

CEV

CEV Multi-Stakeholder Symposium
"THE FUTURE OF **V**OLUNTEERING:
CONCEPTS, TRENDS, VISIONS"

Tallinn, Estonia | 4th – 6th May 2011

FINAL REPORT – CONFERENCE CONCLUSIONS



EUROPEAN VOLUNTEER CENTRE

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CEV Multi-Stakeholder Symposium

***“The future of volunteering:
concepts, trends, visions”***

Tallinn, Estonia
4th-6th May 2011

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See also the Symposium video on You Tube:
<http://www.youtube.com/watch?v=3cQADFduZb4>



EUROPEAN VOLUNTEER CENTRE

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Abbreviations:

CEV- the European Volunteer Centre
 CSR- Corporate Social Responsibility
 EU- European Union
 EVMP- European Volunteer Measurement Project
 EVS- European Voluntary Service
 ILO- International Labour Organisation
 JHU- Johns Hopkins University
 JHU/CCSS- Johns Hopkins University Centre for Comparative Civil Society Studies
 NGO- Non-Governmental Organisation
 ÖKA - Hungarian National Volunteer Centre
 SPES- Centro di Servizio per il Volontariato del Lazio
 SMART- Association of Civil Society Development
 THW- Federal Agency for Technical Relief
 UNV-United Nations Volunteers
 VDE- Volunteer Development Estonia

EXECUTIVE SUMMARY

What, Who and Where?

What do we hope for and want to see happen as the future of the voluntary sector? Do we share a vision on how to continue empowering European citizens to feel ownership of their communities and engage in voluntary activities? How does social media influence the range of opportunities to get involved? How is benefit and scepticism weighted against when thinking of cyber-volunteering, voluntourism or employee volunteering? What are our recommendations in order to make the best use of the momentum gained throughout the European Year of Volunteering 2011?

More than 160 participants shared their experience and views during the two-day CEV Symposium in Tallinn, Estonia, on May 4th-6th 2011. "The future of volunteering: concepts, trends, visions" was discussed gathering reflections from representatives of CEV member organisations, researchers, civil society agents, businesses, the Polish EU presidency as well as national and local governments. The symposium was organised in partnership with CEV member organisation Volunteer Development Estonia (VDE) and it was supported by the European Commission.

Why?

As the European Year of Volunteering 2011 (EYV 2011) constitutes both an achievement and a reward, the efforts to constantly improve voluntary work across Europe must include an assessment of the current state of affairs and provide input for future actions. Both strengths and weaknesses imply a scrutinizing look that can enable stakeholders from the voluntary field to invest the capital of awareness raised by the year. In addition, new information technologies shape our day-to-day lives more than ever before giving rise to various possibilities for engagement. Also, an increased commercialization of international voluntary service placements calls for a review of the core features of volunteering. Furthermore, business players increase their presence start to frequently be present in the not-for-profit field raising the question of balancing threats and opportunities. Therefore, the CEV General Assembly and Symposium aimed to identify the core, inviolable principles of volunteering, to determine what we want to safeguard and where the boundaries can be overseen, as well as to recommend action threads enhancing future development of a common vision of volunteering in Europe.

How?

Building a vision of volunteering for the future meant approaching the topic through the keynote speech and the opening panel that set the scene for dialogue in the open space session. Moreover, two rounds of innovative workshops showcased inspiring work conducted by CEV members and by other organisations that have implemented new concepts and initiated new trends in the field. In addition, three parallel debates dealing with controversial issues enriched the framework of the conference offering participants the context to voice their worries and expectations. The participants also made the best of the vision workshops, a special session designed to assess the current concepts related to volunteering, to express expectations for the future and to give recommendations on how to achieve these expectations.

Conclusions

Conference participants reflected on the core inviolable principles of volunteering in order to inscribe a commonly agreed perspective on the present meaning of voluntary action. The clarified view of the current understanding of volunteering would then conduct the reflection towards a vision that answers to questions such as: How do we see volunteering ten years from now? How could we transform the present state of affairs for the benefit of millions that volunteer and for those touched by their efforts? What roles are there for the agents involved? What are our recommendations for policies that would enhance the volunteering infrastructure across Europe and attract volunteers?

What does this report contain?

This report seeks to inform the reader about the main topics discussed during the various sessions of the conference and to ensure a departure point for reflection on current concepts attached to volunteering. Similarly the publication comprises examples of innovative actions that aim to empower and inspire towards positive change in the years to come and a summary of the European Volunteer Measurement Project, a joint initiative of CEV-the European Volunteer Centre, SPES- Centro di Servizio per il Volontariato del Lazio and Johns Hopkins University.

The **introduction** displays an overview of the European Year of Volunteering 2011, the context in which the main question of the Symposium, Quo vadis volunteering? is raised. The first chapter **“Current trends and barriers in the voluntary sector”** presents the open panel discussions and the conclusions of the open space session drawing a map of both concerns and opportunities in the voluntary sector. The second chapter, **“Volunteering and its new dynamic interplay of form and content”** tackles the impact of social media and of new technologies on the way people choose to volunteer. It also looks at new forms of organising volunteer placements through voluntourism as well as hinting at the issue of monetary facets of voluntary work. The third chapter, **“Spotlight on innovating action”**, reports on the different projects that have been implemented across Europe in order to bring a fresh perspective on volunteering and increase opportunities to engage. The concluding chapter puts forth **recommendations** and an outline of the **inviolable core concepts and principles** of volunteering.

The report also contains four appendices: a fact sheet with details on the European Volunteer Measurement Project, an address book with the contact details of the speakers and organisations involved, the list of participants and references.

In addition, a video illustrating the event is accessible on the video sharing website “Youtube” at <http://www.youtube.com/watch?v=3cQADFduZb4>.

CEV is thankful for the commitment showed by its member organisation Volunteer Development Estonia, host of the conference, the speakers, workshop presenters and participants as well as the volunteer proofreader Miriam O'Brien for her contribution to this publication.

Andreea Melania Nagy
CEV- the European Volunteer Centre
Brussels, August 2011

PROGRAMME OF THE CONFERENCE

Wednesday, 4 May 2011

09.00 CEV General Assembly

12.30 Lunch

09.00 Registration

14:00 *Opening ceremony of the conference*

- **Eva Hambach** CEV President
- **Siim Kiisler** Ministry of Regional Affairs (Estonia)

14.15 *Opening panel: Setting the scene and presenting some core trends*

Keynote Speech: **Piet Boerefijn**, Estonian Food Bank (Estonia)
"Volunteering in Estonia – latest trends"

- **Aleksandra Krugly** Polish Presidency, Ministry of Labour and Social Policy (Poland)
- **Siim Kiisler** Ministry of Regional Affairs (Estonia)
- **Lester M. Salamon** Johns Hopkins University, USA
- **Marijke Steenberg** MOVISIE (Netherlands)
- **Fiorella Capasso** Psycho-Sociologist (Italy)

Chair: **Markus Held**, CEV Outgoing Director

15.45 Coffee break

16.15 Open Space: Current trends in volunteering – where are the lines?

18.15 Closing of day I

18.30 Reception

20.30 European Culture Capital Tallinn 2011 events

Thursday, 5 May 2011

09.30 *Innovative practice workshops 1st round:*

Dace Maulina, Ilze Grintale, Brīvprātīgais.lv (Latvia)

The role of a virtual database in the promotion and development of voluntary work

Else Boss & Sandra Kamerbeek, MOVISIE (Netherlands)

Perspective on changes in civil society and consequences for volunteering and support organisations

Roumjana Modeva, NM Women and Mothers against Violence (Malta)

Methods for the enlargement of the volunteers' network among students and minority ethnic groups

Franco Vannini, Istituto Italiano della Donazione (Italy)
Towards a Fundraising Certificate for associations

Frank Schulze, Federal Agency for Technical Relief – THW (Germany)
E-learning training courses on quality volunteer management

10.45 Coffee break

11.15 Debates Session: parallel debates on the following topics:

| Debate 1: the new forms of volunteering | Debate 2: new tools to promote volunteering | Debate 3: the monetary dimension |
|--|--|---|
| <ul style="list-style-type: none"> • Volunteering versus activism: Is volunteering a conservative activity or one that transforms society? • ‘Volontourism’ and ‘fees’ for international volunteering placements – a commercialisation of volunteering and new form of ‘colonialism’ or new trends to follow? • Online Volunteering and the use of social networks: New forms of engagement or new forms of division? <p>Falko Mohrs, European Youth Forum</p> <p>Luc Lapointe, Connexion Internationale (Canada)</p> <p>Malcolm Quigley, VSO Ireland (Ireland)</p> <p>Viola Krebs, ICVolunteers (Switzerland)</p> <p>Anita Kelles, ATTAC (Finland)</p> <p>Chair: Gordana Forcic, SMART Croatia</p> | <ul style="list-style-type: none"> • Service learning at schools / university credits / civic service schemes / Volunteering for the unemployed: perfect ‘tasters’ for citizens or ‘steered volunteering’ undermining the non obligatory nature of volunteering? • Recognition, awards and ‘return for volunteering’ – necessary volunteer management tools or inducing questionable motivations? <p>Cristina Rigman, ProVobis (Romania)</p> <p>Stephen Greene, Rock Corps (USA)</p> <p>Robert A. Stebbins, Professor at the University of Calgary (Canada)</p> <p>Jo Peeters, Steunpunt Scouting Gelderland (Netherlands)</p> <p>Chair: Nick Gallagher, VSO (UK)</p> | <ul style="list-style-type: none"> • Volunteering versus paid professionals: How to bridge the gap? • Paying ‘expenses’ and ‘salaries’ to volunteers: EVS, UNV etc - Where is the line? • Measuring the economic value of volunteering – a tool to raise the recognition of volunteering or monetarisation of a non-profit activity? <p>João Teixeira, Confederação Portuguesa do Voluntariado (Portugal)</p> <p>Elise Bouvet, (UNV)</p> <p>Roumjana Modeva, NM Women and Mothers against violence</p> <p>Filip Pazderski, Institute of Public Affairs (Poland)</p> <p>Chair: András F. Toth, ÖKA National Volunteer Centre (Hungary)</p> |

