the Statistical O ce of Montenegro – MONSTAT is discussing with civil society organisations possibilities for the implementation of the International Labour Organisation

(ILO) Manual on the Measurement of Volunteer Work, to get comparable and reliable data on volunteering.

People have varying perceptions of volunteering. In some government ministries there seems to be doubt that volunteers even exist in Montenegro. is is something that is being challenged by civil society. Within the general community, the purpose and role of volunteering is generally understood, but contact with the volunteering community is limited. At the moment, civil society is not necessarily rated very highly by the general public. Indeed there is not necessarily instant trust of civil society, which can limit the number of volunteers and taint the perception of volunteering.

Within the general community, the purpose and role of volunteering is generally understood, but contact with volunteering organisations is limited. For now, civil society is not necessarily rated very highly by the general public.

Volunteering is associated with young people in Montenegro. Of course, without reliable data, this cannot be veri ed, but is nonetheless a common perception of volunteering. At the moment, the infrastructure and volunteering "climate" does not so readily allow for the contribution of elderly people to volunteer work.

e media are interested in volunteering when major events occur, such as the Annual Volunteer Awards, described later in this chapter. Otherwise, it is not given priority; it is not as high up the agenda as other "hot" topics. ere is also a reluctance to report on things such as corporate volunteering, as the media may not want to be seen to be advertising any given company.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

e Law on Volunteers was adopted in the Parliament of Montenegro on 22 April 2010. Explaining the adoption of this legislation, a proponent from the government of Montenegro said: *"Following the examples of developed countries, the government has recently adopted a strategy on the development of volunteering in Montenegro (2010-2015), which determines the strategic directions for the development of volunteering, in order to improve the current situation and provide legal proposals on voluntary work within the institutions of the system"*.

e government of Montenegro decided that these strategic directions (contained in the adopted strategy) were to be the starting premise for the development of legislation. However, according to the Association for Democratic Prosperity – Zid (ADP-Zid), the prepared draft law was not actually a response to these. After exhausting all possibilities of adjusment, ADP-Zid, supported by 68 non-governmental organisations (NGOs), requested that the draft law be withdrawn. To show the groundlessness of the government and the non-functionality of the proposed draft legislative act, members of parliament (MPs) proposed amendments to the draft law. ere were 36 articles contained in the draft law. Seven MPs submitted 30 amendments to these, of which two were accepted.

Because of the intiatives of ADP-Zid, civil society and these MPs during that period, the European Economic and Social Committee sent a recommendation to the Parliament of Montenegro that stated *"The Law on Volunteers, which is still to be passed, should incorporate NGO*

standpoints"[1]. However, despite this point of view, the Parliament has remained persistent in supporting the government's proposal, which has been voted on.

One year and 7 months after the adoption of the Law, ADP-Zid conducted a survey among 54 NGOs, and exactly half of those surveyed stated that they were not familiar with the contents of the law.

e Law on Volunteers of 2010 is being revised by the government in 2012. On 29 December 2011 the government adopted a draft, which involved introducing 4 new articles to the law.

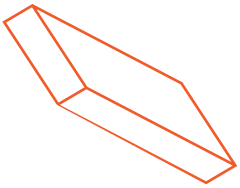
With these changes, an employer will have the opportunity to make a "special contract on voluntary work" with a person who wants to gain special knowledge and skills to work in a profession. A volunteer working under the conditions of this contract will have their voluntary work recognised as work experience and this will be a precondition for passing their professional exams. With such amendments, it is expected that volunteering will equate to vocational training without employment. e contract on voluntary work will replace the traineeships of all young people who are not paid as part of their working arrangement. is introduces a new form of traineeship that is recognised as work experience, but through a contract which is not an employment.

is engagement anticipates full-time work for volunteers, of 40 hours per week. is solution by the Government is supported with the explanation from the Bureau for the unemployed, as it is a more exible legislative solution that allows professional development and the engagement of young people.

However, this law is more restrictive than it is supportive. It limits possibilities for volunteering by over-regulating, and fosters misinterpretation of volunteering by calling pro bono traineeships "volunteering". For example, it prohibits anyone under the age of 15 from volunteering. Likewise, Labour Law inspectors can forbid voluntary activity if volunteers are found without a contract during spot checks. A volunteer therefore needs a formal contract, even if the voluntary activity is for a very short period of time. is costs the organisation insurance money, and at the moment, this insurance can only be obtained annually, i.e. an organisation cannot obtain volunteer insurance for just a one-o event.

Another way in which the law is overly restrictive is in relation to corporate volunteering. Technically, the law forbids voluntary activity during company working hours.

Su ce to say, it is unrealistic for all articles of this law to be consistently respected by volunteer, involving organisations and volunteers in Montenegro.



1. European Economic and Social Committee, 2010. OPINION of the European Economic and Social Committee on: e role of civil society in EU-Montenegro relations [REX/298]. Available at: http://www.eesc.europa.eu/resources/docs/rex298_en.pdf

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

Within the NGO sector in Montenegro, there are both associations and foundations. ere are approximately 500 registered NGOs in the country. However, the problem is that these organisations often have very few volunteers involved and these volunteers are involved in short-term projects.

Mapping of voluntary work[2] among 312 NGOs and sports and cultural organisations showed that volunteers exist in 70% of the organisations; up to 5 volunteers are involved in 20% of organisations, from 6 to 10 in 15% of organisations, from 11 to 20 in 13% and more than 20 in 14% of organisations. However, these numbers represent short-term volunteer engagement.

is is a consequence of the nature of work in civil society organisations (CSOs), an absence of clear pro ling of CSOs, but also poor knowledge and practice of volunteer management. It is also important to note that these gures are only approximations. e number of volunteers that an organisation involves is not something that is asked formally, it is not part of regular data collection.

ere is no o cial national volunteer centre. e organisation representing a National Volunteer Service is ADP-Zid. is o ers services to other volunteer-involving organisations and provides voluntary services at a local level, in Podgorica and the surrounding area. ADP-Zid has a database of approximately 500 volunteers at the moment, and recruits volunteers for other organisations, although again, often on a short-term basis, most frequently one-o events. Along with approximately 20 other NGOs, ADP-Zid has created an informal coalition of volunteering organisations, who have all signed a Memorandum of Understanding, committing to building cooperation and understanding in order to develop volunteering in Montenegro.

is coalition aspires to build a concrete community of volunteering services.

e Red Cross in Montenegro is the organisations involving the highest number of volunteers.

e Scouts also involve many volunteers, although less than before, as they exist in only a few cities.

There is no official national volunteer centre. The organisation representing a National Volunteer Service is ADP-Zid, which together with other 20 NGOs has created an informal coalition of volunteering organisations committed to developing volunteering in Montenegro

5. OTHER STAKEHOLDERS

ere is a national strategy on volunteering, adopted by the government on 8 October 2009, which illustrates the government perspective on volunteering. It contains aims for volunteering generally, which span the following ve years. is strategy was prepared by the Ministry of Labour and Social A airs, largely in partnership with ADP-Zid. It o ers a framework of guidelines and potential regulation which could develop volunteering in the country. is strategy has been adopted, but with quite low visibility and publicity (for example it does not appear on the government website), and sadly many of its elements remain unimplemented. At the government level, it is the Ministry of Labour Law and Social A airs that is in charge of anything related to volunteering. Government ministries have only been known to strongly promote volunteering during the case of a natural disaster. ere is no continued, dedicated support for volunteering from the Government, and Montenegro is a highly politically driven country.

2. S Mihajlović, and I. Milošević, 2009. "Mapping the programs and activities intended for young people in Montenegro"

However, the results of research show that there is a willingness of local governments to support the establishment of voluntary community-based services[3]. Among the interviewed institutions, 40% think that their greatest contribution could be where they feel a lack of resources, i.e. for increasing the quality of services and relationships with citizens, and launching new services or programs. A slightly smaller proportion, 35%, believes that the e ect would be greater in the realisation of extraordinary activities, such as conferences or festivals.

e business sector has a casual engagement with volunteering. Very few companies have a formalised action plan in terms of corporate volunteering. Quite often, any voluntary contribution is a symbolic, one-o activity, with minimal impact. It is an area of volunteering that is just starting in Montenegro. For example, the Fund for Active Citizenship (fAKT) a local non-governmental and non-pro t grant making foundation, have held Corporate Social Responsibility award ceremonies for the last three years, with one award dedicated to volunteer e ort.

6. FUNDING OPPORTUNITIES

According to legislation relating to NGOs, the government must make a fund available to calls on an annual basis. is amounts to 2.7 million Euros (in 2011) covering NGOs in six sectors: social, assistance for the disabled, sport, culture, non-formal education and the ght against drugs and other anti-social behaviours. Under these six sections, NGOs can apply for a programme under section a) under 15,000 Euros or under section b) over 15,000 Euros. ere is no funding dedicated to volunteering.

Civil Society funding is further complicated by the fact that the majority of private foundations have less interest in this area, and with the fact that the so-called “Crisis Funds”, which nanced the work of these foundations, have been redirected to di erent locations. In addition to these sources, funding also comes from embassies, although this is relatively rare and usually for pilot projects. However, the American embassy does o er funding each year for certain projects. Currently, the business sector is much closed to civil society in terms of access to funding.

ere is also access to some European Union funding, especially the Instrument for Pre-accession (IPA) and the Youth in Action programme. It is noteworthy that other European Commission funding programmes such as PROGRESS and the Europe for Citizens Programme are not yet available in Montenegro.

Essentially there is no infrastructural nancial support for volunteering and it is very di cult for volunteer-involving organisations to cover costs.

3. e Association for Democratic Prosperity -Zid, 2008. “Voluntarism and Public Institutions”

7. REGULAR AND SYSTEMATIC RESEARCH

As stated above, there is no regular or systematic research conducted in Montenegro with regards volunteering. is will perhaps develop in parallel with the development of a basic and more supportive volunteering infrastructure. ere are though plans to implement in Montenegro the ILO Manual on the Measurement of Volunteer Work, a methodology that allows reliable and comparable data on volunteering to be collected.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

In the 2010 Law on Volunteers, there is a paragraph on the rights and responsibilities of volunteers. Likewise, ethics are mentioned in the national strategy on volunteering, but as previously stated, this strategy has not really been translated into action. ere is no formal ethical code for volunteering adopted at a national level. However, this is an issue being addressed at the moment and there is hope for the implementation of one in the future. It is hoped that this will be an element incorporated into legislation. Currently, individual NGOs have their own internal codes of ethics and procedures.

A priority in Montenegro is the disseminating of examples of good practice at the local and national level. ere also needs to be greater recognition of the value of volunteering by the government. An ethical code and the consistent adoption of quality standards in volunteering can only really be realised if developed in parallel with a stronger and more supportive volunteering infrastructure.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Awareness about volunteering opportunities is created via social media, websites and campaigns involving leaflets, billboards and media publicity.

ADP-Zid, having its o ce in Podgorica, has a database of approximately 500 volunteers; local organisations can engage volunteers from this database. ere is no equivalent at the national level. Awareness of volunteering opportunities is also created via Facebook, websites and campaigns involving lea ets, billboards and media publicity.

For the last ve years, there has been a national Volunteer Award ceremony in Montenegro, organised by the ADP-Zid. is is a high-pro le event, attracting over 150 people from all groups of society, including the media and representatives of the Government. It is held each year on 5 December, International Volunteer Day. ere are categories for awards including the award for best contribution to corporate volunteering, best overall volunteer, best volunteer service or programme and best senior volunteer. is event helps to promote volunteering and to raise awareness on its contribution to society.

10. ADDITIONAL COUNTRY SPECIFICITIES

Montenegro is at the early stages of the development of its volunteering infrastructure. However, there have been great improvements in recent years.

11. RECOMMENDATIONS

At the national level:

- e legislation on volunteering should be supportive, and not restrictive.
- An institutional mechanism is required to support the organised involvement of citizens, to support volunteer services and to fund a network of volunteer centres at the national and regional level.
- ere should be capacity building of civil society.
- Citizens should be engaged more with their local communities and the relationship between citizens and civil society should be strengthened, which would serve to empower citizens.

At the European level:

- ere should be more cooperation between countries, and a greater development of partnership working.
- With European Union (EU) institutions made more aware of volunteering, there needs to be a development of a stronger European strategy related to volunteering, which should reach all European countries, beyond the boundaries of the EU.

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NETHERLANDS

CHAPTER 21

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Dutch volunteer organisations and their volunteers are supported at three di erent levels: at the local level by volunteer centres, at the provincial level by support centres, and at the national level by MOVISIE, the Netherlands centre for social development. MOVISIE gathers and disseminates knowledge relating to volunteer work on all three levels[1].

Apart from this institutional support, organisations often receive speci c support from national umbrella organisations. For example, local soccer clubs receive support from the national soccer league and local playground associations are sponsored by the national playground association. An organisation like Scouting has a council that determines its policy and regional support practices at the national level. Each region is in contact with the leaders and board members representing their area, who organise meetings between regions and activities for the Scouting groups[2].

Volunteering Infrastructure in the Netherlands is commonly understood to mean organisations that *"provide infrastructure to promote, stimulate, and develop volunteering in general and, in many cases locally, through volunteer support, management support and community support"*[3].

In the Netherlands the VOS model[4] has been developed to help volunteer centres focus their activities in three areas: support of individual volunteers (or volunteer support), support of organisations (or management support) and support of society (or community support). Activities around volunteer support include: contacting or matching individuals who want to volunteer with organisations that need volunteer e ort. Management support activities include consulting and supporting organisations involving volunteers, in order to make their activities more attractive and inviting for prospective volunteers. Finally, community support means bringing about the conditions and supporting the initiatives that enhance (new forms of) volunteer e ort or citizen involvement within the community in a general sense.

In the Netherlands, the national volunteering infrastructure includes the six core functions that are also used in research on a global level: brokerage, marketing volunteering, best practice development, developing volunteering opportunities, policy response and campaigning, and strategic development of volunteering. A seventh has been added in the last decade, which tackles practical logistical support of volunteer organisations[5].

1. For more information on MOVISIE refer to: http://www.movisie.nl/eCache/ENG/1/15/032.html
2. For more information on Scouting Netherlands refer to: https://www.scouting.nl/english/meet-scouting/organisation
3. Cees van den Bos (2008) Using volunteer centres to build civil society. Paper presented at the annual Meeting of the Association for Research on Nonpro t Organizations and Voluntary Action, Philadelphia, PA., November 19-22, 2008. Available at http://www.movisie.nl/onderwerpen/english/docs/usingVCstobuild.pdf
4. Stubbe, Berkelaar and Mateman (2008) Het V.O.S.-model. De maatschappelijke rol van vrijwilligerscentrales. MOVISIE Available at: http://www.movisie.nl/onderwerpen/vrijwillige_inzet/docs/V.O.S.-model%5B1%5D.pdf
5. Cees van den Bos (2008) Using volunteer centres to build civil society. Paper presented at the annual Meeting of the Association for Research on Nonpro t Organizations and Voluntary Action, Philadelphia, PA., November 19-22, 2008. Available at http://www.movisie.nl/onderwerpen/english/docs/usingVCstobuild.pdf

In the last few years the focus of volunteer centres has shifted from individual brokerage towards a greater focus on strategic development and the development of volunteering opportunities. is is in response to the introduction of the Social Support Act, which stimulates local government to develop policies that support volunteering. Volunteer centres have been re-establishing themselves within the environment of the support structure. Recent budget cuts and diminishing arrangements for people with limited opportunities have also created a changing target group: more people with disabilities and special needs, but also more (temporarily) unemployed people who are interested in participating in volunteering.

Volunteering activities must not compete with paid work and must be complementary. This last condition means that the decision of volunteers to leave should not pose undue hardship for organisations.

2. VOLUNTEERING LANDSCAPE

Definition

e Dutch Welfare Policy de nes volunteering as "work done in any organised context that is carried out without obligation and without pay for other people or the community, whereby the person doing the work is not dependent on it for his or her livelihood". In general research, and also within the eld of volunteering, this de nition is still the most widely used and accepted. But is has been the subject of debate during the previous decade, because of the range of forms of volunteering that do not t this description. e Ministry of Health, Welfare and Sport has also used the term "voluntary e ort" in its policies on volunteering, to include a much broader spectrum of activities carried out by citizens in Dutch society.

Over the past decade, we have seen an increase in the variety of forms of encouragement to individuals to start volunteering. A range of di erent 'third party' partners, such as local governments, schools and businesses have begun encouraging people to spend time volunteering. Within secondary schools, the concept of 'service learning' has been introduced. It is now obligatory for secondary school students to do 30 hours of volunteering as part of their curriculum. Immigrants are encouraged to learn the Dutch language by participating in volunteering organisations. People who are (temporarily) unemployed are encouraged to volunteer, to meet other people and participate in society. Meanwhile, businesses encourage their employees to spend some hours volunteering to develop communication and leadership skills. ese practices often do not t the de nition of volunteering, as they entail either some form of obligation or non-monetary remuneration, but are generally accepted as "voluntary e ort" in the public debate.

MOVISIE, as a national support institute, has followed this example in exploring the various forms and exceptions to the general de nition. Volunteering is unpaid, carried out in an organised context, for the bene t of others and society. Volunteering activities must not compete with paid work and must be auxiliary. is last condition means that the decision of volunteers to quit should not pose undue hardship for organisations.

Facts and figures on volunteering in the Netherlands

ere are around 5.6 million volunteers (45% of the total population) in the Netherlands. ese volunteers put in an average amount of 3.7 volunteer hours a week, as indicated by longitudinal surveys conducted by the Central Bureau of Statistics (CBS)[6].

In 2010, the largest proportion of volunteers was found in the 35-44 age group. Because of the

6. Houben- van Herten, M. en te Riele, S. (2011) Vrijwillige inzet 2010. CBS. For more information see: http://www.movisie.nl/onderwerpen/nov/docs/Vrijwillige_inzet_2010.pdf

ageing population in the Netherlands, we see a growing percentage of elderly people engaged in volunteering. Age and education are two of the biggest indicators as to who is active as a volunteer. Elderly people, people with higher levels of education, and people with paid jobs do more volunteering. However, the contribution of young people is growing. e aforementioned introduction of service learning in high schools in 2007 has contributed to the highest level of volunteering amongst young people seen in years, up to 45% of young people between the ages of 15-18 in 2010 (CBS)[7].

A desire to do good, preparation for future employment, a pastime or a means of integrating into Dutch society, caring for people or sharing enthusiasm for hobbies or passions are the motives people mention for becoming volunteers.

e Netherlands counts numerous volunteer organisations, active in the elds of sport, care, welfare, culture, or nature, whether focussing on local issues or on the national level. Out of the total of 5.6 million volunteers in the Netherlands, the highest proportion (around 12%) is involved in sports. e second biggest volunteer sector is the cultural sector, with the care sector in third place.

Perception

Volunteering in the Netherlands is widely perceived as a valuable way to engage with and within the community. Almost half of the population are involved with volunteering. e attitude towards volunteering is very positive. However, the concept of volunteering is often associated with care institutions and an activity that mostly older people would be involved in, thus overlooking the much wider variety of sectors and activities that volunteers are actually involved in.

Due to the economic crisis and current budget cuts, (local) governments are very interested and openly highlighting the contribution volunteers can make in the care of fellow citizens in need of assistance. e risk of this particular focus from the government is that volunteering could become an instrument used to ll gaps within the social welfare system. is runs the risk of damaging the intrinsic motivation of volunteers. Volunteer organisations do stress that the 'voluntary' aspect should come rst and foremost for their volunteers, as a core reason to engage and invest time in their activities. Local governments should also take this into account when talking about the value and worth of volunteers.

However, most volunteer organisations agree with the social role and responsibilities governments attribute to them. Whether the growing need for more volunteers within the community will be met remains to be seen over the coming decade. Another barrier to an even greater involvement in volunteering lies in the perception that it requires a large and long-term commitment. roughout the last decade, the volunteer sector has been searching for a way to involve people in a more exible manner, through ad hoc or episodic volunteering.

7. Ibid

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

ere is no national charter on the rights and responsibilities of volunteers or on the concept of volunteering in the Netherlands. However, since the 2007 introduction of the Social Support Act, local governments have been obliged to formulate policies on the support of volunteering.

A desire to do good, preparation for future employment, a pastime or a means of integrating into Dutch society, caring for people or sharing enthusiasm for hobbies or passions are the motives people mention for becoming volunteers.

e Dutch Association for Volunteer E ort (NOV) is lobbying for one charter which would combine all the di erent regulations concerning volunteers.

Although there is no law on volunteering in the Netherlands, there is a lot of prudency at the national level with regards to the position of volunteers. In many situations, the same regulations that apply to paid sta are also applicable to volunteers. Volunteers and volunteer organisations experience many problems navigating through the maze of laws and regulations, since there are no speci c laws in the Netherlands that provide insurance or take on responsibility for accidents involving volunteers. e Netherlands does have an extensive social insurance system. In general, when something happens to you, you are insured. But as this usually works through paid employment, volunteers are not covered by this social insurance. However, there are several regulations within other legal frameworks that can sometimes apply to volunteer organisations, such as the Occupational Health and Safety legislation and tax legislation.

Also, a major discussion is still underway in the Netherlands about who is responsible when something happens to a volunteer or when a third party su ers damage as a result of volunteer activities. Should the volunteer (insurance) pay for this or should the organisation (insurance) pay? One recent development in this area was a provision made available by the national association for municipal governments (Vereniging Nederlandse Gemeenten, VNG), in cooperation with an insurance company. Since 2012, all local authorities have arranged insurance, using this provision or other means, as a fall back guarantee for their volunteering population.

All these points, apart from health insurance, are usually mentioned in a volunteer contract between the individual volunteer and the volunteering organisation. at is what MOVISIE recommends to volunteer organisations. However, it is not mandatory for organisations to have contracts with their volunteers. Many organisations do not o er contracts, but they do have volunteer policies in which these provisions are mentioned and arranged.

MOVISIE and NOV have placed the problems concerning rules and regulations that volunteer organisations face on the government's agenda. As a result, several projects have started that are designed to reduce the burden of rules placed on volunteer work. For example, MOVISIE developed, in collaboration with a municipality, a volunteers' test for municipal policy. is ultimately resulted in a publication containing suggestions for local authorities for reducing red tape for volunteers. As well as this, there is support for municipalities in mapping out and resolving the bottlenecks caused by local regulations. Recently the government has announced the possibility of volunteers working with minors to receive a free criminal screening check. Regulations around volunteers working with vulnerable groups are becoming more common.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

Support for volunteering on national level

ere are two national institutions for the support of volunteering in the Netherlands.

One is the *Association of Dutch Voluntary Effort Organisations (NOV)*[8]. NOV is the leading organisation within the voluntary e ort sector of the Netherlands. NOV has 350 member organisations that work with or for volunteers. NOV is unique because it is the only organisation in the Netherlands geared to strengthening voluntary work, as such. It has two kinds of members: organisations that perform voluntary work and those that ful l a supporting or coordinating role. e member organisations determine the Association's future policies, and they are invited to make maximum use of the networking role of the NOV.

NOV has three main tasks:

1. *To serve the interests of the voluntary sector. NOV is the spokesperson and lobbyist of Dutch voluntary work and, as such, a serious discussion partner of politicians, government officials and other policy-making parties. NOV provides advice, both solicited and unsolicited.*
2. *To act as an intermediary for its members. NOV stimulates networks and offers member organisations the possibility of meeting as a group, where the focus is on the content of the work. As a network actor, NOV gives its members the possibility of exchanging knowledge and experiences and developing collaborative projects. Through these networks, member organisations mutually strengthen each other.*
3. *To provide a major stimulus to the scale of voluntary effort. NOV works towards more public recognition of voluntary effort, but its name is also used in innovative initiatives.*

e second institution is *MOVISIE, the Netherlands centre for social development*.

MOVISIE is the knowledge and consultancy centre for volunteer work in the Netherlands. Volunteers need good volunteer policies, education and training, acknowledgement and recognition and a serious relationship with (social care) professionals. Volunteer organisations, in turn, want to have appropriate self-management structures, methods to recruit and retain volunteers, less pressure from legislation and a positive image for volunteer e ort.

MOVISIE collects and disseminates best practice, develops new methodologies, and provides advice, training, and support. One of the instruments used to collect and share working methods used in each of these domains is a database, which aims to promote evidence-based practice in the social and community work eld. Projects are designed and implemented around various issues, often in collaboration with voluntary organisations or their infrastructure. ese pilot projects enable MOVISIE to test new types of volunteer work. In other projects there is support for the Dutch infrastructure and volunteer organisations on various subjects. On a national level, MOVISIE provides support to a variety of target groups, such as support services and volunteer work databases. ey help to distribute information and knowledge to the level where these belong: local level voluntary organisations and initiatives in the eld of volunteer e ort.

8. For more information on NOV see http://www.nov.nl/eCache/DEF/1/22/793.html

Social Support Act embeds the support on policy level

e Directorate for Social Policy of the Ministry of Health, Welfare and Sport is the main public body responsible for volunteering. Other departments also have policies concerning volunteers within their speci c sector or area.

An important development has been the introduction of the *Social Support Act (Wet Maatschappelijke Ondersteuning, Wmo)* in 2007. With this Act, it has become mandatory for Dutch municipalities to support volunteer work. e Dutch government commissioned the development of a manual for municipalities, to help them organise this support e ciently.

is manual was compiled by the most important parties in the eld of volunteer work: municipalities, volunteer organisations, local and regional support organisations and other parties concerned.

The Social Support Act makes it mandatory for municipalities to support voluntary work - a manual was developed to help in the organisation of this support.

It describes ve core functions:

1. *Translation:* Municipalities must translate new (and existing) social developments into a vision and a concrete policy.
2. *Merging and matching:* To interactively formulate this policy, it is essential to create a network or platform where di erent social parties can participate in the discussion. Connecting di erent parties is also a way to address social themes and establish collaboration. rough the mediation of a broker, parties can establish collaborations. Also, volunteers and students in social practical training programmes can be matched with volunteer work.
3. *Strengthening:* Optimal and e cient support and strengthening of volunteers and volunteer organisations requires a support structure which includes the practical training broker.
4. *Spreading:* Volunteer work cannot exist without the dedicated e orts of volunteers. Good practices can inspire (new) volunteers and possibly lead to more volunteers and volunteer work. In this light, it is crucial to highlight a broad range of volunteer work. Another subject that should also be thoroughly addressed is the appreciation of volunteers' e ort.
5. *Anchoring:* All best practices, successes, expertise and experiences should be recorded to ensure that a solid execution of volunteer work is increasingly guaranteed. A guarantee should always come with an evaluation to make sure that new experiences lead to innovative methods that are able to answer to and translate (new) social developments.

us we are back at the start of the cycle: translation. If we keep following this cycle, volunteer work will keep growing and be better equipped to respond to social developments and themes.

Volunteer centres

Most of the implementation of these core functions is being carried out by local volunteer centres. ere are about 250-300 local volunteer centres, which support volunteer organisations and individual volunteers with services such as mediation, information, advice, promotion, fostering expertise, promoting special interests and providing facilities. In general, these volunteer centres are mainly nanced and supported by the local government. Relatively large volunteer centres can have up to twenty paid sta . Sometimes centres are small, run by a few volunteers or situated within the municipal structure.

NOVI, a national network of volunteer centres

e majority of local volunteer centres are members of NOV. In 2008, NOV launched a national network of volunteer centres, NOVI. e goals of this network are to exchange knowledge, and to formulate a common vision of volunteering and the volunteering infrastructure in the

Netherlands. Volunteer centres also indicated the need to create a common identity and image to better pro le volunteer centres in the Netherlands. e network is made up of representatives of regional or thematic networks that are formed by local volunteer centres. Four times a year, they get together to discuss relevant issues, like new developments, quality improvement of volunteering and the improvement of the image of volunteering in the Netherlands.

Provincial support centres (CMOs)

In the Netherlands, there are also provincial support centres. ese centres, so-called Centra voor Maatschappelijke Ondersteuning (CMO), or centres for community support, advise local government and their local policy makers on exemplary municipalities to be found in their region. eir knowledge is gained through research, by compiling best practices of voluntary work in their regions.

Volunteer organisations

e biggest volunteer organisations, like the *Red Cross*, *Scouting*, *NOC*NSF (Olympic Sports and National Sports Federation)*, *Zonnebloem* (providing holidays or companionship for the sick and elderly), *Humanitas* (humanist provider of a wide variety of services), have national bureaus with paid sta and regional and local branches. Most of the bigger national volunteer organisations are a member of NOV, in order to have their common interests represented. Cooperation or communication between local branches of these national organisations and volunteer centres at the local level di ers, according to the needs of local branches and the support provided at a regional level within their own organisations.

Some examples of big volunteer organisations in the Netherlands:

De Zonnebloem

e national association Zonnebloem has 1,365 local branches and around 43,000 volunteers. It is one of the biggest volunteer organisations in the Netherlands. Annually the volunteers visit over 1.3 million people who are sick, physically or mentally challenged or the elderly and those at risk of social isolation and loneliness. On top of this, Zonnebloem organises activities like boat trips, theatre visits and other daytrips for these target groups. ey also organise holidays for people who are physically handicapped. Around 611,000 supporters and donators nance these activities[9].

Scouting Nederland

Scouting Nederland is the largest youth organisation in the Netherlands and has 112,000 members. e 87,000 youth members and the 25,000 volunteers are spread over more than 1,100 Scout groups. e Scouting Nederland organisation consists of three levels: the National Council determines policy. Scouting Nederland is governed by a Board made up of Scouting members who are democratically elected by the National Council. e Chief Executive, who is responsible to the Board, leads the Headquarters which has a sta of around 40 professionals.

e regions are in regular contact with the leaders and board members in their region and they organise meetings between and activities for the Scout groups. Leadership training is part of their responsibility. ere are 47 regions in the Netherlands. At a local level, there are 1,100 Scout groups, all linked to the Scouting Nederland organisation. Volunteers provide the programme and management e ort of the local groups[10].

9. For more information on the Zonnebloem see http://www.zonnebloem.nl
10. or more information on Scouting Netherlands see https://www.scouting.nl/english/meet-scouting/organisation

Humanitas

e core of Humanitas' services is provided by volunteers. Some 11,000 well-trained volunteers are active in more than 600 projects. ey are supported by a professional sta of just over 300 people. Annually Humanitas supports more than 40,000 people who are in need of a helping hand. Humanitas o ers a broad spectrum of activities, ranging from buddy projects for immigrants to chat services addressing loneliness, from parenting support to support groups for people dealing with grief and loss. e Humanitas services are free of charge and available to anyone, irrespective of age, ethnicity, lifestyle and sexual orientation[11].

5. OTHER STAKEHOLDERS

In the Netherlands, as well as volunteer organisations, there are many public service providers that involve volunteers in the execution of their work. Volunteers are active in public services like the police, the coast guard and the re brigade. In the cultural sector volunteers create broadcasting shows on both (local) television and radio, they are active in the cultural heritage sector, in museums, festivals and theatres shows. People are also active in care and welfare institutions that involve volunteers in the care of elderly and physically, mentally or psychologically challenged people, to organise daily activities or food distribution within the institution or in local communities. Schools involve parents in reading groups and other extracurricular activities.

Studies show that employees who do volunteer work are happier, healthier, have a higher productivity rate and stay on longer with their companies.

One important development on the topic of the involvement of other "third parties" in volunteering is the growing need to make use of volunteering as a reaction to reduced nancial resources. Public authorities provide civil society organisations in the Netherlands with fewer structural funds and force them to work on a project basis. ese (sometimes drastic) government budget reductions force NGOs in the Netherlands to seek new or additional sources of nancial support and new partners to cooperate with.

Business engagement in volunteering

One of these sources is the business sector. Businesses are also a source of new skills, professional advice on sales and marketing, manpower, IT facilities and materials. But relationships with businesses do not have to be one-sided: NGOs have something to o er in return. e unique selling point of NGOs is employee engagement: the authentic commitment of their members and volunteers to the goals and activities of their organisations, without receiving material or nancial rewards in return. Businesses can learn from their experience to get people committed to their goals. Partnerships with NGOs help to enhance company pride, develop skills and knowledge and discover new market opportunities.

e business case for employee engagement is gaining ground. Experience and studies from several companies show that employee engagement supports business goals, especially when employee engagement programs are linked to Human Resource Management goals, such as the development of professional skills and competences. Studies show that employees who do volunteer work are happier, healthier, have a higher productivity rate and stay on longer with their companies[12].

11. For more information on Humanitas see: http://www.humanitas.nl/over-humanitas/about-humanitas
12. For more information on CSR Netherlands see: http://www.mvonederland.nl/english/content/pagina/what-is-mvo-nederland

Service-learning in the Netherlands

In 2007 the Dutch government introduced a law to implement service-learning into the Dutch secondary school curriculum and this has been in e ect since 2011. is service-learning programme aims to help young people to develop the (social) skills necessary to actively participate in society. Every pupil engages in (at least) 30 hours of community service. e pupils take part in the activities of the non-pro t sector. e number of 30 hours is the result of a long discussion on the e ect of these activities on young people. e initial proposal was a period of three months of community service. After negotiations the government decided on 30 hours; one day a week for a period of three months. e hours are obligatory, but unpaid.

Most of the money made available for the introduction of service-learning goes directly to the schools. Schools are responsible for implementing it into their curriculum. ey are also responsible for the preparation, execution and evaluation of the community service hours for every student.

To encourage cooperation between secondary schools and volunteer organisations, the national government has nanced the role of a 'matchmaker' for a period of three years in every municipality in the Netherlands. is is often a role executed by the local volunteer centre.

is role is to raise awareness within volunteer organisations of the bene ts of involving young people in their organisation through service learning projects. Matchmakers train and support volunteer organizations to create or adapt their activities to best t the competencies and abilities of high school students. ey also stimulate cooperation between the di erent secondary schools within the city or region and set up digital databases that contain the available volunteer positions, to help students nd available positions.

e introduction of service-learning has other impacts on volunteer work: new partnerships are built, new projects are initiated and the interest for corporate social responsibility increases.

6. FUNDING OPPORTUNITIES

Most of the budget for volunteering in the Netherlands is spent on the support of volunteers and their organisations, both at the national and the local level. Volunteer organisations themselves often have very limited budgets for their activities.

ey sometimes receive nancial support from the (local) government, on a structural basis or on a project basis, but due to the economic crisis and budget cuts, both at local and national levels, these amounts are diminishing. More often than not, volunteer organisations depend on contributions from their members or gifts from donors. However, volunteer organisations often have a variety of ways to arrange extra budgets for their activities. ey organise fundraising collections, small lotteries or arrange sponsorship deals with local businesses.

ere are also various funding institutions that provide money for projects to volunteer organisations. On a national level, there are big national foundations, such as the *"Oranje Fonds"*[13] and the *VSB Fonds*[14]. ese foundations support cultural activities or manage government-initiated programmes. Such programmes are usually developed to subsidise innovative initiatives. ere are also national funding institutions that provide money for

13. For more information on the Oranje Fonds see: http://www.oranjefonds.nl/oranjefonds/English/
14. Find more information on the VSB fonds on: http://www.vsbfonds.nl

activities in their own sectors, such as the Fonds voor Cultuurparticipatie, subsidising cultural activities or activities for special target groups; a special fund for elderly people *(Ouderenfonds)*[15] or for handicapped people *(Fonds voor Verstandelijk Gehandicapten)*. Large banks, such as the Rabobank and ABN AMRO have foundations that often provide funding for special projects as well, from a corporate social responsibility point of view.

A registry of all the funding institutions (about 650) is published in paper and digital form, *"Fondsenboek"* and *Fondsendisk"*[16]. Organisations that are looking for funding opportunities use these to nd the most suitable source of funding for new projects and initiatives. ere is also a special website with an overview of all the di erent institutions, www.fondsen.org.

Besides contributing time resources, individuals, households, institutions and businesses donated in 2009 a total of 4.7 billion euro to organisations and initiatives which work in the charity sector.

7. REGULAR AND SYSTEMATIC RESEARCH

ere are three longitudinal surveys on volunteering conducted in the Netherlands, one of which is executed by the Central Bureau for Statistics. Questions on volunteering engagement are also included in more general large surveys on household situations and economic status. e results related to volunteering are published every two years, the latest one being in September 2011, based on data from 2010[17].

e Dutch Social and Cultural Planning O ces have published ve di erent publications on volunteering in the last ten years, including a vision on the future development of volunteering until 2015.

Separate longitudinal research called *Giving in the Netherlands ("Geven in Nederland")*, conducted by the VU University of Amsterdam (Vrije Universteit Amsterdam) shows how money and time is spent in the non-pro t sector in the Netherlands. It focuses on the way individuals, households, grant-giving institutions and businesses spend money and time on philanthropy; on organisations and initiatives which work in the charity sector. 4.7 billion euro was donated to this sector in 2009[18].

Several universities and the larger research institutions in the Netherlands research speci c topics or themes linked to volunteering. e Erasmus University in Rotterdam has a department on Strategic Philanthropy that focuses more on the strategic management choices for business and non-pro t organisations, in terms of giving time towards volunteering. Other universities and research institutions focus on the motivation of volunteers (the University of Leiden), the various ways that people engage within society and the changing engagement of active citizens within society (the University of Amsterdam, UVA) and the cooperation between paid sta and volunteers within non-pro t organisations (Verwey Jonker Instituut).

The economic value of volunteering

e Erasmus Centre for Strategic Philanthropy calculated the total economic value of volunteers in the Netherlands. According to their research, the total amount of hours volunteers put in is equal to 560,000 full time jobs. e sum of volunteer hours equals a nancial value of between 5 and 20 billion euro. is quite large di erence is due to the di culty in determining the hourly

15. For more information see: http://www.ouderenfonds.nl/
16. http://www.fondsenboek.nl/pagina's/fondsenboek/fondsboek.htm
17. Houben- van Herten, M. en te Riele, S. (2011) Vrijwillige inzet 2010. CBS. For more information see: http://www.movisie.nl/onderwerpen/nov/docs/Vrijwillige_inzet_2010.pdf
18. For more information on the GIN research see: http://www.geveninnederland.nl/

The total amount of hours volunteers put in is equal to 560,000 full time jobs. The sum of volunteer hours equals a financial value of between 5 and 20 billion euro.

wage that one hour of volunteering would "cost". Opponents argue that calculating the amount in this way is not correct, because a lot of voluntary work would not be done if society had to pay for it. Furthermore, volunteers themselves count their hours di erently then their paid working hours and treat ine ciency as par for the course. erefore, the actual economic value of all volunteers in the Netherlands is di cult to agree upon[19]. But all parties agree that the value of volunteering, both economic and social, is extremely important for Dutch society as a whole.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

A number of international quality standards exist, such as the *International Standards for Businesses, Government and Society (ISO)*[20] and the standards set by the *Bureau of Funding organisations (CBF)*[21], that some volunteer organisations follow to prove their professionalism towards funding institutions, clients or customers. e sector itself has developed two main quality labels that are recognised by actors within the sector, one for support organisations and volunteer centres and the other for volunteer-involving organisations.

Quality label for volunteer centres in the Netherlands

One tool to help volunteer centres improve the quality of their work is a quality label for volunteer centres "Keurmerk voor Steunpunten Vrijwilligerswerk". e assessment and implementation of this standard is done by the Dutch Association for Volunteer E ort (NOV), as the main representative body for the sector.

Quality label for volunteer organisations

Commissioned by the NOV, MOVISIE has developed an instrument for volunteer organisations to work on the quality of volunteering within their organisation. MOVISIE works together with national and local volunteer organisations and guides them through the process of implementing a quality instrument to monitor their activities. ey advise volunteer organisations in the following ways: quality assessments during the intake of a volunteer (pro le and task description), regular 'how are you doing' talks with a volunteer coordinator, and by monitoring their policies concerning volunteers, in order to improve the quality of activities or services they provide.

Quality volunteering means, among other things: stimulating active participation and commitment of volunteers; having volunteers who feel appreciated and feel that their e ort and contribution is being recognised within the organisation; having an organisational culture that allows and stimulates optimal recognition of volunteers, working collectively on organising the back o ce processes, procedures and quality standards. Entrepreneurship, leadership skills, communication skills, cooperation, e ciency and e ectiveness are important keywords for the leadership of the organisation to realise quality volunteering.

19. For more information on the economic value debate see; http://www.movisie.nl/NOV/docs/nieuws/DNBMagazine_De_onbetaalbare_vrijwilliger.pdf
20. For more information on ISO see: http://www.iso.org/iso/home.html
21. For more information on the CBF certi cation see: https://www.cbf-certi ceringsnet.nl/index_2.php

e quality method worked with aims to assess seven di erent elements: 1) the organisational administration and policy, 2) management, 3) nances and facilities, 4) communication, 5) volunteer management policies and practices (recruitment of volunteers, support, training and guidance, task exibility, rewards and insight into exit motives), 6) innovation, building a learning organisation, 7) the services, products or activities of the organisation.

Within Safe Hands (In Veilige Handen)

A joint initiative of MOVISIE, NOV, NOC*NSF and Scouting has resulted in tools and working methods for organisations that work with minors, to help create a safer environment for children, and to tackle issues around unacceptable sexual behaviour. ere are two strands: one side is prevention, the other is how to act in case of an incident. Organisations can nd two separate manuals at www.inveiligehanden.nl: one for taking preventive steps and one to guide them through what should happen once an incident has occurred. A guide, or 'toolkit' is available to download free of charge, which shows various ways of raising the issue within an organisation, of assessing the situation through auditing and of setting priorities etc.

Furthermore, this joint initiative aims to set up a national list of people who have breached a common code of ethics. All volunteers who work directly with young people should sign the code. It is necessary to have a common law system in place to deal with those accused of violating the code.

Good governance and democratic associations

An emerging theme concerning quality and ethics is the topic of good governance of volunteer organisations, and the voice and participation of volunteers and members within organisations' policy processes. e transparency of decision-making processes and the behaviour of boards and directors has become a very important issue in terms of promotion for public perception and donations.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

A national website for volunteers

On a national level, there is a dedicated website for anyone who is interested in the topic (www.vrijwilligerswerk.nl). is website o ers useful information on volunteering: news, knowledge dossiers, and also some national databases with volunteering opportunities, where interested people can see available positions. ere is also a special magazine on volunteering, "Vakwerk", with stories of local volunteer activities and general information on various topics, from research to administrative regulations.

A national campaign: NL DOET (The Netherlands acts)

ere is an annual national campaign called " e Netherlands acts", NL DOET (formerly known as Make a Di erence Day); following the American concept, as many people as possible participate over the same weekend by spending a few hours volunteering. e Queen of the Netherlands and the whole royal family take part in this event, which helps ensure that NL DOET is a yearly event with a lot of media attention[22].

22. For more information on NL DOET see: http://www.nldoet.nl/nldoet/

A successful European Year of Volunteering 2011

During the European Year of Volunteering 2011, there was a high-pro le national campaign in the Netherlands, with several activities, such as a big ank You campaign, a promotional tour, the week of Applause and an award scheme at both the local and national levels. A special edition focussing on volunteering was published in the national edition of the Metro newspaper in September, with additional pages dedicated to volunteering in a few regional editions.

e main goal of these activities during the EYV 2011 in the Netherlands was to show that volunteering is both enjoyable and valuable, that countless people experience pleasure through volunteering and that there is a wide range of regular volunteer activities, which many people are still unaware of. e EYV 2011 was very successful in terms of raising awareness of this in the Netherlands[23].

10. ADDITIONAL COUNTRY SPECIFICITIES

Infrastructure for informal care and voluntary care

As is the case with the volunteering infrastructure as a whole, a similar infrastructure exists in the Netherlands around informal care. is infrastructure includes activities for people who are responsible on a daily basis for family members who need assistance and help, for so called "respite care", and for volunteers who are active in informal care, helping people in their neighbourhood with daily grocery shopping, cooking or cleaning without payment, or providing activities through their volunteering organisations which provide care for people in need. In Dutch policy, there is a clear division between what is called informal care, voluntary care and volunteering. However, in this area, there are a lot of people who actively help and contribute to the participation and well being of others, without receiving payment.

e national representative body of all these informal carers, support organisations and informal care organisations is Mezzo, the national association for informal care and voluntary care[24]. Its function and role is comparable to that which NOV plays for the voluntary sector. Regionally and locally, there are support institutions similar to the volunteer centres, which provide information, support, assistance and activities for organisations and people who have the responsibility to care for family members or relatives.

11. RECOMMENDATIONS

Recommendations at national level

In October 2011, during the European Year of Volunteering, the Association NOV published a manifesto containing several recommendations for the Dutch government, *"Cement for a strong building"* ('Cement voor een sterk gebouw')[25]. is manifesto was also endorsed by the NOC * NSF, the national sports federation, Kunstfactor, the national institute for the arts and culture sector, MOgroep, the employers' organisation for health and social services, Mezzo, the national association for informal care and voluntary care, and CSR Netherlands, the national CSR network.

23. For more information on the EYV 2011 programma of the Netherlands see http://www.movisie.nl/eCache/DEF/1/34/295.html
24. For more information on Mezzo see: http://www.mezzo.nl/
25. NOV (2011) Cement voor een sterk gebouw. Available at http://www.nov.nl/onderwerpen/nov/docs/Vereniging%20NOV%20Manifest%20Civil%20Society.pdf

Recommendations include:

- *Work towards concrete arrangements with all parties involved*
- *The manifesto calls on the Dutch government to work towards concrete agreements to strengthen the voluntary and unselfish efforts of citizens for the good of civil society. The government should work together on this with civil society organisations, local municipalities, businesses and social partners.*
- *Give civil society more space and opportunities to engage*

e manifesto states that the government - both at the national and local level – should give more opportunities and space for those citizens and organisations that voluntarily take on responsibilities in society. is could be achieved not by giving them more tasks, but by facilitating and where necessary, strengthening the already present and existing forces in our society. After all, only a strong society is able to take over or relieve government from its responsibilities.

Cooperate with all parties involved, based on a integrated policy on volunteering and active citizenship

We need the e ort of volunteers in all areas, from health, safety, social cohesion, nature, education and care, to participation in government. erefore, the Association NOV urges the current prime minister and his colleagues, in this manifesto, to become partners in a strong society; to cooperate and work together with civil society organisations towards a vital and sustainable civil society, based on an integrated policy on volunteering and active citizenship. Of course, other parties should be reminded of their responsibility for a strong and diverse civil society, including business, civil society organisations, associations and individuals. But the government plays a special role, both nationally and locally, when it comes to creating an environment in which volunteerism can ourish.

During EYV 2011 Dutch civil society developed a manifesto for volunteering in the Netherlands. The manifesto calls on the Dutch government to work towards concrete agreements to strengthen the voluntary and unselfish efforts of citizens for the good of civil society.

Recommendations at European level

Respect the intrinsic motivation of volunteering

At the European level, there should be a similar awareness of the valuable contribution volunteers make towards creating a vital and sustainable civil society in Europe. e tendency to translate this contribution into a mere economic context risks overlooking the more intrinsic value of volunteering. A better development is the focus on the valuable experience of volunteering for unemployed people, for students, for people with disabilities, as long as the decision to invest time as a volunteer remains a free choice. As soon as volunteering becomes obligatory, this is essentially harmful for the concept of volunteering.

Need for a broad view of volunteering

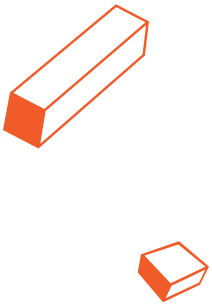
e main Ministry responsible for volunteering in the Netherlands, the Directorate for Social Policy of the Ministry of Health, Welfare and Sport, currently has quite a narrow policy focus in that it deals only with volunteers within care institutions and informal and voluntary care. Of course, in the current economic crisis, and given the need to sustain the level of care within the Dutch welfare state, the need for volunteers in this area is very signi cant. But in the long term, this does not do justice to those people who engage voluntarily with a whole range of sectors and areas of society. An awareness of the diversity of experiences and the vast range of ways in which people engage within society should be re ected in both European and national policies on volunteering.

Be aware of the changing motivations of the next generation of volunteers

Another important aspect that should be taken into account when encouraging volunteers within society is the changing motivations and approaches people have developed in the last decades towards volunteering. New volunteers are currently approaching volunteering from the personal development focussed, "what's in it for me?" viewpoint. Volunteer-involving organisations in particular, should take this into account, but governments, businesses and other third parties should also be aware of these changes in the way citizens want to become involved.

Recognise the skills and competences gained through volunteering

e recognition of the value of volunteering, especially for the development of (social and functional) skills and competences learned through volunteering, is an important topic to be further promoted and pushed on the European level. is recognition, in the concrete validation of these skills and competences, should be much better promoted at the national and local level, and the European institutions should promote and encourage national governments to further develop this within society.



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CHAPTER 2

POLAND

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Before, the European Year of Volunteering (EYV) 2011, in Poland, volunteering infrastructure (VI) has not been o cially de ned in any legal document. at has changed with the adoption of a "Long Term Strategy for Volunteering Policy Development", which is one of the main outcomes of the European Year in Poland.

e concept of volunteering infrastructure was rarely used among voluntary sector's experts and workers. Rather in this context, they use the general term "sector". For the purpose of this publication, we will de ne the volunteering infrastructure as the whole system supporting volunteering and its development.

is system consists of the following elements:

Institutions, organisations and bodies. ose include:

- organisations active speci cally in the eld of volunteering, with (one of the main) aim(s) to support and develop voluntary activities; and organisations (NGOs) supporting other NGOs i.e. volunteer centres, volunteer development centres, foundations, federations and their networks;
- organisations involving volunteers but having other aims than development of volunteering i.e. 'cause' organisations;
- public administration at all levels, including ministries, special o ces, regional and local administration, such as self-government structures;
- business supporting volunteering in partnerships and/or having employee volunteering programmes;
- media specialised in civil society/volunteering issues (e.g. www.ngo.pl);
- academic institutions active in the eld of volunteering and social research (e.g. Projekt Społeczny 2012/Social Project 2012)
- governmental agencies e.g. National Agency for Youth in Action Programme;

Political, Legal, Educational and Economic framework: law, strategies, acts, non-mandatory acts, resolutions, investments in volunteering, governmental reports and strategies, funding & programmes;

Research and analysis: both conducted by governmental, non-governmental and academic world; Media, PR & Raising-awareness tools: including promotion and raising awareness campaigns and media activities and attitudes;

Supporting tools & matching systems: Volunteer banks, websites, databases, training opportunities for both volunteers and theirs supervisors etc.

And all types of interactions between those elements.

Hence, volunteering infrastructure has two main functions:

- *It creates an enabling environment for volunteering to develop and maintain its roles and functions;*
- *It enables people to involve, participate and sustain voluntary activities.*

It is important to mention that this de nition is very wide and encompasses all possible elements of volunteering infrastructure. In Poland, the system of VI undergoes slow but constant change and many of those elements need further development and support.

2. VOLUNTEERING LANDSCAPE

Legal regulations concerning non-governmental organisations (NGOs) in Poland were introduced by the Act on Public Bene t Activity and Voluntarism (2003, with further amendments 2010). e law de nes a volunteer as *"a person who voluntarily, and with no remuneration provides services based on regulations specified in the law (Art. 2.3)"*.

e Law regulates the principles of volunteer employment, insurance, reimbursement of expenses incurred in connection with performing volunteer work, and the scope of powers. According to the law, volunteering may be provided for the bene t of NGOs, the authorities of state institutions and local governments, units subordinated to state authorities or, which is rare, companies acting as non-for-pro t organisations. e Act does not allow the provision of voluntary work in favor of business institutions or under any other commercial activity ran by other institutions.

The Polish third sector consist of around 130 000 entities (associations, foundations, trade unions etc.) - 3 quarters of these function without paid staff

Although there is an o cial de nition of volunteering de ned by law, there also exists other de nitions within voluntary sector. e Volunteer centres network de nes a volunteer as *"a person who voluntarily and without compensation provides benefits for organisations, institutions, and individuals beyond family and friendship ties"*. For research purpose the Klon/Jawor Association (conducts repeated research on volunteerism in Poland) uses a broad de nition and de nes volunteering as *"devoting one's time to unpaid social activity done out of free will for non-governmental organisations, religious and social movements"*.

ere is no o cial and regular data collection regarding the involvement in volunteering within the Polish society. Consequently, the data provided below is based on the research conducted by the voluntary sector itself or by the publicly funded independent Public Opinion Research Centre (CBOS).

In general, Polish third sector consist of around 130 000 entities (associations, foundations, voluntary re brigades, social organisations, trade unions, religious organisations). Research of Klon/Jawor Association shows that around 3/4 of those organisations does not engage paid sta . Another research of the Klon/Jawor Association shows that 44% of organisations use the work of volunteers, out of which only half works with more than 10 volunteers. As few as 2% of organisations works with over 100 volunteers. In general, research conducted by this association shows that consistently since 2002, more than half of Poles declares that they work socially. Moreover, "voluntary and unpaid activities for their local community or those in need, make those already engaged in them more and more absorbed (in 2001 they allocated to social work an average of 18 days, in 2003 - 20 days, in 2006- 21.5 days)" (CBOS " e state of civil society in the years 1998-2006. Report on Research"). However, these results relate to social work in

general, not only in non-governmental organisations. “ e vast majority of Poles (77%) does not work socially in any civic organisation. Others work primarily in one area of social activity (14%), rarely in two (4%), or three, or more (5%)”. In 2007 14.1% of adult Poles were involved in social activities for the bene t of local communities (municipalities, neighbourhoods, towns), in 2008 - 15,6% (in 2005 - 13.6%, in 2003 - 12.9%, and in 2000 - 8%) (“Social Diagnosis 2007, conditions and quality of life of Poles”).

A survey monitoring the degree of involvement of Poles in voluntary activities, conducted by Klon/Jawor Association between 2001 and 2011, claims that the highest rate of involvement in voluntary activity was recorded in 2005, when more than 23% of the population undertook such action. In 2011, social activity was declared by only 14,5% of people (about 5,5 million Poles).

Among the 5,5 million Poles engaged in social activity all social and age groups are represented, with comparable presence of both men and women. However, level of education seems to be a strong factor, which in uences one’s social engagement. Among people who declare to volunteer, there is a majority of people with high and middle education, with signi cantly less presence of people with vocational education.

Young people are strongly involved in volunteering. e large degree of involvement of this group can be explained by pragmatic reasons: volunteering provides an opportunity to gain additional skills and experience necessary for young people to succeed in a demanding and competitive job market. On the other hand, these are young people who have a lot of time and energy that can be e ectively spent on social activities. Volunteering is also a form of a social activity, which for young people is of paramount importance. In addition, most volunteer programmes address young people. ere are less voluntary options demanding higher quali cations, which would be much more attractive to older people. Also, volunteering is a relatively young eld of social activity – it was re-born after 50 years of communism in 1989. Because of that reason, it is a term fairly unknown to the older generations, not well understood and as a result of it, rejected by them altogether as something not appropriate for them and not matching their idea of social activity.

Young people during their education have more chances to get acquainted with volunteering, for example in fairly newly established volunteer school clubs, or other voluntary programmes targeted at youth. ey are therefore more likely to identify their actions as “voluntary.” Due to the fact that some elder people do not recognise the term volunteering, researchers (from Klon/Jawor Association) ask speci c questions such as speci c social activities to obtain a more extensive de nition of volunteering.

Di erent research shows that on the level of declarations volunteering is perceived as an important and needed social activity. Despite that volunteering is not highly esteemed, probably because the majority of volunteering activities do not require high quali cations, long term engagement is not yet well developed , volunteering is organised rather on “on/o ” basis. Based on 2010 research most of people not involved in volunteering explain it by the lack of time (49%) or by the fact that they have never thought about it. Other given explanations are: nobody asked me to do it, I have to take care of my family rst or I am not capable to be a volunteer. I don’t have time is the reason provided by most of the respondents, quite popular for youth and adults and less popular among elderly. Signi cant percentages of over 30% of all age groups mention they have never heard of it, while slightly lower percentages (13% to 20%) mention that nobody asked them to volunteer.

On the other hand main people's motivation to be a volunteer is that they are enjoying being volunteers, people say that if they help others, maybe others will help them at some point, too. Some of the main motivations why people volunteer are: the values in which people believe, the possibility of getting to know new people, the desire to learn something new, the group pressure - other people (friends) volunteer as well. ose motivations di er with regard to age groups, but they do not di er much between genders.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

Some of the main motivations for volunteering are the values in which people believe, getting to know new people, the desire to learn something new and the group pressure - other people (friends) volunteer as well

e Law on Public Bene t and Volunteer Work came into force in 2004. e rst draft version of the law has been presented in 2001. After two years of consultations and amendments, the law was adopted on 23 April 2003. In 2010, after a request from the voluntary sector and many rounds of consultations, an amendment act was adopted. e Law on Public Bene t and Volunteer Work addresses several key issues from NGO perspective. It not only tackles issues of volunteering, but as well does it de ne the status of "public bene t work and organisation" (PBO) or Organizacją Pożytku Publicznego (OPP), introduces 1% mechanism which gives to every citizen a possibility to donate 1% of his/her income tax to a selected NGO, which obtained the PBO status; de nes rules and responsibilities of Public Bene t Activity Councils (national and regional), and provides a procedural framework and rules for cooperation for NGO cooperation with public authorities.

According to the Law self-government institutions may encourage NGOs or create structures to support other organisations (including volunteer organisations). e Law de nes speci c rules of engagement of volunteers such as a volunteer contract, service certi cation, travel costs and other project-related cost reimbursement and insurance. e rules are now more speci c as well for those volunteers who provide service abroad, de ning organisation's duties.

e legal de nition of volunteering has been speci ed in the law. According to the act, a volunteer is a person who voluntarily, and with no remuneration provides services based on regulations speci ed in the law (Art. 2.3). e law further states that the person undertaking the voluntary activity has to be duly quali ed and meet the requirements of the bene t that he or she is providing,. Persons who decided to form or join an association as its members were not volunteers according to the law adopted on 23 April 2003, as they provided services for the association's bene t. e amendment act from 12 March 2010 changed this de nition and associations' members may now as well be recognised as volunteers. Other de nitions are also used in Poland.

e main responsibility in implementing the law lays with e Ministry for Labour and Social Policy and its Department of Public Bene t. e act established as well the Public Bene t Activity Council, which serves as an advisory and opinion-forming body for the Minister responsible for social security issues. e council issues opinions on matters concerning this act (of law) and on governmental draft laws in the eld of public bene t and volunteer (voluntary) work. is mandate gives the council the possibility to in uence the creation of new laws, check if an existing law violates the articles and propose amendments to that law.

e law represents a strong foundation for the development of volunteering and social action in Poland.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

In Poland a number of organisational forms have been created to promote volunteering, facilitate cooperation and the exchange of information. Also, many local initiatives and NGOs, together with *Caritas* (Christian charity organisation) and the *Polish Red Cross* (PCK) play an important role in supporting volunteering.

ere are over a dozen regional and local Volunteer Centres operating in the Volunteer Centres Association. e rst Volunteer Centre was established in Warsaw to face the issue of fast growing NGOs sector, which needed volunteers assistance to develop their activity. e main aim of the centre was to create a contact and matching point where volunteers and those interested in their work could meet. Since then, several regional and local volunteer centres have emerged in Poland and they are operating within the Volunteer Centres Network. ere are new regional volunteer centres and their mission is to support all activities related to the development of volunteering in the country.

The portals www.wolontariat.org.pl & www.ngo.pl provide informations about various volunteering opportunities.

Representatives of Volunteer Centres take part in regular meetings to discuss matters concerning among others: cooperation with other organisations and institutions, points of law and the expansion of the Volunteer Centres activity within the non-governmental and public administrations sectors. e representatives of speci c centres help to create new local volunteer centres within their area of jurisdiction. is provides a constant in ux of new volunteers, not exclusively from large cities. Volunteer Centres Network help to organise new centres, giving advice and sharing ideas.

However not all volunteer centres in Poland work fully in the network. ey are individual organisations and they run their own projects. e structure of the Volunteer Centres Network in Poland is divided into Regional Volunteer centres (ordinary members of the association) and local volunteer centres (members supporting the association).

Whilst the volunteer centres operate independently, the function of the volunteer centres within the network is based on the implementation of operational standards for regional volunteer centres and other volunteer centres. In line with their standards, centres should provide a range of services for people who would like to contribute on a voluntary basis, e.g. assist in nding a place to develop volunteering activity.

Each *Regional Volunteer Centre* is an NGO. Its status as an association registered is recognised in the National Court Register. e main tasks of a centre include:

- *carrying out a Job Centre for volunteers,*
- *promoting the idea of volunteering.*
- *implement the Volunteering Programmes,*
- *assist in creating Volunteer centres,*
- *provide information and advice on volunteering.*

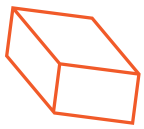
e *Council of Volunteer centres Network* is the highest authority created by the two representatives from each regional unit. e Council meets at least four times a year and is responsible for:

- *guiding (the direction of) the network activity,*
- *defining standards of the network,*
- *selecting and dismissing of the bureau,*
- *agreeing on admission/withdrawal of members.*

e ongoing activities of the Network Volunteer Centres are coordinated by the bureau which currently includes three representatives of the Network, elected by the Council. Members of the bureau (especially the President) are entitled to enforce the provisions of the partnership contract and to represent the network externally. One of the most notable achievements of the Volunteer centres Association to date is its contribution of adding references concerning volunteering to the act of law on Public Bene t and Volunteer Work. Volunteer centres have their own internet portal www.wolontariat.org.pl which serves as well as an application for nding volunteer opportunities and di erent volunteer projects.

ere is no national umbrella organisation for all organisations involved in volunteering. ere is, however, an organisation called *OFOP* (National Federation of NGOs). OFOP brings together organisations from across the country that carry out activities at local, regional, and national levels in addition to supporting the work of the organisations. Member organisations operate in di erent areas, making OFOP a unique federation of associations, foundations and agreements. OFOP activities are implemented through: promoting legislative changes to improve conditions for the functioning of the third sector; strengthen advocacy through consultations within the sector and partnership and cooperation with other environments. is makes OFOP the only umbrella organisation for NGOs in Poland.

ere are as well networks such as *SPLOT* (Network for Support of Non-Governmental Organisations), whose goal is to improve the management of NGOs, enabling long-term cooperation between local governments and NGOs, and promote the role of NGOs. SPLOT's main activities include the collection and distribution of information, advice and consultation for social service providers.



ere are as well other organisations tackling issue of volunteering, such as *Foundation for the Development of Voluntary Service*, which operates in a wide ranged programme *"Student Volunteers"*. However this is still a young initiative, set up only in 2010.

Finally, there is one of the best-known NGO portals in Poland the www.ngo.pl that provides information for all non-pro t organisations in Poland, also on volunteering. Volunteers can nd on organisation to volunteer for and vice versa. Taking into consideration the range of the portal and amount of volunteer opportunities, it is probably the Polish best-known volunteer matching Internet tool.

In Poland the biggest volunteer involving organisations are the ones which organise one-o events or short-period actions, especially around Christmas time. e two biggest organisations involving volunteers are the *Great Orchestra of Christmas Charity* and the *Spring Association.*

e *Great Orchestra of Christmas Charity* (Wielka Orkiestra Świątecznej Pomocy, WOŚP) is a foundation operating in the eld of health and education. Each year for 17 years, the Foundation has been organising the Finale of the Great Orchestra of Christmas Charity, a nationwide fund-raising event. e Finale is a very important social event bringing together millions of people.

roughout the country there are happenings, auctions, concerts and events being organised, some of which are broadcasted on public television. On 9 January 2011, during one day of the 19th Finale, 120000 volunteers collected nearly 37 008 974 PLN (approximately 9.2 million EUR). On 10 January 2010, during one day of the 18th Finale, the same number of volunteers (120000) collected nearly 43 million PLN (approximately 11 million EUR). In addition to fund-raising, the Foundation runs educational programs for young people, medical training and a centre for volunteer training. GOCC is also the organiser of Przystanek Woodstock (Woodstock Stop) music festival. e festival, which has been organised since 1995, is the Foundation's way of thanking all the volunteers and the supporters of the January Finale. At every festival dozens of Polish and international bands perform. ere's also a space for debate called the Academy of Fine Arts, which invites festival-goers to join in a discussion with authorities, journalists and people from the media. In 2009 500,000 came to enjoy the festival.

Around 11 million EUR were collected in 2010 thanks to a successful fund-raising event organised by the Great Orchestra of Christmas Charity.

e motto of the *Spring Association* (Stowarzyszenie Wiosna) is *"We help people to effectively help each other"*. e organisation was founded in Cracow in 2001. rough implemented programs it seeks to develop mechanisms to e ectively enhance the quality of life of those in need. e Association is the intermediary between volunteers, sponsors, and those in need. Selected activities include: Noble Gift - this action is carried out every year before Christmas; volunteers collect information about people in need, the data in anonymous form are published on an Internet database, through which sponsors can declare their assistance to speci c individuals. Parcels prepared by the sponsor are then delivered by volunteers to the recipients. In 2008 thanks to 112,000 sponsors and almost 5,000 volunteers a total of 6.4 million PLN (1.6 million EUR) were given to 8,000 families (48,000 people) from the whole country. Academy of the Future – Working in needy communities volunteers-tutors trained by the Association help children with long-term learning di culties in science. e programme currently covers 830 children from 12 cities in Poland.

ere are as well other organisations that involve a great number of volunteers, such as the *Polish Red Cross, Caritas Poland* or *Foundation for the Development of Voluntary Service*.

It is di cult to measure the level of cooperation between these actors. In 2009, there have been created working groups concerning the volunteering sector in Poland. One of them was set up by the Department of Public Bene t at Ministry of Labour and Social Policy in term of preparing and coordinating national strategy for European Year of Volunteering 2011. e group has given its recommendation for the National Plan of Action for EYV 2011 and played a signi cant role during 2011, in the consultancy process for most of the activities in the Plan.

Second group named *Sport Volunteering 2012+* (Wolontariat Sportowy 2012+) associates organisations and institutions together with the Ministry of Sport and Tourism, active on a level of volunteering in sport. e members of this group have prepared recommendations for the development of volunteering in sport - addressed to sport organisations and associations all over Poland.

5. OTHER STAKEHOLDERS

Companies

Volunteering is also a speci c part of Corporate Social Responsibility. It is very hard to judge if in Poland employee volunteering is just a matter of PR strategy or it really comes from authentic social sensitivity, however, undoubtedly, the number of corporate volunteering programmes and initiatives is growing in Poland. Still, it is very rare that companies in Poland do have such a programme. Only 7% of companies claim to have an employee volunteering programme (Volunteer centre's research 2008). at shows that there is no signi cant number of business entities involved in volunteering in Poland. Although some of those programmes are quite big and well recognised, it can be generalised that it is domain for larger and richer companies, corporations, mainly with foreign stakeholders. ere is no annually conducted research or analysis about business volunteering itself. Last report of this kind has been issued on 2008 by Warsaw Volunteer Centre and the research was made only on 207 entities. Preliminary results of a research that will become available later in 2011 show that very few companies cooperate with voluntary organisations and most of the companies do not recognise any of those organisations.

It is hard to judge if in Poland employee volunteering is just a matter of PR strategy or it really comes from authentic social sensitivity, however, undoubtedly, the number of corporate volunteering programmes and initiatives is growing.

Public institutions

Public Bene t Law established the *Council on Public Benefit Activities*, which serves as an advisory and opinion-forming body to the Minister responsible for social security issues.

e council issues opinions on matters concerning this Act of Law and on governmental draft laws in the eld of public bene t and volunteer work. e council represents an institutionalized form of cooperation between the public administration and NGOs at the national level. Its terms last for duration of three years and it provides a platform for articulating the interests and concerns of the NGO sector.

One of the most important actors in promoting volunteering from the governmental side is the *Ministry of Labour and Social Policy*. e Ministry worked, with a group of experts on volunteering, on the Long-term strategy for volunteering policy development. e project of this long term strategy has been prepared in the end of 2011 and it has been well received by the third sector organisations. e Ministry of Labour and Social Policy, Department of Public Bene t, served also as a Polish national coordination body for celebrating the European Year of Volunteering 2011.

e Ministry of Labour and Social A airs administers the *Civil Initiative Fund* (CIF, in Polish – FIO), which is a governmental long-term programme. e FIO is a grant programme addressing non-for-pro t organisations, established with the purpose of initiating and strengthening civic initiatives (and volunteering), in cooperation with NGOs. It is complementary to the already functioning solutions and practice in this area. One of the strategic criteria for applications in 2011 was projects focused on volunteering development, through educational measures, promotion and engagement.

e other public administration bodies involved in volunteering are local self-governments which are bound by law to establish an annual plan of cooperation with the NGOs and consult

organizations in designing and implementing volunteering related policies. Each year the interest in volunteering among local self-governments grows.

Education sector

Neither the Ministry of Education (supervising primary and secondary schools) nor the Ministry of Science and Higher Education (supervising tertiary education) or the Ministry of Sport and Tourism do not have specially dedicated Volunteering Departments. Within the government the department in charge of volunteering, called the Public Bene t Department, is placed in the Ministry of Labour and Social Policy. e Ministry of Education supports promotion of volunteering in schools among young pupils, through the 'Strategy of Poland for young people for years 2002 and 2013'. However, the document does not mention volunteering nominally, but encourages active youth participation.

ere is no systematic data collected by the Ministry. Some regions conduct research on the state of play of volunteering, as an example can serve 'First research on volunteering in schools of Warmia and Mazuria region' conducted in 2009. On the other hand, there are some bottom-up programmes and actions which promote this idea among pupils and students and teachers. In primary and secondary education these are: Training of school coordinators and Volunteering Clubs in schools; European Schools Clubs; Youth in Action programme; other programmes and actions which target students with volunteering e.g. School without violence (Szkoła bez przemocy,) Student Volunteering (Wolontariat Studencki), Equal Chances (Równać szanse).

e school volunteering is supported and developed through di erent tools such as trainings for volunteer coordinators, including for teachers and volunteer coordinators engaging pupils in schools organised by di erent NGOs, especially volunteer centres (for example a programme of the Volunteer Centre and Centre for Self-Development of Teachers "Open eyes", or a programme of the "Associations" Together, in Volunteer centre "Spinacz in Olsztyn project" Support for volunteer coordinators in schools is the province of Warmia and Mazury.); support of volunteer centres for set up and organisation of volunteer clubs in schools, including publications. Often also, volunteer centres and other NGOs engage as partners in the programmes promoting volunteering of young people, such as Student Volunteering and Equal Chances programmes.

According to the research of the Association Volunteer Centre, in Poland in 2006, there were 125 Volunteering Clubs in School (VCS) acting in di erent areas of social life. VCS are the informal groups of active pupils who, out of free will, engage in di erent activities which promoting voluntary spirit and helping those in need. ey are organised by and within schools, should have a coordinator and a structure which enables both preparing and enabling young people taking part in such activities. ey organise projects, help peers in need, and support the development of hobbies and passions as well as non-formal educational process. Hence, their target groups are pupils in a given school and local communities. Teachers involved in the clubs underline the positive impact that Volunteering Clubs in Schools have on young people's self-development, increase in their pro-social attitude and non-formal education dimension.

e recommendation would be to promote further this idea to schools, as taking into account the size of the country, number of inhabitants, the current number of clubs does not seem to be optimal.

Youth in Action is a very well known EU Programme for young people aged 18-30. It aims to inspire a sense of active citizenship, solidarity and tolerance among young Europeans and to

involve them in shaping the Union's future It promotes mobility within and beyond the EU borders, non-formal learning and intercultural dialogue, and encourages the inclusion of all young people, regardless of their educational, social and cultural background. Volunteering is one of the main elements of the Programme and most of the volunteer programs are happening within *Action 2 – European Voluntary Service (EVS) Programme*. Since 1998 in *Youth for Europe* (1998-2000); *Youth* (200-2006) and *Youth in Action* (2007-2013) many young people took part in volunteer projects (in EVS since the year 2000). In 2009, 376 Polish volunteers have gone abroad to work as volunteers and 442 young volunteers came to Poland.

The Volunteer week event aims to promote the projects and activies organised in schools but also to encourage the involvement of new education institutions.

Other programmes and actions which target students with volunteering, such as *School without violence* (Szkoła bez przemocy,) *Student Volunteering* (Wolontariat Studencki), *Equal Chances* (Równać szanse). ese programmes are not focused directly on volunteering, but they do o er students and pupils opportunities to involve as volunteers, volunteer involvement being one of the main methods used in their implementation.

e *Volunteer Week*, organised in cooperation and with support of the Association of the Volunteer Centres, is organised around the 5th December – the International Volunteers Day.

e aim of the Week is to promote the projects and activities already organised in schools but also to encourage new schools to engage in volunteering. In 2009, 850 schools from all over Poland organised voluntary projects during that week. ere is also a competition for the best voluntary projects organised by schools. Its purpose is to encourage school communities to share their good practices as well as time, knowledge and experience with those who need and want to take advantage of this assistance. 2010 edition aimed at engaging and encouraging parents in particular. Jury chooses all together 48 projects, 3 per each region (voivodeship) in Poland. e award is the publication of best projects as well as participation of the volunteer leaders on the *Summer School of Volunteer Leaders*.

Undergraduate students are strongly involved in numerous volunteer actions. Even though there is no matching portal available to facilitate matching volunteers and organisations, students are quite privileged in the sense that information about social actions, in which they can involve, is easily made available to them by career o ces. Academic career o ces are the places where students are looking for work, training and volunteering o ers. ese career o ces also cooperate with local NGOs and promote their actions among students.

ere is no special student volunteering organisation, but there is one, country wide social programme - *PROJECTOR* - Students Volunteering. is programme gives students an opportunity to execute their own project at primary schools in their region. About half thousand students have been involved in this programme during last couple of years. Another opportunities to volunteer are made available by the *Academic Sport Association*, where students are involved in the organisation of sport activities, serve as leaders or train other students.

e voluntary sector, approaches di erent stakeholders in di erent ways. ere are good examples of cooperation of the sector with public administration bodies (e Law on Social Bene t and Volunteering; strategies, recommendations, reports); there is cooperation between social responsible businesses with Volunteer centres and other NGOs in order to create interesting business volunteer programmes, but still there is a great potential in this eld. e

NGOs very often approach schools, universities for their programmes, as young people are often target groups of their projects. Volunteer Centres Association, for example, encourages schools to create school clubs for volunteering. e cooperation between the voluntary sector and self-governments (regional public authorities) is somehow problematic as not all self-governments create their Annual Plan for Cooperation with NGOs, despite their legal obligation to do so.

erefore not all non-pro ts, especially in smaller communes (*gmina*), are able to nd funds for their activities from the local level.

6. FUNDING OPPORTUNITIES

ere is no available data on the amount of the national budget allocated to volunteering on an annual basis. But over the past years the nancial assistance provided to NGOs by local self-governments has been increasing in Poland. Funds transferred by community councils to NGOs in 2008 were 57% higher than in 2003. At a more local level (towns and cities), the vast part of subsides is allocated to social welfare. In rural areas sport clubs are the main bene ciaries of such nancial assistance representing on average 38% of this income. According to research 68,4% of community councils provide funding for NGOs.

According to the 2007 Klon/Jawor Association' research, sources of funding of NGO activity are as follows:

- membership fees
- local authority sources
- donations from private individuals
- donations from institutions and companies
- governmental sources.

Volunteer sector organisations (non-pro t sector) nances are mostly supported by public money (local governments, governmental programs – such as FIO (Civic Initiatives Fund), or European Funds – such as ESF (the Euopean Social Fund). FIO is a long term governmental fund administered by the Ministry of Labour and Social Policy. is programme and as well ESF are distributed on project grant basis but not for institutional support (core funding). e European Social Fund is implemented in National Operational Programme – Human Capital, which allows non-pro t organisations to apply for funding on national and regional levels. Some of the priorities can be used for direct volunteer promotion and projects and Priority V can support the voluntary network infrastructure.

7. REGULAR AND SYSTEMATIC RESEARCH

Research on the organisations of the third sector and social life in Poland are conducted in the following centres:
Stowarzyszenie Klon/Jawor (Klon/Jawor Association) - an organisation for the study of the third sector in Poland, creation and provision of technological tools, strengthening cooperation within the industry and initiating debates. Klon/Jawor conducts research on voluntarism and third sector issues for 10 years. Klon/Jawor runs an info-point where people and organisations are provided with research results. e association also runs the well-known non-pro t portal in Poland the www.ngo.pl.

Główny Urząd Statystyczny GUS (Central Statistical O ce) - the State's centre for the collection and statistical analysis of most areas of public life. GUS researches non-pro t organisations and conducts surveys on the non-pro t work outside the household;

Centrum Badania Opinii Publicznej CBOS (Public Opinion Research Centre) - a publicly funded independent research centre leading polls on Polish society's opinions regarding socio-political and economical issues.

Stowarzyszenie Centrum Wolontariatu (Volunteer Centres Association) - an organisation focused on the theme of volunteering; a body responsible for leading the Volunteer Centres, they carry out research on corporate volunteering.

Fundacja Pracownia Badań i Innowacji Społecznych "Stocznia" (e Unit for Social Innovation and Research – Shipyard) – provides research and analysis in voluntarism, education, local development and civic participation issues; runs innovative projects;

Fundacja Instytut Spraw Publicznych ISP (Foundation Institute of Public A airs) – a non-governmental and independent research and analytical centre; it conducts research, analysis and prepares recommendations for fundamental public policy issues.

The Central Statistical Office (GUS – Główny Urząd Statystyczny) had not measured volunteering in a systematic way before 2010/2011. ere was some research done, but it has touched volunteering on the occasion of measuring other phenomena, and therefore cannot be de ned as volunteering studies. Questions about the number of volunteers and scale of work and service included in the research regarding associations, foundations and other social organisations are not giving the overall statistical picture of state of play of volunteering in Poland. In 2010-2011, GUS conducted the rst survey on unpaid work outside the household, based on the methodology proposed by the International Labour Organisation (ILO) Manual on the Measurement of Volunteer Work, on a module prepared together with the Johns Hopkins University. e study on the non-pro t work outside the household has been conducted in the form of a survey on a representative sample of people aged 15 years and more, present in households randomly selected for the Labour Force Survey (LFS). e GUS has only released preliminary results on this survey, at the time of the writing of this chapter. According to these preliminary results[1], direct and indirect volunteering in Poland in 2010 was equivalent to nearly 1.5 million full time employment (FTE) jobs, and to more than 9 billion EUR.

1. Główny Urząd Statystyczny. Preliminary results of the groundbreaking survey on volunteer work conducted by theCentral Statistical O ce of Poland. Available at: http://www.stat.gov.pl/cps/rde/xbcr/gus/PUBL_se_Preliminary_results.pdf

ere is a plan for the study to be carried out every four years. One of the reasons why volunteering was not researched regularly by the Central Statistical O ce was the conviction that volunteering is a small-scale phenomenon and has little economic value. Hence, measuring volunteering was not cost-e ective in comparison to the costs of testing. Additional discouraging factors were: lack of comparable research conducted by public statistical o ces in other countries, little international sharing of good practice with this regards and nally, limited cooperation between statistical o ces and voluntary organisations on that topic.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

Besides the Act of Public Bene t and Volunteer Work and rules set by this law there are no nation-wide standards for volunteer or volunteer organisations. e Volunteer Centres Association do have standards for new organisations that would like to become Volunteer Centres (VC). ose standards tackle issues such as: target group of VCs, services provided by VCs, rules of engagement in the VCs network. ose standards apply for VCs, but they do not apply for all non-pro t organisations working with volunteers.

A danger for organisations managing volunteers is not to have proper management training, which can lead to volunteers being disappointed and not motivated anymore to engage in volunteering.

Volunteer centres support as well other NGOs by organising trainings for volunteer coordinators and promotional campaigns about value of volunteering, but when it comes to trainings and knowledge sharing, those are only regional accessible projects and not standards for all non-pro ts.

As research made by the Unit for Social Innovation and Research SHIPYARD shows, many organisations manage volunteers, but very often, they do not have formal or informal training on how to do it. is causes that volunteers can be disappointed after not being managed in a proper way. Often organisations don't really motivate, inform or make good use of their volunteers. A lot of motivation, power and resources are lost. In such case, volunteers are disappointed, they do not come back to this organisation and moreover, very often they do not want to volunteer anymore.

Managing volunteers in an organized way is a cycle, where one needs to start with planning on the role of volunteers in your organisation, then there is a stage of informing about volunteer opportunities, next there is recruitment of volunteers, their preparation, maybe training (if needed) and moving to the important stage of motivating and supporting volunteers. e last stage of the cycle is sort of evaluation, acknowledgment and well-organised farewell for volunteers. e cycle restarts from the beginning when a new volunteer is coming to the organisation. If organisations know how the cycle works, it is more common that volunteers stay longer in the organisation and after nishing the voluntary service, they became the organisation's ambassadors. e Unit for Social Innovation and Research SHIPYARD works in coalition with non-governmental organisations from all over Poland in order to develop rules and criteria for a "prototype" of a volunteer friendly organisation/Institution based on the described cycle. ose rules are going to be distributed together with a volunteer management tool-kit in the beginning of 2011.