12.30 Lunch

13:45 **Innovative practice workshops 2nd round:**

Anneli Ohvril, Let’s do it (Estonia)
Let’s Do It! Estonia/ Let’s Do It! World Cleanup – volunteer for environmental change

Casper Bo Danø, Frivilligcentre og Selvhjælp Denmark (Denmark) & **Sandra Kamerbeek**, MOVISIE (Netherlands)
New forms of engagement through new media and social networks

Steven Vanden Broucke, S-plus (Belgium)
Oogpunt 2012 – an intergenerational volunteering project

Marten Kaevats & Madle Lippus, New World Society (Estonia)
Community Tools – Bringing Neighbours Together

Henrique Sim-Sim, Fundação Eugénio de Almeida (Portugal)
“Close to Home” Volunteer Centers: an inclusion tool

Anna Lech & Patrycja Rokicka, Good Network Foundation (Poland)
E-volunteering – a new concept in the field of volunteering

15.00 Coffee break

15.30 **Vision workshops**

15.30 **Reflective debate and closing of the CEV symposium**

Chair: **Eva Hambach**, CEV President

19.00 Informal dinner

20.30 **European Culture Capital Tallinn 2011 events**

Friday 6 May 2011

09.00 **Training session and kick-off meeting of the European Volunteer Measurement project**, led by the Johns Hopkins University (open to organisations interested in becoming project partners)

10.00 **Visits to local volunteering projects** (parallel)

INTRODUCTION – THE EUROPEAN YEAR OF VOLUNTEERING 2011: MAINSTREAMING, ACKNOWLEDGING AND ENGAGING (IN) VOLUNTARY ACTION

The 100 million Europeans that invest their time free of charge for the benefit of others embody the European values of solidarity and social cohesion, and contribute on a daily basis to the wellbeing of their communities. Their efforts are now placed on the top of the public agenda through the **European Year of Volunteering 2011**. The campaign, which was initiated in 2007 with the aim of reaching out to policy makers, businesses, civil society organisations, the general public, and spreading the word about the intrinsic value of volunteering, has been successfully concluded with the unique opportunity of having this year dedicated to the cause.

Therefore now is the best moment to encourage volunteers to continue on their paths as well as to communicate and further promote volunteering among stakeholders at all levels. It goes without saying that a prosperous society has proper infrastructure for education, health, transport, economic and legal fields. In the same way, volunteering should benefit from the necessary infrastructure that could foster the involvement of even more people. Many Europeans do not yet volunteer and they would probably get engaged if volunteer support structures and volunteering opportunities would be made more accessible to all.

The EYV 2011 (European Year of Volunteering) embarked on a twofold message: on the one hand to provide recognition and say THANK YOU to all volunteers and on the other hand to empower and raise awareness so that more people get involved, new, innovative projects are initiated and additional volunteering schemes are developed. Therefore the four general objectives of the EYV2011 are:

- 1) **Raising recognition and awareness on the value of volunteering**
- 2) **Celebration of volunteer efforts**
- 3) **Empowerment of people and volunteer organisations**
- 4) **Work towards the creation of an enabling environment for volunteering, including a volunteering infrastructure**

This seems like a perfect context for us to hold our breath and to ask ourselves: **Quo vadis volunteering?** Where are we and where should the journey go? What are the current specific trends in our sector and what is our vision for the future?

Many new features and new developments characterise the voluntary sector with the new information technologies playing an ever rising role in our daily lives; an increasing commercialisation of international voluntary service placements; the appearance of business players in the non-profit world of volunteering; with changing patterns of engagement by volunteers; and with our societies facing an economic and financial crises that may lead to unprecedented transformations to our societies and to the way the state perceives the unpaid contribution of citizens to economy and society. These and other developments have led our sector to ask questions such as: Where are the boundaries of volunteering? What are its inviolable core concepts and principles that we need to defend? What are the opportunities and the threats of further unleashing the potential of voluntary action to make our societies places we want to

live in? How do we shape tomorrow's volunteering and how do we empower volunteers to shape tomorrow's society?

Consequently our conference strived to achieve the following:

- **To provide an overview of the current trends in volunteering;**
- **To facilitate a space for debate on controversies that have developed over time;**
- **To identify the core concepts and inviolable values of volunteering that we adhere to and that we want to safeguard;**
- **To develop a vision for the decades to come of how volunteering will continue to serve as a central cornerstone in all European countries.**

The CEV Multi-Stakeholders Symposium was organised in close connection to the European Year of Volunteering 2011 Tour Relay in Estonia (3-7 May), the European Culture Capital 2011 Tallinn¹ celebrations, and the Let's Do It Estonia² campaign on May 7.

1 <http://www.tallinn2011.ee/eng-> the web portal dedicated to activities organised in Tallinn, 2011 European Capital of Culture

2 <http://www.youtube.com/watch?v=A5GrylDl0qY-> a video summarizing the campaign is available online

I. CURRENT TRENDS AND BARRIERS IN THE VOLUNTARY SECTOR

The CEV Symposium in Tallinn launched the debate on the future of volunteering starting with a keynote address from **Mr Piet Boerefijn** who depicted the Estonian perception on volunteering through a few examples of trends. The number of NGOs that are active in Estonia had increased rapidly since the 90s, reshaping the civil society and the understanding of the concept of volunteering. It is noticed that many young Estonians undertake volunteer work abroad and upon their return to the country they continue to be active and proactive. Although twenty years ago the concept of volunteering was perceived differently in Estonia, today one out of four people find motivation and assume responsibility towards their communities without expecting remuneration. However, the differences between the poor and the rich continue to be very big and the state cannot support all the changes that need to take place. That is why a number of new initiatives have acted in a determinate way, not only generating positive change in Estonian society, but also being adapted to other European countries. One such initiative would be Clean-up Estonia, Let's Do it campaign! Another initiative that had a positive impact on communities from Estonia was the national coin collection before the introduction of the European currency and the food collection campaign, both designed to fight poverty during the economic crisis and to offer support to people in need.

The discussions about the future of the voluntary sector were enabled by the opening panel discussion. During the open panel **Siim Kiisler**, Minister of Regional Affairs Estonia, **Alexandra Krugly** on behalf of the Ministry of Labour and Social Affairs Poland, representing the Polish Presidency, Dr. **Lester M Salamon**, professor at Johns Hopkins University, USA, Dr. **Marijke Steenbergen** from CEV member organisation MOVISIE and **Fiorella Capasso** Sociologist, contributed their expertise and experience.

1. What are the latest trends in volunteering?

- **Recognition of diversity in volunteering** corresponds to one of the latest efforts undertaken by volunteer development agencies. As Dr. Marijke Steenbergen (MOVISIE) pointed out, because volunteering can have different forms, various skills can be acquired and this variety must be understood and recognised in order to improve the way in which people invest their efforts.
- **Technological support through new tools, enhances volunteer work.** The internet can facilitate the access to and the rise of new opportunities for people with disabilities to get involved in projects serving their community. Moreover, the volunteer placement process is fostered by web tools that link volunteers and organisations from different parts of the world. The swift access to information has been further enhanced by social media tools such as Flickr, Youtube, Facebook or Twitter.
- **More interest in the meaning of life brings about more care for the community motivating people to assume volunteer work.** Attitudes toward life and resources have changed, encouraging people to show more concern for the environment and to become more attentive to social cohesion. In addition, policymakers embarked on the fight against poverty, lack of education and defective health care by aiming to improve access for vulnerable groups to services, training and employment, through the 2020 Strategy. In this context, more individuals share their time free of charge and commit to causes that prove respect for life and others.

- **Short term volunteering tends to win ground as opposed to long term commitments.** Attracting volunteers and retaining their interest for a longer period of time can be a challenge for volunteer organisations due to the increased preference for short term commitments. As with other resources, time imposes limits on the opportunities chosen by volunteers. Furthermore as the number of NGOs increases in many countries in Europe, competition between support agencies to motivate and engage volunteers for a longer period of time can be noticed.
- **Communicating volunteering through concrete data has become a main concern of volunteer support agencies.** According to Dr. Lester Salamon (Johns Hopkins University) a shift in the way we measure volunteering can be identified for instance, in the US between the 90's and the present. Therefore it is important to address the question of volunteering in the right way. In this sense, it is also crucial to gather comparable data from different countries around the world that would highlight the contribution volunteer work brings to societies, also from an economic standpoint. Even if a fair amount of data has been gathered on volunteering in many countries, the findings can not be compared due to the diversity of definitions employed in the study. As an outcome, inconsistent results are produced from the same country, and volunteering fails to present its case in terms that the policymakers, business sector and the public can easily grasp.

2. What might be seen as threats for the concept of volunteering?

- **Negative connotations attached to the concept of volunteering.** In spite of efforts to raise awareness and inform the general public about the added value volunteering provides, there are still numerous cases in which knowledge about what volunteering stands for is limited. Alexandra Krugly, speaking on behalf of the Polish Presidency explained that in Poland the concept of volunteering and social involvement remains attached to certain negative connotations. Due to previous historical circumstances that required "forced voluntary engagement for the so-called common good", middle aged and senior citizens refrain from engaging in voluntary service.
- **Too much emphasis on the personal gain of the volunteer.** Experiences and abilities developed while engaging in voluntary work build self confidence and can act as a springboard on the labour market. Understood as a stepping stone for someone's career, volunteering becomes more attractive for youngsters. However, when volunteering is perceived primarily from a personal gain perspective, although the interest to participate is raised, the core idea behind the concept of volunteering – acting for the benefit of others without focusing on personal achievements - is threatened.
- **"Steered volunteering" for the unemployed.** Steered volunteering acts as a threat to one of the core principles of volunteering: "you do it out of free will". When people are more or less forced to undertake responsibility, or act for the benefit of others against their wishes, the concept of volunteering is lost. Public authorities progressively recognise the importance of voluntary engagement, but this should not pressurise individuals to volunteer. More concretely, promoting volunteering and encouraging members of a community to get involved should not be connected to any constraints. Alexandra Krugly underlined that in the case of unemployment, threats such as losing unemployment benefits should not be used to convince citizens to volunteer.
- **Economic and financial crisis might lead to a misperception of volunteering.** One of the most visible consequences of the current economic and financial crisis is a high rate of unemployment. What could be interpreted as an opportunity, as more time

could be invested in voluntary work, also represents a threat. The efforts of volunteers could be misused to compensate for services that should, normally, be carried out by paid staff. Furthermore, a closer attention must reveal our capacity to transmit information and to communicate volunteering as a freely chosen response from citizens to issues affecting their communities..

- **Demographic changes that lead to additional careers in a person's life.** Dr. Marijke Steenberghe (MOVISIE) explained that although one out of three people volunteer in the Netherlands, a threat for volunteering can arise from the effects of government regulations regarding retirement age. The retirement age is being raised by governments, consequently senior citizens that might volunteer can no longer do so if they remain active on the labour market. Adjusting to the labour market requires flexibility in changing one's career and further training to meet the employers' expectations. This could be a restraint from undertaking volunteer commitments due to limited time resources.

The open space session following the opening panel was highly participatory allowing a number of issues to be discussed starting with the topic proposals of the participants. The groups were formed around 'on-spot' dynamics generated by principles such as:

- **Whoever joins the discussion is the right person**
- **Whenever it starts is the right time**
- **Whatever happens is the only thing that could have happened**
- **When it's over, it's over ...**

Proposed topics triggered issues that stakeholders in the voluntary field must explore and address in order to improve future developments. Participants focused their interests on new challenges and on recurrent concerns on the following themes:

- The potential of the business sector in volunteering
- European Humanitarian Aid Corps (EVHAC)
- Education and training
- Education and knowledge
- Organising voluntary work – who should do this?
- Development of services related to volunteering
- Volunteering as a tool in social inclusion
- Challenges in project development with countries that are not EU Member States
- Partnerships between different types of organisations
- Administration - fun and easy?
- Improvement of communication
- What change is made through volunteering?
- Online volunteering

II. VOLUNTEERING AND ITS NEW DYNAMIC INTERPLAY OF FORM AND CONTENT

This chapter summarises the discussions that took place during the parallel debates session. The guiding threads for the debates were **“new forms of volunteering”**, **“new tools to promote volunteering”** and **“the monetary dimension”**. While the content of our work in the third sector can be diverse, a radical change can be noticed in the ways to access this content. CEV Symposium highlighted this interplay of form and content in the volunteering world. Opportunities created by new technologies and tools also reshape our worldview and

understanding of basic concepts such as time and space. For instance, someone can be thousands of kilometres away and still his/her actions can have an impact and can make a difference through programmes that ensure online support. What defines a virtual community and how can recognition be best given to online volunteers? Should volunteers receive reimbursement? Which tools for recognition work best? Why should we measure the economic value of volunteering? What are the risks of having genuine voluntary action linked to schools, civil service and unemployment? How can we avoid such risks? These are only few turns on the path towards the future of volunteering under reflection in Tallinn.

“If you volunteer for two weeks, you want to write a book. If you volunteer for 2 months, you want to write an article. If you volunteer for a year, you do not want to write anything.”

Luc Lapointe

„International volunteering has to be well organised and thoughtfully managed to avoid becoming voluntourism”

Malcolm Quigley

The debate tackling **new forms of engagement**, activism, online volunteering or voluntourism raised the question of whether these ways to engage might also generate exclusion. Fees for volunteer placements: do they encourage commercialization of the field? And when compared to activism, is volunteering a conservative activity or one that transforms society. Moderated by **Gordana Forcic** (SMART), the discussion benefited from the expertise of the following speakers: Anita Kelles (ATTAC Finland), **Malcolm Quigley** (VSO Ireland), **Luc Lapointe** (Connexion Internationale), **Falko Mohrs** (European Youth Forum) and **Viola Krebs** (ICVolunteers).

When travelling and volunteering are mixed a number of risks may arise both for the local community and for the volunteers themselves. For instance, **voluntourism** does not guarantee continuity to the volunteer's work, reciprocity and a connection to a specific need of the local community. Sometimes jobs that require precise skills are undertaken by volunteers that lack the required qualification. Hence, considerable thought must be put into designing international volunteering programmes, especially those for young people, to ensure that they are both reciprocal and of quality.

Although voluntourism is a useful way for young people to acquire precious experience through engaging overseas, a few ethical questions arise. What added value can it have for the local community? Is voluntourism a teaser for people to engage or is it rather a new form of Western colonialism? Is it fair that volunteers pay to be able to offer their services? How are those funds managed by voluntourism agencies? For instance volunteers connect with children from the local community, but their commitments are often brief and the relationships they form are altered leaving the beneficiaries, children already in need, with the sense of abandonment.

Arguing for volunteering programmes, Luc Lapointe emphasised the enthusiasm and motivation connected to short-term voluntary missions. Accordingly, voluntourism can be seen as a resource and not a way to enforce Western views, whereas the fees are invested in the local community, therefore enhancing local social infrastructure. Still, Malcom Quigley draws attention to the thin line between the idea of paying for volunteer placements in itself (an idea that is not unfair in his view as it provides the volunteer with new skills, increasing his/her employability) and monetary incentives that could undermine the impact of volunteer work and the concept of volunteering.

In addition, voluntourism agencies could reinforce a colonial idea of development, a one-direction approach when “the rich, knowledgeable individual from the North” helps the “poor and ignorant South”. This is not the case and such a perspective is dangerous. Especially because sometimes unqualified volunteers undertake missions that should be given to specialised paid staff. For example, inexperienced, unqualified volunteers serve in schools and hospitals in positions that should be occupied by professionals. This is unacceptable in countries in the North and should not be the case when voluntourism missions are undertaken.

Volunteering through new technologies is a trend that enhances occasions for people from various remote places to bring their contribution to the same cause. Furthermore, people who suffer from physical disabilities can volunteer via online tool, in this way reaching to others and improving their skills. Viola Krebs specifies that the concepts need to be clarified. Online volunteering refers to the social contribution made via internet (without the necessity of technical background) whereas cybervolunteering implies using technology to fulfil a task. It does not need to be online, for instance experts that build other’s skills or provide software. Do we still speak about solidarity when we refer to online volunteer services? Or does online volunteering create new barriers by excluding those that do not have access to internet? How does the time factor influence online volunteering?

Online volunteering redefines the concept of community and open paths towards a common interest for people that are physically apart from each other. Solidarity springs from a guiding view, a common vision and it is grounded in the common interest to fulfil a mission. In so doing, internet plays a critical role as it provides opportunities to exchange information, to communicate and work towards an aim irrespective of the geographical distance that could separate those sharing it.

One challenge connected to online volunteering is to motivate and recognise volunteers. In order to provide quality online engagements, strategic thinking, advanced planning and quality volunteer management are the requirements for a successful project. The tasks must be divided into manageable parts and assigned in accordance with the volunteers’ interests and skills. Similarly an accreditation system must be set up so that the merits of volunteers are highlighted.

Being a volunteer implies moving beyond being member of an organisation by giving one’s signature, it involves giving time. Online volunteering enables individuals with overwhelming commitments to engage and serve as volunteers from wherever they are, whenever they can be available. One downside of this new form of engagement is the “digital gap”. As technology quickly changes, many people cannot keep pace. Similarly internet access implies the right infrastructure and computers or even electricity can be regarded as luxury in some areas of the world³. However, participants in the debate agreed that, although a challenge, the digital divide can be overcome by fighting poverty. The fast changing technology brings rise to more interest in adapting and employing new tools and also augments participation.

What are the **new tools to promote volunteering**? The debate moderated by **Nick Gallagher** (VSO United Kingdom) and carried out by **Cristina Rigman** (ProVobis Romania), **Stephen**

Greene (Rock Corps USA), **Robert A. Stebbins** (Professor at the University of Calgary Canada) and **Jo Peeters** (Steunpunt Scouting Gelderland Netherlands) looked at new ways to make volunteering attractive and easy to access by a large number of people. Specific questions addressed regarded service learning in schools and civic service schemes, but also rewards and awards for volunteers.

Can volunteering be “taught”? Do people need to be constrained a little to act as volunteers in order to discover its benefits? Volunteering is introduced in some countries in the school curricula to get youngsters involved and acquire a taste to become active citizens. Yet, Cristina Rigman underlined that promoting volunteering should remain in accordance with the principles of voluntary activity. Hence schemes that do not leave room for a freely chosen option regarding participation should not be called volunteering. Activities that constrain youngsters into participating or unemployed citizens into engaging in community work should wear other “label” and not be called voluntary work. The way we use terms and concepts connected to voluntary activities reflects the possibilities to straighten the third sector. Therefore accepting that service learning and civic service schemes are volunteering can go against the principles of non-compulsory, freely chosen activity volunteering stands for.

Stephen Greene spoke about promoting volunteering while starting from the reward. **“We believe that the right communication and the right volunteer opportunities, combined with the right ‘schemes’ whether they be service learning, credits or civil service schemes’ are appropriate. However, not when the schemes become mandatory as they then may have a reverse effect.”** The motto used by Rock Corps to attract youngsters is **Give, Get Given** and it promotes volunteering by offering tickets to concerts as reward for volunteer effort. The aim is to attract youngsters to experience voluntary commitments and motivate them to return after their initial short term commitment. Most youngsters are more responsive when it comes to entertainment and speaking the right language in this case is to make volunteering something they can see as fun. Conceptual theoretical explanations can confuse young people, yet a balance between their contribution and the return they receive can make them interested to also engage on other occasions. Stephen Greene argued that combining music industry with volunteer work can create an inspirational experience. Tickets for concerts are only a trigger as the most important reward remains the feeling of belonging, of achieving something together.

The **monetary dimension** constitutes an issue of debate and concerns in most fields of activity in our society and the third sector is not an exception. When trying to grasp concepts that will design the future of volunteering, one must be able to respond to questions such as: how to bridge the gap between paid staff and volunteers? Should there be allowances and/or expenses paid for volunteers? And what does measuring the economic value of volunteering brings as added value for the sector? Is it a tool to raise recognition of volunteering or does it promote the monetarisation of a non-profit activity? These questions were discussed during the debate moderated by **András F. Tóth** (National Volunteer Centre OKA Hungary) with the expert contribution of **Elise Bouvet** (United Nations Volunteers -UNV), **João Teixeira** (Confederação Portuguesa do Voluntariado Portugal), **Roumjana Modeva** (NM Women and Mothers against violence Bulgaria) and **Filip Pazderski** (Institute of Public Affairs Poland).