Di erent standards for volunteer friendly organisations are already implemented by the Volunteer Centres Association (VCA). e VCA is certifying organisations ful lling the

"volunteer friendly criteria". e di erence in those two approaches is that the rst one is more educational-con dence based, ("volunteer friendly organisation"), the second one is more about auditing, checking and certifying. Both ways certifying/declaring an organisation to be "volunteer friendly" are possible solutions to the problem that a lot of organisations do not know how to manage volunteers. Just as well, volunteers themselves are often not able to recognise by the rst contact if an organisation is "volunteer friendly and well organised" or not.

Poland has a problem of volunteers supply. A lot of people want to volunteer, they search for good opportunities and they don't nd always the best or most suitable ones. e demand for volunteers is growing each year, but the know-how on managing them does not grow that fast. If Polish organisations change their culture in relation to volunteers, we might have a quick grow in percentage of people interested and working as volunteers. Training o ered by di erent NGOs and Volunteer Centres is not su cient for the amount of people who want to volunteer. Just recently, in 2011, SHIPARYD Foundation issued a "Volunteering Management Practical Tool-Kit", which was very well received by NGOs and institutions. Before 2011, most of the tool-kits and guides on volunteer management were internal documents for organisations or general guidelines published by the Volunteer Center Association. EYV2011 has played a signi cant role for many organisations working with volunteers. It has been a very good opportunity to re-think theirs volunteer involvement strategies.

9. AWARENESS ABOUT VOLUNTEERING OPPORTUNITIES

What is probably the main barrier in development of social involvement in volunteering is a signi cant lack of well-recognised professional database dedicated to it. Even though there are several on-line portals with information about volunteering, none of them is recognised as leader in the eld and neither of them is used signi cantly. Most of these databases are still fragmented and often not up-to-date. During the European Year of Volunteering 2011, many di erent organisations, federations of organisations started to work on their information and communication technologies (ICT) tools for volunteering involvement. ere are beta-versions of portals dedicated to involvement of volunteers in metropolitan areas. e ICT world is changing very fast, so probably di erent internet portals will be set-up in the very near future. Among the existing volunteering e-portals the most popular are:

ngo.pl - which is also an unique portal with up-to-date database embracing the third sector in Poland, with latest research and law information; among di erent options this portal o ers a database of 140 000 NGOs and plays a role in matching volunteers and organisations. Ngo.pl has its web page wolontariat.ngo.pl where volunteers and organisations can post their messages, but it works more as a notice-board, than a matching portal.

v4sport.eu - platform devoted to volunteering in sport, with information and e-tools, enabling searching volunteer opportunities for both volunteers and organisations interested in sports.

wolontariat.org.pl – called the "goodness box", is an on-line tool administrated by Volunteer Centres Association where volunteers can nd service opportunities nationwide and organisations can also post their announcements.

Volunteering is rarely an object of promotional actions. Until the European Year of Volunteering (EYV) 2011 there were no TV or radio programmes dedicated to that subject. Some organisations engaged in volunteering sometimes use outdoor billboards, but due to their limited funding, they have limited scope.

A very good example of social campaigning made by a NGO is Volunteer Centre Association campaign entitled *'Helping makes you stronger'*. Despite being professionally made and having attractive spots and posters, the presence in and interest of media was insigni cant. Besides organised campaigns, there are di erent events that catch up social attention on volunteering. e nal of the *"Great Orchestra of Christmas Charity"* is the event getting most attention for volunteering. is one-day event, repeated annually for 19 years already gathers each year over 100 000 volunteers and has each year full media coverage by one main TV channel in Poland. is is already a tradition in Poland to support Orchestra and it is a tradition to underline the work of volunteers, which is priceless for Orchestra to succeed.

Volunteering is part of the concept of the organisation of big sport events, such as *EuroBasket 2009*, *Special Olympics European Summer Games 2010* or *UEFA EURO 2012™*. ere are also critical moments which paradoxically focus public attention on volunteers and their contribution to public interest, such as oods which engage hundreds of people in helping one another.

Apart from special events such as the above, media in Poland are rarely interested in volunteering. It is not so common to underline volunteer work, which is present in every-day life in non-pro t organisations, public institutions or in living neighbourhoods; re ections of volunteering in media remain occasional.

10. ADDITIONAL COUNTRY SPECIFICITIES

All relevant aspects have been presented in the sections above.

11. RECOMMENDATIONS

Recognition and promotion of volunteering

One of the main obstacles for volunteering in Poland is the lack of public awareness. Firstly, there should be more attractive promotional campaigns targeting volunteers. Media should support volunteering e orts and volunteers' stories should become a part of the everyday news. Also, the voluntary sector should learn how to attract media's attention, how to communicate volunteering and to promote voluntary activities in the society. Secondly, government and local authorities should support the development of voluntary activities for schools. Widening and supporting the network of school volunteer clubs would be useful in promoting active participation of young people in their local communities. Moreover, the National Statistical O ce should support academic institutions and non-governmental organisations in regular research on social and economic value of volunteering. e recognition of the contribution of volunteering to building social capital, education and training, gaining new skills and competences and to Gross Domestic Product should be made widely known in the society and among decision makers.

Networking, advocacy and professionalisation

e second barrier to further development of volunteering is the lack of networking and advocacy activities of volunteer centres or organisations. Volunteering infrastructure cannot be strengthened without exchange of good practices and mutual support of the organisations. e last twenty years have shown that although many voluntary organisations exist, they do not nd themselves in a reality of new media, their o er for community is not 'up-to date', they often do not know how to approach di erent age groups, they do not use their (full) potential and what is more important they are not always ready to professionally manage and retain volunteers. As an example can serve the community centres (Domy Kultury) which are still old-fashioned, out-dated organisations, and which could be easily transformed in order to be a part of a volunteering infrastructure. Another example is the governmental programme *"My Sports Field – ORLIK 2012"*. It foresees the construction of sport facilities, available to a wider public and free of charge. Till now there are 1300 sport elds build in Poland but ORLIK 2012 is not a volunteer centre or a community centre. It is very clear that with such an infrastructure ORLIK could be a place for an increasing volunteering in sports movement. Voluntary organisations should build networks to learn from each other's experience, to jointly follow and implement innovative ideas and advocate their needs to the national and regional public authorities. Professional and transparent organisations could also attract more business support. Polish voluntary organisations should also strengthen their participation in the European networks, government should possibly support networking and partnerships on both European, national, regional and local level.

An important obstacle for volunteering is the lack of public awareness. Media should support volunteering efforts and volunteers' stories should become a part of the everyday news. Also, the voluntary sector should learn how to attract media's attention and how to promote voluntary activities in the society.

Standards and quality

ere is a need to introduce a standard for organisations and institutions which engage volunteers in their activities. ere is a need for training and raising awareness of volunteering values. ere should be smart and easy tool-kits with easy tips on how to work with volunteers, how to maintain their motivation, how to recruit new volunteers and how to work with them when they cease volunteering. ose standards should be kept and the quality of volunteer management could be supervised by volunteer centres or di erent volunteer organisation networks.

Local support

Local structures of self-government should be much more involved in promoting and supporting local volunteering infrastructure and volunteering as it develops social capital in communities.

e rules of mutual, local cooperation should be established in cooperation with local NGOs, which are familiar with local needs.

European Level

On the European level it is worth to maintain programmes such as Youth in Action and its EVS component, but there is a space for more volunteer supporting programmes. A programme that supports the growth of volunteering infrastructure should be developed. Introducing some standardisation for volunteer management for all European countries, starting with one coherent de nition of volunteering, might be helpful. Such de nition would help to compare data between di erent countries. Nowadays it is di cult to do it, as each country de nes volunteering di erently.

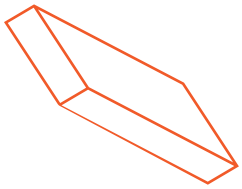
Implementation of the Long-Term Strategy for Volunteering Policy Development

As is has been already mentioned, in 2011, e Ministry of Labour and Social A airs has developed, with the contribution of experts, the Polish "Long-term strategy for volunteering policy development". is document is a rst o cial document addressing volunteering, since the adoption of the Law on Public Bene t and Volunteering in 2003.

e Strategy is attempts to collect in one document the most important areas and factors concerning volunteering in Poland. Its structure has been divided in three parts:

1. *People and their surroundings: development of voluntary attitudes and culture of volunteering;*
2. *Institutions: strengthening volunteering organisers, developing their competences and skills; setting up support systems for volunteering organisers, including volunteering infrastructure, and support of collaborations between entities;*
3. *System solutions: strengthening public policies focused on volunteering development, particularly: creating a friendly legal environment for volunteering, strengthening the role of volunteering in societal problem-solving and developing long-term volunteering in Poland.*

e Strategy is a complex document with many useful recommendations and directions for volunteering development. It is now up to the Ministry of Labour and Social A airs, public institutions and di erent NGOs in Poland, to ensure that the strategy is implemented and measures are adopted in national, regional and local programmes and projects.



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CHAPTER

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Under the Portuguese basic legal framework for volunteering (Law no. 71/98, article 4), the organisations legally allowed to recruit and coordinate volunteers are public entities of central, regional or local administration or other legal persons governed by public or private law, as well as socially recognised organisations, that meet the conditions to integrate volunteers and coordinate their activities.

is law also mentions that activities involving volunteers must pursue the social and community interest and can be developed in the following domains: civic, social action, health, education, science and culture, patrimony, environmental protection, consumer protection, cooperation for development, employment and vocational training, social reinsertion, civil protection, development of associative life and social economy, promotion of volunteering and social solidarity or others with similar nature. is list is not exhaustive, it contains a certain degree of overlap and is always open to existing domains or to new ones that might emerge.

e Law no. 71 de nes volunteering as a set of activities pursuing community or social interest, carried out in an unsel sh way by individuals, within the framework of not-for-pro t projects, programmes or other interventions developed by public entities or private organisations for the bene t of individuals, families or communities in need.

A volunteer is de ned as an individual performing volunteer activities in an organised setting, out of his/her will, in an unsel sh and responsible manner, according to his/her quali cation and during his/her leisure time.

Volunteering infrastructure is responsible for de ning a volunteering programme as the result of the mutual will and responsibility of the volunteer and the organisation. e volunteering relationship is based on 3 principles: the free and responsible adhesion of the volunteer to carry out the volunteering activities, the existence of a relationship between the organisation and the volunteer, and the translation of the principles of volunteering, such as solidarity and complementary responsibility, into practice.

e National Council for the Promotion of Volunteering was established by the law decree no. 389/99, as the public entity responsible for the development of volunteering functioning according to the provisions of the Resolution no. 50/2000 of the Council of Ministers.

2. VOLUNTEERING LANDSCAPE

e Law no. 71 de nes volunteering as *a set of activities pursuing community or social interest, carried out in an unselfish way by individuals, within the framework of not-for-profit projects, programmes or other interventions developed by public entities or private organisations for the benefit of individuals, families or communities in need*. is law does not cover informal and isolated volunteer work.

e principles of volunteering set forth by the law are: responsibility, participation, cooperation, complementarity, being without payment, and convergence. In Portugal volunteering is strongly in uenced by Christian values and morals. e church was the rst institution to supply volunteer assistance inspired by the Christian principle of charity. Over time, State and Church shared social responsibility and supported the establishment and expansion of the institutions supplying social assistance. ese institutions maximised the spirit of solidarity and individual participation. e last decade of the XIXth century marked a turning point for volunteering with the institutionalisation of the Social Service. is institutionalisation of social services entailed services previously provided by religious believers and/or volunteers being provided by professionals.

Organisations such as Humanitarian Associations of Firemen and the Red Cross are heavily dependent on volunteers, whereas private institutions of social solidarity rely rather little on volunteers

e percentage of volunteers in Portugal is lower than the percentage of volunteers in other European countries and North America. is is linked to the social, economic and political factors that have a ected both the supply and demand of volunteers. Various organisations depend in di erent degrees on the utilisation of volunteers, according to their main activities and available resources. us organisations such as Humanitarian Associations of Firemen and the Red Cross are heavily dependent on volunteers, whereas private institutions of social solidarity rely rather little on volunteers. Smaller entities targeting vulnerable social groups and with little support from the state, are the ones that depend more on the work of volunteers. In 2001, the study 'Characteristics of Volunteering in Portugal' showed that there were 1.5 million volunteers integrated in the voluntary work of active organisations.

e pro le of volunteers varies according to the eld of involvement and the type of organisation they are involved in. e most signi cant percentages are among the young and adult population, educated above average, either still studying or already employed. Fields of volunteer involvement have changed from the traditional social assistance and health towards environment, culture, and social economy. is diversi cation of elds of activity for volunteers has brought along an improvement in the quali cations of volunteers, the recognition, and the motivation of volunteers.

e interest of media for volunteering has been increasing and e European Year of Volunteering (EYV) 2011 was an excellent opportunity to obtain even more visibility.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

In 1998 (through Law no 71/98, 3 November) the basic legal framework for volunteering was published, with the aim to promote and ensure the equal participation of all citizens in volunteering. Since some aspects of the framework needed to be detailed and further regulated, almost a year later a law decree was published (law decree no. 389/99, of 30 September). A working group to review the legislation was recently implemented, on 5 December 2011, to make proposals in order to change some aspects of the legislation.

Law no 71/98 establishes the principles of volunteering, namely solidarity, participation, cooperation, complementarity, being payment free, responsibility and convergence.

e Law no 71/98 de nes the basic legal framework under which volunteering should be developed, recognising its social value as an expression of active citizenship and consequently promoting and ensuring its autonomy and diversity. It establishes the principles of volunteering, namely solidarity, participation, cooperation, complementarity, being payment free, responsibility, and convergence. It includes the de nitions of volunteering activity and volunteers, the organisations allowed to recruit and coordinate volunteers, the domains in which volunteering activities can be developed, the rights and duties of volunteers and the relationship between the volunteers and the volunteers involving organisations.

Volunteering is de ned as a set of activities pursuing community or social interest carried out in an unsel sh way by individuals, within the framework of not-for-pro t projects, programmes or other interventions developed by public entities or private organisations for the bene t of individuals, families or communities in need. A volunteer is de ned as an individual performing volunteer activities in an organised setting, out of his/her will, in an unsel sh and responsible manner, according to his/her quali cation and during his/her leisure time.

is law contributes to the creation of an enabling environment for volunteering as it clearly de nes its legal framework and regulates other relevant aspects of carrying out volunteer work.
e main responsibility for implementing the provisions of this law lies with the government. Until 1999 there was no formal infrastructure body to support volunteering. However through the law mentioned above the National Council for the Promotion of Volunteering (CNPV) was established.

CNPV is a Portuguese public body within the structures of the Ministry of Labour and Social Solidarity. It is composed of representatives of public organisations, from several ministries such as Foreign A airs, Internal Administration, Social Security, Family and Child, Justice, Education, Health, Environment, Culture and Youth Ministries, from Regional Governments and of private, non-governmental organisations (NGOs), including a broad range of volunteering activities, such as the National Municipalities Association, National Confederation of Solidarity Institutions, Holy Houses of Mercy Union, Portuguese Red Cross Union and Mutualities Union.

CNPV main competences are: promoting volunteering; coordinating volunteering; enhancing skills of the volunteers. CNPV promotes a wide array of actions that lead towards the recognition of the rights of volunteers and actions related to the promotion, coordination and quali cation of volunteering. CNPV activities are supported with information resources such as website, publications, and a newsletter.

CNPV is a consultative board, compulsorily consulted by law whenever policy measures concern

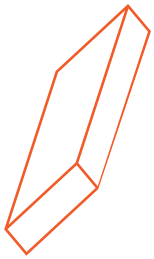
volunteering, which issues statements and advises the Parliament on the draft laws. CNPV meets once a month in plenary. e analysis of strategies and the approval of policy proposals are done in the monthly meeting with all the Counsellors. Two specialised commissions were created: the Commission for Volunteering in Health and the Commission for Volunteering in Justice. CNPV also provides vocational training for trainers concerning speci c aspects of volunteering all over the country, and has published a Trainer´s Handbook.

e major national volunteer organisations are represented in CNPV, as the National Confederation of Solidarity Institutions, Holy Houses of Mercy Union, Portuguese Red Cross Union, Mutuality's Union, and the Portuguese Confederation on Volunteering. Other organisations often consult CNPV on various issues. ere is close cooperation between all the organisations that support volunteer projects and the CNPV.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

ere is no national volunteer centre in Portugal. CNPV acts as a national support and resource centre for volunteering in its capacity of public body responsible for volunteering. In 2001 Local Volunteering Banks (LVB) were created to stimulate volunteering at the local level. ese banks are realised by local municipalities or NGOs, with the technical support of the CNPV.

ese local and decentralised structures seek to facilitate the promotion of volunteering and to be a meeting point for individuals that are willing to volunteer and institutions that need volunteer contributions in order to support the implementation of their activities. ere are 91 LVBs throughout the country including the Madeira and Azores Autonomous Regions. CNVP works closely with the LVBs, which are implemented by local municipalities or NGOs, with the technical support of the CNPV.



In 2007 the *Portuguese Confederation for Volunteering (CPV)* was set up as a representative structure for volunteer organisations in Portugal, regardless of their speci c eld of activity.

ere are a variety of civil society organisations active in Portugal, taking the form of associations, cooperatives, foundations, local development organisations, holy houses of mercy, non-governmental organisations for development, and private institutions of solidarity. Many of these organisations are members of the CNPV, as well as the Portuguese Confederation of Volunteering.

Associations

ere are many forms of associations in Portugal, namely associations of voluntary remen, consumer protection, education, students, families, immigrants, youth, women, parents, disabled, environment, leisure, and cultural activities. Each has speci c by-laws regulating them.

Local development organisations

Local development organisations were created after the Portuguese accession to the European Union. ey intervene on training activities, adult education, research and development, environmental protection, and support to the elderly population.

Holy Houses of Mercy

e rst Holy House of Mercy was established in 1498, as a charitable institution dedicated to improving health and social problems. Nowadays they focus on providing healthcare, education and cultural opportunities to the most deprived. ere are approximately 400 *Holy Houses of Mercy* in Portugal, united in an umbrella organisation representing their interests, and are called *The União das Misericórdias*.

Non-governmental organisations for development (NGDOs)

ese are private non-for-pro t structures. ey intervene especially on the eld of cooperation for development, education for development, humanitarian and emergency aid. A Portuguese Platform of NGDOs was created in 1985; today it counts 56 members.

Private Institutions of Solidarity (IPSS)

Such institutions are non-for-pro t organisations, of private initiative, which seek to give an organised answer to the moral duty of solidarity and justice among individuals, administered by the state or a municipal political body. e majority of IPSS in Portugal are Holy Houses of Mercy, parishes and social centres, mutual associations and social solidarity associations.

5. OTHER STAKEHOLDERS

Private sector

Business involvement in volunteering is re ected by the project called G.I.R.O. – Grace, Intervene, Recover and Organise, the largest corporate voluntary action in Portugal whose main objective is the improvement of quality of life of groups at risk. is action gathers around 500 volunteers from several enterprises who exchange o ce for community work for local charities and associations for one day. ey carry out activities like rehabilitation of various social facilities, including painting walls/fences, placement of pavements, yard remodelling, placing ceilings and other similar tasks. is project is led by the Re ection and Support Group for Corporate Citizenship Association (GRACE). is is an annual initiative, the sixth edition of which took place in 2011 in various places across Portugal.

e *Hand in Hand Project*, established in 2001, is a corporate movement sponsored by the Portugal Telecom Foundation. is project is linked to IPSS and to Holy Houses of Mercy, as well as to hospitals and public educational institutions. e project targets victims of social exclusion. e project is made possible by the participation, willingness and commitment of many companies. During its nine years of existence the project counts nearly 3,000 bene ciaries, more than 100 actions and 60,000 working hours.

Public sector

Government involvement in promoting volunteering is re ected in the legal framework provided for volunteering and also in the support it gives to the CNVP and its activities. CNVP is consulted with regard to new legislation and invited to support the development of speci c projects.

Education

Since 2001, the subject “Civic Education” has been integrated in student curricula as a compulsory area for all students between the 5th and 12th grade. is course is intended to be a privileged space for the development of citizenship skills, to develop students’ civic awareness

as a key element in the formation of responsible citizens, critics, actors and assets, using exchange of experiences and active participation, both individual and collective, in the life of the class, school and community. Volunteering is often chosen as the practical form of active participation. An optional class with the subject "Law and Volunteering" is taught in the private Catholic University of Lisbon. e class includes both theoretical and practical components, including e ective volunteering activities. e Faculty of Psychology and Educational Sciences at the University of Coimbra o ers a course for University Volunteering within the curricula of the degree in social service.

6. FUNDING OPPORTUNITIES

e main governmental source of funding for volunteering is the Institute of Social Solidarity who allocates a budget to CNPV of around 70,000 EUR per year. is funding is stable and reliable. e money, despite not being much, is su cient for the activities planned. is budget covers a magazine, travelling costs and participation in international meetings, seminars, conferences, the organisation of other initiatives, issuing of volunteer national cards etc.

The National Council for the Promotion of Volunteering receives funding of 70,000 EUR per year. The funding, despite not being much, is sufficient for the activities planned and, moreover, is reliable.

Other voluntary organisations are independent from the state and have their own budgets. Other sources of funds for the voluntary sector in Portugal are donations and fund raising events (for example, the Portuguese League against Cancer organises, with the support of volunteers, an annual national collection to raise funds). International Medical Assistance (AMI) a non-governmental humanitarian organisation and Cáritas Portuguesa promote the revitalisation of the social actions of the church and rely on other forms of nancing. Other examples are partnerships with banks, as the case of Montepio.

7. REGULAR AND SYSTEMATIC RESEARCH

e rst well-known study on volunteering in Portugal dates back to 2001 and was published by the National Commission for the International Year of Volunteers. e study was conducted by the Social Sciences Institute from the Lisbon University and is titled *"Profile of Volunteering in Portugal"*. e study focuses on the framework of volunteering in Portugal, the volunteer pro le, and types of organisations within the third sector. Other studies on volunteering in Portugal are published by the CEV-European Volunteer Centre (*"Volunteering in Portugal Facts and Figures Report"* edited in 2008) and by SPES-Centro di Servizio per il Volontariato del Lazio (Study *"Volunteering across Europe–Portugal"*).

Under the EYV2011, two studies were carried out in Portugal: the rst was the follow up of the study of 2001 (Characterisation of Volunteering in Portugal) and the second, on the activity and functioning of the Local Volunteer Banks in Portugal (actually there are 95 LVBs implemented and around 50 to be implemented).

e economic impact of volunteering was measured by a preparatory study conducted by the Observatory of Employment and Vocational Training, dated 2008.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

One important issue for ensuring quality of volunteering in Portugal is related to training for volunteers. Training is particularly important in certain areas, e.g. healthcare, where volunteers have to be well prepared before they can work by themselves. e de nition of a basic training methodology for volunteers, assumed and recognised by all is essential. Local Volunteering Banks play an important role in this eld by giving technical support to organisations who involve volunteers and by training volunteers.

One of CNPV's commitments is to ensure proper training of volunteers. In 2003 CNVP published a trainer´s handbook, based on collaboration with other organisations. is Handbook is used in CNPV training sessions throughout the country. One of the important actors in producing this training handbook was the Institute for Solidarity and University Cooperation (ISU). ISU runs a Centre for Volunteering Training, promoting solidarity and citizenship culture through volunteering.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

CNPV[1] runs a website where a database of volunteer involving organisations exists to help potential volunteers to identify suitable volunteering opportunities and choose the most appropriate one, according to individual interest and skills and matching the needs of the organisations. is database has around 1000 registered volunteer involving organisations. is matching service is also available through the Local Volunteering Banks.

CNPV edits a quarterly magazine called *"Volunteering, today"*[2]. is is a free magazine printed in 8,000 copies and distributed throughout the country. CNPV sta often participates in seminars, conferences, meetings, radio and television programmes, informing on and promoting volunteering. To celebrate 5 December International Volunteer Day, CNPV organises a big event dedicated to the Day. Public messages are launched on this occasion through outdoor electronic display facilities.

Besides resources made available by CNVP for promoting volunteering, organisations active in the eld also use their own promotional tools such as personalised websites, publications, studies, research reports, etc. Media is a very good tool for promoting volunteerism; sta of CNVP and other volunteer involving organisations participate in TV and radio programmes and give interviews to magazines and newspapers.

10. ADDITIONAL COUNTRY SPECIFICITIES

One of member organisations of the Conselho Nacional para a Promoção do Voluntariado is the Portuguese Fire- ghters League. e great majority of re ghters are volunteers.

1. http://www.voluntariado.pt/
2. Voluntariado, hoje, available at: http://www.voluntariado.pt/left.asp?01.03.05

11. RECOMMENDATIONS

In Portugal, it would be important to connect the Local Volunteering Banks to the Local Social Networks, a structure created by the Government, in all municipalities, for discussion and planning of local social development.

Another recommendation is to stimulate local partnerships between businesses, NGOs and local authorities to develop new combined ways of volunteering.

At the European level, it would be interesting to de ne a partnership between the governments and the most important enterprises and NGO networks, to establish a functional cooperative framework for volunteering.

Resources

Conselho Nacional para a Promoção do Voluntariado www.voluntariado.pt

Delicado, Ana., Almeida, A., Ferrão, J. (2002) *" Caracterização do Voluntariado em Portugal ", Universidade Nova de Lisboa, ED. Comissão para o Ano Internacional do Voluntariado*

European Volunteer Centre, 2008 Report on *" Volunteering in Portugal Facts and Figures"*

Fundação Portugal Telecom www.fundacao.telecom.pt

GRACE Portal de Cidadania Empresarial www.grace.pt

SPES-Centro di Servizio per il Volontariato del Lazio, *" Volunteering across Europe", ED spes, 2008*

CHAPTER 2.4

ROMANIA

VOLUNTEERING INFRASTRUCTURE

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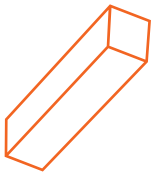


1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Volunteering infrastructure is a rather new concept in Romania and its use is restricted currently to those directly involved in the development of volunteering in the country. However, elements of volunteering infrastructure existed for quite some time in Romania, although they are not necessarily perceived as being part of the volunteering infrastructure. No formal de nition or discussion has been initiated so far in Romania with regards to what volunteering infrastructure is, what are its main roles and functions and what are its main components.

e national resource centre for volunteering, *Pro Vobis*, has been using the term volunteering infrastructure in de ning one of its strategic directions since 2007. e actions included under this label referred to the development of local volunteer centres, the development of a national web portal on volunteering, and the facilitation of networking among volunteer centres and volunteer-involving organisations. e concept gained momentum during 2010 when a new actor emerged in the volunteering landscape in Romania, *Federatia VOLUM* – Federatia Organizatiilor care Sprijina Dezvoltarea Voluntariatului in Romania (VOLUM Federation – the Federation of Organisations Supporting the Development of Volunteering), the national umbrella body for volunteer centres and volunteer-involving organisations in the country. Following its legal registration in December 2010, VOLUM Federation became a lead actor in promoting the concept of volunteering infrastructure, especially during the activities implemented to celebrate the European Year of Volunteering (EYV) 2011 in Romania.

Considering the discussions and debates held during recent years around the concept of volunteering infrastructure in Romania, we can advance the following de nition: volunteering infrastructure includes a set of resources and a combination of mobilising actors and networks that provide a particular sense of empowerment of volunteers and volunteering organisations and function according to voluntarily assumed self-regulatory principles.

e resources included refer to enabling legal frameworks, appropriate nancial support mechanisms at all levels, access to appropriate logistics (such as o ce space, communication facilities, skilled sta etc.) and proper media coverage of volunteering as a social movement. e mobilisation actors and networks include the volunteer involving organisations and institutions that provide organised volunteering opportunities for all the people interested in getting involved as volunteers and their respective networks that facilitate cooperation and exchange of good practices.

e sense of empowerment that the resources and mobilisation actors provide together refers to a shared understanding of volunteering within society and the appropriate public recognition of the value of volunteering for the individual and the society, alongside a positive social valorisation of volunteers and volunteering and a reasonable level of social responsibility at both individual and corporate levels. e self-regulatory principles are codes of ethics and good practice standards voluntarily assumed by all mobilisation actors, established volunteer management processes aimed at ensuring quality volunteering experiences for volunteers and well established monitoring and evaluation tools for regular assessment of the value and impact of volunteering in the country.

Components of volunteering infrastructure

Resources	Enabling legal framework (nationally and at the European level)
	Appropriate financial support mechanisms in place
	Access to appropriate logistics (office space, skilled staff, communications etc.)
	Proper media coverage of volunteer action
Sense of empowerment	Shared understanding of volunteering within the society
	Recognition of the value of volunteer work
	Positive social valorisation of volunteer involvement
	Reasonable levels of social responsibility at individual and corporate levels
Mobilisation actors / Networks	Volunteer centres (local, regional, national)
	Affiliation with networks of volunteer centres (regional, national, international)
	Volunteer involving organisations and/or volunteer involving public institutions
	Established recruitment and/or recognition events
Self-regulatory Principles	Codes of conduct for volunteer-involving actors
	Principles of good practice in working with volunteers
	Established volunteer management process (training, principles, tools etc.)
	Monitoring and evaluation tools for assessing the volunteer management process and the volunteer work

Major functions that the volunteering infrastructure needs to ful l include providing regular organised and quality volunteering opportunities for all the people who want to get involved as volunteers, ensure the existence, functioning and regular updating of an enabling regulatory framework for volunteering, providing proper guidance to volunteering stakeholders and coordinating their e orts and actions for achieving a sustainable development of volunteering in the country, ensuring regular nationwide volunteering promotion events, implementing adequate public recognition events aimed at raising the pro le of volunteers and volunteering, developing and implementing adequate self-regulatory tools and mechanisms that ensure quality of volunteering, recognition of volunteering and impact of volunteering.

2. VOLUNTEERING LANDSCAPE

One of the issues faced by volunteering in Romania is providing a reliable answer to the question "How many volunteers are in Romania?" and the answer is far from being straightforward. e simplest answer would be 20% of the population as indicated by the Eurobarometer no 73[1] from November 2010. According to this survey approximately 4 million Romanians declared they had volunteered during the previous twelve months. Despite the trust in the methodology of the survey and the reliability and professionalism of its authors its reliability can be doubted. Such doubts stem from the terminological tangle surrounding volunteering in Romania. It is very di cult to clearly state what exactly volunteering means in Romania and even more di cult to picture how it is represented in the minds of Romanians. When one declares to have been involved in volunteering activities, the activity reported as volunteering can range from being a member in an association to participating in an awareness raising campaign, from helping a person in need or helping your neighbour to giving money to the beggar at the corner of the street or in front of the church.

The so called "patriotic work" was a compulsory activity during the communist regime, imposed to all citizens. Participation was strictly monitored by the representatives of the Communist party and consequences for not attending were severe.

e de nition problems come from a variety of sources. First, the Romanian Law on Volunteering (Law 195/2001) de nes volunteering as "the public interest activity carried out of free will by any individual, for the bene t of others, without any nancial bene t." e law only refers to the volunteering activities carried out in an organised setting, namely in the frame of a legal non-pro t entity or public institution. is is very limiting since informal volunteering activities are left out. However, survey respondents would report they have been volunteering even if they carry out informal volunteering outside the coverage of the law. Second, the misuse of the term volunteer in the public discourse of various state actors increases the confusion. Laws on the "voluntary military service" state that the "volunteer soldiers will receive a monthly payment" for their contracted services, thus contradicting the de nition cited above and increasing the confusion as the soldiers are actually employed under a work contract, but the decision to join the army as an employee is a voluntary (e.g. free will) one[2].

e Romanian Language Dictionary[3] explains the term volunteer as follows: I. about people: acting out of own free will; about actions: without constraint, based on free will, conscious; II. Person joining the army out of free will or performing a service willingly and unsel shly. Only the rst de nition somehow touches the meaning of volunteering as approached by this chapter, but it refers exclusively to the free will component of volunteering, leaving out other de ning features such as the public bene t or the absence of remuneration.

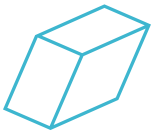
1. Eurobarometer no. 73, vol. 2, November 2010. Available at http://ec.europa.eu/public_opinion/archives/eb/eb73/eb73_vol2_en.pdf
2. Law no. 384/2006 regarding the status of voluntary soldiers. Available at: http://www.dreptonline.ro/legislatie/statut_soldati_gradati_voluntari.php
3. Available at http://dexonline.ro/search.php?cuv=voluntar.

irdly, the communist legacy of the former compulsory *"patriotic work"*[4] is still shading the true meaning of the term volunteer. Fourthly, the terms volunteer and member in an association have a surprisingly unclear relationship, varying from mutual exclusion to complete overlapping, making it very hard to clarify what exactly being a volunteer means in Romania.

e terminological tangle surrounding the terms volunteer/voluntary is far from being solved despite this however, the movement continues and bene ts from constant development.

A 2007 study[5] on the state of the volunteering eld in Romania allows us to draw the pro le of the Romanian volunteers. ere are slightly more female volunteers than male volunteers.

ey are mostly young, 71.4% being aged between 19 and 25, 8.1% between 26 and 35, and less than 4% in the other age groups, except for the teenage group with 9.3%. Volunteers are either highly educated or still in the educational system. Over half have already completed high school and 21.5% have already completed the university studies, and 5.4% have obtained their post graduate diplomas. Another 14.4% are still in school at various levels, while only 4.2 have not graduated high school. 34% of the volunteers are employed either full time or part time, while 58.8% are currently pupils or students, and only 3.7% are retirees.



ere are three potential explanations for the high percentage of young and highly educated volunteers. Firstly, the communist legacy still in uences the way people who experienced the compulsory work look at volunteering, while younger people have limited or no memory at all regarding the compulsory work. Secondly, the overwhelming majority of volunteering opportunities are suitable for dynamic people; most of the times require computer literacy or foreign language skills which are mostly found in the younger cohorts. irdly, volunteering involving organisations are located mostly in the urban area. e most active associative life can be found in large university cities, making thus volunteering opportunities available to a given category of individuals most probably young and educated. Organisations make e orts to increase the rate of adult and elderly volunteering, but the overwhelming majority goes for the skilled young volunteers, easily accessible and very dynamic. However, more recent data from 2010 provided by the Civil Society Development Foundation[6] shows that the most active age group in volunteering starts to slowly shift from the 15 to 25 year olds towards 25 to 35 year olds, while volunteering among the elderly starts to grow especially around church. In terms of types of activities volunteers get involved in, the top activity performed by volunteers is the direct work with bene ciaries of various kinds (29.7%) followed by the organisation of events (15.9%), management or coordination of activities (12%), communications/public relations activities (11.8%), public awareness campaigns (7.62%), o ce management (6.15%), and document drafting (5.16%).

Public perception of volunteering in Romania is quite di cult to assess. A few assertions can be made however, based on relevant practical experiences from the eld. Volunteering is not high

4. e so called "patriotic work" was a compulsory type of activity during the communist regime, imposed to all categories of citizens. For example, every September the start if school year was marked by two weeks of "practice in agriculture" where all pupils were taken with their teachers to do works such as harvesting corn, potatoes or apples. Same type of actions was imposed to workers in factories. In addition, every citizen had to perform a certain amount of work for the community within ones neighbourhood. Participation was compulsory and strictly monitored by the representatives of the Communist party and consequences for not attending could be severe.

5. e study "Volunteering in Romania – e State of the Field" was part of a project implemented by Pro Vobis National Volunteer Center in 2007 and nanced by United States Agency for International Development and World Learning through the Romanian Civil Society Strengthening Program. e research was conducted by the Center for Democracy Study at Babes-Bolyai University in Cluj-Napoca during May-July 2007. e study consisted of an organizational sample and a volunteer sample. Overall there were 427 volunteers and 62 NGOs from 12 cities across Romania responding to questionnaires. Data analysis has been performed by the author. e sample is not representative and the ndings cannot be generalized. However, the results provide descriptive information on the pro le of volunteers in Romania quite accurately.

6. Civil Society Development Foundation. 2010. „România 2010. Sectorul neguvernamental – pro l, tendinţe, provocări" [Romania 2010. e Nongovernmental Sector – Pro le, Trends, Challenges] . Available at: http://www.fdsc.ro/library/conferinta%20vio%207%20oct/Romania%20 2010_Sectorul%20neguvernamental1.pdf

on the decision-makers' agenda in Romania. A very clear indicator of this is the fact that no high level o cials have participated in the o cial events of the European Year of Volunteering 2011 in Romania, but only second or even third level public employees. is is despite signi cant e orts by the organisers to secure the presence of a minister to the opening and the closing conferences of the EYV 2011 in Romania. e Media covers volunteering sporadically. Most coverage is done by local or regional media and national media very seldom features volunteering in prime time. Some individual or sponsored corporate e orts has led to national media broadcasting volunteering-related TV shows, but their duration was short and coverage determined by either the individual champion (always a well known public gure) or as long as the corporate sponsorship was secured[7].

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

Volunteering in Romania is governed by a set of laws and regulations. e most important piece of legislation is the framework law adopted in 2001, Law on Volunteering no. 195. Since its adoption, the law has been changed in 2002 and 2006, but changes have not been signi cant. e law was adopted in the light of Romania's closeness to the European Union (EU) and the need for a regulatory framework to govern the participation of Romania in the Youth Programme of the EU and more speci cally for international exchanges of young volunteers.

is context is very weighty in the text of the law which refers explicitly and repeatedly to young volunteers. Other inconsistencies of the law refer to its unclear provisions related to how volunteering activity should be monitored and reported and how can volunteering be supported by the public authorities at all levels. Despite its problems, the law has marked an important progress in the development of volunteering in Romania as it allowed volunteer organisations to change their discourse aimed at promoting volunteering and have a very signi cant argument for the Romanian public discourse, the very existence of the law. Volunteering had thus entered into legality and it became legitimate to be organised, promoted, and to request support for its further development. One other extremely important e ect of the existence of a law on volunteering was the opening of public institutions such as schools, hospitals, museums etc. towards involving volunteers.

> From 2001, volunteering has entered legality and it has become legitimate to be organised, promoted, and to request support for its further development.

In addition to this framework law, there are other pieces of legislation touching upon volunteering. ese regulations are mainly concerned with social protection, provision of social services, provision of home care for the elderly, civil protection and disaster relief, environment and consumer protection, voluntary military personnel. e recently adopted Law on National Education[8] No. 1/2011 gives universities the possibilities to grant transferable credits to students participating in volunteering activities. ese aspects are to be regulated by each institutions, in its "University Charter". Other sets of regulations refer mostly to issues generally related to the wider civil society and include norms for consultation with civil society, transparency of decision making processes, and funding for civil society from public

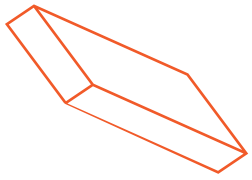
7. One such example is the TV show "Profession: Volunteer" sponsored by the Vodafone Foundation and broadcasted in 2010. e impact of this show is disputable, however, because the program is based on a misuse of the concept volunteer. e Vodafone Foundation chooses specialists from companies and pays their salary for 6 month so they can work in a non-pro t organization. e program is based on legal work contracts that the foundation signs with the participants, thus questioning the status of 'volunteers' that these people have.
8. "Legea Nr. 1 din 5 ianuarie 2011, Legea educaţiei naţionale" published in the O cial Monitor of Romania Nr. 18 of 10 January 2011, Art 203 (9), pag. 69

budgets at all levels. One of the major problems entailed by so many regulations touching upon volunteering is their lack of coordination with the framework law and the contradictions in de ning volunteering that we nd in at least two of these additional regulations. e laws on civil protection and voluntary military personnel rede ne volunteering by eluding to the provision of non- nancial reward, included in the de nition provided by the framework law, and regulating the types of nancial rewards that people employed as "voluntary soldiers" or "volunteers in civil protection" can receive, thus creating signi cant confusion[9].

Since 2009, the framework law on volunteering has been subject to several revision initiatives. Most coordinated e orts have been conducted in 2009 by Pro Vobis-the National Resource Centre for Volunteering and by the EYV coordination group in Romania during 2011. Following these e orts, at the end of 2011 the process of changing the Law on Volunteering has been o cially launched by the Romanian government and the responsible institution to manage the consultation process is the National Authority for Sports and Youth, part of the Ministry of Education, Research, Sports and Youth. roughout 2011, a thematic working group gathering experts form non-pro t sector and public institutions worked to put together a new law on volunteering, correcting most of the shortcomings of the current law and adding improvements and updates according to the changing volunteering landscape in the country. Two public debates will be organised in 2012 by the responsible institution before submitting the new text of the law for the approval of the Parliament. e major changes included in the proposed law are:

- *Official recognition of the importance of volunteering as an activity that creates social capital, develops individual skills and communities;*
- *Elimination of all explicit references to youth volunteering and clear definition of volunteering for all ages as a principle of the law;*
- *Inclusion of references to ensuring quality of volunteering (the need for a designated volunteer coordinator either employed or volunteer, the clarification of mandatory rights and responsibilities of the volunteer and the host organisation, mandatory volunteer contract, mandatory induction/ orientation of volunteers);*
- *Inclusion of provisions referring to employee volunteering (which is not mentioned in the current law and creates problems for employers developing employee volunteering schemes);*
- *Clarification of the distinction between volunteering and internship or professional traineeship;*
- *Clarification of the supportive role of the state in the development of volunteering;*
- *Request for implementation norms and methodology to be created in order to clarify the implementation of the provisions of the law.*

e development of this new proposal has been a successful exercise of collaboration between non-pro t organisations and the responsible public institutions. However, it is not clear whether the institution responsible with the consultation process will further have a role in implementing the new law or in developing the norms for its implementation, as the nal decision related to the content of the law and competences for its implementation depend on the Parliament's decisions.



9. For a detailed discussion and a list of all regulations touching upon volunteering please see Radu, M.B. and C.R. 2010. "Politici publice cu privire la voluntariat in Romania si Uniunea Europeana – o perspective comparata" [Public Policies on Volunteerign in Romania and the European Union – A Comparative Perspective], published by VOLUM Federation, November 2010.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

e non-pro t entities in Romania are registered to the local juridical authorities and there is a National Register of Non-Pro t Entities under the competence of the Ministry of Justice.

e register is to be updated constantly and provide reliable and up to date information on the number of non-pro t entities active in Romania. is is not always the case especially because of changes in the legal provisions for the non-pro t sector in the last 20 years and also because the register has not been regularly updated for certain periods of time and because the legal provisions regulating the closing down of a non-pro t entity are not clear and there are lots of organisations included in the register but not being active for quite some time. is register[10] is the most reliable source of information related to the number of registered non-pro t entities in Romania.

In January 2010 Romania had a number of 62,680 registered non-profit entities - 90% of them involved volunteers in their activities, while 68% functionned exclusively on volunteering.

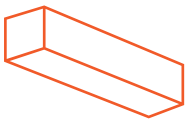
A study[11] conducted in 2010 by the *Civil Society Development Foundation (CSDF)*, Fundatia pentru Dezvoltarea Societatii Civile (FDSC), shows that in January 2010 Romania had a number of 62,680 registered non-pro t entities, as follows: 44,271 associations, 16,785 foundations, 758 federations, 633 unions, and 213 other type of non-pro t entities. e most accelerated growth in the number of registered associations and foundations was registered between 2002 and 2005, when their number grew ve-fold.

e associative life is more prominent in the urban regions, where 87% of all registered non-pro ts in Romania are located. Regarding the coverage of their actions, 24.13% of the registered non-pro ts act at the national level, 17.95% at the regional level, 22.73 at the country level and 20,94% at the local level. It is very di cult to assess how many of the registered entities are actually active currently in Romania as there are no regulations regarding regular reporting or other type of provisions that may allow authorities to have updated information on this matter. One indicator, even if not very precise, is the number of non-pro t entities registering their nancial situation annually with the Ministry of Finance. In 2008 almost a third of the legally established entities, 21,319 non-pro t organisations (NGOs), registered their closed annual accounts with the Ministry of Finance. As registration of annual accounts is not compulsory, it is unclear how many of those not registering their accounts are still active.

e same study conducted by CSDF in 2010 contains a special section on non-pro t sector leaders, their responses show that 90% of the non-pro ts in Romania involve volunteers in their activities, while 68% of them function exclusively based on volunteering, not having any employed sta . Findings in this section also show that the supply and demand of volunteers are not well balanced, the number of people willing to engage overtaking the number of available organised opportunities. us, 63.3% of non-pro t leaders declare that volunteers address organisations personally, 50% state that their organisations have enough volunteers and do not nd di culty in attracting volunteers, while 3.3% declare they have more volunteers than they need or have the capacity to involve.

10. Available at: http://www.just.ro/MeniuStanga/PersonnelInformation/tabid/91/Default.aspx
11. Civil Society Development Foundation. 2010. „România 2010. Sectorul neguvernamental – pro l, tendinţe, provocări". Available at: http://www.fdsc.ro/library/conferinta%20vio%207%20oct/Romania%202010_Sectorul%20neguvernamental1.pdf, pages 21-28.

Within the registered non-pro t entities, there are organisations, such as *Pro Vobis-National Resource Centre for Volunteering*, the *National Network of Local Volunteer Centres*, and *VOLUM Federation*, which represent the core of volunteering infrastructure. e rst volunteer centre in Romania became active in 1997 and it was set up as department of the Humanitarian Association Pro Vobis based in Cluj-Napoca. In 2001 the organisation changed its name and its mission, registering as the rst volunteer centre in Romania under the name of Pro Vobis Volunteer Centre. Following extensive activity in promoting volunteering and providing services related to volunteer involvement and training, Pro Vobis expanded its activity at the national level and, since 2004 became a resource centre for volunteering, volunteering promotion, training and consultancy for volunteering development, pilot projects in volunteering, and advocacy for volunteering. Pro Vobis' main action directions are volunteering promotion, development of volunteering infrastructure, "professionalisation" of volunteer management processes, and providing training and consultancy for volunteer involving organisations and public institutions.



During 1999 and 2011 Pro Vobis has provided support in the setting up of 35 local volunteer centres out of which 25 are still active. Most of the local volunteer centres are departments within larger non-pro t organisations, while very few are registered exclusively as volunteer centres. Some of the volunteer centres are registered as association, being membership-based; some are departments within foundations which do not have a wide membership base. eir main role is to act as brokers at the local level, matching volunteers and volunteer opportunities. Some of the volunteer centres function in small cities and in rural areas, where there not many, if any, other legal entities (public or non-pro t). Most of the volunteer centres also run their own volunteer programmes o ering volunteering opportunities at the local level. In 2001, four local volunteer centres created the National Network of Local Volunteer Centres in Romania. e network is an informal structure facilitating the exchange of practice between volunteer centres, being a forum for debate and a platform for cooperation for national volunteering promotion events. e network did not become a driving force in the promotion of volunteering, limiting its role to annual events and exchange of experiences among its members. is is due to capacity limitation in being strong enough to take the public stand in advocating and even lobbying for volunteering.

In the light of the European Year of Volunteering 2011 and aware of the need for a legally registered, representative entity to act as a national umbrella body for volunteering, Pro Vobis initiated in 2010 the set-up of VOLUM Federation- e Federation of Organisations Supporting the Development of Volunteering in Romania[12], o cially registered in December 2010, after a year long consultation process, having 25 founding members and other 13 organisations joining immediately after its registration. VOLUM Federation used the unique momentum provided by the EYV 2011 and became a recognised actor in volunteering, pro ling itself as the dialogue partner of national authorities on volunteering matters, and playing a key role in the development and implementation of Romania's national EYV 2011 action plan of Romania. VOLUM's mission is to facilitate dialogue and coordination of volunteering stakeholders, in order to ensure sustainable volunteering development in Romania. VOLUM Federation was set up in the unique context of the European Year of Volunteering 2011 with the aim of pushing volunteering on the public agenda and facilitating the adoption of a national strategy for the development of volunteering in Romania. VOLUM Federation has currently 46 members,

12. More information on VOLUM Federation can be found on its web site www.federatiavolum.ro. e website is available only in Romanian, brief English description of the federation is available on the web page of CEV – e European Volunteer Center, as the federation is a full members of CEV since February 2011, at the following link: http://www.cev.be/9-members_volum_121-EN.html

volunteer involving organisations active in elds like social services, education, youth, environment, health, human rights and targeting a wide variety of target groups. e federation has four main strategic directions: (1) building its legitimacy as a representative body for volunteering in Romania; (2) creating an enabling environment for volunteering in Romania; (3) developing the capacity of its members and increasing the quality of volunteering in Romania; (4) acquiring public recognition of the contribution volunteering makes to individual and social development. Data from 2011 shows that VOLUM member organisations have 83,394 individual members, employ 402 people, and involve 13,497 volunteers in their current activities. From its 46 members, 7 act nationally and internationally, 12 act nationally, 9 regionally, and 18 locally, being registered in 21 di erent localities, 43 in the urban area and 3 in the rural area. Nine of VOLUM's members are local volunteer centres. VOLUM Federation works in close cooperation with Pro Vobis with a clear division of tasks and responsibilities, VOLUM being dedicated to lobbying and advocacy for volunteering, while Pro Vobis is specialised in providing resources for volunteer involving organisations.

Some of Romania's largest volunteer involving organisations are branches of well-known international organisations such as the *Red Cross*, *Save the Children*, *Caritas Federation*, *World Vision*, *Habitat for Humanity*, *Hospices of Hope*, but also national organisations such as the *Foundation for Community Support* (Fundaţia de Sprijin Comunitar), *More Green Association* (Asociaţia Mai Mult Verde) or *New Horizons Foundation* (Fundaţia Noi Orizonturi). Most of these organisations are VOLUM members.

5. OTHER STAKEHOLDERS

Apart from non-pro t organisations which remain the major vehicle for citizens' volunteer involvement, there are other stakeholders involved in providing voluntary activities and promoting volunteering. Public institutions, such as social assistance providers, public hospitals, public cultural institutions such as museums, botanical and zoological gardens and education institutions organise volunteering activities and promote volunteering. Some businesses are developing employee volunteering programmes and are cooperating with non-pro ts in implementing such programmes.

Public institutions

Among the public social assistance service providers, the most open to volunteering are the directions for child protection cooperate with local NGOs to involve volunteers in service providing. One of the most successful hospital volunteering programmes is run by Little People Association in cooperation with hospitals in Bucharest, Cluj-Napoca and Timisoara. ey involve volunteers in providing assistance and recreational activities to children in oncology sections of these hospitals. Another pilot project is run by Pro Vobis National Resource Centre for Volunteering in cooperation with the British organisation Volunteer for Mental Health involving volunteers in providing assistance and recreational activities to patients in the closed wards of a psychiatric hospital. e Romanian Peasant Museum in Bucharest runs a successful volunteering programme for promotion and preserving Romanian folk traditions; the Botanical Garden in Bucharest organises every year the spring clean-up, a volunteer involving project gathering hundreds of volunteers.

Educational institutions

Volunteering in educational institutions is characterised by two dominant trends: teachers' individual initiatives to join national volunteering programmes such as the National Volunteer Week (Saptamana Nationala a Voluntariatului, SNV), an annual nationwide volunteering programme initiated and coordinated by Pro Vobis, and an o cial programme run by the Ministry of Education under the National Strategy for Community Action. e involvement of schools in programmes initiated and run by NGOs is has also increased in the past years. SNV, a spring programme aimed at mobilising as many actors and as many volunteers across the country, reaching its 10th edition in 2011, has seen an increase in the number of schools joining the programme, from 33 activities in 2009 to 85 activities in 2010 and 173 activities organised by 101 schools in 2011.

e *National Strategy for Community Action* (Strategia Nationala de Actiune Comunitara) run by the Ministry of Education is an optional programme that schools can join. e programme started in 2003 with a pilot project implemented in Craiova and became an o cial national strategy in 2004. Between 2004 and 2007 the programme was scattered between individual teachers' initiatives and was followed, in 2007, by more precise directions given by the Ministry.

e aim of the strategy was to engage teachers and pupils in undergraduate levels of education in activities than facilitate social integration and inclusion and have educational objectives, such as arts and crafts, drama, music, dance and sports. Activities reported by teachers go beyond these types of action to charitable activities such as collection of food for the poor, charitable concerts for fund raising etc. e Ministry of Education reported that in 2009 a number of 56,541 volunteers (students enrolled in the formal education system) and 14,654 bene ciaries from 650 schools and 350 special schools (for children with special needs). e programme is guided by the following principle: *"If I am told, I forget; if I am taught, I remember; if I am involved, I learn"*. e actions under this programme are organised outside classes.

The National Strategy for Community Action is an educational program that guides its activities by the following principle: "If I am told, I forget; if I am taught, I remember; if I am involved, I learn".

ere are no subjects on volunteering taught in schools, but there are individual initiatives of teachers who propose to and are approved by educational authorities, teaching optional subjects on volunteering and social engagement. One such good example is that of a teacher who designed and is teaching an optional class on volunteering in a high school in Oradea since 2009. University volunteering is even more scattered, most of students' volunteer engagement being organised as part of student associations, sometimes receiving logistical support from universities such as meeting space or communication facilities, but not having any o cial link with the university administration or the curricula. e majority of students get involved in volunteering opportunities provided by NGOs, cities with large universities being some of the most active places for student volunteering in Romania.

Business sector

Businesses' involvement in volunteering is almost always part of corporate social responsibility (CSR) policies of companies and sometimes is conducted in cooperation with non-pro ts[13]. A few trends can be identi ed in this regard: setting up corporate foundations which run community programmes or grant-making programmes, such as Ronald McDonald Foundation, Sensiblue Foundation, Vodafone Foundation; setting up corporate managed grant-making programmes for non-pro ts, such as Rai eisen Communities, Orange Grants, Rompetrol "Together for everyone"; setting up employee volunteering programmes implemented in cooperation with NGOs or public institutions hosting volunteers; managing own CSR programmes with

13. Details on programs of corporate social responsibility, company pro les and case studied can be found on the special website www.responsabilitatesociala.ro

volunteering components, like for instance Petrom “Andrew’s Country”, UnicreditTiriac “Gift Matching”, Mol Romania “Green Spaces”; development of joint ventures for wider social impact between companies or their corporate foundations and non-pro ts or public services of major importance such as emergency services or civil protection units, as is the case of the Vodafone and the Mobile Emergency Service for Resuscitation and Descarceration (Serviciul Mobil de Urgenta, Reanimare si Descarcerare, SMURD) - “Partnership for Life”.

State authorities at national, regional, local level are not very much involved in promoting or supporting volunteering. Sometimes volunteering is taken into consideration as a resource for local development strategies, but this is the results of intensive e orts of local non-governmental organisations and not a common approach of local authorities towards considering volunteering a resource for the development of the local communities. Political parties recently started to include volunteering in their public discourse in direct connection with the need to mobilise people to help in their electoral campaigns. Collaboration with political parties is a sensitive issue for NGOs in Romania as allegations and suspicion can easily stem from such collaboration and most organisations deliberately choose to keep away from political parties and any collaboration that can lead to political activism. Some organisations deliberately choose to collaborate with or publicly stand for certain political parties, generating confusion and allowing political parties to speculate in their public discourse that they enjoy the support of “civil society”. Politics and political activism are sensitive topics in Romania and the core of the volunteering movement described in this chapter deliberately remains outside the political arena, limiting its interaction with political parties to formal interaction with the state institutions they lead at various times, as a consequence of their success in elections, and not to them as political entities as such.

6. FUNDING OPPORTUNITIES

One of the biases surrounding volunteering in Romania is the perception that money is not needed if volunteers are involved. While there is a wide consensus on the non-remunerated nature of volunteering, the fact that supporting volunteering is not cost-free is not so widely understood in Romania. is public perception might be one of the reasons why volunteering regulations and funding programmes are almost nonexistent in Romania. e provisions we nd and the funds disbursed from public budgets at national or local levels are directed toward the non-pro t sector in general and do not mention volunteering speci cally. ere are two pieces of legislation regulating public funding for civil society, none of them containing the word “volunteer/volunteering” not even as accepted in kind contribution. e laws included refer to funding from public budgets of non-pro t activities of general interest (Law 350/2005)[14] and funding from public budgets of activities of organised Romanian communities abroad (Law 321/2006)[15]. All funding dispersed under the regulations of these two laws are project based, no core funding provisions being available. Every Ministry has funds which can fund NGO activities within their speci c area according to Law 350/2005, but volunteering is not one of the priorities of such funds, given that volunteering is not formally included in the competence portfolio of any ministry. Public funding for volunteering activities can be obtained if NGOs include a volunteering component in their project proposals. Projects have to correspond to the eld of activity of the particular ministry disbursing funds, thus volunteering is secondary and

14. Available at: http://www.mmuncii.ro/pub/imagemanager/images/ le/Legislatie/LEGI/L350-2005.pdf
15. Available at: http://www.dprp.gov.ro/wp-content/uploads/2010/03/Legea-321_2006.pdf

no speci c, core funding is available to support volunteer involving organisations or volunteer infrastructure organisations.

Romanian Fiscal Code[16] gives individuals who are tax-payers the possibility to redirect 2% of their income tax to a non-pro t organisation. is legal provision gives Romanian citizens the possibility to redirect part of the money that would otherwise go to the public budget, to an organisation that serves a cause they consider important. is is a source of income for non-pro t organisations, including volunteer centres, being as well a motivating factor for the NGOs to better communicate their activities and to increase transparency. According to data released by the Romanian Ministry of Public Finance, in 2011 more than 1.6 million Romanians (over 25% of the tax-payers) re-directed the 2% of their 2010 income tax to non-pro t organisations, which amounted to more than 26 million EUR.

In 2011, more than 1,6 million Romanians (about 25% of tax-payers) re-directed 2% of their income tax to non-profit entities, which amounted to more than 26 million EUR

Funding for volunteering in Romania is available from external sources. One of the donor organisations active for a long time and investing signi cant amounts in supporting volunteering development is the *Charles Stewart Mott Foundation of the United States of America (USA)*. For the past 20 years donors such as *Soros Foundation*, *United States Agency for International Development (USAID)*, the *Embassies of Netherlands, United Kingdom, France* or *the USA* have been providing nancial support for volunteering development both as core funding and on project funding. Another signi cant source of support has been the *European Union (EU) programmes*, such as the pre-accession Programme of Community aid to the countries of Central and Eastern Europe (PHARE), and the current European Social Fund. None of these however has speci c funding streams for volunteering as such, but their priorities allow for volunteering to be included as signi cant project component. More recently, the *Financial Mechanism of the European Economic Area*, including funding provided by the governments of Iceland, Lichtenstein, and Norway, has been supporting the development of volunteering in Romania, as has the *Trust for Civil Society in Central and Eastern Europe* and the *Balkan Trust for Democracy*, private funding initiatives of several trusts and foundations.

One accessible EU source of funding prioritising volunteering is the *Youth in Action* programme, managed in Romania by the National Agency for Community Programmes in the Field of Education and Vocational Training (Agentia Nationala pentru Programe Comunitare in Domeniul Educatiei si Formarii Profesionale, ANPCDEFP). e Youth in Action programme has speci c funding stream dedicated to the promotion of volunteering and support for developing training and mentoring programmes for volunteers included in the European Voluntary Service, an international exchange programme for volunteers below the age of 30. Other Youth in Action funding streams also prioritise volunteering as project proposal evaluation criteria.

is programme is accessed also by small organisations run by volunteers, as the programme does not cover sta costs. In addition to the funding programmes, ANPCDEFP also supports a network of trainers providing, on request, training for local NGOs on a variety of topics, including volunteer management.

ere are two recent trends in local resource mobilisation in Romania. One of them is the set-up of community foundations. Romania has begun to develop community foundations as local fund-raising mechanisms, with the nancial support of the Charles Stewart Mott Foundation.

16. Ministry of Public Finance (Ministerului Finanţelor Publice), National Agency for Fiscal Administration (Agenţia Naţională de Administrare Fiscală, ANAF) www.anaf.ro. See also: www.doilasuta.ro

ere are currently seven community foundations in Romania established during the four years since the programme was initiated in Romania. Funding provided by community foundations contributed to local volunteering development not only by funding volunteering programmes, but also by promoting social responsibility and community activism which results in increased levels of civic activism. e other trend is the organisation of fund-raising campaigns supported by public gures and/or TV stations organised as television shows aimed at raising funds via telephone calls during the show. Some examples of successful shows are a campaign organised by the United Nations Children Fund (UNICEF), raising funds for children and the campaign "You are better in Reality" initiated by Realitatea TV, a news TV station raising in-kind donations for people a ected by oods and heavy snow or money for providing assistance and medical supplies and services to children in remote areas of Romania. Such examples are stimulating the individual social responsibility and cultivating the civic spirit of the wider population and, although they are not centred on volunteering promotion or support, volunteers always play a very important role either in organising such campaigns or in distributing the goods collected.

Funding for volunteering is neither stable nor reliable in Romania, as it depends on the funding priorities and programmes of international donors and on project funds with very few opportunities for core funding being available. In addition to the instability, the funds are also di cult to access for some NGOs, especially the local grass-roots organisations, as project grant applications are most of the times very demanding to complete and the implementation and reporting requirements very specialised. e funds made available through the European Social Fund are currently the largest funds available in Romania for non-pro t organisations, but their accession and management is marked by two major problems: the amount of co-funding needed and the reimbursement system which requires advancing signi cant amounts of money to implement activities as planned, creating signi cant cash ow problems. ese problems are more signi cant in Romania than in other countries because the Romanian state has no support schemes in place to facilitate accession of European Funds by providing co-funding or advance instalments to allow regular cash ow until reimbursements are made. In addition, the management of the programmes is inadequate, reimbursements registering signi cant delays and procedures changing unpredictably during the project implementation period, thus making it even more di cult for non-pro ts to cope with the management of such funds.

7. REGULAR AND SYSTEMATIC RESEARCH

Since 1995 several attempts to measure volunteering in Romania have been initiated by a variety of actors. One of the rst attempts is the one conducted in 1995 by the Johns Hopkins University Centre for Civil Society Studies[17]. However, the focus of this research is the overall non-pro t sector in Romania.

References to the volunteer activity in Romania are based on a separate research conducted by the Civil Society Development Foundation (CSDF)[18]in 1996, reporting that 33.5% of the Romanians volunteer. e fact that, according to the research, there were approximately 5.7 million volunteers at the time, raises questions about the validity of the tools used for measuring the volunteer activity and the appropriateness of the populations' understanding of volunteering. All following research indicates at most half of the amount of volunteering reported by the CSDF research in 1996. A bird´s eye view from inside the sector supports the

17. e ndings for Romania are presented in Chapter 17 of the volume "Global Civil Society: Dimensions of the Nonpro t Sector" by Lester Salamon et al. published in 1999.

18. Available at http://www.fdsc.ro/documente/24.pdf

hypothesis of constant growth in the amount of volunteer work throughout Romania since 1996 rather than a decrease. Subsequent research findings provide different figures for volunteering in Romania. The European Values Survey indicates in 1999 that only 10% of the Romanian population was engaged in volunteer activities[19]. A national survey conducted in 2001 in the frame of the Civil Society Development on the Black Sea Project[20] indicates that 13% of the Romanian population took part in volunteer activities. Another research on philanthropic behaviour in Romania conducted by Allavida and the Association for Community Relations in 2002 indicated only 8% of Romanians reporting volunteer activities. Other figures show 14.4% of population reporting volunteering in the past 12 month, as the spring 2007 Public Opinion Barometer conducted by the Open Society Foundation reports. The most recent figure remains the 20%, according to the data provided by the Eurobarometer from November 2010.

Research on volunteering in Romania is scattered and contradictory in its findings, both because of the methodologies used and the manner of framing the questions, but also because of the unclear perception of the population on what volunteering is and what it is not.

As this overview shows, research on volunteering in Romania is scattered and contradictory in its findings, both because of the methodologies used and the manner of framing the questions, but also because of the unclear perception of the population on what volunteering is and what it is not. The problems of distinguishing between formal and informal volunteering, civic activism of various types and actual volunteering as defined by the framework law and the difficulties in clarifying the relationship between membership in associations and volunteer involvement mark all the research on volunteering conducted in Romania. Apart from surveys such as Eurobarometers or European Values Surveys which are conducted regularly by international institutions and include sometimes questions about volunteering, although very few and most of the times only one measuring involvement in the past 12 month, there is no regular and systematic research on volunteering conducted in Romania. The existing data does not allow the calculation of the economic value of volunteering and is not sufficient to assess the social impact of volunteering. Some volunteer involving organisations conduct their own assessments of the impact of volunteering in their activities and also the economic value of volunteering, but this is scattered data of several organisations, not enough extended and systematic to provide a significant overview of the value and impact of volunteering in Romania.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

Ethics and quality standards for volunteering have not been a top priority of the volunteering sector in Romania, although in recent NGO meetings, such as conferences or round tables, questions about ensuring the quality of volunteering experiences for volunteers and avoiding volunteers' disappointment, were raised. Recently Pro Vobis National Resource Centre for Volunteering included quality volunteering among its priority lines and the topic made its way into the official calendar of EYV 2011 activities in Romania. Apart from scattered quality standards set at organisational level by large volunteer involving organisations and common sense ethical principles followed mostly by inertia than by deliberate design by several organisations, no coordinated and consistent action to set up ethical codes for volunteering existed in Romania before 2011.

During the EYV 2011 activities one thematic working group active has focused on developing

19. Voicu, M. and Voicu, B. 2003. "Volunteering in Romania: a rara avis". in Dekker, P. and Loek Halman (Eds.) The Values of Volunteering. Cross-Cultural Perspective. New York: Kluwer Academic, pp. 143-160
20. The data from the Civil Society Development on the Black Sea Project has been made available by Prof. Gabriel Badescu, project coordinator for Romania.

an ethical code for organisers of volunteering activities[21]. e ethical code drafted in 2011 aims to contribute to the creation of an accepted and uni ed vision on what ethical principles should govern volunteer involvement, to raise the quality of the services provided by volunteer involving organisations to both volunteers and bene ciaries, to improve communication and collaboration among volunteer involving organisations, and to increase the degree of transparency and responsibility of volunteer involving organisations. e code is structured according to six principles: transparency, responsibility, legality, equity and dignity, and con dentiality. e code includes recommendations for volunteer involving organisations, structured according to the main phases of the volunteer management process, including practical suggestions such as useful tools that can be used in volunteer management in order to ensure fair and ethical treatment for all parties (volunteers, host organisations' personnel, and bene ciaries).

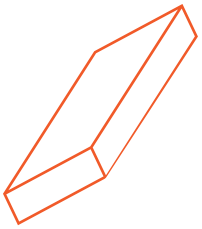
Most importantly, the experts involved in drafting the ethical code wish that its voluntary adoption by as many volunteer involving organisations active in Romania as possible will serve as a public declaration of the importance given to volunteer involvement. is is an addition to it also being a public declaration of the responsibility assumed in o ering quality volunteering experiences, and the necessity to manage this extraordinary resource in an ethical manner.

roughout 2012 the working group e orts will continue with identifying criteria and indicators for the principles and behaviour recommended by the code, in order to allow organisations to go through an evaluation process assessing the degree of compliance of organisations with the provisions of the ethical code. e action will be followed by extensive promotion and support provided to organisations aiming to improve their operations so as to meet the standards included in the ethical code. e practical arrangements related to the entity entitled to monitor the adoption of the ethical code and the compliance of volunteer organisations with its provisions are not clari ed yet, although throughout 2011 an expectation towards VOLUM Federation to assume this role has been formulated several times.

21. e product of the working group is available on line in Romanian here: http://www.voluntariat.ro/download/Codul_Etic_al_organizatorilor_activitatilor_de_voluntariat.pdf

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Awareness of volunteering opportunities in Romania is based on a combination of tools managed by di erent stakeholders. We can identify three main tools used to raise awareness about volunteering: web portals, national campaigns, and special events.



e most well known source of information about volunteering in Romania is the web portal www.voluntariat.ro. e portal has been launched in 2001 by Pro Vobis who has been managing it ever since and is available only in Romanian. e portal has been changed in structure and design several times since its launching and is structured according to four main sections: 1. resources on volunteering (including targeted information for volunteers, volunteer managers, volunteer involving organisations, public institutions, companies, donors and sponsors); 2. information about the National Network of Local Volunteer Centres (including information about the

members of the network, meeting reports, joint projects, criteria for adhering to the network); 3. the National Volunteer Week (including information about event, reports of past editions, bank of ideas for activities, useful information about the current edition such as identity, national calendar of events, promotional materials); and 4. special volunteering events-during 2001 this section has been dedicated to European Year of Volunteering 2011, and in the past to projects like national promotion campaigns or the national caravan of volunteers. e portal also contains speci c sections with information about what is volunteering, legal framework for volunteering, volunteer centres, and information about volunteering in the world. e portal has had an average of 200 visitors per day in the past two years and its home page features the latest news of the volunteering movement in Romania.

During 2011 the matching portal www.evoluntar.ro was developed. e portal was initiated a couple of years ago by Save the Children Romania and was a matching portal specialised in volunteering opportunities in child protection activities. As the range of opportunities was not too wide and the portal was underused, its managers decided to open it up to all elds of volunteering and worked throughout 2011 to develop the portal, change its technical features to be more user friendly, and widely promote it to become the most used matching tool for volunteers in Romania. e portal allows volunteer involving organisations to create a pro le and post their volunteering opportunities and to volunteers to create a pro le and post their interest. Volunteers can search for suitable opportunities, they get automatically signaled when a new volunteering opportunity in their eld of interest has been posted, while volunteer involving organisations can search for volunteers and get automatically notice when a new volunteer has indicated interests in their eld of action. Currently the portal has 239 pro les of organisations and 808 volunteer pro les created.

Pro Vobis created in 2010 a web site specialised on information on the European Voluntary Service, www.voluntareuropean.ro. e web-site has two sections, the one dedicated to volunteering in Romania and the other dedicated to the European Voluntary Service. e section on volunteering in Romania contains information about what is a volunteer, what are the "myths" of volunteering in Romania, what volunteers can do in Romania, what are the rights and responsibilities of volunteers, what kind of competences can be developed through volunteering, volunteer stories, and a glossary of terms. e section on European Voluntary Service contains information about the service and the steps one has to take in order to enter the programme, how to look for volunteering opportunities in Europe, how can you develop personally through this service, volunteer stories of Romanian volunteers abroad and of European volunteers in Romania, and a specialised glossary of terms. is web site is aimed to be volunteer friendly and provide speci c and personalised information to volunteers.

Two national campaigns to promote volunteering have been organised by the Pro Vobis National Resource Centre for Volunteering and the National Network of Local Volunteer Centres in 2007/2008 and 2009. e rst campaign, organised under the slogan *"It's time to be different! Noble acts are not for money"*, was a series of debate seminars on what volunteering is and what it is not, a national conference on volunteering, an itinerant photo exhibition on volunteering projects, volunteering events organised throughout the country and culminating with the National Week of Volunteering. e campaign reached over 38 localities in 24 counties and involved over 6000 volunteers, gathering 300 volunteering activities organised throughout the country, and 400 media items, mostly in local and regional media.

e second campaign organised in 2009 by the same partnership was the *"Make a Difference*

Caravan", going to 14 locations in the country and organising volunteering events that make a visible di erence in the local community within only one day of action. e main results of the actions include books collection for school libraries in rural areas, safe playgrounds for children in rural schools, recreational rooms for children in the hospital, rehabilitated facilities for activities with persons with special needs, or marking of tourist routes. e caravan has been widely promoted and featured live on social networks. Both campaigns have been nancially supported by Trust for Civil Society in Central and Eastern Europe (www.ceetrust.org).

The communist past cannot be used any more to explain the present and Romanians have matured under democracy enough to understand that they have the choice of a responsible behaviour which, although it is not limited to it, includes volunteering.

ere are two special events promoting volunteering in Romania. e *National Volunteer Week* is organised by Pro Vobis every spring since 2001 and has seen a signi cant increase in the amount of volunteers involved and volunteer organisations mobilised to join the event nationwide. In 2011 the event reached its 10th edition and was marked for the rst time in all 40 counties of Romania by several events. e 2011 edition of the event mobilised 150 local partners managing local events. ere were 570 volunteering activities organised during this week and over 4500 volunteers involved, and the event was part of the national action plan for EYV 2011 in Romania.

During 2011 a *National Gala Awards for Volunteers* was organised for the rst time, celebrating International Volunteer Day on 5 December. e National Gala Awards for Volunteers was part of the EYV2011 action plan and awards were structured according to 4 sections and 22 categories as follows: Awards for Volunteers: junior, senior, arts and culture, social, environment protection, sport, education, health, civic activism and human rights, mutual support and youth; Awards for Volunteer Projects: arts and culture, social, environment protection, sport, education, health, civic activism and human rights, mutual support and youth; Awards for Volunteer Coordinators and Awards for Volunteer Centres. Over 200 nominations were received and an independent jury chose the winners who received their awards during a high-pro le event. All the pre-selected nominees were included in the booklet "Volunteer Portraits", an annual publication issued by Pro Vobis. VOLUM Federation undertook the responsibility to continue this project and make the National Gala Awards for Volunteers an annual event in Romania, aimed at recognising volunteers.

10. ADDITIONAL COUNTRY SPECIFICITIES

For quite a long time the communist past of Romania has been o ered as an explanation for the low level of civic engagement generally and volunteer involvement particularly of the population of Romania. Twenty three years after the fall of the communism, invoking the past has become an obsolete excuse. We already have a generation of young people born in democracy or witnessing the changing of regimes at an early age, youth who have known communism only from history books and stories from others. Adult generations could already understand the di erent system our country now has and are fully capable to make the di erence between the past compulsory 'patriotic work' and the current free-will based voluntary activity. e elderly, who have been strongly a ected by the communism, start to get involved because they see the value of volunteering in providing them a sense of usefulness and in helping them ght solitude and social isolation. e past cannot be used any more to explain the present and Romanian people have matured under democracy enough to understand that they have the choice of a responsible behaviour which, although it is not limited to it, includes volunteering.

11. RECOMMENDATIONS

Romania has a lot to do to ensure a sustainable development of the volunteering in the country.

ere are shortcomings in the legal framework, in the funding systems, in the cooperation and consultation mechanisms between the volunteer involving organisations and decision makers, but also there is disequilibrium of the supply and demand of volunteers and with regard to needs of organisations and expectations of volunteers, and very limited capacities and tools of measuring impact of volunteering.

Recommendations for decision makers include:

- *Adopt a strategy for the development and support of volunteering in Romania as an official public policy*[22]*;*
- *Recognise volunteering as a policy area within the competence of a clearly identified public institution at the national level to allow coordination and coherence of approaches to volunteering;*
- *Implement public, stable and reliable funding schemes for volunteering infrastructure;*
- *Implement official measurement mechanisms enabling regular assessment of the impact of volunteering for the individual and the society overall;*
- *Implement European regulations supportive for volunteering development even if they are not mandatory*

Recommendations for volunteer organisations:

- *Build credibility based on transparency, responsibility, and voluntarily assumed codes of ethics;*
- *Constantly monitor the contribution of volunteering to the development and impact of each organisation and build mechanisms to collect such data sector-wide;*
- *Increase the quality of volunteer opportunities, volunteer management, and services provided with volunteer involvement;*
- *Find an adequate balance between the needs of organisations and volunteers' expectations and interests;*
- *Collaborate more under the existing umbrella bodies to coordinate efforts and advocate strongly with a unified voice for support of volunteering development from public funds.*

22. e results of the thematic working groups organized during 2011 on various topics has been gathered into a document called "Public Agenda for Volunteering in Romania 2012-2020" which is aimed to serve as a basis for this national strategy. e document is available in Romanian here: http://www.voluntariat.ro/download/Agenda_Publica_pt_Voluntariat_in_Romania_2012_2020.pdf

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25 SLOVAKIA

CHAPTER

VOLUNTEERING INFRASTRUCTURE

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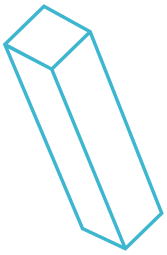
1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

In Slovakia, there is no common concept of volunteering infrastructure, nor has any discussion been held on this topic yet. e concept is used only by a few experts from volunteer centres in Slovakia. Volunteers and professionals in non-pro t organisations are not aware of the concept.



Under the term *volunteering infrastructure*, a set of tools and conditions that are enabling the development of volunteering are understood. ese include:

- *Structure - the network of regional volunteer centres with quality standards*
- *Legal framework for volunteering*
- *Financial support for volunteer centres and volunteer organisations provided by national and/or local government*
- *Existence of awareness raising activities and research on volunteering*

In Slovakia, there is still an insu cient volunteering infrastructure. Some of the elements of volunteering infrastructure are developed only partially, some of them are missing. ese are therefore mentioned in the recommendation section.

2. VOLUNTEERING LANDSCAPE

Despite the fact that volunteering has a long tradition in Slovakia, both the terms volunteering and volunteer were not de ned in any o cial document, legislation or legal act until December 2011. In reports and publications about volunteering that are available in Slovakia, the most commonly used de nition of volunteering is that *"volunteering is an action undertaken out of free will, not motivated by financial gain and that it can bring benefits to a community, volunteers and the society at large"*. is de nition includes both formal and informal volunteering.

e terminology for volunteering used in Slovakia by experts in volunteering is mostly based on the de nition of the General Declaration on Volunteering accepted by the International Association for Volunteer E ort (IAVE) in 1990. is de nition determines volunteering as an activity that:

- *Is based on a personal motivation and choice, freely undertaken*
- *Takes the form of individual or group activities generally carried out within the framework of an organisation*
- *Is a way of furthering active citizenship and community involvement*
- *Contributes to the vitality of economic life, even creating jobs and new professions*
- *Enhances human potential and quality of daily life, building up human solidarity*
- *Provides answers for the great challenges of our time, striving for a better and more peaceful world.*

In Slovak studies and publications, the term of volunteer is mostly de ned as a person who freely, without nancial gain, provides his/her time, energy, knowledge, and skills in the favour

of other people or society[1]. Thanks to the Law on Volunteering, valid since 1 December 2011, Slovakia now has an official definition of a volunteer. This law states that *"A volunteer is a person who from his/her free own decision without a requirement to be paid, performs a voluntary activity based on his/her knowledge, abilities and skills for another person with her/his agreement or for the public good"*.

From 1993 to 2011, in Slovakia there were only a few research projects undertaken on the topic of volunteering. It is difficult to compare the results of these studies and to provide a complex description of volunteering in Slovakia based on them, because different methodologies were used. In addition, is difficult to define the situation of volunteering in Slovakia due to the way people perceive volunteering in Slovakia. Many people do volunteer, yet they do not see themselves as volunteers. This is consequently reflected in research and surveys as these people would answer a question "Do you volunteer?" with a simple statement "No". In addition to that, the majority of research projects are focused on formal volunteering only.

The Eurobarometer implemented at the end of 2006 stated that 79% of Slovak citizens said that volunteering and helping other people is important for them. This number is very similar to the one in the European Union (EU) Member States. This poll also stated that 33% of Slovak citizens are active within volunteer organisations[2].

There was significant representative research carried out in 2011 as a part of the National Campaign for the European Year of Volunteering 2011[3]. The research found that 27.5% of Slovak citizens are involved in formal volunteering (carried out within or through various organisations). According to the last report on volunteering in the European Union[4], this level of engagement puts Slovakia among countries with a medium-high level of people volunteering (between 20 – 29% of the adult population). This however only reflects formal volunteering. Almost half of Slovaks (47.1%) are involved in informal volunteering, which is shown especially through mutual help and support among neighbours. The research showed that a high number of volunteers active within formal volunteering also participate in informal volunteering, and vice versa.

It's difficult to define the situation of volunteering in Slovakia due to the way people comprehend volunteering: many people do volunteer, yet they do not see themselves as volunteers.

The largest group of volunteers (23.1%) is active within social services, providing help for various target groups. Almost a quarter of all formal volunteers carry out activities in this field. The second most frequent activity is carried out in environmental protection (14.6%) followed by art and culture (12.3%). More than 10% of volunteers help in the area of sport, religious activities and within children and youth organisations. These findings are quite different from those found in previous years in the field of volunteering in Slovakia. This can be interpreted through the development and quality improvements in social services in Slovakia as well as through the increasing number of campaigns and advocacy activities of environmental organisations.

1. Brozmanová Gregorová, A. – Mračková, B – Marček, E., 2009. Analýza dobrovoľníctva na Slovensku.
2. European Social Reality. Report. Special Eurobarometer 273 / Wave 66.3: 2006-2007. Available at: http://ec.europa.eu/public_opinion/archives/ebs/ebs_273_en.pdf [cited 10.2.2009]
3. Brozmanová Gregorová, A. – Matulayová, T.- Mračková, A.- Vavrinčíková, L. – Vlašičová, J. 2011: Dobrovoľníctvo – keď pomoc baví a zábava pomáha.
4. GHK, 2010. Volunteering in the European Union

e social pro le of Slovak volunteers can by characterised by:

- *almost the same level of involvement of men and women within both formal and informal volunteering*
- *a similar representation of individual age groups, even though the lowest level of participation in both types of volunteering is in the 15 to 19 years age group*
- *a relationship between volunteering and level of education, with the higher the level of education, the higher the participation in volunteering*
- *a relationship between volunteering and economic position, with the highest level of participation shown by students of universities, employed and retired people. Conversely, the less involved are the unemployed and students of secondary schools*
- *a relationship between volunteering and the level of income - participation does not automatically increase with the level of income; the least active are people with the lowest income and the largest activity is shown by people with the average income in Slovakia (600 – 900 EUR)*
- *a higher level of involvement of widows and widowers in informal volunteering*
- *a connection between religion and increased informal volunteering*
- *an interconnection between participation in volunteering and membership in an organisation, where members of organisations have a tendency to be more active in both types of volunteering.*

Volunteer organisations often state that volunteering in Slovakia is not valued. Practically, there is a lack of information about volunteering; the general public does not understand what volunteering means, and moreover, why it is important

e largest space for participation of volunteers is provided by NGOs, followed by villages, towns, and organisations of state administration.

e most frequently implemented volunteering activities are the organisation and/or helping with the coordination of various activities, events or campaigns, and also the organisation and coordination of leisure-time activities. Helping with the basic functioning of an organisation and ful lling its mission is the most prevailing activity for volunteers, followed by the provision of direct personal help to individuals and groups.