A clear idea concerning the **difference between volunteers and paid staff** ensures the quality of a project as well as it generates harmonious relationships between the ones involved. According to Filip Pazderski, such difference is connected to the type of activities planned for volunteers. Paid professional should carry out other activities than the volunteers so that a clear division of tasks is made.

Sometimes, especially in the current economic recession, paid professionals feel threatened by volunteers and by the possibility to be replaced by volunteers. Still volunteers should never replace the work carried out by professionals. For instance, volunteers that offer their support

³ CEV Final Report Brussels- Volunteering as a means of empowerment and social inclusion: A bridge between the European Years 2010 and 2011

to public services are not expected to replace the employees. In a hospital volunteers can not and should not replace a nurse or a doctor. Volunteers complement the work of the employees, they humanise the services and bring relief to the patients, for example, by reading a book or playing with children.

However, in situations when the tasks volunteers undertake are not easily separable from the ones carried out by paid professionals, a clear division needs to be observed. Volunteer management and project coordinators must clearly delimit the roles and responsibilities of the ones involved. Roumjana Modeva underlines that, additionally to responsible volunteer management; a change of perspective is required. For instance in Bulgaria volunteers are perceived as amateurs because their work is not valued in economic terms. Since it is work for free, Bulgarian society does not respond either because volunteering is considered a hobby for rich people' or because people do not understand why you would do something for free'. However for the ones that chose to volunteer, their work could be a *raison d'être*, a mission they want to fulfil.

Moreover, it is impossible to develop an organisation without permanent paid professionals. In the same way, volunteers that offer their skills, time and effort must not be abused of. A harmonious relationship between volunteers and paid professionals also springs from the amount of involvement and interaction there is within the team. If volunteers and staff are trained and empowered to work together, to be aware of each others' roles, possible tensions can be avoided.

Although volunteering implies accomplishing an activity without expecting a constant income, the participants in this debate agreed that **reimbursements of expenses connected to voluntary engagements are necessary**, especially in the case of long term voluntary missions. Elise Bouvet referred to the distinction in French language between *benevole* (those who work pro bono) and *volontaire* (those who receive reimbursement of expenses or an allowance). In addition, mentioning the example of United Nations Volunteers, Elise Bouvet explained that although some volunteers do not have certain expenses covered (on-line volunteers), national and international volunteers benefit from allowances. For example, giving that the average age for UN Volunteers is 37 years old, most of the volunteers are professionals who have families they need to be able to visit during their missions, hence a need to cover certain costs connected to their service.

The monetary dimension was regarded from a dual perspective, on the one hand what is spent and how when implementing projects, on the other hand what is the return? How does volunteering contribute from a concrete, economic stand point? The initiative to **measure the economic value of volunteering** is well received as it can offer policymakers tangible data on the influence voluntary sector has on economy. Yet can it be argued that by measuring the economic value of volunteering we promote a monetarisation of the non-profit sector? **João Teixeira** argued in favour of measuring the economic value of volunteering as comparable data about economic gain both recognises the merits of volunteers and encourages investment in the third sector. Volunteers are not cheap labour force, they do not engage for the economic output or growth. Still their work adds up to economy and by acknowledging this through statistic research more support from governments could follow. The risks connected to highlighting the economic side of volunteer work can be overcome as long as the intrinsic social value of volunteering is emphasised as well.

III. SPOTLIGHT ON INNOVATIVE PRACTICE

A concise description of the innovative workshops reports on the best practices presented during CEV Symposium in Tallinn follows. Discussing the outcomes of 11 initiatives implemented in different European countries aimed to create an environment of sharing expertise, developing further partnerships, and adapting and multiplying formats to different local requirements from one country to another.

WS 1: *The role of a virtual platform in the development and promotion of voluntary work*

Speakers: Dace Maulina, Ilze Grintale, brīvprātīgais.lv (Latvia)

In their workshop, Dace Maulina and Ilze Grintale showcased an example of how volunteering can be promoted and developed through online tools. The database created by brīvprātīgais.lv gathers information about voluntary organisations and projects implemented in Latvia. It offers a virtual space of encounter for volunteers and supports the growth of voluntary action through advertisements and easy, swift communication. The online tool embodies a user-friendly way to access volunteers' profiles, news and messages that foster partnerships, while also saving time. Since it is of utmost importance to increase sustainability, such a database is also effective and innovating due to the reduced costs of maintenance as compared to setting up a volunteer centre. This database is the first, and so far the only platform of the kind that has functioned effectively for a couple of years, and has vindicated itself by developing the voluntary work movement in Latvia.

WS 2: *Perspectives on changes in civil society and consequences for volunteering and support organisations*

Speakers: Else Boss, Sandra Kamerbeek, Movisie (Netherlands)

The focus of the workshop lead by Else Boss and Sandra Kamerbeek was to present six trends in the voluntary sector that have been documented and published in MOVISIE's new Trend report. The presentation and discussions tackled the new trends in relation to the way voluntary support agencies respond to changes in civil society. Both voluntary effort as well as organisational diversity increases. How this is reflected in policy and in what way the professionalisation of the field invests voluntary work with transparency, are only few aspects to be considered. The cooperation among organisations giving rise to alliances and building new improvement strategies was reflected upon in order to emphasise examples of best practices. In addition, the workshop revealed the usage of social media as an asset insufficiently explored by voluntary organisations, a trend that gives rise to new ways of volunteering.

WS 3: *Methods for the enlargement of the volunteers' network among students and minority ethnic groups*

Speakers: Roumjana Modeva, NM Women and Mothers Against Violence (Malta)

The project presented by Roumjana Modeva dealt with new ways to engage students and ethnic groups in Bulgaria as they usually find it difficult to access volunteering opportunities. Widening the network of volunteering activities in order to include the target groups stands as an example of innovative good practice, also due to the rich volunteering potential these social categories have. The project included a preparatory period, the training of students and volunteers from ethnic minority groups, and the publication of results. The training combined

interactive methods such as role play and case study with the presentation of digital technologies that boost the effectiveness of voluntary engagement. Furthermore, the aim of the project was to empower and to offer support while increasing mobility for volunteers from the aforementioned social environments.

WS 4: Towards a Fundraising Certificate for associations

Speakers: Franco Vannini, Istituto Italiano della Donazione (Italy)

Franco Vannini presented an example of a project conducted by the Italian Institute for Donation that aimed to give organisations operating under a budget of maximum € 300.000, the possibility to show their transparency through a “light” monitoring process. The usual “standard” monitoring process for smaller organisations is often heavy and requires a venture that they cannot afford because of their limited human and economic resources. Thus a light monitoring process of their activities implies an analysis of balance sheets, statutes and documents; based on a positive result, the organisation is registered in a database available on the website of the Institute and receives an IID Seal of mention. This seal is used to promote the awarded organisation and recognize its just attitude towards handling donations. The ultimate aim is to increase the volume of donations due thanks to an environment of trust and transparency. The project proposes a vision of volunteering that is more structured, transparent and organised, increasing visibility for small non-profit organisations irrespective of their field of activity. The workshop also tackled the standards of measurement of transparency and management quality in Italian and European non-profit organisations.

WS 5: E-learning training courses on quality volunteer management

Speakers: Frank Schulze, Federal Agency for Technical Relief – THW (Germany)

The workshop lead by Frank Schulze showcased a project that enables THW volunteers, specialised in civil protection, to improve their skills through e-learning. The courses offered to volunteers once a year are called “Train the Trainer” and focus on quality-management. They are organised to create a double effect: on the one, hand improvement of skills and on the other hand ensuring official recognition of the new skills acquired. The project is implemented in collaboration with the Chamber of Industry and Commerce in Gera, Germany. The aim is to support THW volunteers through courses that are time and cost effective while also promoting volunteering as a tool for professional improvement. The workshop presentation included an overview of the experience organisations can have with e-learning and a discussion about how cooperation with public bodies can act towards official recognition of online courses.

WS 6: Let's Do It! Estonia/ Let's Do It! World Cleanup – volunteer for environmental change

Speakers: Anneli Ohvril, Let's do it (Estonia)

The initiative presented by Anneli Ohvril is an example of a campaign that gained international recognition and aims to become a worldwide embraced project. “Let's Do It!” campaign takes action towards raising the public's interest regarding cleaning up illegal garbage. Designed first for Estonia, the initiative expanded as it was implemented in other European countries. The new target is to clean up the entire world in three steps. Firstly by mapping the waste that is inappropriately disposed of, secondly by inviting people to communicate and plan the activities, and thirdly by cooperating to remove the garbage and be part of the World Cleanup 2012. The project also intends to strengthen relations between people as they work towards a common goal. The vision of the campaign is to offer a clean, natural environment while build-

ing an environment for volunteering that promotes positive attitudes, openness, togetherness, and no competition as everyone can be a leader in the project.

WS 7: New forms of engagement through new media and social networks

Speakers: Casper Bo Danø, Frivilligcentre og Selvhjælp Danmark (Denmark) & Sandra Kamerbeek, Movisie (Netherlands)

The workshop presented Sandra Kamerbeek and Casper Bo Danø's vision, examples and methods to use social media and social networks to create new forms of engagement and face the challenges posed by online volunteering tools. It aimed to encourage participants to discuss how new technologies, new media and social networks revolutionise the ways to volunteer, how new technologies (the web, smart phones, social networks) change the patterns of volunteering as we know it. The discussions included guidelines, methods and suggestions on how supporting organisations can respond to these changes in civil society. The workshop emphasised a vision of flexibility towards organisational diversity that promotes online volunteering and social media.

WS 8: Oogpunt 2012 – an intergenerational volunteering project

Speakers: Steven Vanden Broucke, S-plus (Belgium)

Steven Vanden Broucke conducted a workshop about intergenerational encounters and dialogue. The youngsters that took part in the project meet with the seniors in order to reflect, brainstorm and create innovative intergenerational procedures and projects for S-Plus (seniors) and Joetz (youngsters). The aim of the initiative was to put together an intergenerational memorandum in view of the local elections in Belgium in 2012. In addition, the project set out to inspire and stimulate people in school environments to think about intergenerational solidarity. The encounter between youngsters and seniors was also intended to be an opportunity to exchange views, to learn from each other, and understand better the needs and challenges Belgian citizens face.

WS 9: Community Tools – Bringing Neighbours Together

Speakers: Marten Kaevats & Madle Lippus, New World Society (Estonia)

The workshop presented by Marten Kaevats and Madle Lippus focused on volunteering through an interactive web based system. The innovation of the project stands in implementing the idea of using a web system to get the people out of the web and carry out volunteer work in their neighbourhoods. The objective of Community Tools, a brand new software solution, is to create a platform for easy and friendly communication between local citizens, other communities and municipalities. Online tools help to resolve communication issues more efficiently and to increase the motivation to volunteer in community-life. The workshop will showcase the features of Community Tools, discuss the way in which they can suit different organisations, and what kind of problems might arise when engaging volunteers.

WS 10: “Close to Home” Volunteer Centers: an inclusion tool

Speakers: Henrique Sim-Sim, Fundação Eugénio de Almeida (Portugal)

Henrique Sim-Sim conducted a workshop on “The Close to Home Volunteering Centres” methodology. The initiative promotes activities to support individuals and institutions by assisting senior citizens, ensuring care for children, single parent families or disabled persons. The activities are an example of innovation and best practice as it employs a unique methodological

guide in the national context. The working method was organised on digital media - the **Volunteering Officebox**. Different institutions from all over the country have already asked for more than 400 copies of the systematisation and several of them have adopted the working method. The vision proposed by this project is based on "close to home" volunteering, identified in terms of territory, that enables the reinforcement of social solidarity networks, the growth of civic participation, the reinforcement of local synergies and of services provided by institutions.

WS 11: E-volunteering – a new concept in the field of volunteering

Speakers: Anna Lech & Patrycja Rokicka, The Good Network Foundation (Poland)

Anna Lech and Patrycja Rokicka present the E-volunteering project launched in 2009 by the Good Network Foundation in order to disseminate its positive results in strengthening civil society and increasing public commitment in Poland. In 2010, The Good Network Foundation organised a training programme, addressed to small NGOs that work in underprivileged areas. Through promoting practical knowledge about using new technologies, the project also pointed towards the beneficial sides of the internet and the advantages of e-volunteering. It also fights against social exclusion by encouraging virtual volunteering among the elderly, the disabled or women who work at home. The E-volunteering Programme is the main platform for activities. It is the first and largest Polish website dedicated to virtual volunteering and a modern, innovative and interactive platform for e-volunteers and organisers of volunteering. The workshop aimed to show why and how e-volunteering can contribute to re-defining the concept of volunteering. It also proposed a comparison between e-volunteering and other ways of engagement while arguing that cyber activism is a real way of making a change in our societies.

IV. CONCLUSIONS AND RECOMMENDATIONS – INVIOABLE PRINCIPLES OF VOLUNTEERING

The many new features and developments that characterise the voluntary field today have led our sector to ask questions such as: Where are the boundaries of volunteering? What are its inviolable core concepts and principles that we need to defend? What are the opportunities and the threats of further unleashing the potential of voluntary action to make our societies the places we want to live in? How do we shape tomorrow's volunteering and how do we empower volunteers to shape tomorrow's society? Conference participants reflected on the core inviolable principles of volunteering in order to inscribe a commonly agreed perspective on the present meaning of voluntary action and to make suggestions and policy recommendations for the future.

Volunteering- all forms of voluntary activities undertaken of a person's own free will, choice and motivation, without concern for financial gain.

Core principles of volunteering – Volunteering is...

- **freely chosen**, not coerced, based on personal motivation;
- **altruistic**; for the benefit of others (targeted either locally or on a larger scale); activity undertaken outside the family, in an organised or informal setting;
- **unpaid**, still allocating reimbursement of expenses connected to voluntary activity; outside of paid staff directives with no sanctions for broken contracts or agreeable obligations;
- **value-driven**, based on values such as peace building, solidarity, human rights, sustainable development, democracy, accountability;
- **open to everyone; inclusive.**

Volunteering 2011+10: our vision, our expectations!

➤ A culture for volunteering from a young age

One of the main targets for the years to come is to further promote the value and benefits of volunteering so that youngsters are aware of the importance and impact their contribution can have on society and their own lives. Service learning should be enhanced through formal education by spreading information about volunteering opportunities and equipping young people with the abilities to discover their interests and preferences in assuming social responsibility. In addition, a "culture for volunteering" can emerge only with the joint support of the family and as an educational environment complementary to formal education. Therefore promotional activities should target various groups in the community so that parents themselves acquire a taste for volunteering and inspire their children to be socially responsible. Volunteering is an element of democracy not only a way of being an active citizen, therefore a culture for volunteering implies maintaining democracy in Europe and sharing the aspiration for a better world.

➤ Easy access to information about volunteering opportunities for all

The European Year of Volunteering 2011 contributes to awareness raising and the spread of good, innovative practices across Europe. Ten years from now, the information gap that still leaves many Europeans not involved in voluntary commitment should be overcome. The fast

exchange of information, dissemination of good practices and access to European funded programmes must reach more people. Although technological support increases in Europe, many people do not volunteer as they are not aware of the alternatives to get involved. Hence, training sessions and life long learning opportunities are crucial for active ageing and increase the pool of potential volunteers. Being in the process of learning and confidence, social relationships, inclusion, connectedness and feeling a part of the community are only few of the benefits volunteering brings to those who get involved. Opportunities to do good for others and improve oneself at the same time should therefore be open to all. Hence, more programmes that promote mobility and exchanges, addressing a wider range of age groups should be set up.

➤ **Support for volunteer centres and voluntary support agencies by the member states**

In order to improve services offered to volunteers and to augment the number of people who undertake voluntary commitments, volunteer centres must be supported through enabling policies and the proper legal framework. In addition, more funding should be directed towards activities that foster exchanges of good practices and networking opportunities. The right infrastructure would then make volunteering accessible for more people and would ensure a high quality of participation. A financial framework that grants exemption from VAT for services used by NGOs would be a concrete way to support the development of non profit organisations in Europe. Moreover, not everyone can afford to volunteer due to lack of time and scarce resources. Making volunteering inclusive, and respecting everyone's right to choose to volunteer should be an achieved aim in the future. Volunteer centres conduct valuable work in addressing societal issues that remain insufficiently sustained by governments. That is why specific regulation from member states that support funding lines for infrastructure are completely necessary to further enhance the voluntary sector.

➤ **Keep diversity, fight negative views, recognize the same rights for volunteers across Europe**

The diversity of voluntary activities carries the power and the great impact volunteer work has in developing societies. Individuals of different ages engage in areas such as education, environment, sports, health, culture and arts. In the coming years, the diversity of the volunteering world should be kept and appreciated as it responds to a variety of needs in the community as well as investing volunteers with the opportunity to be independent agents of change in the life of their community. Still, even if diversity implies sometimes contradicting methodologies or approaches to intervention from one region to another, volunteers should all enjoy the same recognition and rights. Campaigns that showcase volunteering stories should be encouraged as they are a way to motivate and empower citizens to become active. Furthermore, the negative connotations surrounding voluntary work that shadows volunteers' genuine contribution in some European countries should, hopefully, disappear during the next decade. Many countries in Europe, especially in the Eastern regions still suffer from a negative view of voluntary commitments. Such views were inscribed by the old regimes in the social consciousness through a completely different definition and understanding of volunteering. Emphasising good and innovative projects as well as sharing and spreading a concept of volunteering void of any coercion, while recognizing the same rights of volunteers will remove negative connotations and increase participation. Wider recognition of the diversity of volunteering also reflects the diverse nature of European society.

➤ **Employers recognising the value of volunteering**

The experience accumulated while serving one's community free of charge is a valuable asset in terms of personal development and soft' skills, but also when it comes to competences and skills required in the labour market. Communication skills, a sense of initiative, leadership, planning and organizational competences are highlighted in job descriptions in a wide spectrum of practices. The business sector should be made aware of the crucial role that volunteering plays in acquiring such aptitudes. So, in the coming years, concrete action to this aim should imply the development of tools that contribute to a European skills documentation system that formally assesses and registers competencies acquired through volunteering. Cross sector (business sector, civic society, public sector) awareness will be then facilitated through the implementation of one single tool (i.e. a certificate or a volunteering passport) recognising the value of volunteering as a non-formal learning milieu. The business sector should become aware that the volunteering experience is as valuable as having a paid career when it comes to adjusting to challenges, acting, reacting and problem solving.

➤ **Measure the economic value of volunteering and encourage research in the voluntary field**

Volunteering is a critical resource in the way that communities are shaped, solidarity and mutual understanding are fostered, as well as in the generation of positive change in societal and environmental areas. However, due to the different methodologies to assess this contribution in concrete economic terms, there is insufficient comparable data to prove the immense contribution that volunteering brings to the European economy. Yet, the little data we have shows that volunteering is an enormous economic resource. Accordingly, the need to measure the economic value of volunteering in all the countries of Europe becomes more stringent. The current financial and economic crisis generated budget cuts that severely harm the third sector. A tool that reports on the added value volunteering ensures, not only from a social standpoint, but also from an economic perspective must be implemented in every European country in order to encourage the business sector and governments to take volunteering seriously, to clarify the impact of a labor force that now remains excluded from labor statistics and the importance of investments in the voluntary sector. Similarly, research projects must be encouraged to improve the current state of affairs, the existing infrastructure, to develop innovative approaches to training, motivating volunteers and to extend quality volunteering.