Slovaks are motivated to volunteer primarily by a strong belief that it is important to help others and by the desire to meet new people and make new friends through volunteering. Other important motivational factors are learning through a volunteering experience and gaining better self-awareness, reciprocity, improved self-esteem or self-evaluation, the desire to gain new knowledge, experience or contacts related to the profession of a volunteer and the joy of the appreciation gained through volunteering.

Many publications about volunteering in Slovakia mention that volunteering in this country does not have such a high social status and awareness about volunteering is not so developed as in other countries with more advanced democratic structures. One study stated that the problem which non-pro t organisations often mention is the fact that Slovak society does not value volunteering. Public opinion polls on volunteering show other views on the perception of volunteering, stating that volunteering in Slovakia has a high social prestige[5]. Volunteers are perceived as people who should be recognised by society. On the other hand, in Slovak society, there prevails a very strong opinion that volunteers would not be needed if the state would perform its duties. In 1998, this opinion was expressed by 55% of respondents and in 2003 by 74%.

During meetings of volunteer organisations, their members often state that volunteering in Slovakia still has a low prestige. Practically, there is a lack of information about volunteering; the general public does not understand what volunteering means, and moreover, why it

5. Bútorová, Z. 2004. Mimovládne organizácie a dobročinnosť vo svetle verejnej mienky. In: Keď ľahostajnosť nie je odpoveď.

is important. ere are many examples of people who do not refer to themselves as being volunteers; however, after some explanation they realise they actually are volunteers.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

Until 2011, there was no complex legal framework for volunteering in Slovakia. Nowadays, Slovak legislation partially determines two speci c volunteer services – youth volunteer services and services of unemployed people.

e Law on Employment Services (no. 5/2004) de nes volunteering as a possible activity for unemployed people. According to this law, these people can be engaged in the so-called *activation work* within the civil sector. It is a way for unemployed people to receive some extra income in addition to their unemployment bene t. erefore, the volunteering sector does not see this service as a volunteer service and perceives the term volunteering in this law to be used in a very misleading way.

Unemployed people can be engaged in "volunteering" or "activation work" in order to supplement their benefits. But this is not truly volunteering - the term is used in a very misleading way.

Law no. 282/2008 on the Support of Work with Youth devotes one part to the volunteering of youth. is law does not de ne terms such as "volunteering" or "volunteer"; it just determines the age and status of a young volunteer. It sets several duties for volunteer organisations which are mainly based on the concept of the European Volunteer Service, an action within the Youth in Action programme of the EU. erefore both laws considerably increase the misunderstanding of the concept of volunteering.

Discussions about the need for a complex legal framework for volunteering in Slovakia started in 2002. At that time, some NGOs attempted to pass a Code of Non-Pro t Law in an e ort to unite all legislation related to the NGO sector. However, due to criticism within the NGO sector, this law was abandoned. In 2007, Slovak volunteer organisations again started the debate on the legal framework for volunteering. e reason why Slovak volunteer organisations focused on legal issues is that many of them (together with some public organisations) had to deal with legal problems while working with volunteers. ese included problems such as:

1. *There was no concept or definition of volunteering. In the Slovak legal system the concept of "volunteer" did not exist. Therefore a volunteer could be perceived as a person working on the black market. Since the status of volunteer was missing, so was the accounting scheme for volunteer expenses. Thus in the Slovak legislation volunteer expenses were not eligible.*
2. *There was no support for volunteering from the national/local governments. There was no specific grant or strategic programme for the development of volunteer centres and organisations. Through the adoption of a Law on Volunteering, volunteer organisations wanted to start a discussion about the national strategy for financial support of the volunteer sector in Slovakia.*
3. *As regards international volunteering, there was a significant obstacle for Slovak citizens who volunteered abroad on a long term basis. They had to pay social insurance out of pocket if they wanted the social insurance company to count the time period they spent abroad volunteering as their working time. Otherwise, the state saw the time they spent abroad in the same way as if they had been unemployed and did not count this time into their pension. That is why the law was aimed to enable the sending organisations to pay social insurance for volunteers.*

4. *There was no clear framework for determining the rights and duties of all parties involved in volunteering either long-term or short-term. For instance, on the volunteer organisations' side there were no duties as to the provision of trainings, coordination, insurance, etc. In addition to that, Slovak organisations were also missing a specific form of contract that could be used for volunteering.*
5. *There was the belief that a Law on Volunteering would increase the interest of all stakeholders in volunteering and would support the prestige of volunteering, with the help of the media focusing on the adoption of the new law as well.*

In 2008, *C.A.R.D.O.*[6] and the group of lawyers from the First Slovak Non-Pro t Service Centre (1st SNSC) started to work on the rst draft of the Law on Volunteering. In 2009, C.A.R.D.O. requested feedback from volunteer organisations and public bodies in Slovakia (ministries, local authorities) which was positive. In 2010, shortly before the national elections, C.A.R.D.O. asked all major political parties for their support on volunteering, especially for their support for passing the Law on Volunteering. anks to this appeal, the new government decided to include the Law on Volunteering in its programme for this electoral term.

e Ministry of the Interior was chosen to become the body responsible for the preparation and implementation of the Law on Volunteering in Slovakia. is ministry established a committee consisting of various experts from the NGO sector responsible for setting up the law. e leader from the non-pro t sector was the civic association C.A.R.D.O. e underlying goal of all the work done to support the passing of the Law on Volunteering was to achieve support for volunteering, and not to bring limits or bureaucracy. us, spontaneous and short term volunteering should not be a ected by the law.

e Law on Volunteering was passed on 21 October 2011 and has been valid since 1 December 2011. e law brought a new technical term into Slovak legislation, *"volunteer activity"*. It de nes sending and hosting organisations, and regulates a contract between these parties and volunteers. e law introduces rights and responsibilities as well as recommendations for organisations which want to work with volunteers, such as the reimbursement of certain volunteer costs. In the case of long term volunteering, the law enables volunteers to count their volunteer time into their working time in order to include this time in their pension. e law brings only a small nancial contribution from the state to the volunteer sector. It provides volunteers with the opportunity to increase their income tax assignation to a chosen volunteer organisation from 2% to 3%. Based on this law, a local government can decrease or forgive certain taxes on volunteers. However, the law does not bring any direct nancial support from the state to volunteer centres and/or volunteer organisations.

e main idea of the law was to cover all elds of volunteer activity but not to regulate those volunteer activities which should stay spontaneous. Since the law does not bring any direct nancial resources to volunteer organisations, it does not involve any sanctions or limitations for those organisations. In this light, the law does not regulate, but gives guidance, especially for those organisations that need to work with contracted volunteers.

6. C.A.R.D.O. is a non-pro t and independent organisation, which was founded in May 2004 as a Slovak umbrella body with focus on gathering and spreading the information and know-how of various European states in the elds of volunteerism, education, management and nancing of public and non-pro t organisations in Slovakia.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

Since 2007, the role of a national volunteer centre in Slovakia has been ful lled by the civic association C.A.R.D.O. In 2007, C.A.R.D.O, with the support of the Ministry of Education, launched a project for a virtual national volunteer centre. e web portal www.dobrovolnictvo.sk provides service and information to volunteers and voluntary organisations at local, national as well as the international level. It is an important source of contacts, volunteer opportunities, information about volunteering and is a tool allowing the search for partners for cooperation in the eld of volunteering.

The newly established Platform of Volunteer Centres and Organisations creates a positive environment where volunteer centres and organisations can share and exchange their ideas, cooperate on common projects and lobby for common interests.

Among other activities, C.A.R.D.O. continues with the promotion of volunteering in Slovakia. In cooperation with regional volunteer centres, it organised Volunteer Days events, every year, since 2009. It has also developed international projects on volunteering, implemented volunteer programmes in social services, has started a process of building a network of volunteer centres in Slovakia, provided training and consultations to volunteer organisations in the area of volunteer management and worked on preparation of the legal framework for volunteering in Slovakia.

Currently, there are six regional volunteer centres that implement various programmes; however, these are dependent on their own funding sources. e main role of these centres is to match volunteer organisations with volunteers, to promote volunteering, to undertake/participate in research, and to provide training and consultancy for organisations involving volunteers. Since 2009, there has been closer cooperation among volunteer centres. ey meet regularly three or four times a year and discuss the main issues and steps in the development of volunteering in Slovakia. Volunteer centres cooperate closely with volunteer organisations in their region on common projects and/or volunteer programmes.

Until 2011, there was no national umbrella organisation for organisations involved in volunteering. ere are various Slovak platforms and umbrella organisations, such as the Socioforum for NGOs working in the area of social services, Ekoforum for those working in the area of environmental protection and MVRO for organisations active in the area of development aid.

In 2011, there was a signi cant change in the infrastructure of volunteering in Slovakia. e *Platform of Volunteer Centres and Organisations* was established on 3 August 2011. At the beginning, the platform was associated with ve volunteer centres: C.A.R.D.O. (Bratislava), Centre of Volunteering in Banska Bystrica, Volunteer Centre of Kosice Region, Nitra Volunteer Centre and Presov Volunteer Centre and Volunteer Group Willow that focuses on volunteering in hospitals and hospices in Slovakia. e Platform was a result of several activities and processes that took place over recent years. e non-formal network of volunteer centres that had already existed since 2009 was o cially formalised as the Law on Volunteering was approved. It was clear that the law would not support the funding of volunteer centres and volunteer organisations. Volunteer centres needed to set up the Platform in order to continue with cooperation with the government once the law was approved.

One of the Platform´s goals is to in uence the policy towards volunteer centres, to advocate the interests of volunteer centres and organisations and to increase the number and the quality

of volunteer centres in Slovakia. In order to do so, the Platform was successful in its e orts to become a member of the Government Council for NGOs; thus the voices of volunteer centres gathered under the Platform will be heard at the government level. e Platform creates the environment where volunteer centres and organisations can share and exchange their ideas, cooperate on common projects and lobby for common interests – to create a positive environment for volunteering development.

Children and youth volunteer organisations belong to the biggest volunteer involving organisations in Slovakia. For example, there are large organisations such as Slovak Scouting, organisations with a Christian background like DOMKA, ERko or smaller organisations on a local level providing leisure time activities for children and youth. In children and youth organisations, there is a long tradition of education on volunteering. ey are usually supported by former recipients of the services, who started to volunteer once they were old enough, to bring up the next generation of children.

Another large group of volunteer organisations is formed by traditional self-help clubs, unions, and organisations, such as clubs of seniors, hunting unions, associations of people with di erent disabilities, and organisations which have the role of civic protection such as voluntary re brigades. e largest organisations with a volunteering background are the Slovak Red Cross and the Union of Seniors, which have a long tradition in Slovakia. Organisations working in the area of sport – sport clubs, unions, and centres – have a long tradition as well. Despite the fact that these organisations are not typical volunteer organisations, many of them work with volunteers. Another large group of volunteer organisations consists of environmental organisations.

During recent years, the development of volunteer programmes can be seen in social and health care facilities such as in hospitals, senior houses, organisations providing services to homeless people or to people with disabilities, and also in harm reduction services. International volunteering and volunteering by senior professionals also plays an important role in Slovakia. ere are new trends in volunteering, such as virtual and corporate volunteering initiatives where NGOs are also actively involved.

5. OTHER STAKEHOLDERS

e involvement of a variety of stakeholders in volunteering in Slovakia is an ongoing e ort. ere are public service providers starting to involve volunteers in their activities. is is often a positive side e ect of awareness raising campaigns such as National Volunteer Day and of the training in volunteer management provided by volunteer centres in Slovakia. During National Volunteer Day, many organisations, including public organisations providing social or health care, especially senior houses or nursing homes which are established by local governments, call for volunteers who can help on that day and possibly stay longer if these organisations are able to manage long-term volunteers.

Public organisations also have an interest in attending the training on volunteer management. Some of them are starting to see volunteering as a way to improve the quality of the services they provide. However, there is no follow-up or evaluation of the real impact of such training on the day-to-day life of these institutions.

In Slovakia, there is a boom of employee volunteering which was initiated by several large international corporations and the Pontis Foundation, founder of the Business Leaders Forum and the community partner of the ENGAGE initiative. Nowadays, medium sized enterprises in Slovakia are also starting to look for volunteer opportunities. e companies see the e ects and impact of employee volunteering; they see improvement of their public image and their brand awareness, in the relationships among their employees and the teambuilding e ects of volunteering etc. ere are several major events organised by the Pontis Foundation in Slovakia such as corporate volunteering days carried out in di erent towns (Bratislava, Žilina, and Košice) under the name "Our Town", organised once a year. During these events, employees from various companies can choose for which NGOs to volunteer. National Volunteer Day is also an event which can be joined by employees of companies throughout Slovakia. Despite these activities, there is still a lack of long-term partnerships between companies and volunteer organisations and/or volunteer centres.

There is a boom in employee volunteering: the companies see the effects and impact of employee volunteering; they see improvement of their public image and their brand awareness, in the relationships among their employees.

In Slovakia, a strategic action from government or public bodies in promoting volunteering is missing. However, there are some initiatives in the government coalition. Some government and parliament members are actively involved in National Volunteer Day. Several members of the Christian Democratic Party and one member of the Parliament helped C.A.R.D.O. to bring the Law on Volunteering into the government programme. Volunteering in Slovakia is supported by Members of the European Parliament (MEPs) too. ere are especially four Slovak MEPs who support C.A.R.D.O. volunteering initiatives such as National Volunteer Days or the Volunteer Award Ceremonies.

ere is no strategy to involve schools and lifelong learning institutions in promoting volunteering. However, C.A.R.D.O. and regional volunteer centres contact schools in order to invite their students to participate as volunteers during various volunteering programmes they organise. Volunteering is present as one of the subjects at universities – especially at social work faculties. At some of them, students can also do a volunteer activity as an internship and thus gain credits for volunteering. At the University of Matej Bel in Banska Bystrica, there is also a service learning approach present. Some lifelong learning institutions, especially Universities of the ird Age (educational institutions for senior citizens) are starting to ask senior students to volunteer and think about the strategy for involving other students in volunteering. On the other hand, in this case it is also partially a consequence of the activities and international projects of C.A.R.D.O. aimed at recognising volunteering as a form of non-formal learning.

In secondary schools in Slovakia, there is no speci c subject on volunteering. It is more or less on the individual approach of teachers who decide to, for example, react to a call to join some events organised by volunteer centres or to invite an organisation working in the eld of volunteering to come and have a short presentation about volunteering. ere are some international schools that involve pupils in volunteer activities and prepare workshops on this topic.

6. FUNDING OPPORTUNITIES

In Slovakia, there is no system of nancial support targeted speci cally at volunteering, volunteer organisations and volunteer centres. Volunteer organisations have to nd funding opportunities for their activities and react to calls for applications or the o ers of di erent donors. Many volunteer programmes are funded by di erent sources; therefore there is no relevant information about the annual budget for volunteering in Slovakia.

e funding of many volunteer organisations is provided by the state through mechanisms implemented by the respective Ministries. e activities of most volunteer organisations fall under grants o ered by the Slovak Ministry of Education, Science, Research and Sport and the Ministry of Labour, Social A airs and Family. e Ministry of Education, Science, Research and Sport is an important donor for children and youth organisations which are mostly based on volunteer work. is Ministry also supports activities in the area of sport, where there are many volunteers involved. Since 2008, the Ministry has also supported work with young people. is is done through the ADAM Programme that has a part explicitly focusing on youth volunteering. Funds from the European Union are also a very important nancial source for organisations working with volunteers. ese include mainly the European Social Fund and the Lifelong Learning Programme. Access to funding from these sources is possible only for organisations with a good nancial and personnel capacity. Another source available for volunteering in Slovakia is the EU programme Youth in Action. Other relevant sources are grants for NGOs supporting social inclusion funded through the Financial Mechanism of the European Economic Area and the Slovak state budget. None of these grant programmes however, explicitly focus on the support of volunteering.

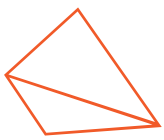
Indirect State support for NGOs is created by the assignation of 2% of paid taxes to a chosen non-pro t organisation.

Further nancial sources for volunteering are provided by regional and local governments. e support of volunteering by these sources however, is still only marginal. is statement is also supported by the results of a survey on youth policy on the regional and local level carried out in 2007. It reveals that youth volunteering is the least supported area of youth policy[7].

In recent years, several Slovak foundations have signi cantly supported civil society activities and volunteering as such. ese foundations include for example the Open Society Foundation, the Ekopolis Foundation, the Children of Slovakia Foundation, the Pontis Foundation, and the Intenda Foundation. Lately, an important role in the funding of volunteering is played by corporate foundations and partially also by community foundations that support local projects often based on volunteer work. Other nancial sources for volunteer programmes come from individuals and self- nancing activities of NGOs (training, publications, provision of services, etc.).

Indirect state support for NGOs comes from the possibility to redirect 2% of income tax to the non-profit organisation of the tax payer's choice.

Even though it might seem that there are many resources available for volunteering, the number of NGOs competing for these funds needs to be taken into account, as there are more than 23,000 civic associations active in Slovakia. Volunteer organisations may apply many fundraising strategies, but it is a big problem to nd money to support the quality of volunteering programmes. In Slovakia, there is still the need to convince Slovak donors how important it is to have a paid volunteer coordinator and other sta involved, such as supervisors, trainers, psychologists for the selection of candidates in certain volunteer programmes.



7. Brozmanová Gregorová, A. et al., 2008. Mládež - mesto - región. (Aká je mládežnícka politika miest a samosprávnych krajov na Slovensku).

7. REGULAR AND SYSTEMATIC RESEARCH

In Slovakia, no research about volunteering and its contribution is done on a systematic basis. ere has been some research, undertaken after 1989, focusing on the magnitude of participation of people in volunteering activities and a few speci c elds relevant to volunteering. Since 2004, there has been a lack of basic research in the eld of volunteering in Slovakia (see section 2 of this chapter). Any research was conducted by di erent organisations, with the use of di erent methodologies. e impact of volunteering has not been measured.

e lack of data on volunteering and its impact until 2011 was connected to di culties in the development and the recognition of volunteering which are mentioned in other parts of this report, for example:

- *No specific legislation on volunteering*
- *No system of financial support for volunteering*
- *Low prestige of volunteering*
- *Difficulties in the recognition of volunteer experience by employers*
- *No volunteer centres in some regions.*

In 2011, important research was carried out as part of the National Campaign for the European Year of Volunteering 2011, supported by the European Commission. e rst part of the research was based on quantitative methodology and focused on formal and also informal volunteering. It gathered information on the extent and intensity of formal and informal volunteering, the social pro le of volunteers, volunteer activities and organisations involving volunteers. It also presented a speci c picture of motivation, bene ts and barriers to formal volunteering. Additionally, the research focused on the experiences of volunteers with volunteer management. e second part was based on qualitative methodology and presents volunteer centres in Slovakia as an important part of the volunteering infrastructure. It also presents a prognosis for volunteering development in Slovakia for the future – this part is based on the ideas of various experts.

During the European Year of Volunteering, several articles on volunteering in di erent elds were published. Also there were many conferences and seminars carried out on di erent topics and issues relevant to volunteering.

As the most important event relevant to the eld of research, a scienti c conference focused on Volunteering as a Research Topic for the Field of Sociology and Social Work took place during 2011. At this conference, specialists de ned forthcoming research topics for the eld of volunteering.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

ere are no general tools to assure ethics and/or quality standards for volunteering.

Some volunteer organisations have their own codes of ethics and quality standards for volunteering. ese are typically connected to the area in which that speci c volunteer organisation works. Some organisations have their own code of ethics for volunteers which are

mostly created and implemented by the management of organisations. In some cases, the codes of ethics are the same for employees and for volunteers, in some they are di erent. e process of the evaluation of ethics or quality standards in volunteering is mostly an internal issue of volunteer organisations.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

ere are several ways of gaining information on volunteering opportunities in Slovakia:

1. Website www.dobrovolnictvo.sk – is is a matching and service portal for (potential) volunteers and volunteer organisations, where the public can get basic information on volunteering and can search o ers from approximately 230 organisations. ere are still not enough volunteer opportunities in several regions and rural areas in Slovakia.

2. Volunteer centres' databases and interviews – ere are six volunteer centres in Slovakia, in Bratislava, Banská Bystrica, Košice, Nitra, Trnava and Prešov. Two volunteer centres have their own volunteer database of opportunities they can o er to potential volunteers when they visit the centres.

3. Volunteer organisations and centres work on their own public relations strategies and look for volunteers through various tools, campaigns in schools, libraries, internet, media, when organising events and disseminating information about their work.

4. National Volunteer Day – Annually, C.A.R.D.O. and volunteer centres in Slovakia organise a campaign to promote volunteering. ey invite people to volunteer on speci c days (in 2011, it was held on September 23rd – 24th) in various organisations throughout Slovakia. On these days, anyone can volunteer in an organisation according to his/her choice. Organisers implement a media campaign and use various tools to attract the attention of the wider public.

5. International Volunteer Day – Every year around the 5th of December, all volunteer centres in Slovakia organise a Volunteer Award Ceremony to raise the prestige of volunteers in Slovakia. ey invite all national and regional media to broadcast this celebration.

Comparing the situation in Slovakia with other European countries, the main difference is that volunteer centres receive no regular financial support from the government or other sources - thus are not financially sustainable.

Slovakia still lacks a national campaign on volunteering. ere is a lack of funding in the volunteering sector and, until now, no strategy to in uence the government or political parties to be active in this eld. Volunteer centres and volunteer organisations have to nd their own way to approach the media. It is di cult to state whether media have interest or not in publicising volunteering – there is not su cient data on the issue. Once again, it is a question of capacity as well as funding. ose volunteer centres and organisations that have operated longer in Slovakia have their own media contacts; they can involve celebrities in their campaigns and activities; they use the internet or social networks to promote their activities and organise regular press conferences. e success of involving the media in promoted topics is largely about taking an innovative approach, having "hot" topics, valuable data, and, as mentioned before, time and capacity to establish and maintain good partnerships with the media.

10. ADDITIONAL COUNTRY SPECIFICITIES

Comparing the situation in Slovakia with Western European countries, the main di erence is that existing volunteer centres receive no regular nancial support from the government or other sources. us Slovak volunteer centres, funded mainly from grants provided by Slovak foundations and the European Union, are not sustainable. What is more surprising is that until 2011, these centres did not advocate for better conditions which would have enabled the development of volunteering in Slovakia. On one hand, there has been scepticism about cooperation with the state/government. On the other hand, the government does not have a strategy and does not call for strategic partnerships with the non-pro t sector. However, this could also be a consequence of lack of will, enthusiasm, capacity, and sometimes even the skills necessary for negotiations with state representatives.

11. RECOMMENDATIONS

ere are certain actions needed in the near future to develop a stable volunteering infrastructure in Slovakia:

National Strategy for the support of volunteering (recommendations for the government)

Volunteer centres and volunteer organisations should work on cooperation with the government and declare their interest in speci c support from government, in order to create an enabling environment for the development and ful lment of their roles.

Continuous and systematic research on volunteering

e European Year of Volunteering was a good start for continuous research on volunteering. It provided a good basis and resource for information on volunteering. However, it is necessary to develop and explore this phenomenon more deeply in cooperation with academic institutions and experts with practical experience in the eld.

Increased status and quality of volunteer centres

Volunteer centres should develop quality standards, specify their roles and functions. More volunteer centres should be established in Slovakia so that the services they provide will be available in all Slovak regions.

Quality in volunteer management

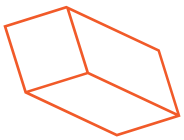
Volunteer centres should devise a strategy for involving more people of various age groups, ethnicity, social background, and make volunteering open to all. On the other hand, there are still limited volunteering opportunities available within volunteer organisations. erefore, the role of volunteer centres is to train volunteer organisations in involving volunteers and managing volunteers and to bring volunteering to those organisations where volunteering is still missing, like for instance in social care institutions, cultural institutions.

Volunteering in elementary and secondary schools

Volunteer centres should prepare a strategy for the Ministry of Education in order to create a subject focusing on volunteering in community or at least to involve the topic of volunteering into the subject of civic education, which is already part of the Slovak curriculum for elementary and secondary schools.

Volunteering as a way to foster employability

Volunteering should be recognised by employers and formal educational institutions as a tool for gaining competences for the professional as well as personal lives of volunteers. Di erent stakeholders such as volunteer centres, Lifelong Learning institutions, employers and job o ces should cooperate in order to see volunteering as relevant for employment.



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CHAPTER 2

SLOVENIA

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

In Slovenia there is no clear de nition or clearly set understanding of volunteering infrastructure. From an organisational perspective, mechanisms that support volunteering in the country are coordinated and reinforced through the national network of volunteer centres and volunteer organisations, which was set up by Slovenska Filantropija, Združenje za Promocijo Prostovoljstva (Slovene Philanthropy, Association for the Promotion of Volunteering). At the time of the writing of this chapter, the network comprised 809 member organisations gathered under the coordination of the Centre for the Promotion of Voluntary Work, within Slovenska Filantropija.

e role of the centre is to provide support to voluntary organisations and individuals and information to the wider public. e main target audiences are therefore: potential volunteers, individuals who are interested in volunteering and use the centre as a point of information on volunteer opportunities, volunteers who need training, guidance or reinforced support that their host organisations are unable to provide, organisations hosting and needing volunteers , in which case the centre ful ls the supply-demand matching function.

Advocacy for volunteering is also carried out on behalf of the network as is dialogue with major stakeholders. e ultimate goal of the centre's activity is the development of volunteering in Slovenia, with a particular concern to protect the values of volunteering, identify and lead systemic development and carry out promotion, communication to stakeholders and the public.

2. VOLUNTEERING LANDSCAPE

e Law 374 on Volunteering[1], presented to and approved by the Slovenian National Assembly on 3 February 2011, gives the de nition of volunteering and voluntary work in Slovenia as follows: *volunteering is an unpaid activity, carried out by free will, for the benefit of others or for public good*.

e law on volunteering also provides a de nition of organised voluntary work; it speci es that organised voluntary work be carried out *"within a voluntary organisation, public institutions of for-profit sector if they carry out activities for the common good at least 24 hours per year"*. Organised voluntary work can also take place in social enterprises, which are regulated by the Law on Social Entrepreneurship[2].

1. 374. Zakon o prostovoljstvu, Uradni list Republike Slovenije Št. 150-01/10-5/77 http://www.uradni-list.si/_pdf/2011/Ur/u2011010.pdf
2. Uradni list Republike Slovenije Št. 003-02-3/2011-14, 2011 – 819. Zakon o socialnem podjetništvu

In the Slovenian context, unpaid activity carried out with the purpose of education, training and preparation needed in order to obtain professional licences or study certi cates is not considered volunteering.

However, some aspects of the de nition of volunteering are still being debated. One of the largest debates, that took place between civil society and the government, concerned the functions of Board members, not considered volunteers by the government under the argument that their work is regulated by the Law of Associations, and that through their election, they are mandated to pursue a mission and therefore their work is not an act of free will.

e law on volunteering also provides a de nition for "voluntary organisation", a private organisation that works with volunteers and registers itself in a special registrar, and for "long-term voluntary work", as supposing a minimum 20 hours per week, during at least 6 months.

In Slovenia, there is no precise, accurate data on the number of volunteers. Slovene Philanthropy collected data for the year 2008 from 3226 NGOs from throughout the country. e ndings of this survey, which is the one most frequently referenced when speaking about the size of volunteering in the Slovenia, re ected that the surveyed organisations gather 180,000 volunteers, who in average contributed a bit more than 14,500,000 volunteer hours altogether, resulting in an average of 80 hours per volunteer per year. is data cannot be entirely reliable, as it does not take into account the fact that a person can volunteer in more than in one organisation, nor does it capture a signi cant part of the NGOs, as according to the Government's records there are around 23,000 associations operating in Slovenia.

Reportedly, in Slovenia there are 180,000 volunteers, who in average contributed 14,500,000 hours altogether, an average of 80 hours per volunteer per year. This data cannot be entirely reliable, given the methodology used.

In terms of the volunteer pro les, a survey done by Social Protection Institute of the Republic Slovenia[3] showed that 58,7 % of volunteers are male. e higher percentage of male volunteers is not depicted in community, social volunteer activities, however, it is believed to be so high due to male majority amongst volunteers in the eld of sport and civil protection, which are in fact the areas that gather most volunteers. As for the age distribution, it can generally be stated that the most active part of the population, engaging in volunteering, are youth and elders.

Volunteering is very well perceived in Slovenia. Public opinion, the average citizen would think of volunteering is as well-intended, humanitarian work for people in need. ere still lack of knowledge and understanding of volunteering as a form of active citizenship and of voluntary activities in other elds that social service providing. e former political system and social realities of Slovenia before its independence in 1991 was encouraging voluntary activities in a di erent, more distorted form, supporting some organisations; the social context was also set up in such a way that the government and social solidarity was providing service to the citizens and there was no acute need of relying on each other, nor reciprocity between citizens fostered.

Government nowadays sees volunteering as a resource, but not always in the understanding that voluntary organisations support, but rather as an alternative to service delivery, at better quality, lowers cost and enhanced exibility. Presidents of the Republic of Slovenia play an important role in the promotion of volunteering. For instance, the former president initiated

3. www.irssv.si

a volunteer project for intergenerational, which is run by Slovene Philanthropy. Each year the President hosts a recognition event, inviting 600-800 volunteers from across Slovenia to attend a reception in their honour, and the First Lady is o cially taking responsibilities as Ambassador for Volunteering.

According to the monitoring carried out by Slovene Philanthropy in 2011, during the year the number of Slovenians who volunteered increased by 35%, the visits on the Slovenian volunteering web portal[4] on volunteering, constantly increasing, rose to around 4.500 unique visitors per month and media produced around 40% more features about volunteering in 2011.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

e Law on Volunteering was voted by the Slovenian National Assembly on 3 February 2011 and published in the O cial Gazette and came into e ect in March 2011. e process for the development of the law started in 2003, with a rst written proposal done by NGOs. is proposal was followed by public discussions and consultations and a rst draft was handed over to the government in 2004. e government assigned it the Ministry of Labour, Family and Social A airs. In 2008, following negotiation, the Ministry of Justice and Public Administration took further the procedures on this law. In 2009 a special unit for NGOs was created within this ministry, which facilitated dialogue and negotiations with and between voluntary organisations. In the beginning of the 2010, the Ministry of Justice and Public Administration created a special dialogue forum, a cross-sector group, including ministries and NGO representatives. is group prepared the proposal for a law on volunteering, which went for public consultation in the summer of 2010, when 14 public consultations were held across Slovenia. Amendments to the draft were made, the nal discussion on the law took place in January 2011 and the National Assembly adopted it on 3 February 2011.

The number of Slovenians who volunteered increased by 35%, the visits on the volunteering web portal rose to around 4.500 unique visitors/ month and media produced 40% more features about volunteering in 2011.

Some of the most important positive aspects of the law on volunteering are the following:

1. *Provides a definition for volunteering, for organised voluntary work, for voluntary organisation and for long-term volunteering.*
2. *Outlines the basic principles of the organised voluntary work: anti-discrimination rule, protection of minors and users, transnational activities.*
3. *Defines the rights and responsibilities of volunteers and voluntary organisations*
4. *Sets as an obligation to have a volunteer agreement, even oral, with some basic elements included.*
5. *States the need to collect data on volunteers*
6. *Proposes activities aimed at supporting and recognising the value of volunteering such as national volunteer awards to be granted yearly, voluntary work being recognised as in-kind contribution in project budgets.*

Volunteering in civil protection, aimed at disaster and emergency response, falls under special regulations, concerning civil protection, the Law on Protection Against Natural and Other Disasters, adopted in 1994 and amended in 2010[5]. eir activity falls under the Administration for Civil Protection and Disaster Relief, within the Slovenian Ministry of Defence.

4. www.prostovoljstvo.org
5. Law Amending the Law on Protection against Natural and Other Disasters

e Law on Volunteering represents an important step for the development of volunteering in Slovenia. As much as the law is not the unique solution to all the challenges, it does give a good framework for volunteering. For example, one of the matters left out is the discussion around taxation. At the moment, according to the law, organisations can reimburse volunteers costs that are incurred in direct relation to having carried out the volunteer activity, such as travel expenses, meals and accommodation, if applicable, as well as compensation for the use of own resources, e.g. pro-rated use of internet at home for volunteering activities done online. e law speci es ceilings for these reimbursements, but nothing is set with regards to taxation nor is there any speci c regulation being references, which results in these reimbursements needing to be taxed.

In order for volunteering to be further developed in Slovenia and for all stakeholders to work together towards it, it is necessary to have National Strategy on Volunteering. At the moment there is no strategy set, however a special body is constituted, including government and NGO representatives, which will work together, as equal partners, to develop the strategy. In Slovenia, the governmental body responsible for volunteering is the Ministry of Justice and Public Administration, through its Service for NGOs.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

Slovenska Filantropija, Združenje za Promocijo Prostovoljstva (Slovene Philanthropy, Association for the Promotion of Volunteering) ful ls the role of National Volunteer Centre, runs and informal network of currently 809 voluntary organisations and provides the following services:

- *Direct support to members,*
- *Capacity building on volunteer management,*
- *Training courses,*
- *Information dissemination,*
- *Communication, raising profile and enhancing visibility,*
- *Management of the national database on volunteering placements,*
- *Function of resource centre, in terms of managing volunteers.*

In 2011 Slovenska Filantropija provided 144 training courses, reaching out to 2968 participants and responded to consultations coming from 2475 individuals and organisations.

In Slovenia there are no local volunteer centres, but organisations at local level take up the role of volunteering catalysts, act as focal points locally and coordinate with other volunteer management organisations.

e largest volunteer involving organisation is the Union of Fire Brigades involving at least 100,000 volunteers. Other big volunteer-involving organisations are the Slovenian Red Cross, the Slovenian Tourism Organisation, Caritas Slovenia, the Elderly People's Association, Slovenian Association of Friends of Youth, the National Scout Organisation etc. ere are also networks of voluntary organisations, movements or campaigns that gather volunteers or a set of di erent voluntary activities, under a common slogan or goal, like for instance the *Let's clean Slovenia in one day* Campaign, where voluntary organisations synchronise their actions.

5. OTHER STAKEHOLDERS

e Ministry of Justice and Public Administration set up di erent networks to support the non-pro t sector in general, and which therefore have an impact on volunteering:

1. *a horizontal national network for NGOs in general,*
2. *regional resource centres for NGOs,*
3. *thematic, professional networks in different fields, such as culture, environment, amongst which there is a Network on Volunteering, and its support was assigned to Slovene Philanthropy.*

Cooperation between the voluntary sector and the business sector grew stronger is in the last two years and fortunately it is going farther than sponsorship or donation. Employee volunteering is getting more and more interesting for companies; multinationals and large Slovenian companies are especially willing to collaborate. For example, in 2011, a company encouraged 300 of its employees to volunteer for an international community engagement campaign titled *"Make a difference day"* and also nancially contributed to the project.

Governmental institutions and public authorities in general are expressing their support to the volunteering sector primarily through their participation at the events and through giving recognition to the contributions of volunteers in their public speeches and in events. Some bodies of the public administration, mostly at the local level and less at the national level, do have employee volunteering support mechanisms.

In Slovenia, each pupil between 14 to 18 years has to do an activity of 40 hours/year to complement the formal education process: the activities include voluntary work.

Since 1996, volunteer organisations are actively collaborating with schools. Approximately half of the primary, secondary and high schools in Slovenia are actively involved in volunteering, as organisers of voluntary work and collaborating with volunteer organisations. For instance, a lot of schools organise visits to elderly homes as projects. Schools are also open to collaboration when it comes to organising, facilitating or hosting 'traditional courses' such as rst aid training delivered by the Red Cross, gatherings and education work through Scout Clubs and providing space for organisations to go into schools and do presentations and volunteering promotion campaigns. e level of collaboration depends usually on the leadership and personnel of the school, interest on the side of the director and the teachers is a pre-condition for a good collaboration.

In Slovenia, each pupil with an average age of 14 to 18 years has to do an activity, informal or non-formal education, including voluntary work, to complement the formal education process. e duration is of 40 hours per year and no speci cation is made as to what should it be, it can be any activity of their interest, related to sports, additional courses, volunteering, just that a certi cate needs to be brought as proof to the school management.

ere is a regulation in Slovenia that each high school must provide information on volunteering or have volunteering "on o er" amongst these activities, not necessarily organise volunteering activity but facilitate volunteering, by making information on volunteering opportunities available in schools. With the support of the Ministry of Sport and Education, in 2011, Slovene Philanthropy delivered to 600 school employees a 40 hours training course on how to organise volunteering activities. In fact, it nearly because a kind of competitiveness between schools, with regards to which one o ers more interesting volunteering opportunities.

Slovene Philanthropy initiated a project with the national education institute of the Slovenia to develop a proposal for the new optional class for the high-school curricula called “Community service activities” and which aims to provide a lot of information on volunteering. is proposal is under consideration at the moment.

In the cross-sector collaboration, it is usually the volunteering sector approaching public authorities and schools, as opposed to the cooperation with the business sector, where it is more likely companies to contact the volunteer organisations, seeking their expertise to be used in the development of employee volunteering schemes and corporate social responsibility programmes.

6. FUNDING OPPORTUNITIES

In Slovenia, the Ministry of Justice and Public Administration provides funds for volunteering infrastructure, disbursing both funding from the European Social Fund and the national budget dedicated to experimental development projects. e budget for infrastructure from end of 2010 till end of 2012 is 160,000 EUR, whereas the national yearly budget for projects is approximately 100,000 EUR. Voluntary organisations fund their programmes through national and local call for projects of diverse nature, under which costs for the development of voluntary activities are normally also allowed.

ere is a signi cant dependence on public calls for proposals; donations from the private sector and individuals are usually rare because of the fact that sponsorship and donation are not stimulated from the taxation regulations' point of view. ere are many organisations with a budget that consist only from membership fees, in which cases volunteers ultimately su er as these are organisations that would not a ord to reimburse any travel or other costs to the volunteers.

Calls for project proposals usually held at the national and local level for projects lasting one year. e project proposal application cycle is usually as such that for a given year the call ends in the last months of the previous year, and the resolution for the applications is announced in the rst trimester of the year of execution. Local calls for proposals follow a variety of time lines. Operational grants do not exist in Slovenia. Most of the calls for proposal have co-funding as a pre-condition and voluntary work is rarely considered as own contribution of the applicant organisation.

7. REGULAR AND SYSTEMATIC RESEARCH

ere was no detailed research done of volunteering in Slovenia. Existing research is limited to youth volunteering, to which data collected by Slovene Philanthropy from the network member organisations adds up.

e law on volunteering obliges voluntary organisations to report to the relevant ministry data of volunteers and volunteer hours along with other basic information such as age group, gender etc. Given the fact that the law was adopted in February 2011, the data will be collected for the rst time in 2012, having as reference period the second half or a few months of 2011.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

ere is a Code of ethics for organised voluntary work, which was developed and adopted by voluntary organisations in 2006. Slovene Philanthropy provides also technical support to the commission developing the Code and published information materials, such as posters and printed versions of the Code, which were distributed to voluntary organisations.

Slovene Philanthropy also published and distributed a toolkit for the involvement of volunteers in organisations, but no toolkit or guidelines on quality standards have been developed.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

In Slovenia, the rst web database of voluntary organisations was done in 2004. is rst system was providing information about voluntary organisations and their contact persons for volunteering related matters. Organisations having a pro le registered in this database could manage part of the content themselves, by publishing news and events. In 2009, the site was revised and re-designed, the web-site provides also information on volunteering opportunities. In 2011, the site[6] was upgraded with volunteer matching features, so that it now gives the possibility for individuals to register, create a pro le as volunteers, set lters and receive prompts of volunteering opportunities of interest.

prostovoljstvo.org, the Slovenian volunteer portal, was redesigned to provide more features: matching of volunteers, filtering of activities, volunteering alerts.

e promotion of voluntary work in Slovenia is mainly campaign-based. Such activities include the organisation of events with presentations of voluntary organisations, public animation activities and propaganda e.g. posters and other promotional materials displayed public places, T-shirts and gadgets. Promotion and communication strategies also include videos and adverts played in public media, volunteer stories, recognition events etc.