APPENDICES

1. Fact sheet



In collaboration with the **International Labour Organization (ILO)**, the **United Nations Volunteers (UNV) programme** and an International Technical Experts Group (TEG), the **Johns Hopkins University Center for Civil Society Studies (CCSS)** developed the first-ever internationally sanctioned approach for gathering official data on the amount, character, and value of volunteering. In March 2011, the ILO released the final working draft of the **ILO Manual on the Measurement of Volunteer Work**.

Launched during the European Year of Volunteering 2011, CEV is a partner in the European Volunteer Measurement Project — a coalition of European volunteer promotion organisations and the authors of the ILO Manual on the Measurement of Volunteer Work which aims to disseminate this Manual and promote its implementation throughout Europe.

CEV joined the project because it recognizes that without accurate measurements of volunteer effort, opportunities to assess approaches to volunteer management and promotion are being lost, and volunteering remains under-valued and its potentials under-realized. CEV encourages its members to learn more about the project and to join us in this effort by signing the **Declaration of Support**.

The Problem: An undervalued resource

Volunteering is a crucial renewable resource for social and environmental problem-solving the world over, but its effective management requires better information and an enabling policy environment.

However, in all but a handful of countries, no reliable data exist to gauge the extent and character of volunteering, and what data do exist are not comparable. As a result, volunteering remains under-valued and its potentials under-realized.

A Solution: The ILO Manual on the Measurement of Volunteer Work

A unique opportunity now exists to establish a permanent system for boosting the visibility and credibility of volunteering. This opportunity arises from the convergence of the European Year of Volunteering 2011 with the release by the International Labour Organization of the first official **ILO Manual on the Measurement of Volunteer Work**, calling on national statistical agencies to measure the amount and economic value of volunteering through regular labor force or other household surveys.

This new Manual, drafted by the Johns Hopkins Center for Civil Society Studies in cooperation with the ILO and an international Technical Experts Group, represents the first-ever internationally sanctioned approach for gathering official data on the amount, character, and value of volunteering. This approach will generate cross-nationally comparable data, and has the advantage of being cost-effective, efficient, reliable, and feasible in a wide variety of countries.

HOW CAN YOU HELP?

Implementation of this new **Manual** is not automatic. National statistical offices must be persuaded to adopt the **Manual** and follow its guidelines. To help achieve this, the Johns Hopkins Center for Civil Society Studies, along with CEV and SPES, have launched a **European Volunteer Measurement Project**. We need your help to:

➤ Communicate

Get the word out about the ILO Manual. Bring this new tool to the attention of your network and to the statistical agency in your country through newsletters, blog entries, emails, and personal visits to the labour force survey personnel in your country's statistical office.

➤ Mobilize

Get friends, contacts, and colleagues involved. Convene meetings of key stakeholders. Engage key foundation leaders, senior government leaders or legislators, nonprofit association leaders, and any other influential personality who can attract the key officials within the labour statistics department. Contact Johns Hopkins to coordinate actions. Email volunteers@jhu.edu, and visit www.ccss.jhu.edu.

➤ Contact

Begin a conversation with labour force statisticians and with people in charge of the statistics department. Initiate a letter-writing campaign.

➤ Partner

Work in partnership with labour statistics officials. Statistics offices are often short on staff and funds—offer your expertise and technical assistance from JHU/CCSS.

➤ Disseminate

Make the results widely known. Once the data are available, it is important to disseminate them widely so that they can be used—the more feedback they receive, the more likely it is that statistical agencies will update the data in future years.

2. Address book

Organisers:

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Website: www.vabatahtlikud.ee

Speakers and workshop presenters:**Piet Boerefijn**

Piet Boerefijn is manager of the Estonian-Netherlands Charity Foundation Sunflower and the Estonian Foodbank. Since 2005, he is working as manager for the Estonian-Netherlands Charity Foundation Sunflower. For both organisations around 950 social projects in Estonia have been supported with support from private Netherlands foundations. Since 2010, Piet Boerefijn is also working as a manager for the Estonian Foodbank, which received the price for the best private initiative in 2010. Piet Boerefijn was decorated by the Estonian Red Cross, the Netherlands Order of Oranje Nassau, and he was designated Estonian Citizen of The Year 2010.

**Else Boss**

As a consultant for MOVISIE since 2007 Else-Marije Boss develops and collects expertise and good practice regarding the support and management of the Dutch voluntary sector. In her work she advises and trains different actors to strengthen their role and contribution towards the field of volunteering. In 2010 she has been one of the co-authors of a publication on the trends and developments regarding the future of volunteering in the Netherlands, Volunteer effort 2.0. Furthermore, she is currently a member of one of the Alliance Working Groups working towards a Volunteering Policy Agenda to be presented to the European Commission.

www.movisie.nl

**Casper Bo Danø**

Casper Bo Danø is consultant and project manager at FRISE (the National Organisation for Volunteer centres in Denmark). Casper graduated as a historian at Aarhus University and holds a Master degree in Social Entrepreneurship from Roskilde University. His main areas of interests are online volunteering in its various forms, social entrepreneurship and corporate social responsibility. For the last 5 years he has worked with new media and technologies in order to develop Frivilligjob.dk, which is a national nonprofit dedicated to help everyone finding a place to volunteer in Denmark through an internet based matching service.

www.frise.dk

**Elise Bouvet**

Elise Bouvet manages UNV's Online Volunteering service as Programme Specialist. In 2010, 10,127 online volunteers (62% from developing countries) undertook 15,109 volunteer assignments. A French national, Elise joined UNV in 2005 after having served at the UNDP Country Office in Lebanon and at the Arab States Regional Centre. Before joining the UN, she worked for the French Cooperation at headquarters and in the field, as well as for UNICEF, where she was responsible for support to civil society in the fields of youth and volunteering. Elise holds a Master in Law and Political Sciences, as well as a post graduate in Development and Cooperation.

www.unv.org

**Fiorella Capasso**

Psycho-sociologist of philosophical background, Fiorella C. Capasso is an expert in social projects, governance processes, international cooperation and intercultural relations. She obtained a Certificate in Conflict Management and Mediation at the Institute of Political Studies of Aix-en-Provence, and in 2010 she set up KAIROS, a French-Italian multi-professional network for conflicts mediation and reconciliation. She also works for the Faculty of Social Sciences of the University of Genova.

www.dispos.unige.it

**Gordana Forcic**

Graduated of a Master of Arts in Non-profit Management and Social Advocacy, Gordana Forcic is a trainer/consultant and mentor for Quality Assurance System SOKNO for non-profit organisations, and President of the Croatian National Council for Volunteer Development. She has had 17 years experience in working in the non-profit sector in Croatia, during which she has worked as: project leader, supervisor, programme coordinator, regional director, assistant director and trainer. Gordana is co-author and author of several publications, including some related to volunteering, namely: "Volunteering and local community development - Research on civil participation in the community initiatives through volunteering", "How to find

them? How to keep them? - Guidelines for work with volunteers", Recommendations - "How to improve volunteering?", "Volunteering for integration and employability".

www.smart.hr

**Nick Gallagher**

Nick Gallagher is Head of International Volunteering at VSO (Voluntary Service Overseas) in the UK, and he is a trustee and pensions trustee at BSS, an award-winning non-profit organisation, which combines best practice commercial approaches with its charitable status to provide information services to a range of clients and beneficiaries. Previously Nick Gallagher was notably Deputy Director of the VSO Federation (2006-2010); Deputy Director at VSO Canada (2006); and International Volunteer Recruitment Manager and Deputy Director of the International Volunteering Group at VSO (2004-2006). Nick's main fields of expertise include Volunteer Recruitment / Assessment / Placement / Management; Child Protection Policies; and Project Development/Management.

www.vso.org.uk

**Stephen Greene**

Stephen Greene from Portland Oregon, is CEO and co-founder of RockCorps, a pro-social production company and global organisation established in 2003 that uses the power of music to inspire volunteering, and introduce young people to a lifelong relationship with charities. RockCorps produces large-scale pop, rock and hip-hop concerts, distributing the tickets exclusively to volunteers who commit four hours of time at a RockCorps community project in their area. Stephen led the expansion of RockCorps to the UK in 2008; by October 2009, 3 successful concerts had been produced, and 80 charities have benefited from 24,000 volunteers working four hours each (96,000 hours in total). RockCorps continues to spread the message that volunteering can become part of anyone's lifestyle just like going out, music, sports and entertainment. In this spirit RockCorps has also produced first gigs in France and Israel and is now expanding into Canada, South Africa and Turkey.

www.rockcorps.com

**Ilze Grintale**

Ilze Grintale has been actively involved in the foundation of the organisation "brīvprātīgais.lv" (volunteer.lv) and has been an active member ever since. She has qualifications of a social worker and a master degree in Sociology. She has work experience in governmental and municipal institutions working in social field dealing with education of social workers and currently with society integration questions. Now all her volunteering efforts are devoted to promote and develop the voluntary work system in Latvia and the activities of brīvprātīgais.lv.

www.brivpratigais.lv

**Eva Hambach**

Eva Hambach is Director of the Vlaams Steunpunt Vrijwilligerswerk vzw (Flemish Volunteer Centre) since May 2001, and President of CEV since October 2009. She is born in Belgium, lived in Damascus (Syria) for over two years, and is married with children. Eva has a Master Degree in Political Sciences, orientation International Affairs. As Director of the Vlaams Steunpunt Vrijwilligerswerk she follows up the evolutions related to volunteering policy in Belgium and the Volunteer Law that has been adopted in 2005.

www.cev.be

**Sandra Kamerbeek**

Sandra Kamerbeek (1973) is a consultant and project manager in organisational development and volunteer management. She has been working at MOVISIE, the national institute and consultancy for social development in the Netherlands, since 2001. As a consultant she deals with issues regarding organisational change and strengthening of volunteer organisations. She participates in various international networks on volunteer issues. As a trainer and consultant Sandra's main topics of expertise are (youth) participation, volunteer management and social media.