10. ADDITIONAL COUNTRY SPECIFICITIES

All relevant country characteristics have been outlined.

11. RECOMMENDATIONS

Some of the national level recommendations for the advancement of volunteering in Slovenia were made during a congress of voluntary work, held in Slovenia in December 2011. As per these recommendations, the government should inform all public institutions and ministries about law on volunteering and give the latter an appeal to them to implement the act. It should also foster dialog with local communities and voluntary organisations and encourage local communities to get more involved.

6. www.prostovoljstvo.org

Another widely supported recommendation is to include volunteering and service learning into school curricula in Slovenia.

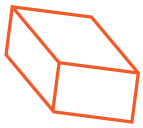
As far as the sta shortcomings in most of voluntary organisations, where there is a huge lack of professional, paid sta , the government should support employment in the volunteering sector, without which the support of volunteers and volunteering development in Slovenia is practically impossible. is personnel carries out operational tasks, such as reporting, provides support to volunteers and ensures quality for the voluntary work.

Government should also simplify project, grant reporting as well as co- nancing procedures, so that the volunteer organisations, already short-sta ed do not get overburden with administrative tasks.

On the other hand, voluntary organisations should put more emphasis on qualitative processes, supporting volunteers, taking care of their rights. Voluntary organisations should also fully cooperate between themselves and with other sectors.

We would recommend that at European level, each European Union member states commits to support the implementation of the recommendations formulated by civil society and included in the Policy Agenda for Volunteering in Europe (P.A.V.E.)[7] and overall plan their policies respecting the P.A.V.E. document.

7. http://www.eyv2011.eu/images/stories/pdf/EYV2011Alliance_PAVE_copyfriendly.pdf



Resources

EYV 2011 Alliance, 2011 – *Policy Agenda for Volunteering in Europe - P.A.V.E.*

Inštitut Republike Slovenije za socialno varstvo www.irssv.si

Prostovoljstvo.org www.prostovoljstvo.org

Republika Slovenija Urad Vlade za Komuniciranje www.ukom.gov.si

Slovenska Filantropija, Združenje za Promocijo Prostovoljstva www. lantropija.org

Uradni list Republike Slovenije www.uradni-list.si

Uradni list Republike Slovenije Št. 150-01/10-5/77, 2011 – 374. *Zakon o prostovoljstvu*

Uradni list Republike Slovenije Št. 003-02-3/2011-14, 2011 – 819. *Zakon o socialnem podjetništvu*

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CHAPTER

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Volunteering in Spain has come a long way since the return to democracy more than three decades ago and nds itself now in a moment of rede ning its identity and place in the social, economic and political landscape and is thereby characterised by a similar complexity with that of the current Spanish society. When looking at volunteering infrastructure in Spain one must take into account the complexity of the administration in the country which in uences the organisation of the civil society and of the voluntary sector in particular.

ere are four levels of administration in Spain: the state/national level managing matters of general interest; the regional (autonomous community) governments, in charge of matters of interest in the 17 autonomous communities plus 2 autonomous cities (Ceuta and Melilla in Northern Africa); the province level (diputaciones) focuses on matters that are speci c to the 50 provinces, and the local level, the one which is closest and most directly in touch with citizens, has competencies with regards to local community participation and citizenship. is political and administrative structure has as consequence the organisation of the volunteering sector at three or four level. An exhaustive analysis of the volunteering infrastructure in Spain would therefore require reference to be made to all these level. is chapter will only touch upon the national level, with some examples and references made concerning the regional level.

Given the above-mentioned complexity of the administrative apparatus, and the enormous diversity between the regions of Spain, in terms of size, population, economic development, culture, landscape etc., it is nearly impossible to have a uniform analysis of the volunteering infrastructure in Spain. Each region, province and locality has its own mechanisms designed to support, promote, channel, enhance and nance volunteering within its area of responsibility.

Volunteering infrastructure in Spain can however be considered under two approaches: on the one hand, the public infrastructure, and on the other hand the infrastructure of the volunteer sector itself, which is closely linked to the third sector, citizens' participation and is, in a way, a re ection of Spain's administrative structure.

Following Max Weber's two main logics on social activism, which set distinctions between the purposive/instrumental rationality (logic) and the value/belief-oriented rationality (logic), we can identify a reasoning that led to the creation of volunteering infrastructure both "vertically", in terms of infrastructure created by the state and "horizontally", when it comes to infrastructure created by the volunteering movement. e infrastructure for volunteering has been constituted on the basis of ideological reasons and sometimes seeking compliance with other values and purposes aimed at achieving a rationalization of the sector.

Table 1. Logic Purposive and Value Oriented Rationality

e logic of ideas Ideological logic	With the logic of ideas we refer to ideologies underlying political parties/political groups and therefore to those who govern at any given time an administration and that have an impact in the infrastructures of volunteering. e ideologies are fundamental to understand the infrastructure of volunteering in Spain. e territorial organisation of the Spanish State generates di erent ideas at national, regional, province and municipality levels. is means that we have similar ideas (conservative, liberal, socialist) or very diverse ones that are then mirrored into measures and services equally similar or di erent depending on the territory.
Normative logic	By normative logic we mean the set of rules and laws (in any form: Law, Decree, Order, Statute of Autonomy, etc.) that have been used by governments to regulate volunteering or the regulations that the organisations themselves have made.
Organisational and Executive Logic	Here we refer to agencies that manage volunteering policies that di erent administrations put forward. Such bodies can be only administrative or also mixed, that meaning that there is participation of the voluntary movement.
Control Logic	By control logic we mean all the instruments that governments have created to control the organised voluntary movement. ese control systems have an accreditor or enabler character since they are used to legalise and by that empower an organisation or to accredit them in order to nance them.
Economic Logic	We understand that economic logic is what allows volunteering organisations to create di erent sets of funding.
Informational Logic	e means by which the national and regional governments advertise volunteering. Media, publications, events etc.

Table 2. Logics (1) of the Vertical Infrastructure for Volunteering

e logic of ideas. Ideological (2)	Conservative. Liberal. Social-Democrat Mixed-Mediterranean	Which are present in governments: general, regional or provincial/ local.	
Normative logic	Standards and Regulations for establishment, operation, funding of voluntary organisations.	Type	Law, Decree, Order, Statute of Autonomy
		Scope	National, Autonomous, Provincial, Regional, Local
		Extension	All types of volunteering: social, environmental, cultural, civic volunteering, etc.
Organisational and Executive Logic	Public Organisational Structure	General admin. bodies, autonomous and provincial	• Ministry, Departments, Agencies, O ces, etc. • Directorate (Welfare, Culture, Education, Justice, Interior, Environment) • Provincial Delegation
		• Joint bodies: Administration and voluntary organisations of coordination and consultation. • Public foundations. • Unique entities: ONCE, Red Cross, Caritas. • Boards, Commissions, Institutions	
	Volunteering plans	Extension or eld	National, Autonomous, Provincial, Regional, Local
Control Logic	Registers with accreditor and enabler character	General or speci c	National, Autonomous, Provincial, Regional, Local
		Territorial scope	Associations, Foundations by volunteering areas (social, cultural, environment, development cooperation)
Economic Logic	Programmes	Grants and/or concerts and/or agreements	Indirect: Universities, etc. Directly to NGOs: National, Autonomous, Provincial, Regional, Local
Informational Logic	Promotion and support. Analysis and Diagnosis	Conferences and workshops	National, Autonomous, Provincial, Regional, Local
		Publications Web, Media	National, Autonomous, Provincial, Regional, Local
		Observatories, Studies	National, Autonomous, Provincial, Regional, Local
		Conferences and meetings Reports, Surveys	National Congress, Congress or Conferences Autonomous, Provincial, Regional, Local

Source: Compiled by the author, Ariño A. (Dir) (2007:540), Ballesteros (2010)

Table 3. Logics of Horizontal Volunteering Infrastructure

		Primary volunteering organisations	Secondary volunteering organisations
Ideological	Conservative Liberal Social-Democrat Dissident	Religious Civic (political) Environmental Philanthropic	Di erent schools of thought coexist and socio-political analysis
Normative logic	Private-public standard. National or regional ethical codes. (Plataforma del Voluntariado de España, PVE)	• Legal statutes or attested documents (National, Autonomous, Provincial, Regional, Local) • Internal regulations	Statutes (Platforms, coordinators) Code of Ethics Statements Manifestos
Organisational and Executive Logic	Public-private organisational structure	Organisations (Federations, networks or platforms)	Coordinators, Platform Networks (National, Autonomous, and Provincial)
		Directive bodies Executive bodies Control bodies	Joint bodies: Councils, National and Regional Committees
		Mixed bodies	
Control Logic	Records	Internal volunteers or federal entities	Associated members.
Action Logic	Plans, programs and projects		
Economic Logic		Grants and concerts. Donations. Remunerated activities.	Grants and concerts. Donations.
Informational Logic	Promotion, support. Analysis and Diagnosis	Publications, studies. Web, Media	Publications, studies Web Media. Observatories Conferences and meetings. Reports, Surveys, etc.

Source: Compiled by the author, Ariño A. (Dir) (2007:540), Ballesteros (2010)

(1) Each of these logics in the creation and maintenance of the infrastructures are done at national, regional, provincial or even at local level.
(2) e ideas underlying the design, implementation and functioning of the infrastructures are essential since they mark their direction and shape and they can even be in contradiction because the di erent levels of the administrative bodies can be in uenced by di erent ideas.

Functionality of the different infrastructures

e di erent actors forming the infrastructure for volunteering ful l a variety of roles, according to the logic or reasons that inspired them and the form they take. Volunteer organisations, in their vast majority, take the legal form of associations or, less frequently, foundations.

e exception to this are organisations considered a "unique entity" (Entidades Singulares), which are overseen by the state, such as the *Spanish Red Cross*, *Caritas*, *National Organisation for the Blind (ONCE)*, which play a major role in social policy and also have large volunteering programmes. In order to ensure coordination and have a stronger weight in dialogue with di erent stakeholders, volunteer organisations created networks at di erent levels. Such are for instance the provincial networks (federations or platforms), regional platforms and national ones respectively. ese bodies have the role of promoters and supporters of volunteering. For an organisation, belonging to a network or platform supposes legal and social support, as well as a self-acceptance of internal regulations and code of ethics.

On the other hand, government bodies have also established structures aimed to keep volunteering under the radar, promote, organise, promote and fund volunteering. e forms that these bodies have adopted are: Directorate General within a Ministry, Councils in some of the regional governments, regional agencies of volunteerism or institutes for volunteering in others and o ces for volunteering in many provinces and cities in Spain. In most regions, these structures have joint, public and NGO participation.

Governmental structures for volunteering have certain control mechanisms over organisations, not only in terms of their registration policy but also through their funding policies. One may argue the degree of independence of voluntary organisations if we consider that public authorities can decide on the needs and issues in the volunteering sector for which funding is dedicated.

e role of analysis, research and dissemination of information is carried out mainly by platforms and volunteer resource centres, whether alone or in collaboration with public entities at the national or regional level. e national platform and some of the regional structures established Volunteer Observatories[1] for this purpose. eir e orts are disseminated through digital magazines, newsletters, publications and events, such as congresses, conferences and training courses.

2. VOLUNTEERING LANDSCAPE

e most widely accepted de nitions of volunteering could be considered those that have been included in the di erent laws that have been published. In Spain there is currently one national law on volunteering and 15 regional laws, presented under the sub-chapter on legal framework.

According to Spain's Law 6/1996 on Volunteering, the concept of volunteering refers to general

1. Such are the observatories established geographically: Observatorio Nacional del Voluntariado, or thematically: Observatorio Andaluz de Voluntariado Universitario, Observatorio de Voluntariado Corporativo etc.

activities, developed by individuals, provided they are not carried out under an employment relationship, civil service, commercial or any other form of payment and meet the following requirements:

1. *Are characterised by altruism and solidarity.*
2. *Are carried out by free will, without any personal or legal obligation.*
3. *Are carried out without payment, without prejudice to the right to reimbursement of expenses incurred in the performance of the voluntary activity.*
4. *Are developed through private or public organisations and under programmes or projects.*

e law excludes therefore all forms of voluntary action that is isolated, sporadic or carried out by individuals for family reasons, friendship or good neighbourliness, and makes speci c reference to the fact that the role of voluntary activity is in no case to replace remunerated work.

In Spain, there is currently a void in terms of data on volunteering nationwide. is aspect was highlighted by researchers in the eld and was also one of the ndings in the reports *"Diagnosis on the status of volunteering in Spain" (2005, 2011)* prepared by the Plataforma del Voluntariado de España (PVE) and published by the Ministry of Labour and Social A airs and Ministry of Health, Social Policy and Equality respectively, and which in 2005 revealed "the absence of data or updated statistics on volunteering in Spain" and the "absence of a reliable record of volunteer organisations", con rming in 2011 that the problems identi ed previously, regarding the lack of data, "remain valid". ere are serious contradictions or methodological shortcomings with translate into results limiting themselves to speci c sectors or speci c geographical areas.

Meanwhile, the report *"Study on Volunteering in the European Union"* (2010) states " ere is no exact information on the number of volunteers in Spain. However, according to the data gathered through the interviews, the number of volunteers in 2005 reached 5 millions, which represents 12% of the population. Other sources suggest that the number of volunteers stood at around 1.1 million in 2002".

The Spanish Law on Volunteering makes specific reference to the fact that voluntary activity is not intended to replace remunerated work.

e study of PVE entitled *"The profile of volunteering within Plataforma del Voluntariado de España" (2008)* focused on social volunteering counted around 800,000 volunteers in Spain. is gure is similar to that provided by the Yearbook of the Fundación Luis Vives, where the Social Action ird Sector (Tercer Sector de Acción Social-TSAS) is considered to gather around 873,171 volunteers, of which nearly three in each ten volunteer in a "unique entity" type of organisation.

Meanwhile the March Barometer[2] of the Centre for Sociological Research Study No. 2864, issued in March 2011 concluded that around 31% of the population 18 years and older declare having volunteered at some point, in one of the areas speci ed. Other sources estimate that 17% of the adult population has carried out volunteer work in 2011.

ere is therefore great ambiguity about the data collected, ranging from 800,000 volunteers to an estimated 3,300,000 people. e gures are so di erent that the reliability of these surveys can be questioned.

In terms of gender, according to the TSAS Yearbook (2010) here are more women (63.1%) volunteering than males (36.9%). As for the age of the volunteers, according to the same study

2. CIS·Centro de Investigaciones Sociológicas. 2011. Estudio nº 2.864. Barómetro de marzo. Available at: http://www.cis.es/cis/opencms/-Archivos/Marginales/2860_2879/2864/Es2864.pdf

shows that, within the entities responding to the survey, about half of volunteers were under the age of 35, more concretely the proportions were: 42.6% of the volunteers were 18 and 35 years, 32.5% were 36 to 55 years, whereas 22.3% were senior volunteers, above 56 years, of the latter over a third were above the age of 65.

Perception on volunteering

Given the lack of general studies that we have in Spain, there are no general surveys on volunteering. e diagnosis made in 2011 about volunteering states that in Spain there are no measurements on the social image of volunteering, in other words how society sees volunteers, or on the phenomenon of volunteering in the eld of social action.

It also adds that, in general, being a volunteer is associated with *the idea of joint action, unselfish and the concern of the general well being of the society in which he lives*. In this sense it can be said that "solidarity" is an important value for the Spanish society. According to the data of the Eurobarometer (Spring 2008), for Spanish citizens the value of solidarity was slightly above the European average. Solidarity is a value as important as "freedom" and would be the seventh most important out of the twelve values that the EU considers as European values.

e experience of volunteer organisations shows that society highly values volunteering and solidarity, although citizens in general are yet to include volunteering and solidarity in their basic culture as a core form of social participation. Organisations are supportive of the idea that schools should join the e ort of educating for values and promote volunteering and solidarity.

In 2001 *Fundación Lealtad* came into being. *"Fundación Lealtad is an innovative nonprofit institution founded in Spain in 2001. Its mission is to promote the trust and confidence of the Spanish society in NGOs, to achieve an increase in donations as well as any other type of collaboration with NGO. It offers individuals and companies independent, objective and consistent information on NGOs, to help them decide which NGO to collaborate with, and guide them monitoring their donations. This information is based on the analysis of transparency that Fundación Lealtad provides free of charge to those NGOs who voluntarily request it."*[3]

Current overview of volunteering

Over the past two decades volunteering in Spain has been evolving, adapting, modifying its pro le and functionality under the welfare state. Along with the traditional care-charity volunteering, more modern, professionalised, innovative forms and areas for volunteering appeared.

e information society and new technologies also in uenced the approach to volunteering and its organisation. *Online volunteering* has an increasing impact and e-activism developed as advocacy strategy. e increase in life expectancy and improved health and living conditions resulted in a growing interest for *older people* to volunteer. *Environmental volunteering* is emerging, to support social ecology and environmental activism, thus going beyond the classic conservationism approach. *Volunteering associated with major events and emergencies* has considerably increased, as short-term involvement. *Corporate volunteering* and *employee volunteering* are new ways to volunteer, which derived from the concept of corporate social responsibility; they are still incipient but have a great potential for expanding.
It should equally be noted that there are critical aspects in the current state of volunteering in Spain. ere is a shift in the motivational process towards a self-centred focus, reinforcing one's

3. www.fundacionlealtad.org

CV, expanding the social network, from the initial, solidarity driven motivation. ere is also the tendency to institutionalise and "instrumentalise" volunteering, whether this is done by NGOs or public institutions, employees, businesses, media etc. ese trends run the risk of not capitalising on spontaneous volunteers and become overly focused on market principles, such as management, e ectiveness, e ciency, pro tability.

Moreover, the state has transferred to the third sector social responsibilities that were, should or could be of the state. ese transfers are caused by the change in the concept of citizenship and the growth of the third sector. e third sector has in fact grown signi cantly in the past decades, and these changes were driven by social dynamics and, supported by the state, the third sector found itself in a process of institutionalisation and empowerment in the delivery of social services. Within the third sector, voluntary organisations play a signi cant role, especially in the context of social policies and have increasingly gained an image as service providers, to the detriment of their initial alternative ethics essence.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

ere is a complex legal framework for volunteering in Spain, following the complexity of the country's administrative structure. Below are the laws on volunteering that exist in Spain at the national and regional levels.

General legislation - National level	Law 6/1996, January 15th, of volunteering. Law 23/1998, July 7th, on International Cooperation and Development Order of October 11th, 1994, in which the voluntary activity is regulated in the public centres that teach the general system. Order of October 9th, 1995, that regulates cultural volunteering.
General legislation - Regional level	Law 9/1992, October 7th, on Social Volunteering in Aragon. Law 3/1994, May 19th, on Social Volunteering in the Community of Madrid. Law 4/1995, March 16th, on Volunteering in Castile - La Mancha. Law 1/1998, February 5th, on Social Volunteering in Extremadura. Law 2/1998, March 27th, on Volunteering in Navarra. Law 7/1998, May 6th, on Volunteering in Rioja. Law 4/1998, May 16th, on Volunteering in Canary Islands. Law 3/1998, May 18th, on Volunteering in Balearic Islands. Law 17/1998, June 25th, on Volunteering in Basque Country. Law 3/2000, December 22nd, on Volunteering in Galicia. Law 4/2001, June 19th, on Volunteering in Valencia Community. Law 7/2001, July 12th, on Volunteering in Andalusia. Law 10/2001, November 12th, on Volunteering in the Principality of Asturias. Law 5/2004, October 22nd, on Volunteering in Murcia. Law 8/2006, October 10th, on Volunteering in Castile and León.

In Spain, the competency on volunteering at the national level is split between several ministries. As such, the Ministry of Health, Social Services and Equality has a Sub-directorate for NGOs and Volunteering, dealing with volunteering issues in general. Within this Ministry these is an important consultative body, the State Council of Social Action NGOs, which gives

a platform for dialogue between social NGOs and the national government. e Institute for Youth, INJUVE - Youth Institute, under the same Ministry is tasked to promote volunteering among young people and manage European programmes, such as the European Volunteer Service. e Directorate for Civil Protection, within the Ministry of Interior is the governmental body responsible for civil protection volunteers. e Ministry of Environment, Agriculture and Fisheries is responsible environmental volunteering, and the Ministry of Culture for cultural volunteering.

Similarly, at the regional government level there are departments (*consejerias*), replicating the role of directorates in the ministries at the regional level, in the eld of social services, environment, culture etc. ese have therefore legislative and policy competences on volunteering at the regional/autonomous community level, environmental or cultural volunteering being for instance linked to these regional government departments. In local administration, at provincial or city level, there are also usually personnel responsible for social, civil protection, environmental and cultural services, who will deal with volunteering matters in the respective area of responsibility.

ere are a series of issues in the current legislation on volunteering. For instance, there is some ambiguity in the legislation that allows for the term "volunteer" to be used in di erent situations where volunteering may be questionable, such as members of professional associations, non-democratic organisations, corporate organisations, political activists etc.

ere is also a need for more clarity in the legislation with regards to the role of organisations and volunteers in providing community services within the welfare state. is is also the case for volunteers' insurance and reimbursement of direct costs incurred, for the participation of volunteer organisations in the policymaking, and for funding for volunteering infrastructure.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

e structure of the non-pro t sector in Spain is complex, re ecting the complex administrative structure of the state at di erent levels, national, regional, provincial and local. ese aspects as well as the networking within the non-pro t sector involved in volunteering are explained also in the rst sub-chapter, particularly under the functionality of the di erent infrastructures.

e main non-governmental structure for volunteering coordination, promotion, advocacy and support, at the national level is *Plataforma del Voluntariado de España (PVE)*. PVE was established in 1986 and currently comprises 78 organisations at regional and local level, including regional and provincial platforms, "unique entities", such as the Spanish Red Cross, Caritas, ONCE, Spanish branches of international organisations such as Medecins du Monde etc., which according to the internal surveying account for 900,000 volunteers across Spain. e PVE is considered to be a benchmark for the coordination and systematisation of voluntary action in Spain.

Most of the autonomous communities have regional platforms or voluntary associations ful lling the same function. National and regional platforms in many cases act as resource centres for volunteering, and carry out activities of promotion, consulting, training, research and advocacy. ere are other networks not exclusively dedicating their e orts to volunteering

but closely linked to it, such as the *Platform of NGOs of Social Action* and the *Coordinator of Development NGOs*, *The European Network for Combating Poverty and Social Exclusion in Spain (EAPN-ES)*.

All Spanish savings banks have the obligation to dedicate effort and funding to social matters, the so-called "obra social" - the bank often also support volunteering by funding or by promoting corporate volunteering programmes.

Recently, the *Spanish Third Sector Platform* came into being, encompassing mostly volunteer organisations, and aiming to be an agent of cohesion and coordination to defend the value of the social NGOs, the welfare state, social rights, and better the public-private partnership for the bene t of disadvantaged people. e seven organisations that make up the new initiative are the Platform of NGOs of Social Action, Plataforma del Voluntariado de Espana (PVE), the European Anti-Poverty and Social Exclusion in Spain (EAPN), the Spanish Representatives of People with Disabilities (CERMI), the Spanish Red Cross, Caritas Spain and the Spanish National Organisation of Blind (ONCE).

Other organisations and networks that bring together multiple organisations that provide services to entities or volunteers are *COCENFE*, the network of organisations of disabled people and foundations such as the *Fundación Luis Vives*, working to strengthen the social third sector.

e networking and cooperation between di erent volunteer organisations in Spain is a relatively recent. ere are still some features of individualism among organisations, including some competitiveness, however there is consensus in understanding the need to join e orts to better support and voice volunteering in Spain.

5. OTHER STAKEHOLDERS

Volunteering in Spain is mainly supported by public and non-governmental, volunteer organisations. Public authorities develop policies and programmes aimed to promote and support volunteering at the national, regional, provincial and local levels. For instance, a type of volunteering that is encouraged directly by the government is volunteering at public events, sports competitions, and cultural and social events. Civil protection is equally an important state-supported area; municipalities have a large number of civil protection volunteers, however they have a special status with respect to the volunteering sector.

Other public entities that directly promote volunteering are universities. Nearly all Spanish universities have their own programme of promotion of volunteering, in collaboration with NGOs, and of recognition of volunteering. In these universities, there are for instance systems that enable students to obtain credits in exchange for their voluntary social commitment and volunteering experience, under the European Credit Transfer and Accumulation System (ECTS)[4].

In addition to the above, there are entities dedicating e ort and funding to social matters, the so-called *"obra social"* that all Spanish saving banks are obliged to have. Savings banks in Spain are private entities with a strong representation of public authorities in their management bodies. ese entities often have programmes to promote and support voluntary, either by way of funding or by promoting corporate volunteering programmes. Some examples are Obra Social La Caixa of the La Caixa Savings, Obra Social Caja Madrid etc.

4. Course descriptions contain 'learning outcomes' (i.e. what students are expected to know, understand and be able to do) and workload (i.e. the time students typically need to achieve these outcomes). Each learning outcome is expressed in terms of credits, with a student workload ranging from 1 500 to 1 800 hours for an academic year, and one credit generally corresponds to 25-30 hours of work. http://ec.europa.eu/education/lifelong-learning-policy/ects_en.htm

Businesses also have a role to play in supporting and promoting volunteering. Corporate social responsibility is a relatively new matter in Spain, meaning that the promotion of corporate volunteering is still in development. Yet there are already some great experiences among companies developing employee volunteer programmes for its employees, either directly or through their own foundations, such as Fundacion Telefonica, Alcoa Foundation etc., or members of the Club Sostenibilidad.

6. FUNDING OPPORTUNITIES

e Diagnosis on Volunteering developed by the PVE and published by the Ministry of Health, Social Services and Equality states[5] that " e Central Government and the regional governments fund programs and activities developed by volunteers in NGOs, but there are no public data available on what economic element is linked to voluntary activities. Beyond of what exists in the State Budget, and their equivalents in the Autonomous Communities as well as the granting of funds. It is also di cult to nd information on how much do the Autonomous Communities invest in volunteering, in relation to what they're supposed to do and, therefore, to evaluate the changes. As the Spanish Volunteering Platform stated, " only the Andalusia Plan and the Basque Plan on Volunteering show the economic items necessary for the implementation of each of the actions. In the rest of the plans it doesn't appear at all or it only indicates that it is the government of the community the one in charge of distributing the budget items."

With regards to the sources of funding, volunteer organisations[6] are still heavily depending on the state, estimated to providing in average about 57% of the funding, whereas private funding is situated around 38%. Governmental funds can be obtained only by those organisations that have national presence. Foundations receive from the stare 39 % and are self-funded in a proportion of 43%.

Sources of funding

Donations	4.85%
Private donations	9.54%
Fees	11.21%
Sale/jobs	7.09%
Ra es and lotteries	2.32%
Community subsidies	0.97%
State subsidies	9.35%
Municipal subsidies	12.94%
Regional subsidies	41.49%
Other forms	0.81%

Source: (J.A)(2004:139) and compiled by the author.

5. Diagnóstico de la situación del voluntariado de acción social en España (2011). Madrid. Ministerio de sanidad, política social e igualdad.
6. Rodríguez Cabrero, G.,(Coor.) (2003:181)

7. REGULAR AND SYSTEMATIC RESEARCH

During the last 20 years several renowned researchers have worked on volunteering, basically, describing and analysing di erent aspects of it. Given the complexity of the phenomenon it is di cult to analyse volunteering without needing to split it into di erent elements for study, from di erent perspectives, such as psychological, sociological, economical, political etc. All these research studies have led to theories and models of interpretation, which depict the diversity of volunteering.

ere are however structural constraints in carrying out research in the sector, and most of the studies and reports have described the di culties they face. Some of the di culties described by researchers are: the di culty of de ning a volunteer and volunteering; the lack of accurate statistics that would allow probabilistic analysis; the weak collaboration of organisations that can provide accurate data on volunteering; the lively and dynamic character of volunteering; the institutionalization of volunteering; the incommensurability of altruism; the strong dispersion of information sources within the public administration.

The concept of quality in volunteering is relatively new - there is little awareness of it on the side of volunteer organisations.

As previously mentioned, several Volunteering Observatories have been established at the national and regional level in order to study and analyse volunteering permanently. Progress has been made in the research on volunteering and that is re ected in the production of literature (systematisation of practices, scienti c articles, doctoral studies dissertations, regional research etc.). However, with the exception of speci c studies, literature is generally based on secondary sources. It can be said that in the last ve years there has been little information on volunteering in Spain based on primary sources, and that the lack of uniform and comparable data on volunteering at regional and national level is a major challenge faced by researchers in the eld.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

In Spain, in the eld of volunteering, ethics and quality are not seen as interrelated. e concept of quality volunteering is relatively new and there is little awareness of it on the side of volunteer organisations. us only large national organisations have begun processes to improve operations, practices and to evaluate results. Governmental institutions are trying to promote a quality approach with NGOs, with the aim of improving their e ciency and e ectiveness.

ere is a Code of Ethics for volunteering and volunteer organisations, designed by the Plataforma del Voluntariado de España and approved by its General Assembly in 2000. Moreover, organisations working in cooperation for development adopted their own ethical code in 1998 and revised it in 2008.

Di erent governmental bodies implement other systems of quality control of volunteering, but these control systems are almost always linked to funding processes.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

e dissemination and encouragement to volunteer are carried out by di erent entities in Spain. According to surveys made, the main and most e cient way to attract and recruit volunteers in Spain is personal testimonies. Most organisations therefore disseminate their activities and recruit volunteers through its committed members. e volunteering platforms are the national, regional and provincial level, promote volunteering, recruit and orient volunteers towards di erent organisations.

ere are several websites that are an important resource for the di usion, guidance and referral of volunteers in our country, such as www.hacesfalta.org. ere are also institutional campaigns, carried out in regions and municipalities on signi cant dates, such as the International Volunteer Day.

10. ADDITIONAL COUNTRY SPECIFICITIES

As previously mentioned, particularly in the context of the current economic crisis, the state has transferred some responsibilities for social services delivery to the third sector.

is resulted in an empowerment of the third sector, which in the last years grew into an overburdening in terms of expectations from voluntary organisations to tackle social problems.

ese developments make volunteering lose some of its essence of ethical alternative to the established socio-economic systems and turn it more and more into a service provider, which can lead to contradictions if not confrontations with other organisations and even with the market.

e lack of reliable data on volunteering poses serious problems in completing studies and analysis on volunteering. It becomes therefore a challenge for the coming years to create a system that allows accurate data to be produces, avoiding excessive control which would eliminate the essence of volunteering. is problem is twofold.

On the one hand voluntary organisations are not overly concerned about knowing the real micro and macro data on volunteering. is is a great unconsciousness because in this way, it will be di cult to know the size and characteristics of volunteering, to promote and advance it, and to empower volunteer organisations by having evidence based information on the important role they play in the society. In many cases organisations do not have reliable data on the number of volunteers and basic data on them. At best, they have a record of personal data that serves recruitment purposes, but cannot feed into a broader pro ling of volunteering.

On the other hand public authorities do not seem to have realised the important role that volunteering not only as a service provider but also as a backbone and catalyst of values in our society. A re ection of this lack of understanding is the fact that, to date, there isn't any basic study from the national or regional Statistical Institutes on volunteering.

11. RECOMMENDATIONS

From a Spanish perspective, it is fundamental to implement measures without which any analysis of volunteering in Spain would be incomplete.

First and foremost it is necessary to measure volunteering in Spain, both carried out individually and within organisations, determine its size, impact and characteristics and use this data to inform volunteering policy or policy in area that have an impact on volunteering. In that sense the methodology recommended to be used is the International Labour Organisation Manual on the Measurement of Volunteer Work issued in 2011.

Moreover, it is necessary to de ne the role of volunteering and voluntary organisations within the welfare state, even more in the context of the current economic crisis. ere needs to be more clarity on responsibility boundaries with regards to the role that governmental entities are taking up or leaving void, and the role that volunteers and volunteer organisations are willing and able to assume.

irdly but not lastly, there needs to be more consistency, countrywide, with regards to the funding made available for volunteer organisations.

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CHAPTER 2

SWITZERLAND

VOLUNTEERING INFRASTRUCTURE

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Volunteering infrastructure is the series of basic organisational systems, mechanisms and tools necessary to provide a setting in which volunteering can be carried out in an e cient and safe manner, while contributing to the positive development of society.

A proper volunteering infrastructure should operate with a clearly de ned and established legal framework, proper funding and an organised and balanced network of volunteer centres, which are readily accessible to the public on all levels. In addition, it ought to have an active role in government policies in order to be able to defend and support the rights and duties of volunteers.

e infrastructure should promote, aid and facilitate volunteering.

Volunteering in Switzerland is quite popular and generally perceived as a positive quality in society and in a person. Herbert Ammann, Director of the Swiss Society for Public Good (www.sgg-ssup.ch), which helps promote volunteering in Switzerland, has said that the Swiss could be designated as a nation of volunteers. e concept of volunteering in Switzerland is very deeply rooted[1].

However, Switzerland has quite a long way to go to achieve the quality standards and participation rates of other countries, such as the Northern European nations or the United States. In Sweden, Norway, Holland and the United States of America, more than 50% of the population is involved in volunteer activities[2].

2. VOLUNTEERING LANDSCAPE

From a governing point of view, Switzerland is a direct democracy with a federal government system. is means that decisions regarding social work and local organisations are typically made locally and not at federal level. e local approach is reinforced even more by the fact that Switzerland has four o cial national languages and four linguistic regions for a population of just about 7 million inhabitants. German is spoken by 63.7% of the population, French by 20.4%, Italian by 6.5%, and Romansh by 0.5% respectively. While English is not an o cial national language, its use has grown in importance over the past few years.

e Federal Statistical O ce[3] (SFSO) de nes volunteering as an unpaid, non-pro t involvement in culture, environment, sports and politics or social and church-based activities. is work can be performed within the framework of an organisation or an institution, but also as informal or spontaneous work. Furthermore, the SFSO distinguishes between organised or formal volunteering and informal volunteering, de ned as follows: *'Organised or formal volunteering includes honorary and associative activities carried out within the framework of associations and*

1. Leybold-Johnson, Isabel 'Swiss Remain a nation of volunteers' swissinfo.ch, Dec. 13, 2011. www.swissinfo.ch/eng/swiss_news/Swiss_remain_a_nation_of_volunteers.html?cid=31726854
2. http://www.cev.be/data/File/FactsandFiguresSweden.pdf
3. www.statistics.admin.ch

institutions.' On the other hand, informal volunteer work encompasses *"neighbourly assistance, the minding of the children of third parties, transport, gardening etc."*[4]

Jacqueline Bühlmann and Beat Schmid[5] carried out the rst Swiss national study on volunteering in 1999 by means of telephone interviews with 16,200 people of Swiss nationality or with a residence permit. Two years later, an even more general study of the Federal Statistical O ce published results on the basis of the 1997 population census. e study showed that 25% of the Swiss population carried out a volunteer activity, corresponding to 44 million hours per month, which equates to approximately 248,000 full-time jobs[6]. According to the same data, informal volunteering occupied almost as important a place as formal volunteering: 23% of the resident population, that being approximately 1.4 million people, provided services to third parties free of charge[7].

25% of the Swiss population carried out a volunteer activity, corresponding to 44 million hours per month: approximately 248,000 full-time jobs. Informal volunteering occupies almost the same population: 23% of the total.

e new census data of the 2010 SFSO survey indicates that volunteering in Switzerland is still quite popular, as "33% of the resident population in Switzerland aged 15 and older was involved in at least one form of formal or informal volunteer work in 2010". While more men are active in formal volunteer work, performed through an institution or organisation (23% of the resident population for 16.9% of the women), women are considerably more involved in informal activities (22.7% vs. 13.9%), such as helping neighbours, looking after children and assisting relatives and friends.

e largest number of both male and female volunteers are involved with sports associations, although the percentage of men is signi cantly higher. is sector is followed by cultural associations, as well as interest groups for men, while women tend to participate in social/ charitable organisations and church institutions. Volunteering for political parties and agencies is the least popular of the formal volunteering opportunities. Again, men are slightly more active than women in this sector[8].

e time spent doing volunteer work is on average 2.6 hours per month of formal work and 2.7 hours of informal work. However, active volunteers spend nearly half a day per week performing unpaid work. To put things into context, '640 million hours were spent on volunteering in 2010' while '755 million hours of paid work were carried out in the entire healthcare and social sectors in 2008.'

On average, volunteer involvement gradually increases with age for both men and women until they reach the 40-54 age bracket, when a slow decline begins. e SFSO survey states that "in general, people with higher educational attainment, the employed, as well as people engaged in domestic work and those living in a household with a couple and children are also those who tend to volunteer with an organisation or institution. is pro le applies to both men and women; however, the participation rates for the latter are consistently lower"[9].

In Switzerland, there is no o cial di erence between long-term and short-term voluntary service, although both forms are practiced in the country[10].

4. Volunteer work in Switzerland, Federal Statistical O ce, 2001, www.bfs.admin.ch.
5. Jacqueline Behlmann, Beat Schmid. Du travail, mais pas de salaire. O ce fédéral de la statistique, Neuchâtel, 1999.
6. Le travail bénévole en Suisse (2001) and the Rapport sur le travail bénévole en Suisse (2004), the FSO, www.bfs.admin.ch/bfs/portal/fr/index/news/publikationen.Document.49526.pdf.
7. Federal Statistical O ce (FSO) and iyv-forum.ch. Le travail bénévole en Suisse. Neuchâtel, Switzerland, 2001.
8. Federal Statistical O ce (Federal Department of Home A airs) "Volunteering in Switzerland 2010", www.bfs.admin.ch/bfs/portal/en/index/news/publikationen.html?publicationID=4555.
9. Swiss Labour Force Survey (SLFS): Unpaid work 2010.
10. AVSO & CEV Project: e Legal Status of Volunteers 2005. "Country report on the legal status of volunteers in Switzerland".

Involvement rates in smaller communities, with less than 2000 inhabitants are higher than in urban centres.

According to the latest study by the SFSO[11], there are di erences with regard to formal voluntary work in each of the linguistic regions. e rst outstanding characteristic is that the percentage of people involved in voluntary work is notably larger in German-speaking Switzerland than in the French and Italian-speaking regions. e regions of Lake Geneva and Ticino are far below the national average, while the Zurich area is slightly higher. Central and Eastern Switzerland have the highest participation rates, while the Central Plateau and North-western Switzerland barely reach the average. Voluntary participation in sports is the main cause for these regional disparities.

We encounter similar, but less pronounced, distinctions between the linguistic regions in regards to informal voluntary work as with formal volunteering. As with formal activities, Swiss German residents are more participatory than those living in the French and Italian-speaking regions.

For formal volunteer activities, the involvement rates in rural communes with less than 2,000 inhabitants are higher than in urban and larger communes. e urban agglomeration areas are around the Swiss average. As for informal voluntary activities, the tendency is very similar, although perhaps less evident[12].

In its 2010 publication[13], the SFSO distinguishes eight types of volunteers: (1) Avid Volunteers: those who carry out formal and informal volunteer work and make monetary contributions to charity; (2) Volunteers: those who also participate in formal and informal activities but do not give to charity; (3) Formal Plus: formal volunteers who donate to charity, while (4) Formal volunteers do not give to charity, but do carry out work in the formal sector. Similarly, (5) Informal Plus are informal volunteers who contribute to charity, and (6) Informal volunteers do not give to charity; (7) Charity Donors are non-volunteers who make contributions to charities. Lastly, (8) Non-volunteers are those who do not volunteer nor donate money.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

In the last ten years, there have been numerous governmental drafts to support voluntary work in Switzerland, but in almost every canton, the e orts have not gone beyond the discussion stage. us, to date, there is no nationwide legislation concerning voluntary work or volunteerism.

ere is however one exception: the Law on Youth Vacation (Art. 329e OR – Obligationenrecht SR 220 über Jugendurlaub). is law allows the employee to take one working week o every year in order to perform an unpaid directing, supervising or advising activity in a cultural or social organisation as well as the necessary further training. e person would have to be less than 30 years old. It has been problematic making this law known to the public and to employees. For this reason, it has not been widely applied or used[14].

11. www.bfs.admin.ch/bfs/portal/en/index/news/publikationen.html?publicationID=4555
12. Jacqueline Schön-Bühlmann: Freiwilligenarbeit in der Schweiz: Unterschiede nach ausgewählten regionalen Gliederungen (Voluntary work in Switzerland: Di erences based on selected regional divisions). FSO, Neuchâtel, 2011.
13. www.bfs.admin.ch/bfs/portal/en/index/news/publikationen.html?publicationID=4555
14. AVSO & CEV Project: e Legal Status of Volunteers 2005. “Country report on the legal status of volunteers in Switzerland”, 2005.

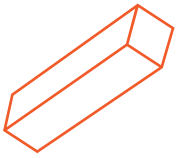
4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

Many organisations work with volunteers. ree national exchange platforms exist, one per major linguistic region: Benevol Schweiz (www.benevol.ch), Groupe romand de promotion du bénévolat (www.benevolat-vaud.ch/tout-sur-benevolat-vaud/reseau/53-groupe-romand-de-promotion-du-benevolat), and Conferenza del volontariato sociale (www.volontariato-sociale.ch). e platforms are places of exchange for voluntary organisations and local volunteer centres working in the social eld.

In 2000, a national umbrella organisation was founded with the aim of bringing together local, regional and national stakeholders working with volunteers around the International Year of Volunteers 2001 (IYV2001). is national entity was called Forum Bénévolat / Forum Freiwilligenarbeit / Forum Volontariato (www.forum-freiwilligenarbeit.ch). After IYV2001, it continued to exist, but was dissolved at the end of 2011. While there are plans for a new structure to occupy its role, the foundation of "Swiss Volunteering" was still in its planning stages at the time of writing of this article.

ere are a number of local volunteer centres, including Benevol Bern (www.benevolbern.ch), Benevol Basel (www.benevol-basel.ch), Benevol Luzern, Benevol Zug (www.benevol-zug.ch). A webpage provides links for the various centres that exist in the German-speaking part of Switzerland (www.benevol.ch/index.php?id=88), Réseau Bénévolat Netzwerk (www.benevolat-fr.ch), Bourse du bénévolat Genève (www.benevoles-ge.ch), Centre genevois du volontariat (www.volontariat-ge.org), Association Genève Bénévolat (www.genevebenevolat.ch), Association jurassienne pour la coordination du bénévolat (AJCB), Association neuchâteloise de services bénévoles (ANSB), Bénévolat Neuchâtel (www.benevolat-ne.ch), Bénévoles Valais, and Bénévolat-Vaud (www.benevolat-vaud.ch).

Further, there are a number of national and international non-pro t and volunteer organisations, including ICVolunteers.org (www.icvolunteers.org), the Swiss Red Cross (www.redcross.ch), Caritas (http://web.caritas.ch), Amnesty International (www.amnesty.ch), Greenpeace (www.greenpeace.org), the International Olympic Committee (www.olympic.org) and Terre des Hommes (www.terredeshommes.ch), to name just a few.



6. FUNDING OPPORTUNITIES

In the last few years, corporate volunteering has grown more popular in Switzerland. Corporate volunteers are those who are supported and encouraged to perform social work by their employers while on the company's pay roll. Technically, this form of volunteering is not actually considered in the statistics as it does not meet the criterion of being a non-remunerated e ort. is being said, the term 'volunteer' is used to describe it. e sta of Credit Suisse in Switzerland may dedicate one working day per year to voluntary work. In 2010, the bank's employees spent 6,263 days helping good causes on a voluntary basis. On a national scale, Credit Suisse has been working in partnership with twelve Swiss charitable organisations. Philias (www.philias.org) collaborates with corporate volunteers from various companies, in particular in the French-speaking

part of Switzerland.

e Migros Culture Percentage (www.migros-culture-percentage.ch) is a voluntary commitment by the Migros shopping centre chain in the sectors of culture, society, education, leisure and the economy. Its institutions, projects and activities make it possible for the general public to have access to cultural and social services. e idea of Migros Culture Percentage goes back to the founder of Migros, Gottlieb Duttweiler. In his spirit, the Federation of Migros Cooperatives and the Migros Cooperatives commit themselves to an annual contribution to the Migros Culture Percentage. e amount of this contribution is based on sales, and continues to be made even during times of downward performance in the retail trade.

74% Swiss people see their commitment as a good opportunity to make a difference together with others. 67% would like to help their peers and 61% consider meeting people as an important motivation for volunteering

In a study carried out by Christian Lorenz et al.[15], 78.3% of the people surveyed indicated that their company is involved in their community, while 41% are or have been involved in corporate volunteering. In general, communication e orts relating to charitable endeavours are sparse, with a greater propensity to communicate internally than externally. However, larger companies are signi cantly more likely to communicate their good deeds.

7. REGULAR AND SYSTEMATIC RESEARCH

e Swiss Federal Statistical O ce – SFSO (www.statistics.admin.ch) publishes an annual report on voluntary service in Switzerland (also see section 2). It provides data concerning the age, gender, type of work, regional participation, the sectors where volunteering is carried out and the time spent volunteering. SFSO makes a clear distinction between formal and informal voluntary work.

e impact of volunteering is not measured in economic terms. Swiss Society for Public Good (2006) and Stadelmann-Ste en et al (2007)[16] provide an explanation, albeit qualitative, of who bene ts from volunteering in Switzerland. Social assistance, sports, and cultural organisations, as well as those with a religious background are the ones which bene t the most from volunteering.

Another aspect of volunteering impact is the motivation behind volunteer work. 80% of formal volunteers state that they are active in associations and organisations because they enjoy doing voluntary work. 74% see their commitment as a good opportunity to be able to make a di erence together with other people. 67% would like to help others and 61% consider meeting people as an important motivation for volunteering.

15. Christian Lorenz et al., Who, why, and to what end? Corporate volunteering as corporate social performance, Int. J. Business Environment, Vol. 4, No. 2, 2011, pp 183-205, www.pda.ethz.ch/news/publications/CV_CSP.
16. Société Suisse d'utilité publique (SSUP), Observatoire bénévolat 2006. See also Isabelle Stadelmann-Ste en, Markus Freitag et Marc Bühlmann: Freiwilligen-Monitor Schweiz. Editions Seismo, Zurich 2007.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

A national dossier for the recognition of volunteers was developed as one of the main outcomes of the International Year of Volunteers (IYV) 2001. e Dossier is available in three languages (German, French and Italian) and can be ordered by mail at www.dossier-benevolat.ch. A new electronic version is also available online free of charge. e Dossier aims to provide visibility for volunteering and o ers appropriate recognition to volunteers. Structured into singled sheets, it allows volunteers to document their voluntary activities. e Dossier is useful for personal development but also for the value of volunteer work as an asset for career development and job searching. It contains an introductory user manual, as well as the following: inventory of activities, continued education, events and training courses, and certi cate. Note that, created in 2001, the Dossier was the rst of its kind and was used as a reference document by other countries (e.g. Austria, Germany) trying to develop similar tools of recognition for voluntary work.

Some of the larger Swiss volunteer organisations have also developed their own certi cates and tools.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

In 2005 and 2011, the European University for Voluntary Service – EFU (www.universityforvoluntaryservice.ch) took place in Lucerne and Basel respectively. e University aims to encourage research on volunteering and, by doing so, involve the academic sector in the promotion of volunteering. During the International Year of Volunteers +10 (www.freiwilligenjahr2011.ch), a number of recognition events for volunteers were organised throughout the country. e Internet is an important tool when it comes to the promotion of volunteering opportunities. e Bourse du Bénévolat – Gensève (www.benevoles-ge.ch) lists some local voluntary activities and so do a number of local volunteer centres. Bénévolat Vaud (www.benevolat-vaud.ch) provides listings of volunteer activities as well as a number of training courses, tools and documents. ICVolunteers.org lists volunteer opportunities and contains studies and de nitions about volunteering both in local and more international settings.
e Centre for Philanthropy Studies in Basel (http://ceps.unibas.ch) takes an active role in promoting research around voluntary work.

While not easy to work with, the media can play an important role in the promotion of volunteer work. Whether it is local newspapers, television or radio stations, their participation can make a true di erence. e English-speaking radio of Switzerland, World Radio Switzerland (www.worldradio.ch), publishes listings about volunteer opportunities and has run various radio programs about the subject[17].

17. Expat Life: More volunteer opportunities for expats, http://worldradio.ch/wrs/programmes/expat_life/expat-life-volunteer-opportunities-abound.shtml; http://worldradio.ch/wrs/programmes/expat_life/expat-life-more-volunteer-opportunities-for-expats.shtml?18592 .

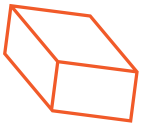
10. ADDITIONAL COUNTRY SPECIFICITIES

While Switzerland is in the heart of Europe, it is not actually a member of the European Union.

11. RECOMMENDATIONS

While this general statistical framework is already fairly developed, e orts are needed to make it further so as to abide with the recently published International Labour Organisation (ILO) Manual on the Measurement of Volunteer Work (www.ilo.org/global/statistics-and-databases/meetings-and-events/international-conference-of-labour-statisticians/WCMS_100574/lang--en/index.htm), developed by the ILO in close cooperation with the Johns Hopkins Centre for Civil Society Studies (http://ccss.jhu.edu).

It seems important that the Swiss Volunteering agency is actually founded. As a national structure, it can serve a unique function which local entities cannot entirely cover.



Resources

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CHAPTER 9

2 K U

VOLUNTEERING INFRASTRUCTURE

ENGLAND

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Definition of infrastructure

Volunteering England's 2004 strategy for volunteering infrastructure, Building on Success[1], included the following de nition of voluntary and community sector infrastructure:

The physical facilities, structures, systems, relationships, people, knowledge and skills that exist to support and develop, coordinate, represent and promote front-line organisations thus enabling them to deliver their missions more effectively.

is work also de nes infrastructure organisations as:

Voluntary organisations whose primary purpose is the provision of infrastructure functions (support and development, coordination, representation and promotion) to front-line voluntary and community organisations.

The role of volunteering infrastructure

A number of reviews have taken a strategic look at the role volunteering infrastructure should play in England.

In 2004, Volunteering England published Building on Success: a strategy for volunteering infrastructure in England 2004-2014. e strategy recommended a number of steps be taken to strengthen volunteering infrastructure, including the development of a single brand and national quality assurance programme for local infrastructure bodies. e strategy also recommended the adoption of a simpler set of core functions to de ne the role of volunteering infrastructure more clearly and encourage a greater coherence in approach across England.

ese core functions are now used by the Volunteer Centre network, with centres required to demonstrate successful delivery of the functions in order to use the Volunteer Centre name and branding.

e core functions Volunteer Centres are expected to deliver are:

1. *Brokerage;*
2. *Marketing volunteering;*
3. *Good practice development;*
4. *Developing volunteering opportunities;*
5. *Policy response and campaigning.*

1. Penberthy, C. and Forster, A. (2004) Building on success. Strategy for volunteering infrastructure in England 2004 – 2014, Volunteering England: London

e strategy also expressed concern about the “unsustainable number” of local volunteering infrastructure bodies and called for a consolidation of local infrastructure made up of fewer organisations.

Changes to the structure of infrastructure

As the UK Government implements its plan to reduce the UK’s de cit by reducing public spending commitments, funding for the voluntary sector is being reduced. In addition, funding programmes are increasingly being designed to provide incentives for organisations to merge or collaborate in order to reduce their costs. ese funding changes are likely to create a shift in the number of infrastructure bodies as well as how they work.

Local infrastructure

Following a new funding programme, further change to volunteering and wider voluntary sector infrastructure is on the way. Announced in July 2011, the ‘Transforming Local Infrastructure’ programme requires local infrastructure organisations to merge or collaborate in order to secure funding. Whereas several infrastructure bodies in an area may have been funded by government before, this programme will only fund one bid in each county, requiring organisations to merge or collaborate in order to bid.

is re ects a government aim to ‘rationalise and transform’ local infrastructure, bringing greater cost e ectiveness and reducing reliance on government funding. As the programme hasn’t been fully launched, the implications of Transforming Local Infrastructure are not yet clear. However, given the need for collaboration to secure funding, it is expected that the programme will lead to signi cant changes to infrastructure in some areas.

National volunteering infrastructure

Changes to the central government funding available to support national volunteering and voluntary sector infrastructure bodies are also changing the nature of infrastructure. Central government had supported a number of national infrastructure organisations, including Volunteering England, over a number of years through a ‘strategic partners’ programme. In February 2011, the Minister for Civil Society announced that the strategic partner programme, which was providing core funding to 42 organisations would be abolished in 2014, with a smaller group of 12 organisations receiving tapered funding until that point. Organisations were encouraged by government to merge or collaborate in order to secure funding. A number of national charities have merged as a result and further changes to the shape of national infrastructure are expected.

2. VOLUNTEERING LANDSCAPE

In England, the most authoritative ‘top-down’ de nition of volunteering is found in the introduction to the “refreshed” *Compact on relations between Government and the Third Sector* in England’[2]. is de nes volunteering as:

… an activity that involves spending unpaid time doing something that aims to benefit the environment or individuals or groups (other than or, in addition to close relatives)

2. Home O ce (1998) Compact on relations between government and the voluntary and community sector in England Cm 4100, e Stationery O ce, London

e introduction to the Compact goes on to state that "there are four principles that are fundamental to volunteering". ese are:

1. *Choice: Volunteering must be a choice freely made by each individual.*
2. *Diversity: Volunteering should be open to all.*
3. *Mutual benefit: Both the volunteer and the organisation that the volunteer works with should benefit from the relationship.*
4. *Recognition: The contribution of volunteers should be recognised.*

Volunteering is a popular activity within the UK. e most up-to-date information is available from the 2009-10 Citizenship Survey[3], which was until 2011 published by the Department for Communities and Local Government (the survey was discontinued in 2011). is survey makes several important distinctions. Firstly, between formal volunteering (which takes place within a group, club or organisation) and informal volunteering (which takes independently of such groups); and secondly, between volunteering by an individual that takes place at least once a month (regular volunteering) and that which takes place at least once a year.

In 2009-10, 25% of people took part in regular formal volunteering in England (at least once a month) while 40% volunteered at least once a year (this gure includes the 25% mentioned above). Volunteering informally is even more popular: in the same period of time, 29% of people took part regularly and 54% of people did so at least once a year. e level of formal volunteering has remained relatively stable between 2001 and 2009-10, whereas the rate of informal volunteering has seen a steady but signi cant decline more recently.

Data within England also shows that levels of volunteering are signi cantly linked to age: those aged between 35 and 74 years are more likely to undertake regular formal volunteering than other age groups, whereas people aged between 16 and 25 and between 65 and 74 year olds are the most likely to undertake regular informal volunteering compared to other age groups. Gender is also important. Women are more likely to undertake both formal volunteering and informal volunteering than men (42% compared to 39% for all formal volunteering).

The most popular fields of activity for volunteers in England include education (31% of current formal volunteers), religion (24%), sports and exercise (22%) and health and disability (22%).

Many other factors a ect volunteering rates including socio-economic classi cation. Rates of volunteering are higher amongst those people in higher socio-economic classi cations, in employment, with higher levels of quali cations, and those people in groups considered not to be at risk of social exclusion.

e most popular elds of activity for volunteers in England include education (31% of current formal volunteers), religion (24%), sports and exercise (22%) and health and disability (22%). Most commonly, formal volunteers are involved in raising and handling money (65%) and organising / helping to run an event (50%). Many are also involved as trustees or committee members (28%).

3. Department of Communities and Local Government, Citizenship Survey (2010) 2009-10 (April 2009 – March 2010) Statistical release 12, England, London, Department for Communities and Local Government, 2010.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

Legal framework

Unlike workers or employees, volunteers in the UK have no special legal status. While many pieces of legislation refer to, and a ect volunteers, no single law creates a clear codi ed legal framework for volunteering or the voluntary sector. A number of Acts of Parliament have, however, important implications for volunteering:

The Police Act 1997

e Police Act has two important implications for volunteering. e rst is that the Act legislated for the creation of the national Criminal Records Bureau and vetting system. A Criminal Record Bureau (CRB) check, which details an individual's criminal history, is required by an employee or volunteer wanting to work with children or vulnerable adults. Concerns about CRB checks have been a prominent policy issue in the voluntary sector, due to concerns about the bureaucracy faced by volunteers using the system. In October 2010, a government review of the system was announced, with legislation being brought forward to reduce the scope of the system.

e second implication for volunteering came in more detailed regulations set out by the Police Minister in 2002, which provide a rare example of a "volunteer" being formally de ned in a statutory instrument. According to the regulations, *a "volunteer" means a person "engaged in an activity which involves spending time, unpaid (except for travel and other approved out-of-pocket expenses), doing something which aims to benefit some third party other than or in addition to a close relative"*. is is the working de nition of a volunteer used by most government departments and agencies as a reference point for their work relating to volunteering.

National Minimum Wage Act 1998

e National Minimum Wage Act created, for the rst time in the UK, a universal right for workers to receive a centrally prescribed national minimum wage. In setting out the exclusions from the minimum wage, the Act created a new category of volunteer, a *"voluntary worker"*.

e Act gives all workers the right to receive a minimum wage, with a worker being de ned as someone working under a contract. During the drafting of the Bill, concern was raised that given the nature of their activity, some volunteers on structured full-time programmes are in e ect working under a contract, and may have become entitled to the minimum wage.

To avoid this problem, a new "voluntary worker" legal status was created, to recognise speci c circumstances in which someone may volunteer to work under a contract. In addition to out-of-pocket expenses, voluntary workers are able to receive nancial support to cover their subsistence costs and be provided with free accommodation for the duration of their placement.
ey cannot however receive any nancial contribution towards accommodation costs.

While the voluntary worker status o ers a sensible exception to the minimum wage for certain types of volunteer, the de nition continues to create some confusion in the voluntary sector.

The new "voluntary worker" legal status was created for people who may volunteer to work under a contract. In addition to out-of-pocket expenses, voluntary workers are able to receive financial support to cover their subsistence costs and be provided with free accommodation for the duration of their placement.

Safeguarding Vulnerable Groups Act 2006

Following the murders of two children by a school caretaker who had been subject to a CRB check, the independent Bichard Inquiry recommended a more robust vetting system for those working with children and vulnerable adults. e Act created a new organisation, the Independent Safeguarding Authority, with responsibility for maintaining a register of those people deemed t to work with these groups. People wanting to volunteer or work with children or vulnerable adults will need to register with the authority.

e proposed system has led to debate in the media, much of it highlighting concern that the tougher safeguarding regime will deter volunteering. In response to public concern, a review took place in September 2009, which led to some elements of the scheme being relaxed. Following continued anxiety, the programme was frozen by the new coalition government whilst the scheme is reviewed.

Other legislation and "volunteer rights"

UK law o ers no speci c protection to volunteers as volunteers. Legal protections provided by the Health and Safety at Work Act 1974 and the Data Protection Act 1998 apply to volunteers in the same way as they do to any other member of the public who is not protected by virtue of being an employee or a worker.

e absence of any speci c legal protection or dedicated rights for volunteers has led to growing concern among some volunteering groups. A number of high pro le cases of volunteers alleging mistreatment by well-known national charities led to the establishment of a "Volunteer Rights Inquiry"[4] in England. Having explored a range of options including the creation of a Volunteering Ombudsman, the Inquiry recommended stronger e orts within volunteer-involving organisations to improve practice, with a later review to consider whether following these steps an independent arbiter is needed.

Policy framework

A wide range of government departments have long provided nancial support to volunteering in a number of ways, but since 1997 two departments have been tasked with co-ordinating government voluntary sector policy. For much of the previous Labour administration, responsibility for the voluntary and community sector sat with the Home O ce (the UK Interior Ministry). Support for the sector was provided by the Voluntary and Community Unit, which later became the Active Communities Directorate.

In 2006, recognising the growing importance of the sector to government policy, and to acknowledge the rise of social enterprise, the *Office of the Third Sector* was created. Based in the Cabinet O ce, the O ce brought together the voluntary sector responsibilities of the Home O ce and the social enterprise responsibilities of the then Department for Trade and Industry. Headed by a Minister for the ird Sector, the reformed structure created the UK's rst minister with sole responsibility for voluntary sector issues, including volunteering.

Following the election of a Conservative/Liberal Democrat Coalition government in May 2010, responsibility for the third sector has remained in the Cabinet O ce. e O ce of the ird Sector has been renamed the O ce for Civil Society, but no substantive changes made to its responsibilities. e newly elected Prime Minister has publicly discouraged use of the term 'third sector,' preferring instead 'civil society'. e co-ordination role and leadership role of

4. http://www.volunteering.org.uk/policy-and-campaigns/volunteer-rights-inquiry-3r-promise

the O ce for Civil Society does not extend to all aspects of volunteering. e Department for Communities and Local Government leads on civic participation and elements of the Big Society agenda relating to local government.

The Compact

Relations between the voluntary sector and government in England are governed by *the Compact*. e development of a national agreement setting out clear mutual expectations and responsibilities between sector and state was recommended by the Independent Commission on the Future of the Voluntary Sector in England, chaired by Professor Nicholas Deakin. is led to the creation of what became known as the Compact, which was launched in 1998 by Deputy Home Secretary Alun Michael MP.

e Compact is overseen by the "Compact Partnership" of two organisations – the *Office for Civil Society*, representing the government and *Compact Voice*, representing the voluntary sector. e Commission for the Compact, a body involved in Compact implementation was recently abolished as part of the review of government agencies.

A single national Compact is underpinned by *Local Compacts*, agreed by local authorities and representatives of the voluntary sector in particular areas of England. e Compact is not intended to be merely a document, but a basis for building strong partnership working between government departments, agencies, local authorities and the voluntary sector.

As well as encouraging more constructive relationships, the Compact can also be used by the voluntary sector to seek redress when organisations believe that government has not treated them fairly. For example, the Compact requires government to provide at least twelve weeks for consultations and to give fair warning to organisations of cuts in funding. A Compact advocacy service, operated by the National Council for Voluntary Organisations (NCVO), provides assistance to voluntary sector bodies that believe the government has breached the Compact's requirements in its dealings with them.

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4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

National infrastructure

Volunteering England is the national infrastructure body dedicated to volunteering issues. A wider group of infrastructure bodies represent volunteer-involving organisations, such as Community Matters which represents local community organisations and the National Association for Community and Voluntary Action (NAVCA) which represents local Councils for Voluntary Service and other local support bodies. NCVO is the lead infrastructure body for the voluntary sector as a whole.

Local infrastructure

At a local level, the national network of Volunteer Centres provides the mainstay of volunteering support and development. ere are around 300 Volunteer Centres across England. As well as advertising local volunteering opportunities, the centres provide support to local volunteer-involving organisations. e network is a mixture of independent organisations and Volunteer Centres being run as part of a larger organisation, such as a Council for Voluntary Service.

Volunteer-involving organisations

e UK has an extensive network of volunteer-involving organisations. Some of the largest organisations include heritage charity the National Trust, with 61,000 volunteers and health and social care charity WRVS[5] with 40,000 volunteers. Environmental volunteering charity British Trust for Conservation Volunteers[6] (BTCV) involves 628,000 volunteers through its range of opportunities and its community group network, while Community Service Volunteers (CSV) involves 160,000 through its range of initiatives.

5. OTHER STAKEHOLDERS

Volunteering opportunities and programmes are run across all three sectors – public, private and voluntary sector. ere is a long tradition of volunteer involvement in the public sector, including in the health and social care sector. e UK's National Health Service took as its foundation the voluntary hospital movement.

Volunteers engaged directly by government departments

As well as providing a range of funding streams and support programmes for volunteering, government departments and agencies directly support and involve volunteers in a wide range of roles.

Volunteers are engaged across government. e Home O ce funds the national Neighbourhood Watch scheme, which involves people in local crime prevention activities. Natural England, the government's conservation agency, involves around 2,200 as volunteer wardens on National Nature Reserves.

e criminal justice system involves large numbers of volunteers, with 30,000 people sitting as volunteer Magistrates and 14,000 people giving their time as Special Constables in the police forces of England and Wales. In addition, thousands of volunteers play a role in ensuring the rights of those detained are respected, by serving as Independent Custody Visitors, Prison Visitors or members of prison monitoring boards. e criminal justice system is a prime example of how reliant public services are on the continued involvement of volunteers.

Volunteer support for the emergency services is one of the most high pro le areas. HM Coastguard relies heavy on its volunteer Coastguard Rescue Service, and the UK's lifeboat service is provided by the Royal National Lifeboat Institute (RNLI), whose rescue boats are crewed entirely by volunteers, although the government does not provide any nancial support to the RNLI. e UK Mountain and Cave Rescue Service is sta ed entirely by 3,500 volunteers.

e National Health Service has long involved volunteers, and health and social care remains one of the most popular areas in which people give their time. While there is no overall gure for the number of volunteers in health, involvement is signi cant; Birmingham University Hospital NHS Trust alone involves 1,400 volunteers across its hospital sites.

In addition to direct involvement, numerous charities run schemes to engage volunteers in the public sector. Health charity WRVS runs shops and activities in hospitals across England, while Community Service Volunteers recruits full-time volunteers to work alongside care workers.

5. http://www.wrvs.org.uk/
6. http://www.btcv.org.uk/

6. FUNDING OPPORTUNITIES

NCVO's 2010 UK Civil Society Almanac[7] provides valuable information about how the voluntary and community sector – which involves the greatest proportion of volunteers – is funded. e total income of the sector in 2007/08 was £35.5 billion, of which £12.8 billion comes from statutory sources (grants, contracts and fees), although three-quarters of charities receive no government funding at all. Income from individuals (donations, legacies, fees and fundraising) contributed £13.1 billion, making up the single most important funding stream for the voluntary sector as a whole.

The reduction in the income of the voluntary and community sector – which involves the greatest proportion of volunteers – has been estimated to be between £3.2 billion and £5.1 billion.

While such gures provide useful information, they describe the whole voluntary and community sector, which is broader than volunteering. Evidence on how volunteering itself is funded tends to be more limited, although some information is available. Surveys undertaken by IVR show that volunteer management is under-funded within many organisations. Management Matters[8], a survey of volunteer managers in England carried out by IVR in 2008, found that 31% reported that their organisation did not have funding for supporting volunteers. Organisations with fewer volunteers are more likely to report that they received no funding for supporting volunteers. When funding does exist, it is frequently common for organisations to receive it from external grants which specify supporting volunteers (24%).

All sectors within England have been a ected by the Government's attempts to address the public de cit and reduce public spending. e reduction in the income of the voluntary and community sector – the sector which involves the greatest proportion of volunteers – has been estimated to be between £3.2 billion and £5.1 billion[9]. It is quite possible that this will have a negative e ect on volunteer management and the ability of organisations to e ectively involve and support volunteers.

7. REGULAR AND SYSTEMATIC RESEARCH

ere is a strong body of research focusing on volunteering in England. Large-scale national surveys of volunteering have been carried out by the Institute for Volunteering Research (IVR) in partnership with other organisations in 1981, 1991, 1997 and 2007. e 2007 national survey of volunteering, *Helping Out*[10], explored volunteering and charitable giving, allowing the relationship between the two to be examined. A further major source of statistical data on volunteering has been the government's Citizenship Surveys which began in 2001 and ran until 2011, taking place initially every other year (2001, 2003, 2005, 2007) and then on a rolling, continual basis. is survey provided the primary evidence on levels of volunteering in England. In 2011, as part of the Government's attempts to address the public de cit and reduce public spending, the Citizenship Survey was discontinued.

7. Clark, J., Kane, D., Wilding, K. and Wilton, J. (2010) e UK Civil Society Almanac, NCVO: London
8. Machin, J. and Ellis Paine, A. (2008) Management matters: a national survey of volunteer management capacity, IVR: London
9. New Philanthropy Capital (2011), NPC perspectives: Preparing for cuts, how funders should support charities in a world of government cuts and changing funding structures, London: NPC
10. Low N., Butt S., Ellis Paine A. and Davis Smith J. Helping Out. A national survey of volunteering and charitable giving, London, Cabinet O ce, 2007

ere is also a great deal of wider research exploring the di erent elements of volunteering, using both qualitative and quantitative approaches. Topics of study can be highly diverse, but frequently focus on volunteer management, barriers to volunteering and access, and impact and bene t to the di erent stakeholders involved. Much of this research is hosted within *IVR's Evidence Bank* (www.ivr.org.uk), which contains over 200 freely-available reports and publications on volunteering. ere are also a wide range of tools available to organisations to measure the impact of volunteering, but two of the more popular include the V*olunteering Impact Assessment Toolkit (VIAT)*[11] and the *Volunteer Investment and Value Audit (VIVA)*[12], both developed by IVR.

While a great deal of research has already been undertaken by IVR and other organisations, there are nonetheless major gaps in the evidence base which require further exploration. In May 2011 IVR hosted a roundtable discussion on the future of the volunteering research agenda, bringing together key researchers in the eld. Some of the key areas requiring future research are identi ed below:

1. *Research examining how and why people engage in volunteering, taking into account a volunteer's life course and the wider social and environmental context within which their volunteering takes place.*
2. *Much research on volunteering has tended to focus on its positive impact but there is less research on the possible negative consequences of volunteering.*
3. *The existence of tensions and complexities around volunteers replacing paid staff, particularly in the context of public service delivery.*
4. *A need for researchers to engage more critically with methodology, including the advantages and disadvantages of different methods.*

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

ere is a UK-wide quality standard for volunteering, run through the UK Volunteering Forum, a partnership of the national volunteering infrastructure bodies in England, Scotland, Wales and Northern Ireland. Over 550 organisations have achieved the "Investing in Volunteers" standard, ranging from small community organisations to large national charities.

In England, over 550 organisations have achieved the "Investing in Volunteers" standard, ranging from small community organisations to large national charities.

Sitting alongside the main standard is *"Investing in Volunteers for Employers"*, aimed at strengthening high quality involvement of employees as volunteers. Organisations such as Microsoft, the BBC and Barclays have achieved the standard, recognising the work they do to support their employees to volunteer.

11. https://ecommerce.volunteering.org.uk/PublicationDetails.aspx?ProductID=V311
12. http://www.ivr.org.uk/component/ivr/viva--the-volunteer-investment-and-value-audit-a-self-help-guide

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Finding out about volunteering

Volunteers report that they nd out about opportunities in a variety of ways. e 2007 national survey of volunteering and charitable giving found that the most common way was through word-of-mouth (66% of volunteers found out about their volunteering this way). e next most common way was having previously used the services of the organisation (20%) and through a lea et or poster (7%) was the third most common way[13].

National database of volunteering opportunities

e UK has a national online volunteering database, administered by online charity YouthNet. e database can be accessed through the www.Do-it.org website, launched in 2000. At any one time, there are around one million volunteering opportunities available through Do-it and an average of 16,000 volunteers register with the site each month. e majority of volunteering opportunities on Do-it are uploaded by local Volunteer Centres.

Promotion of volunteering

Every year, national promotional campaigns are run to raise awareness of volunteering. Community Service Volunteers runs the annual *Make a Difference Day*, while Volunteering England organises *Volunteers Week* and *Student Volunteering Week*.

10. ADDITIONAL COUNTRY SPECIFICITIES

e constitutional structure of the United Kingdom means that policy making responsibility is divided between the UK central government and devolved administrations in Scotland, Wales and Northern Ireland. Voluntary sector policy is one of the devolved policy areas, meaning that the Scottish and Welsh Governments and the Northern Ireland Executive have direct jurisdiction over volunteering policy. Approaches to volunteering infrastructure therefore vary between England, Scotland, Wales and Northern Ireland.

e chief executives of the national volunteering infrastructure bodies in England, Scotland, Wales and Northern Ireland meet regularly through the United Kingdom Volunteering Forum. e Forum was established to ensure close co-operation on volunteering matters across the UK and is supported by a policy forum and a research forum.

13. Low N., Butt S., Ellis Paine A. and Davis Smith J. Helping Out. A national survey of volunteering and charitable giving, London, Cabinet O ce, 2007.

11. RECOMMENDATIONS

To improve the quality, quantity and diversity of volunteering, Volunteering England has been lobbying for:

- *The reduction of red tape and bureaucracy associated with volunteering, including simplifying Criminal Record Bureau checks.*
- *Continued support for volunteering infrastructure organisations.*
- *Clear steps by government to ensure that 'social value', including the value of volunteering, is taken into account in the awarding of contracts to deliver publicly funded services.*
- *Stronger links to be built between local Jobcentres and the voluntary sector, to ensure that those looking for work can receive advice on volunteering opportunities as well as job opportunities.*
- *Clearer guidance from insurance companies to end the practice of voluntary drivers being discriminated against with higher premiums.*

At a European level:

- *We would like to see greater opportunities for organisations to share policy and practice knowledge across Europe.*

Resources

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Home O ce, *The Volunteering Compact Code of Good Practice, London, Home Office, 2005*

Independent Commission on the Future of the Voluntary Sector in England www.jrf.org.uk/publications/future-voluntary-sector

Low N., Butt S., Ellis Paine A. and Davis Smith J. *Helping out: a national survey of volunteering and charitable giving, London, Cabinet Office, 2007*

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CHAPTER 9

2 K U

VOLUNTEERING INFRASTRUCTURE

SCOTLAND

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

As will be discussed below, there is no legal structure or de nition of volunteering in Scotland. Scotland does not have a volunteering law.

Scotland has a devolved government and parliament and volunteering is an issue that has been devolved to the Scottish government. Volunteering has become highly visible in public policy in Scotland. Between 2004 and 2009 the Scottish government had a national volunteering strategy with Volunteer Development Scotland as a key partner. During this period there was also a national network of locally based Volunteer Centres.

Since 2009, however, the Scottish government has actively attempted to intervene in the local volunteering/voluntary sector infrastructure by encouraging the development of ird Sector Interfaces – single organisations that bring together Volunteer Centres and other key voluntary sector organisations at a local level. is process is still developing.

Volunteer Development Scotland remains as the single national centre for research, policy and training for volunteering in Scotland.

2. VOLUNTEERING LANDSCAPE

e Scottish government conducts an annual survey on volunteering (the Scottish Household Survey). is survey suggests that 30% of the population of Scotland are regularly involved in formal volunteering activities. is gure has been constant for the past decade.

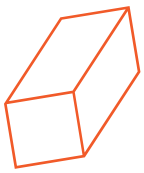
Participation is generally evenly spread across age groups and levels of male to female participation are roughly equal. ere are higher levels of volunteering in rural areas. ere are noticeably lower levels of volunteering in the most disadvantaged areas.

Volunteering in activities related to children and young people remain the most popular.

There are higher levels of volunteering in rural areas, but noticeably lower levels in the most disadvantaged and needful areas.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

It should be noted that in Scotland (and in the UK) volunteers do not have a legal status and there is no generally accepted legal de nition of volunteering. Nor is there anything resembling a 'volunteer law' as is the case in several other countries. is has important implications for any proposed move towards a rights based approach to volunteering. e United Kingdom does not have a written constitution and issues of 'rights' and citizenship are not always as well de ned as they are in other EU member states.



In the UK the most bene cial approach generally has been to keep legislation at a distance from volunteering – in part to maintain the independence of volunteer involving organisations and to avoid the State at national or local level 'owning' volunteering in any way. ere is an equally strong desire to ensure that the State does not own or control people's individual willingness to contribute to society.

In our opinion the current view of most formal volunteering organisations is to retain the practice based approach, with little desire to develop a rights based model. Organisations are very wary about any measures which could inhibit them easily attracting and sustaining volunteers. e preference is very much for a light touch in terms of legislation and regulation. Although it should be noted that the views of volunteers themselves have probably not been su ciently surveyed in relation to these issues – in an increasingly rights-orientated society the driver for change should come from volunteers themselves. It could become increasingly problematic to have a large minority of the population (1.2 million formal volunteers in Scotland) who have no legal status or de nition and who enjoy no protections or means of redress under employment or anti discrimination legislation.

Because of the natural diversity and spontaneity of volunteering, one fear about the prospect of any legislation on volunteering is that volunteering could be used mainly or solely to meet public policy objectives and could even become mandated by government in some way.
At the moment there seems to be little or no legal framework for developing legislation on volunteering in any of the nations of the UK. In a recent case concerning volunteers and employment law, for example, the verdict of the Court of Appeal was that there seemed to be no bene t in extending employment law to volunteers.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

Approximately 80% of all volunteers in Scotland volunteer with voluntary (i.e. non-pro t) organisations.

It has been estimated that there are 45,000 voluntary sector organisations in Scotland. Public sector contracts and grants make up about 42% of the sector's funding. is is a mixture of commercial contracts to deliver services and small grants.

All of these organisations will involve volunteers at some level.

5. OTHER STAKEHOLDERS

Approximately 15% of volunteering currently takes place within the public sector in Scotland. With the Scottish government, Volunteer Development Scotland was a key development and delivery partner for the Volunteering Strategy for the National Health Service. e public sector may represent the next "emerging market" in volunteering.

Volunteering also takes place within local government (Scotland has 32 "local authorities"). Volunteer Development Scotland is working with local government to develop volunteering in these areas.

ere is also a growing interest from the corporate sector in developing Employer Supported Volunteering programmes.

6. FUNDING OPPORTUNITIES

The Scottish government budget for the voluntary sector in 2012-13 is of approximately £24 million.

e Scottish government helps to fund Volunteer Development Scotland and the ird Sector Interfaces (mentioned above). e Scottish government also provides funding to enable criminal record checks for volunteers in the voluntary sector to be carried out free of charge.

As mentioned above public sector contracts and grants make up about 42% of the voluntary non-pro t) sector's funding. is is a mixture of commercial contracts to deliver services and small grants. However, it has been estimated that 95% of the total funding to the sector goes to just 7% of the largest organisations.
Administered by the Voluntary Action Fund, the Scottish government also provides grant funding for small community based volunteering programmes and opportunities.

e Scottish government budget for the voluntary sector in 2012-13 is approximately £24 million.

7. REGULAR AND SYSTEMATIC RESEARCH

As mentioned above the main source of data on volunteering is the Scottish household survey produced annually by the Scottish government.

Volunteer Development Scotland is currently undertaking a major programme of new research which may well be of interest for the theme of this publication, when it is complete.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

As volunteering has become more formalised and indeed more professionalized, Scotland, along with the other nations of the UK, has developed a practice based approach (with a strong focus on the management and support of volunteers) rather than a rights based approach to volunteering. Both these models are aimed at achieving the same outcomes: ensuring a safe and rewarding volunteer experience ultimately for the bene t of society.

e implications of this is that an increasingly delicate balance has to be struck between a situation where, on the one hand, volunteers do not enjoy the protection a orded by employment and anti-discrimination legislation but where on the other hand volunteering is a exible and relatively un-regulated activity. ere are very few legal obstacles to becoming a volunteer and volunteers have very few responsibilities. In fact much e ort has been directed at deliberately exempting volunteers from legislation such as the *National Minimum Wage Act*.

An increasingly delicate balance has to be struck between volunteers not enjoying the protection afforded by employment and anti-discrimination legislation and volunteering as a flexible and relatively un-regulated activity.

An exception to this is legislation designed to protect children and other vulnerable people, but even here not all volunteering roles, even those involving work with children and vulnerable people are included within the vetting system. However, there is a danger that in some public sector organisations the costs of suitability checks could be passed on to the volunteers themselves and as such may place barriers in the way of many people.

A key part of this practice based approach is ensuring ethics and quality standards for the managers of volunteers. ere are *'national occupational standards'* for volunteers managers and Volunteer Development Scotland high quality accredited (and non accredited) training for volunteers' managers.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

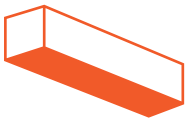
Volunteer Development Scotland has developed a unique web based resource to enable volunteers to nd out about opportunities related to their interests. ese opportunities are broken down locally and provide a high level of detail. is resource can be accessed at www.volunteerscotland.org.uk. is resource has been highly successful in raising awareness of opportunities and allowing potential volunteers to access these opportunities.

10. ADDITIONAL COUNTRY SPECIFICITIES

Although volunteering is an issued devolved to the Scottish government at the EU level Scotland is represented by the United Kingdom government.

11. RECOMMENDATIONS

We would strongly recommend robust research on the impact on volunteering at local level of the development of the ird Sector Interfaces. We do not yet know if the move towards Interfaces is adding value to the development of volunteering at local level in Scotland.



Resources

e Scottish Government – ird Sector www.scotland.gov.uk/Topics/People/15300

Voluntary Action Fund www.voluntaryactionfund.org.uk

Volunteer Development Scotland www.volunteerdevelopmentscotland.org.uk

CHAPTER 9

2 K U

VOLUNTEERING INFRASTRUCTURE

NORTHERN IRELAND

AUTHOR
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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

In Northern Ireland, the Department for Social Development is the Government department responsible for supporting and developing volunteering and more speci cally delivering on the objectives set out in the *Volunteering Strategy*[1].