www.movisie.nl

**Marten Kaevats & Madle Lippus**

Madle and Marten have been involved with the Uus Maailm selts, a small neighbourhood association from the very beginning in 2006. Together with friends they are organising the daily life of their neighbourhood, may it through annual street festivals, weekly street markets and cinema nights or a conference on participatory planning. These and several other events have been an inspiration for civil society in Estonia and Tallinn, triggering several other local community activists and NGOs. Madle's main interest is to create more efficient networks between community members, also creating dialog between local communities and city council. Marten is more focused on city planning. Due to their long time experience in organising voluntary events and the need for specific tools in doing that, they started an open source software project "Community Tools", which provides free interactive websites for communities with a goal to make communication within a voluntary organisation more efficient. Madle is a student of Urban governance in Tallinn University and Marten studies architecture and city-planning in Estonian Academy of Arts.

www.communitytools.info

**Annita Kelles**

Anita Kelles-Viitanen is Chair of the alter-globalisation organisation AT-TAC Finland and of the Finnish Board of Asia-Europe Peoples' Forum. She is also leading a Citizens' Network "Pro Local Municipal Services". She is an expert member in the Finland and Norway financed Trust Fund on Economically and Socially Sustainable Development with the World Bank. Anita Kelles-Viitanen has had a long career in international organisations, having worked with the International Fund for Agricultural Development (IFAD) in Rome, also as a Manager on Social Development Division in the Asian Development Bank and as a Chief Technical Advisor in ILO in Asia for 20 years. Anita holds a Postgraduate degree in Political Sciences (1988 Helsinki University) with specialisation in Social Anthropology. Prior to her international career in development, she taught social anthropology in the University of Helsinki.

www.attac.org

**Siim Kiisler**

Siim Kiisler has been the Estonian Minister for Regional Affairs since 2008. He studied automated guidance systems at the Tallinn Technical University and graduated in 1991. Previously he has been Chairman of the Supervisory Board of Glacier Eesti AS (1995-2003); working at the Tallinn Keslinn District (1999-2001); Member of the 10th Riigikogu (2003-2005, 2006-2007); and Deputy Minister of the Estonian Ministry of Economic Affairs and Communications (2007).

www.valitsus.ee/et/valitsus/peaminister-ja-ministrid/siim-valmar-kiisler

**Viola Krebs**

Viola Krebs is the Founder and Executive Director of ICVolunteers, an international volunteer organisation focusing on communications (communication technologies, culture & languages and conference support). ICVolunteers works with a network of over 10,000 volunteers worldwide. Viola Krebs is a member of the Strategy Council of the United Nations Global Alliance for ICT and Development (GAID) and Co-Founder of Informaticiens Sans Frontières (ISF). She has worked in both the public and the private sector, including for People Living with HIV/AIDS (PWA), the World Economic Forum and Merrill Lynch. Viola Krebs holds a Master in Communications and Media, as well as a Bachelor in Linguistics, Spanish and English of the University of Geneva. She is currently working on a Ph.D. focusing on cybervolunteering.

viola@icvolunteers.org

**Aleksandra Krugly**

Aleksandra Krugly is senior specialist at the Ministry of Labour and Social Policy in Poland – Polish National Coordinating Body for the European Year of Volunteering 2011, involved in preparations both for EYV and Polish Presidency in the EU Council to be held in the second half of 2011.

Ministry of Labour and Social Policy Poland

Aleksandra.Krugly@mpips.gov.pl

**Luc Lapointe**

Luc Lapointe is President for Connexion Internationale, a consulting firm focusing on innovative and sustainable solutions for development. Luc has lead a national coalition on banking reform in Canada, research on vaccine preventable diseases in First Nations community, and worked closely with The Leading Group on Innovative Financing for Development. Luc currently provides expertise on voluntourism, international volunteering programmes, circular migration, portability of social benefits, and capacity building for migrant workers. He worked as senior adviser to Ministerial Task Force on Aging Workforce, Foreign Credential Recognition, and access to Post-Secondary Education. Luc provides strategic advice to sector councils in Canada as well as works closely with other research activities in major Canadian universities. He holds a degree in Business Administration and is the proud father of three young adults. He was recently nominated for a Global Development Awards (2011).

consultant.luc@live.ca

**Anna Lech**

Anna Lech graduated from the Institute of Sociology at Warsaw University. In Good Network Foundation she works in the My Scholarship programme where she runs the online service www.mojestypendium.pl – a polish website dedicated to scholarship programmes for Polish students. As of this spring she has joined the e-volunteering team and works in a new project "Values and activities of volunteering and e-volunteering". Also, she works in The Academy for the Development of Philanthropy in Poland (Grant contest for local NGOs).

www.mojestypendium.pl

**Dace Maulina**

Dace Maulina is chair of the Latvian organisation "brīvprātīgais.lv" (volunteer.lv) since its foundation. Dace was awarded a master's degree from the European Inter-University Centre for Human rights and Democratisation. Previously she graduated also in Social Sciences and acquired a qualification of social worker. Since graduation she has been working in the social field

being involved in the work of governmental institutions and NGO's.

www.brivpratigais.lv

**Roumjana Modeva**

Roumjana Modeva is Bulgarian. She is the President of NM "Women and Mothers against Violence", of which the mission is the protection of families, and more specifically children and mothers' rights. She was the Leader of the Bulgarian Women Union between 1990 and 1993. She has carried out research in the areas of social policy, demography, PR, persuasive communication, gender issues, social inclusion/exclusion and NGO capacity building and management. Roumjana Modeva is a member of the National Council of Social and Demographic issues to the Council of Ministers, Head of the Bulgarian National Delegation in CCNFSDU to CI/FAO, and member of Executive Board of SMES-Europa.

www.bebe.org

**Falko Mohrs**

Falko is 26 years old and has been involved in youth organisations since he was six years old, mainly as a scout. He was active in training leaders, the leadership at local and national level and represented his National Scout Organisation in the external (political) and international field. Over the last years he was active as an external representative for the World Organisation of the Scouts Movement (WOSM) and was responsible for cooperation with Africa and the Arab Region, representing WOSM towards the United Nations and other international bodies. Furthermore he was one of WOSM's delegates to the European Youth Forum. In his capacity as a Board Member of the Youth Forum he is responsible for volunteering, and hence for the EYV 2011 and the coordination with the United Nations. Falko is working as a personal assistant in his professional life. He studied Business.

www.smart.hr

**Anneli Ohvril**

Anneli Ohvril is working as a head of marketing for the civil society movement "Lets Do It - World Clean Up 2012", which aims to clean up the world from garbage by the end of 2012. She has worked for different advertising and marketing agencies during the past 12 years, has developed marketing strategies and organised marketing campaigns for more than 100 companies. Her passion is to create positive change in societies and she has good experience in social campaigns.

www.letsdoitworld.org

**Filip Pazderski**

Filip Pazderski is a lawyer and sociologist. He graduated from the European Master's Degree Programme in Human Rights and Democratisation (E.MA), and is a researcher and coordinator of projects relating to volunteering and civic education in the Civil Society Programme at the Institute of Public Affairs in Poland. Since 2003, Filip has been active in civil society building, human rights protection and promotion of intercultural dialogue in cooperation with NGOs from Poland and abroad. He is the co-founder and, currently, president of the Association for the Podlasie Land DRUMLA. Currently he is also a member of a team of experts working on long-term policy of volunteering development in Poland coordinated by the local Ministry of Labour and Social Policy.

www.isp.org.pl

**Jo Peeters**

Jo Peeters is originating from the Netherlands; he is married and has three children. His educational background includes learning in organisations and educational counseling. Jo Peeters has wide experience in the fields of youth and non-formal learning. He participated in training on European Youth Studies, youth pass and assessment of non-formal learning. He was a trainer in several international seminars and training including "Dialogue on non formal learning" (European Youth Forum); the Leonardo da Vinci Project "Civil service apprenticeship"; a Seminar on international leadership in youth work; a training for youth leaders to prepare them for international activities, and an advanced training

for trainers in youth work. Jo Peeters is currently working at the Scouts support organisation Steunpunt Scouting Gelderland.

j.peeters@scouting gelderland.nl

**Malcolm Quigley**

Malcolm established VSO in Ireland in 2004. He is a University of Limerick business studies and languages graduate and has an MBA from the Solvay School of Business at the University of Brussels. After graduating from Limerick Malcolm took up an internship at the European Commission in Brussels. He then held a position in a lobby group of the direct marketing industry. In 2001, Malcolm became a VSO volunteer in Bosnia and Herzegovina, working for 2,5 years with local refugee grassroots NGOs across former Yugoslavia. Malcolm worked on VSO's exit strategy from the region and until recently advised on a regional volunteering programme there, that VSO instigated in partnership with UNV. In October 2008, Malcolm was awarded for his "outstanding contribution to humanity and society" by the University of Limerick's Alumni Association.

Malcolm.Quigley@vsoireland.org

**Cristina Rigman**

Cristina Rigman has worked for the past 8 years for the development of volunteering in Romania holding various positions within ProVobis – the National Resource Centre for Volunteering. Since 2009 she has been in charge of the development of the organisation, its strategy and its new services and programmes, managing also the external relations and the international programmes. She has been leading the initiative of establishing a national umbrella organisation for volunteering in Romania, which has been created in June 2010, when she was elected President of the VOLUM Federation. Cristina is a member of the steering group on EYV 2011 in Romania and co-chair of the working group on Volunteering Infrastructure of the EYV 2011 Alliance on behalf of CEV. She has served for the past 6 years as a board member of CEV. Cristina holds a BA in Political Science and an MA in Community Development from Babes-Bolyai University in Cluj-Napoca, and is currently pursuing her PhD in Sociology at the

same institution, focusing her research on Concepts of Social Responsibility in Romania.

www.provobis.ro

**Patrycja Rokicka**

Patrycja Rokicka graduated from the Applied Social Sciences Faculty at Warsaw University, where she specialised in 'Mediation and Negotiation' as well as in 'Social Expertise'. She is interested in civic activities undertaken in the Internet and the usage of new technologies for social purposes. She is working in the Good Network Foundation, on the E-volunteering programme, and in The Academy for the Development of Philanthropy in Poland (Benefactor of the Year Competition and CEO-Volunteers 2011 Project), where she is responsible mainly for the web pages creation and development.