Currently the volunteering infrastructure support is provided by seven organisations. Firstly, Volunteer Now, a regional organisation, which provides information, policy, training and support to enhance the involvement and maximise the contribution of volunteers as well as promoting volunteering opportunities and supporting the recruitment of volunteers. Volunteer Now was created in April 2010, through a merger of 10 organisations, the Volunteer Development Agency and nine volunteer centres. In addition six volunteer centres, which are independent organisations, provide support in the promotion and development of volunteer opportunities and the recruitment of volunteers across speci c areas of Northern Ireland.

e existing local volunteering infrastructure depends on funding through the Volunteer Bureau Initiative programme, this strategic investment is provided by the Department for Social Development however, this is currently under review.

e joint Voluntary, Community and Government Sector Forum is made up of representatives from across government departments and the voluntary and community sector. e forum is a platform to plan, discuss and review collaborative and complementary work and overall act as social partners to build a participative, peaceful, equitable and inclusive society.

Volunteering infrastructure has an important role in assisting government by advising on policy which has relevance to volunteering; this often involves o ering practical examples of how a proposed public policy can have negative consequences for volunteering or demonstrating how volunteering can contribute to policy aims. e value of policy and practice expertise, and day-to-day experience of involving volunteers, places the volunteering infrastructure in the best position to rigorously test public policy proposals. Volunteering has strategic links to the work of all central Government Departments and to Local Government. is is recognised across Government, many government departments fund di erent types of volunteering programmes which meet the objectives of their delivery plans.

When national policy consultations are published, communication between the Northern Ireland volunteering infrastructure and those of England, Scotland and Wales are useful, as they o er an opportunity for the practical implications of policy changes to be widely and robustly considered. Volunteer Now also represents the Northern Ireland volunteering infrastructure within the UK Volunteering Forum (UKVF) and within its research and policy subgroups.

1. Department for Social Development (2011) "Join in, Get Involved, Build a Better Future", available at http://www.volunteernow.co.uk/supporting-organisations/volunteering-strategy

e Voluntary and Community Sector in Northern Ireland exists in challenging conditions in which demand for the services exceed supply, resources are stretched to breaking point and there is a continuous state of uncertainty due to insu cient funding. For these reasons, it is impractical to expect volunteer involving organisations, particularly small volunteer led groups to keep abreast of new practice guidance and policy changes. e volunteering infrastructure, most notably Volunteer Now, with its regional to local reach, dedicated resources, knowledge and expertise is in the best position to promote volunteering and represent the interests of volunteering and volunteers. ese services include promotional work and linking individuals to opportunities, in uencing policy, monitoring legislation, promoting and enabling good practice in recruitment, management and retention of volunteers.

2. VOLUNTEERING LANDSCAPE

The Voluntary and Community Sector in Northern Ireland exists in challenging conditions in which demand for the services exceed supply, resources are stretched to breaking point and there is a continuous state of uncertainty due to insuf-ficient funding.

Volunteering as de ned with the Volunteering Strategy for Northern Ireland is *"the commitment of time and energy, for the benefit of society and the community, the environment, or individuals outside (or in addition to) one's immediate family. It is unpaid and undertaken freely and by choice".*

is de nition refers to both formal volunteering (carried out with, or under the auspices of an organisation/group) and informal volunteering (carried out outside the organisation, often at neighbourhood level but outside, or in addition to, the immediate family)[2].

e last Northern Ireland wide survey of volunteering was carried out in 2007, and its results were published in a report titled "It's All About Time". Previous to that, similar surveys had been conducted in 1995 and 2001. A comparison of the results from these reports have showed that "formal" volunteer numbers have remained at best static since 1995 (282,000, 21% of population) whilst informal volunteering have fallen substantially from 600,000 in 1995 to 470,111 in 2007 (35% of population)[3]. e research showed that women were more likely to volunteer than men and over one third were aged between 19-24 years old. In addition, nearly 30% of volunteers were aged between 25-54 years old. Lack of time and competing commitment are the main barriers to people starting or staying with volunteering. ere is also an issue of supply and demand, 60% of voluntary and community sector organisations surveyed, in "It's All About Time", said that volunteers are becoming harder to recruit, yet 77% said that they couldn't operate without them. Also, there is an under-representation of certain groups with regards to volunteering, generally volunteers tend to be mainly white, middle aged and from higher socio-economic groups.

ere is currently no plan to conduct another public survey about volunteering, however, the 2011 Northern Ireland Census asked one question on volunteering "In the past year, have you helped with or carried out any voluntary work without pay?". As a whole population survey, this will provide a valuable update on volunteering rates, research that has not been carried out since 2007. Unfortunately the question did not o er examples of what volunteering is nor was probing possible. Many people who volunteer do not actually use the word volunteering to describe what they do, so this may lead to an under-estimation of volunteering rates.

Although research suggests that volunteering in Northern Ireland has been at best static for the last 15 years; there is anecdotal evidence that some organisations have more interest in

2. Ibid
3. e 1995, 2001 and 2007 research reports are available from www.volunteernow.co.uk

volunteering than they have roles to o er people. is highlights the complexity of volunteering, how patterns vary and how the challenges which volunteer involving organisations face can di er on a macro and micro level.

A recent mapping exercise of volunteer involving organisations across Northern Ireland, has indicated that volunteer management practices are generally improving[4]. It has also shown that generally organisations with smaller incomes are less likely to use such practices. As the majority of volunteer involving organisations across Northern Ireland have an income of £100,000 or less (70%) and a 1/3 have incomes of £10,000 or less. is is a particular challenging area for Northern Ireland[5]. However, a recent report of volunteer management practices in England has reported a similar issue and highlights the fact that engaging smaller organisations is not a challenge speci c to the Northern Ireland volunteering infrastructure[6]. Research has also shown that good volunteer management makes an organisation more attractive to potential volunteers[7].

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

In Northern Ireland, the Department for Social Development is the Government department responsible for supporting and developing volunteering using the Volunteering Strategy as a framework to do so.

ere is a Concordat between the Northern Ireland Government and the Voluntary and Community Sector. e purpose of the concordat is to set out agreed principles, values and shared commitments on how Government and the Voluntary and Community Sector can work together to better serve the people of Northern Ireland. is concordat was reviewed in 2011 to remind parties of its responsibilities towards each other and to ensure it re ected the environment within which both Government and sectoral partners work[8].

Unlike paid staff who have a contract, volunteers who carry out a role of their own free will and choice do not have employment rights and are not protected under anti-discrimination laws.

e Safeguarding Vulnerable Groups (Northern Ireland) Order 2007 places a legal onus on everyone who works with vulnerable groups, including employees and volunteers to disclose convictions and to agree to have background checks conducted to ensure they are not barred from working with children or vulnerable adults. Since 1996, Our Duty to Care Project, currently managed by Volunteer Now has been promoting good child protection practice and providing support, information and training to the Voluntary and Community Sector. More recently this safeguarding service has extended to include vulnerable adults.

ere are no legal rights for volunteers. Unlike paid sta s who have a contract of employment,

4. Volunteer Now (2010:1) Mapping Volunteer Involving Organisations in Northern Ireland, Belfast, Department for Social Development.
5. NICVA (2009) 'State of the Sector V', available from http://www.nicva.org/publications/state-sector-v
6. Brewis, G., Hill, M., and Stevens, D. (2010) Valuing Volunteer Management Skills: Research Summary, Institute of Volunteering Research and e ird Sector available from http://www.ivr.org.uk/NR/rdonlyres/ADA89203-CA46-4E21-BBFB-F79A2F7D2854/0/Valuing_volunteer_management_skills_summary.pdf
7. Machin, J., and Ellis Paine, A., (2008) Managing for Success: Volunteers views on involvement and support. Institute for Volunteering Research, available from http://www.ivr.org.uk/Migrated+Resources%2fDocuments%2fM%2fmanaging_for_success_ nal.pdf
8. Department for Social Development (2011) e Concordat between the Government and Voluntary and Community Sector. Available from http://www.nicva.org/sites/default/ les/ConcordatConsultation.pdf

volunteers who carry out a role of their own free will and choice do not have a "contract", therefore they do not have employment rights and are not protected under anti-discrimination laws. However, under volunteer management good practice, organisations that involve volunteers are encouraged to treat volunteers fairly, equally and with respect. Under Health and Safety legislation (Health and Safety at Work (Northern Ireland) Order 1978), organisations have a "duty of care" to protect volunteers, employees and members of the public when on their property or carrying out work on their behalf.

4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

e Charity Commission for Northern Ireland[9] estimate that there are between 5,000 - 6,000 volunteer involving organisations in Northern Ireland. However, this gure is likely to be much higher, as not all groups are required to be registered as a charity or wish to be. e establishment of a new system for registering charities in Northern Ireland, including a new de nition of 'charity' is currently being reviewed. Once the new registering system is in place, we may have a more accurate idea of the number of organisations that are likely to involve volunteers. Volunteers are involved across a wide range of di erent subsectors, mostly the Community and Voluntary Sector (31%), Church and Religious bodies (25%), Sports Clubs (13%), Public Sector (10%) and the Private Sector (4%)[10].

It's estimated that there are between 5,000 - 6,000 volunteer involving organisations in Northern Ireland.

e most common type of volunteering opportunities o ered to volunteers across all sectors are raising and handling money (32%), organising and helping to run an activity (25.9%) followed by leading a group or being a member of a committee or Trust (19.3%).

e *Volunteer Policy Forum* is chaired by *Volunteer Now* and the secretariat provided by the *Northern Ireland Council for Voluntary Action (NICVA)*. is is the umbrella group who's role it is to support and represent the views of the Voluntary and Community Sector. is forum is open to all those interested in volunteering and is held 3-4 times per years. e purpose of the forum is to disseminate policy information, facilitate policy development and in uence decision-making.

5. OTHER STAKEHOLDERS

ere is volunteer involvement across a wide range of statutory health provision e.g. volunteer roles such as, volunteer driving, befriending, helping in acute hospitals and meeting and greeting. However, there is scope for greater numbers and types of opportunities for volunteers across all Health Trusts. More generally, there is potential for more volunteer involvement across the whole Public Sector i.e. hospital, nursing home etc. 'Its All About Time' which o ers the most up to date statistics on volunteering patterns found that 10% (estimated as 29,335 volunteers) of volunteers work within the Public Health Sector compared to 31% (estimated as 87,723 volunteers) in the Voluntary and Community Sector[11].

e Health and Social Care Board who are responsible for planning and commissioning

9. http://www.charitycommissionni.org.uk/
10. NICVA (2009) 'State of the Sector V', available from http://www.nicva.org/publications/state-sector-v
11. Volunteer Development Agency (2007) ' It's All About Time. Available from www.volunteernow.co.uk

health and social care services are aware of the opportunities for greater investment in the development of volunteering. ey are currently mapping the level of volunteer involvement, with a view to providing a more strategic approach to volunteer development. Creating the conditions for greater public involvement across Health and Social Care has the potential to greatly improve the services provided and to strengthen the relationship between the services and the community.

Employer Supported Volunteering is promoted throughout NI. e most up to date research states that 23% of organisations in Northern Ireland o er this form of volunteering[12]. Business in the Community and Volunteer Now carry out partnership work to match organisations that are willing to support sta to volunteer with charities that have suitable opportunities. is usually involved employers giving sta a half-day or full day o to volunteer. e Public Sector remains the biggest employer in Northern Ireland and some have employer supported volunteering policies. However, overall the number of employer supported volunteering polices and uptake within the workforce could be improved.

ere is a long history in Northern Ireland of Schools, Universities and Further Education Colleges promoting volunteering as a way for young people to develop their CV but also to gain new experiences. e Millennium Volunteers Programme o ers young people aged 14-30 a structured way of getting involved in volunteering and which o ers recognition. Delivery partners of the programme include many community and voluntary organisations of varying sizes but also the 5 Education and Library Boards who are rolling out the programme across their areas. e 2006 Youth Council Geomapping report showed that 23,305 people were involved in the youth service, of which 91% were volunteers. Many schools have a civic engagement module which encourages young people to consider citizenship and civic responsibility.

6. FUNDING OPPORTUNITIES

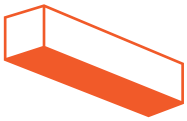
e Department for Social Development currently core funds the infrastructure support for volunteering and also provides direct support to volunteering through a small grant scheme to support local volunteer involvement. Volunteering in Northern Ireland is also supported through central and local Government funding for regional and sub-regional organisations providing direct service delivery advice, community development, etc. Further funding comes through philanthropic support, Trust Funds, Lottery Funding and fundraising.

7. REGULAR AND SYSTEMATIC RESEARCH

ere has never been a regularly conducted survey on volunteering in Northern Ireland. e last Northern Ireland wide survey was conducted in 2007, previous to that surveys were carried out in 2001 and 1995. In 2010, Volunteer Now commissioned a Northern Ireland wide piece of research to map out the number of volunteer involving organisations in Northern Ireland, the sector and eld of work they are involved in, how many volunteers they involve, type of roles o ered and extent of volunteer management practices employed[13].

12. Ibid.
13. Ibid.

Although not speci cally regular or systematic, Volunteer Now is responsible for carrying out or commissioning the majority of research that exists on volunteering in Northern Ireland. is includes research on volunteering and older people, young people, sports, ethnic minorities, volunteering patterns, and neighbourhood renewal, mentoring and management committees. All of the research is available from http://www.volunteernow.co.uk/supporting-organisations/ publications. e funding for research, such as those listed above comes from a variety of sources both government departments as well other non-government funding sources. Having more regular surveys with the general public would help to better understand the patterns of volunteer involvement. It would also be useful to have a methodology which was agreed across the world, so that rates could be compared using a standard measure, a goal which has been expressed by the International Labour Organisation and lead to the production of the *Manual on the Measurement of Volunteer Work*.



Measuring social impact from volunteering activities is vital. Volunteer involving organisations ability to make a "value added", 'positive impact' for a community, on a shoe string, is how it sets itself apart. is need to evidence worth is increasingly important as year on year public expenditure cuts are forecast. Many volunteer involving organisations or volunteer led groups do not have the resources or time to carry out evaluation work which can detract from their main aims. However, the Volunteer Impact Assessment Toolkit is an inexpensive, tried and tested way for organisations of all sizes to evidence social, cultural, human, physical and economic impact. is recently reviewed toolkit enables organisations to assess the impact of volunteering on key stakeholders - the volunteers, the organisation, the bene ciaries, and the broader community. Organisations are able to use it to assess a wide range of impacts, from the skills development of volunteers to the economic value of involving volunteers. e toolkit is owned by Volunteering England, since 2010, Volunteer Now has been licensed to support volunteer involving organisations in the North and South of Ireland to use the Volunteer Impact Assessment Toolkit. rough funding sources, such as the Building Change Trust and e Atlantic Philanthropies, a range of organisations are being supported to measure the di erence that volunteering is making through the toolkit. To nd out more about the toolkit and how it has been used in NI, go to http://www.volunteernow.co.uk/supporting-organisations/measuring-impact/volunteering-impact-assessment-toolkit.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

e *Concordat between Government and the Voluntary and Community Sector* sets out the principles, values and practical guidelines around which Government and the Voluntary and Community Sector organisations can work together to better serve the people of NI[14].

Investing in Volunteers (IiV) is the UK quality standard of good practice in volunteer management. IiV is owned by the UK Volunteering Forum, which consists of the chief executives of Volunteering England, Volunteer Now (Northern Ireland), Volunteer Development Scotland and the Wales Council for Voluntary Action. IiV gives organisations the opportunity to benchmark the quality of their volunteer management and involvement against a set of practices deemed important when involving volunteers. Working towards the standard allows organisations to prove and improve the e ectiveness of their work with volunteers and enhance their

14. Department for Social Development (2011) e Concordat between the Voluntary and Community Sector and the NI Government. Available from http://www.nicva.org/sites/default/ les/ConcordatConsultation.pdf

organisation's reputation. Fifty organisations have achieved this quality accreditation in NI. Volunteer Now was involved in the development of the *"National Occupational Standards" for Volunteer Managers* which sets out the required competencies for those managing volunteers.

e E ective Management of Volunteers is a university accredited course for Volunteer Managers in Northern Ireland and is jointly delivered by Volunteer Now and Queens University of Belfast. It provides individuals with the skills and knowledge to manage volunteers.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Volunteer Now launched a new website in 2011 www.volunteernow.co.uk which o ers a 'one stop shop' for volunteers to search for opportunities and for volunteer involving organisations to advertise roles by posting them directly. It also o ers a space for volunteer involving organisations to access the latest volunteer news, good practice guidance and publications, to engage with campaigns and avail of a full calendar of training. Volunteer Now has 50 information points from which people can access information on volunteering; this includes all of the libraries across Northern Ireland. Research also indicates that people nd out about opportunities through word of mouth, newspapers and individual organisational recruitment[15].

10. ADDITIONAL COUNTRY SPECIFICITIES

All the relevant aspects have been described in the previous sections.

11. RECOMMENDATIONS

e Volunteering Strategy for Northern Ireland which was only launched last year outlines, the main areas of development required in NI with respect to the development and promotion of volunteering. e Government and therefore the volunteering infrastructure will be guided by this strategic framework.

is relates rstly to recognising the value and promoting the bene ts of volunteering by building public recognition for volunteering, recruiting more volunteers, measuring the impact of volunteer involvement on volunteers, individuals, organisations and society and seeking to protect volunteering from the unintended negative consequences of legislation and Government policy on volunteering.

Secondly, it is related to enhancing accessibility and diversity so that people from all walks of life are given the opportunity to volunteer.

irdly, it aims to improve the experience through improving volunteer management practice, increasing the number and quality of volunteering opportunities, encouraging and supporting the development of skills by volunteers and extending volunteering in the public sector, and supporting and strengthening of the infrastructure. ese are all objectives which we believe are useful objectives for the volunteering infrastructures across Europe.

15. Volunteer Development Agency (2007) 'It's All About Time', available from www.volunteernow.co.uk

Resources

Brewis, G., Hill, M., and Stevens, D. (2010) *Valuing Volunteer Management Skills: Research Summary, Institute of Volunteering Research and The Third Sector.* Available at: http://www.ivr.org.uk/NR/rdonlyres/ADA89203-CA46-4E21-BBFB-F79A2F7D2854/0/Valuing_volunteer_management_skills_summary.pdf

Department for Social Development, 2011. *The Concordat between the Voluntary and Community Sector and the NI Government*. Available at: http://www.nicva.org/sites/default/ les/ConcordatConsultation.pdf

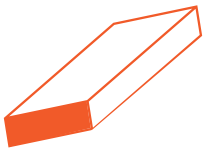
Machin, J., and Ellis Paine, A., 2008. *Managing for Success: Volunteers views on involvement and support. Institute for Volunteering Research*, available at: http://www.ivr.org.uk/Migrated+Resources%2fDocuments%2fM%2fmanaging_for_success_ nal.pdf

NICVA, 2009. *'State of the Sector V'*. Available at http://www.nicva.org/publications/state-sector-v

Volunteer Development Agency (2007) *"It's All About Time"*. Available at www.volunteernow.co.uk

Volunteer Now (2010:1) *Mapping Volunteer Involving Organisations in Northern Ireland, Belfast, Department for Social Development.*

Volunteer Now o ers access to the full range of research that it has produced on volunteering in Northern Ireland through the publication section of its website- http://www.volunteernow.co.uk/supporting-organisations/publications



CHAPTER 9

2 K U

VOLUNTEERING INFRASTRUCTURE

WALES

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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

In Wales the volunteering infrastructure constitutes the network of volunteer centres, county voluntary councils and the national development agency, *Wales Council for Voluntary Action (WCVA)*.

ey are committed to work together to deliver a common range of services, to common standards across Wales, funded by the Welsh Government. is agreement was formalised in 2006, in what is known as the Partnership Agreement. Welsh Government funding was secured for a ve-year period, and monitoring arrangements are in place.

A key resource for the volunteering infrastructure in Wales is the bilingual website volunteering database www.volunteering-wales.net. is is the front line publicity for volunteering opportunities. Opportunities are uploaded by volunteer centres and the website is managed by WCVA.

It is accepted that volunteering takes many forms, including informal acts of neighbourliness through to regular, committed activity on behalf of a constituted organisation. e volunteering infrastructure promotes the range of volunteering but the focus of its activity is on what we call *"formal volunteering"*.

Volunteering needs to be de ned for particular purposes. Grant schemes, for example, may need to de ne what constitutes "volunteering" for its purpose, whilst volunteer award schemes may de ne di erently what constitutes a "volunteer".

2. VOLUNTEERING LANDSCAPE

ere is no single accepted de nition of volunteering, and there is no legal de nition.
e de nition used by the Welsh Government is as follows:

Volunteering is an important expression of citizenship and is an essential component of democracy. It is the commitment of time and energy for the benefit of society and the community and can take many forms. It is undertaken freely and by choice, without concern for financial gain.

Volunteering is seen as taking place between individuals (informal) as acts of altruism or reciprocity, or mediated by an organisation (formal volunteering). ere is no age limit, but statistics are collated on those aged 16 years and over, which is related to ideas of when a person might undertake paid employment. Within an organisation volunteering includes both activity

to bene t others or the environment and activity to maintain the group, through fundraising, organising activities, representation or leadership. Volunteers are most commonly involved in non-pro t organisations as board members/trustees or as managers/organisers or helpers. ey are also involved in public sector organisations, such as hospitals, the police and coastguard services. Private companies are encouraged to support volunteering opportunities for their sta , including pro bono work and team activities. Sometimes they directly involve volunteers (in private care homes, for example).

New forms of volunteering appear: "timebanking" (where individuals give time to the community in exchange of use of leisure facilities) or "micro-volunteering" (brief actions undertaken, for example, on a mobile phone).

Our understanding of volunteering is being broadened by new forms of voluntary engagement such as *"timebanking"* (where individuals give of their time in their community in exchange for time credits which allow them to access "rewards" such as, for example, the use of leisure and cultural facilities), *"micro-volunteering'* (brief actions undertaken, for example on a mobile phone), the inclusion of a volunteering placement in the curriculum for educational quali cations and schemes which aim to provide experience and skills to enable people to access employment.

Estimates of informal volunteering vary greatly depending on the way the question is asked, and surveys in Wales have given estimates of up to 78% of adults indicating they have done some kind of informal volunteering in the last year. ere are approximately 1,130,000 adults who volunteer or "help out" at activities in third sector organisations in a year. is represents about two in ve of all adults. Of these, about 410,000 people would identify themselves as a volunteer if you asked them, as many people do not see activities helping local groups, such as community associations, school parent teacher groups, sports or hobby clubs as volunteering. ere are 230,000 governance posts in third sector organisations. ese are probably lled by a lower number of people, as people are often members of more than one management group.

Older people, women and those with higher levels of educational achievement are more likely to say they volunteer in a survey. People in Wales whose rst language is Welsh are also more likely to volunteer than those whose rst language is English.

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

Much of the legal context for volunteering relates to the whole of the UK.

Employment law de nes the rights of employees, including the right to a minimum wage. It is imperative that volunteer-involving organisations avoid creating, even unwittingly, a "contract" with their volunteers which would render them subject to all the implications of employment law. Generally this is achieved by the use of informal language, maximising exibility and creating a culture of mutual respect with volunteers.

Her Majesty's Revenue and Customs sets out guidance regarding permissible mileage allowances when transport is used in the course of volunteering and guidance concerning the payment of out of pocket expenses without incurring a tax liability. is is particularly relevant where volunteers are in receipt of social bene ts, since overpayment of volunteer expenses can be construed as income, which could jeopardise bene t payments.

In Wales there is no specific law on volunteering and there is no legal status of 'volunteer'. In our experience this is advantageous in that it does not reduce volunteering to a narrow concept and leaves possible a wide variety of activity and context for volunteering.

Health and safety legislation includes volunteers, as does the requirements for data protection, child protection and the protection of vulnerable adults. ere are restrictions on foreign nationals' right to volunteer in the UK.

Up to date information on legal issues concerning volunteers can be found on the website of Sandy Adirondack[1].

Volunteering itself is a devolved matter within the UK, which means that policy and law making falls within the remit of the Welsh Government.

e *Government of Wales Act (2006)*[2] includes an express commitment to working with the ird Sector in Wales:

e Welsh Ministers must make a scheme ("the voluntary sector scheme") setting out how they propose, in the exercise of their functions, to promote the interests of relevant voluntary organisations.

e Voluntary Sector Scheme provides the basis for collaborative relationship between the ird Sector and the Welsh Government. e principle of dialogue with the ird Sector is enshrined in law within Wales. is remains unique within the UK.

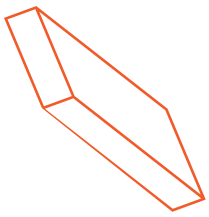
'The Third Dimension' (2008)[3] set out a programme of action for the Welsh Government which underpinned its support for, and relationship with the ird Sector for the period 2008-2011. One section was devoted to "Valuing Voluntary Action". Amongst the commitments which have now borne fruit, for example, were

- *to take forward the recommendations of the Russell Commission (a UK wide review of youth voluntary engagement) with a view to developing a 'step change' in youthled volunteering opportunities. This has given rise to the successful GwirVol programme (see section 4).*
- *to develop opportunities for employee volunteering within the Welsh Government's workforce and to challenge other public sector bodies to do the same. The Welsh Government's employee-supported volunteering scheme is now well established.*

e third sector e ectively monitors and supports the Welsh Government to achieve its commitments.

Whilst there is a legal landscape which a ects volunteering in Wales there is no speci c law on volunteering and there is no legal status of 'volunteer' within the UK. In our experience this is advantageous in that it does not reduce volunteering to a narrow concept and leaves possible a wide variety of activity and context for volunteering. For us, the concept of 'good practice' is even more important. It is voluntary adoption of good management practice, rather than conformity to legal requirement that underpins volunteering.

1. Sandy Adirondack (2012) Updated information for e Russell-Cooke Voluntary Sector Legal Handbook). Available at: http://www.sandy-a.co.uk/vslh/39vols.htm
2. e Government of Wales Act (2006). Available at: http://www.legislation.gov.uk/ukpga/2006/32/contents. e Voluntary Sector Scheme is covered in Section 74
3. Welsh Government (2008). e ird Dimension. A Strategic Action Plan for the Voluntary Sector Scheme. Available at: www.wales.gov.uk/topics/housingandcommunity/voluntarysector/publications/thethirddimension/



4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

Wales Council for Voluntary Action (WCVA) represents, campaigns for, supports and develops voluntary organisations, community action, and volunteering in Wales. It represents the sector at a European, UK and national level. Together with *county voluntary councils (CVCs)* and v*olunteer centres*, it provides the generalist support infrastructure for the sector in Wales, working alongside national specialist umbrella and development agencies.

WCVA is a membership organisation, with over 2,500 members. It is a company limited by guarantee, with charitable status. Full membership is open to any national, regional and umbrella local third sector organisation in Wales, and to any other third sector organisation whose interests are not represented at any of the above levels. Other organisations and individuals may join as non-voting members.

rough the Partnership Agreement, the Welsh Government recognises WCVA as the independent national generalist intermediary body supporting the third sector and volunteering in Wales, representing the interests of and providing a strategic lead for the sector. It recognises the county voluntary councils as the independent intermediary bodies promoting and supporting the sector at local authority level, and the role of volunteer centres (either independent or part of CVCs) in promoting and supporting volunteering at local authority level.

e Partnership Agreement commits WCVA, CVCs and VCs to working together across boundaries to work out how best to meet the needs of the third sector, and to eliminate any avoidable duplication in order to free up resources for front-line services. e three parts of the infrastructure work together at trustee, senior management and operational sta levels to plan and review services, and to identify improvements. Of particular relevance to volunteering is the *Volunteering Service Operational Network (SON)*, which meets three times a year to discuss service delivery and quality issues.

At local level, some volunteer centres facilitate and support networks of volunteer organisers. At national level, the Wales Volunteering Policy Network meets three times a year to discuss volunteering policy matters. e network elects a representative (and a deputy) onto the ird Sector Partnership Council. At this council, 25 representatives of di erent spheres of interest within the ird Sector meet face to face with the Minister responsible for the ird Sector, (currently Carl Sargeant AM, Minister for Local Government and Communities). Funding for this network is available through the ird Sector Partnership Council.

GwirVol is a partnership of third sector, public and private organisations which represent the interests of young people and volunteering. It aims to increase the number and diversity of youth volunteering, to enhance the bene ts of volunteering and to create an active culture of youth volunteering in Wales. WCVA is the administrative partner for the scheme, holds the funding and takes actions on its behalf. Other partners include Business in the Community, the Welsh Government (ird Sector group and Department for Education and Skills), Wales Association of County Voluntary Councils, WJEC (examining and awarding body), and various umbrella and national youth organisations. Young people's input to the initiative is made via the youth arm *"GwirForce"*. A designated website, www.gwirvol.org, provides information for young people, and for organisations that involve young people. e website is linked to the national volunteering website, www.volunteering-wales.net.

5. OTHER STAKEHOLDERS

e Welsh Government is a key stakeholder in volunteering in Wales, and its involvement in the Partnership Agreement and the ird Sector Partnership Council has been mentioned previously. Local Government funds and works closely with a variety of third sector organisations, particularly in relation to the provision of services, many of which involve volunteers or are entirely run by volunteers.

Amongst public sector bodies, Health Boards have a signi cant interest in volunteering. Many third sector organisations (including Red Cross, Women's Royal Voluntary Services and others) have a volunteer presence within hospitals and complement statutory provision. In addition, the NHS (National Health Service) in Wales is developing its own local volunteering programmes.
e All Wales NHS Volunteering Network brings together designated sta from Health Boards, Welsh Government, and WCVA to strategically develop volunteering further within our health services.

Trade Unions have a degree of interest in volunteering, since they are concerned with good relationships in the workplace. ey are also concerned to ensure that jobs are not undermined, by volunteers or in any other way. A charter was jointly produced in 2011, by WCVA and Wales Trade Union Congress (TUC), in order to highlight principles of good practice when working with paid and unpaid sta [4].

Employers, including private businesses, may have an interest in employee supported volunteering schemes. ere are few large scale schemes within the private sector in Wales.
ose that do exist tend to be within businesses operating at a UK level (BBC Barclays bank, Marks and Spencer, to name but a few). e Welsh Government and some local authorities in Wales o er employer supported volunteering schemes within the public sector. WCVA and some volunteer centres also support sta to volunteer within work time.

A number of schools are o ering the *Welsh Baccalaureate*, in some cases as a compulsory element of the sixth form curriculum. e baccalaureate includes a requirement to under take 30 hours of volunteering. Other youth schemes such as the *Duke of Edinburgh Award* include an element of 'community service'. For an increasing number of university and other courses, students are encouraged to gain relevant experience either before, or during their course, through

4. WCVA and Wales TUC (2011), A charter for strengthening relationships between paid and unpaid sta . Available at www.wcva.org.uk/volunteering under 'policy'.

volunteering. At a time when there is high competition for employment, volunteering becomes an important way of demonstrating skills and experience on Curriculum Vitae.

6. FUNDING OPPORTUNITIES

Core funding for the volunteering infrastructure is assured on a five-year basis from the Welsh Government. More than £1.3m annually is committed to funding volunteer centres and the maintenance of the volunteering website www.volunteering-wales.net. An additional grant was made in 2011/12 for the enhancement and upgrading of the website.

A number of grant schemes exist in Wales which aim to support and increase volunteering. The *Volunteering in Wales Fund (VWF)* has been run by WCVA since 1982 and has helped to train and support thousands of new volunteers. In 2010/11 alone it enabled the recruitment of over 3,500 new volunteers who have contributed in excess of 350,000 hours to their communities. In financial terms this is worth about £3.8m. The VWF fund aims particularly to support volunteers drawn from key underrepresented groups such as the disabled, 50 year plus, 16-25 year-olds, black and ethnic minority groups, the unemployed and those not in education or training. Vital funding is provided for key posts such as a Volunteer Coordinator or Development Workers and they help to ensure the recruitment, selection and training of new volunteers. Projects supported range from conservation to caring and counselling. Many of the volunteers acquire new skills and their volunteering opens up new opportunities for careers and further training.

The volunteering in Wales Fund has helped to train and support thousands of new volunteers - in 2010/11 alone it enabled the recruitment of over 3,500 new volunteers who have contributed 350,000 hours to their communities.

Environment Wales is a partnership of third sector organisations, funded by the Welsh Government. Its aim is to contribute to sustainable development by supporting and encouraging voluntary action to protect and improve the environment of Wales. WCVA is the administrative partner. It is responsible for providing the administrative and financial framework. There are also eight operational partners who host the development officer team (the partners being BTCV, Cylch, Cynnal Cymru, Groundwork Wales, Keep Wales Tidy, West Wales Eco Centre, the National Trust and the Wildlife Trusts Wales). The development officers provide community and voluntary groups with advice and support. Each funded project is allocated a dedicated development officer who remains a constant point of contact. Environment Wales provides funding of around £580,000 per annum through five different grant streams. On average this enables around 100 organisations per year to undertake 200,000 hours of action for the environment, with the help of over 4,000 volunteers. Environment Wales also administers the Welsh Government's Supporting Sustainable Living grant scheme to help organisations from all sectors help bring about long-term changes in behaviour and lifestyle to tackle the causes and consequences of climate change. The main beneficiaries of this grant are third sector organisations.

GwirVol, through WCVA as the administrative partner, offers grants to third and public sector organisations to develop youth volunteering opportunities in Wales and also overseas. These projects are monitored and evaluated on an ongoing basis. GwirVol also funds part-time Youth Volunteering Advisor posts within a volunteer centre in each county of Wales to ensure there is a structure of support to young volunteers. The Millennium Volunteers (MV) programme has been running for over ten years and is now part of the GwirVol initiative. Its aim is to recognise

and reward volunteering by 16-25 year olds in Wales through certi cates issued for 50, 100 and 200 hours of volunteering. e 200 hour award is signed by the First Minister. Funding of up to £10,000 is available for projects that want to use MV with their youth volunteers, and can be applied for through the GwirVol process. Projects which have funding from other sources or do not incur extra costs by using MV can apply for 'non-funded status' so that they can use the Award without going through the grants process. During 2012, young people volunteering in sport are eligible for a special MV50 Sport certi cate which carries the London 2012 Inspire mark logo (associated with the Olympic Games). Additionally, a small fund is made available by GwirVol every year to volunteer centres to cover the expenses of young people involved with MV or GwirVol who would not be able to volunteer otherwise. Young people can apply for this through their local Youth Volunteering Advisor.

A successful bid to the Big Lottery Fund for just under £1 million over two years will enable all volunteer centres in Wales to focus clearly on developing appropriate volunteering placements for those who are unemployed or who have higher support needs. It will also provide invaluable learning about best practice in this regard so that all organisations can learn from the work and improve their practice in the future.

The Millennium Volunteers (MV) programme aims to recognise and reward volunteering by 16-25 year olds through certificates issued for 50, 100 and 200 hours of volunteering. The 200 hour award is signed by the First Minister.

7. REGULAR AND SYSTEMATIC RESEARCH

WCVA produces a summary of current research periodically. e latest is entitled *"Third Sector Statistical Resource 2011"*[5]. e following sources of data are used to compile the information. e UK government carried out the "Citizenship Survey"[6] from 2001 to 2011, which had a small sample in Wales. e results were not consistently published for Wales, but WCVA has analysed the Welsh sample and it provides some relevant information. e Welsh Government funded the *"Living in Wales"* survey[7] from 2004 to 2008 and there are plans for this to continue in a new national survey. is has included di erent questions relating to volunteering and to the wider concept of participating in civil society or third sector groups. Charities Aid Foundation and the National Council for Voluntary Organisations fund a survey of giving behaviour for the UK[8] which includes some Welsh respondents.

WCVA has undertaken its own organisation based survey[9], every two or three years, which provides data on formal volunteering. e next survey will be in autumn 2012. A third sector knowledge portal[10] has been established in partnership with the British Library which contains links to relevant research. It is common for academic research to be based on case studies in di erent parts of the UK but without distinguishing between them, so much of the qualitative research reported can be applied with care to Wales.

5. WCVA (2011) ird Sector Statistical Resource. Available at www.wcva.org.uk/images_client/publication/WCVA%20Almanac%202010%20E.pdf
6. Communities and local government (2011) Citizenship survey April 2010-Mar 2011, England. Available at: www.communities.gov.uk/publications/corporate/statistics/citizenshipsurveyq4201011
7. Welsh Assembly Government (2008) Living in Wales 2007. Available at: http://data.gov.uk/dataset/living_in_wales_survey
8. Charities Aid Foundation and National Council for Voluntary Organisations (2011) UK Giving 2011. Available at: www.cafonline.org/publications/2011-publications/uk-giving-2011.aspx
9. WCVA (2009) Formal Volunteering in Wales. Unpublished working paper
10. ird sector knowledge portal: www.tsrc.ac.uk/Research/KnowledgePortal/tabid/840/Default.aspx

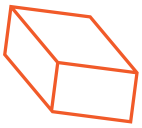
8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

e delivery plan for WCVA and volunteer centres lays down the expected range of services delivered. Targets are set by each organisation but performance is monitored centrally by WCVA and the combined results are discussed at the *Volunteering SON (Service Operational Network)*.

is ensures mutual accountability and ongoing discussion about quality and consistency of the service provided.

e main quality standard for volunteer-involving organisations is the *Investing in Volunteers Standard*[11]. It is a UK standard, owned by the UK Volunteering Forum. e Investing in Volunteers Operations Group is responsible for development and management at UK level and a Quality Assurance Panel is responsible for monitoring Quality Assurance.

Within Wales, Investing in Volunteers is managed by WCVA. More than 50 organisations have achieved the award since it began in 2004 and about 25 are actively working towards it. e new Investing in Volunteers 'health check' gives organisations the option for a trained advisor to undertake a benchmarking exercise and to draw up an action plan, setting out what would be necessary to ful l the requirements of the standard. is is less costly and less demanding that undertaking the full Investing in Volunteers process. It is an attractive alternative in some cases.



e All Wales NHS Volunteering Network has produced its own volunteering "toolkit" which relates the Investing in Volunteers standard to the context of the National Health Service, giving examples of documentation and practice. All training and advice is based upon awareness of the Investing in Volunteers standard, which is accepted as the model for good practice in volunteer management.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Volunteering opportunities are advertised on the volunteering Wales website www.volunteering-wales.net. Young people are likely to search database via the youth friendly GwirVol portal website www.gwirvol.org. All volunteer centres have access to this database. ey support individuals via email, phone and in person to nd suitable opportunities.

Volunteer's Week is celebrated throughout the UK during the rst week in June. Volunteer centres are committed to promoting this and local organisations make it an opportunity for recognising and rewarding volunteers in some way and for raising wider awareness. Volunteer's Week certi cates are available for organisations to present to volunteers (free of charge from WCVA). Other resources are limited due to lack of speci c funding for Volunteer's Week. Certain publications (such as the Big Issue magazine) and broadcast media sometimes take the opportunity to pro le volunteering during Volunteer's Week.

11. e Investing in Volunteers Standard (2010) is available at www.investinginvolunteeers.org.uk

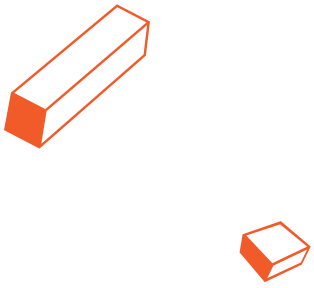
Awareness about volunteering in general is also raised by the annual *Volunteer of the Year awards*, which are managed by WCVA, and by many local volunteer awards schemes run by volunteer centres.

10. ADDITIONAL COUNTRY SPECIFICITIES

National conferences (at least one per year on volunteering), policy brie ng events (on volunteering issues every one or two years) and a bimonthly newsletter *"Volunteer News"* keep the sector informed of news and development in volunteering. e website www.wcva.org.uk includes a range of information sheets, model policies and other information which is useful to volunteer managers. *WCVA's freephone Helpdesk* service, (0800 2888 329), is available during o ce hours for individuals and organisations and can direct enquirers to the expertise they require, in English or in Welsh.

11. RECOMMENDATIONS

e Partnership Agreement that provides the basis for Welsh Government core funding for WCVA, county voluntary councils and volunteer centres is due for renewal in 2013. e agreement has been ground-breaking, underpinning a coherent and integrated support structure, and demonstrating the Welsh Government's commitment to the intrinsic value of the third sector to the quality of life for people and communities in Wales. Working with its partners, WCVA will look to agree with the Welsh Government how to build on and improve support for volunteering in Wales from 2013 to 2018.

Co-operation with UK colleagues in the areas of volunteering policy, youth, and Investing in Volunteers has developed well in recent years. Communication via the phone and Internet has reduced the necessity for face-to-face meetings and enabled the sharing of information with ease. We need to continue to develop e cient means of working together, to inspire and learn from one another and to develop joint initiatives where appropriate.

e recognition of volunteer time in the delivery of Structural Fund programmes is permitted by the European Commission and is successfully used in Wales. e European Commission could do more to encourage other member states to do likewise.