www.mojestypendium.pl

**Lester M. Salamon**

Dr. Lester Salamon is a Professor at The Johns Hopkins University and Director of the Johns Hopkins Center for Civil Society Studies. He previously served as Director of the Center for Governance and Management Research at the Urban Institute in Washington, D.C. and as Deputy Associate Director of the U.S. Office of Management and Budget in the Executive Office of the President. Dr. Salamon pioneered the empirical study of the nonprofit sector in the United States and has extended this work to other parts of the world. His book, *America's Nonprofit Sector: A Primer*, is the author of more than a dozen books. He is Chairman of the Board of the Community Foundation of the Chesapeake and serves on the Social Science Research Council's Committee on Philanthropy and the Nonprofit Sector. www.ccsj.jhu.edu

**Frank Schulze**

Frank Schulze, born 1952 in Germany, is the elected federal spokesman of THW volunteers. THW is the German Federal Agency for Technical Relief. Since 2002, THW represents nationwide about 80,000 volunteers. Frank Schulze has been active as a volunteer for a long time: he started volunteering with THW in 1970 as a "rescuer". Frank Schulze co-founded the THW

Volunteers Association in 1980 and is a board member of the THW Foundation. Since 1987, he is leading one of the 668 local THW sections. His section is based in Sinzig/ Rhineland-Palatinate and currently consists of around 100 THW volunteers including 25 members of a THW youth group. In 2007, he was awarded the German Federal Cross of Merit. In his professional life, Frank Schulze is working as a lawyer with his own office.

www.thw.bund.de

**Henrique Sim-Sim**

Henrique Sim-Sim studied Animal Science Engineering at the University of Évora and graduated in 1997; he then specialised in "Development Cooperation" at the National Institute for Public Administration (INA) and post graduated in International Relations and European Studies at the University of Évora. Between 2003 and 2006 he was the director of the local development. He is Vice-President and founder of the Association "Fórum Alentejo 2015", an initiative of generational nature for the study, promotion and discussion of strategies and actions for a sustainable development of the Alentejo region. Henrique was invited to become Vice-President of the regional delegation of Évora of DECO – Consumer Defense Association, in the three-year period 2009-2012.

www.fundacaoeugeniodealmeida.pt

**Robert A. Stebbins**

Robert A. Stebbins, is Faculty Professor in the Department of Sociology at the University of Calgary and Visiting Scholar at the University of Northern Iowa. He received his Ph.D. in 1964 from the University of Minnesota. He has written over 230 articles and chapters and written or edited 38 books, including *Between Work and Leisure* (2004), *Serious Leisure* (2007), *Personal Decisions in the Public Square* (2009), *Leisure and Consumption* (2009), and *The Idea of Leisure: First Principles* (in press). Stebbins was elected Fellow of the Academy of Leisure Sciences (1996), Fellow of the Royal Society of Canada (1999), and Senior Fellow of the World Leisure Academy (2010). He has been studying work, leisure, and volunteering for over 45 years.

stebbins@ucalgary.ca



Marijke Steenbergen

Marijke is the CEO of MOVISIE, the Netherlands centre for social development. She has a long experience in the not for profit sector in the Netherlands, working also before in consultancy for social development. Marijke has been member of the Board of Directors of CEV since 2003 and was the CEV President between November 2007 and October 2009.

www.movisie.nl



João Teixeira

João Teixeira is the Executive Secretary for Management of Corpo Nacional de Escutas (Portuguese Catholic Scouting) – CNE, Coordinator of the financial support from the State to CNE, and a member of CNE's task force for the EYV2011. He is also a trainer and a translator. He followed studies in Journalism, Human Resources and Public Relations. As a volunteer, he is a trainer in CNE at regional and local levels, substitute member of the board and coordinator of the commission on EYV 2011 & communication of the Portuguese Confederation of Volunteering (CPV). Before that, João Teixeira has worked in the fields of printing, publishing, advertising, training, and international relations. He was an elected volunteer member of several executive boards of CNE, between 1975 and 1997, in areas such as youth, training and international relations. Since 1975 he has been a member or director of various planning teams of several training courses, seminars and congresses – including the 1st Portuguese Congress of Volunteering in December 2010, as chairman.

www.cne-escutismo.pt



András F. Tóth

András F. Tóth was born in 1974 in Debrecen (Hungary). He graduated as a teacher in 1995 and as a social politician in 2002 at the University of Debrecen. He worked at the non-profit Information and Training Centre Foundation (NIOK) between 1996 and 2002 where he was responsible for the Volunteer Development Program from 1998 on. He was a member of Youth Action for Peace (YAP) between 1995 and 2006 where he served as president between 2004 and 2006. Volun-

teering development in Hungary became the focus of his work since then. András was a member of the National Committee of the International Year of Volunteers (2001). Since the establishment of the National Volunteer Centre (ÖKA) he has worked as its director. He is now also sitting in the Board of Directors of CEV, as Treasurer, and is a member of the National Committee for the EYV 2011 in Hungary.

www.onkentes.hu



Steven Vanden Broucke

Steven Vanden Broucke, born 1973 in Belgium, is a member of staff of S-Plus. He holds a Master degree in Political Sciences (University of Ghent). Steven Vanden Broucke started his career at the municipality of Ostend. In 2004 he took up a new challenge and joined S-Plus to work on "Seniorenproject". From then on he got more and more involved in the managerial aspect of volunteering for S-Plus. Since 2007 he has been appointed as a committee member of Vlaams Steunpunt Vrijwilligerswerk, the Flemish Centre for voluntary work. This was followed by an appointment to the High Council of Volunteers (Hoge Raad voor Vrijwilligers) in 2008.

www.vrijwilligerswerk.be



Franco Vannini

Franco Vannini is originating from Bologna. After his graduation in Engineering at the local University, he entered a large Information Technology corporation where he played a key role in management as Business Unit controller. In staff of the General Manager, he was responsible for various re-engineering projects aimed to improve the company's processes. Once retired, he briefly served as a management consultant and then decided to devote himself to the non-profit field, joining Sodalitas Foundation, where he is currently a Board member. He has attended several projects for the reorganisation of various NGOs and he currently sits in the Board of Directors of an Italian NGO sited in Milan. He is IID's Chief Executive Officer since October 2005.

www.istitutoitalianodonazione.it

3. Participants List

| Nr. | Last name | First name | Organisation | Country |
|-----|---------------------|------------|--|-------------|
| 1 | Ainsalu | Aveli | Estonian Ministry of the Interior | Estonia |
| 2 | Arroyo Ladoux | Manuel | University of Malaga | Spain |
| 3 | Baldas | Eugen | Verbund Freiwilligen-Zentren im Deutschen Caritasverband | Germany |
| 4 | Ballesteros Alarcon | Vicente | Plataforma Andaluza del Voluntariado | Spain |
| 5 | Balogh | Edit | Talentum Foundation for the Support of Volunteering | Hungary |
| 6 | Berardi | Laura | G. D'Annunzio University of Chieti-Pescara | Italy |
| 7 | Bernardet | Danielle | France Bénévolat | France |
| 8 | Bo Danø | Casper | Frise - Frivilligcentre og selvhjaelp Danmark | Denmark |
| 9 | Boerefijn | Piet | Estonian Food Bank | Estonia |
| 10 | Bøhler | Erna | Red Cross Norway | Norway |
| 11 | Borbala | Hadrevy | ÖKA- Önkéntes Központ Alapítvány | Hungary |
| 12 | Bosioc | Daniela | CEV- the European Volunteer Centre | Belgium |
| 13 | Boss | Else | MOVISIE | Netherlands |
| 14 | Bouvet | Elise | UN Volunteers Programme | France |
| 15 | Cannonieri | Silvia | Coordinamento CSV Lombardia | Italy |
| 16 | Cantó Romero | Aurora | Fundar | Spain |
| 17 | Capasso | Fiorella | Psycho-Sociologist | Italy |
| 18 | Carmen Lopez | Maria | Agence du Bénévolat | Luxembourg |
| 19 | Carnerero | Julia | Plataforma del Voluntariado de Espana | Spain |
| 20 | Carpelan | Christa | Manneheimin Lastensuojeluliitto | Finland |
| 21 | Coorevits | Lieve | Caritas | Belgium |
| 22 | Covelo | Ricardo | PVSCV - Plataforma de Voluntariat Social de la Comunitat Valenciana | Spain |
| 23 | De Boiserie | Bart | Belgian Agency for Socio-Cultural Work for Youth and Adults | Belgium |
| 24 | Dennis | Kathleen | IAVE - International Association for Volunteer Effort | USA |
| 25 | Duault | Brigitte | France Bénévolat | France |
| 26 | Ehavalld | Piret | Foundation Tallinn 2011 | Estonia |
| 27 | Ender | Jon | Volunteer Development Estonia | Estonia |
| 28 | F. Toth | Andras | ÖKA- Önkéntes Központ Alapítvány | Hungary |
| 29 | Fernandes | Margarida | Portuguese League Against Cancer | Portugal |
| 30 | Fonovic | Ksenija | SPES-Centro di Servizio per il Volontariato del Lazio | Italy |
| 31 | Forčić | Gordana | Association for Civil Society Development Smart | Croatia |
| 32 | Foti | Klara | Eurofound-European Foundation for the Improvement of Living and Working Conditions | Ireland |
| 33 | Frattani | Gianluca | AVM-Associazione Volontariato Marche | Italy |

| | | | | |
|----|------------------|----------------|---|----------------------|
| 34 | Gallagher | Nick | VSO International | UK |
| 35 | Gao | Wei | German Chancellor Fellow | Germany |
| 36 | Gernaey | Liza | Vlaams Steunpunt Vrijwilligerswerk | Belgium |
| 37 | Gramberg | Anna | Volunteer Development Estonia | Estonia |
| 38 | Greene | Stephen | RockCorps | USA |
| 39 | Grigaliunas | Modestas | Vilnius university, Siauliai university | Lithuania |
| 40 | Grintale | Ilze | Brivpratigais.lv | Latvia |
| 41 | Grönros | Malin | Folkhälsans Förbund R.F | Finland |
| 42 | Gyenes | Krisztina Zs | Talentum Foundation for the Support of Volunteering | Hungary |
| 43 | Hambach | Eva | Vlaams Steunpunt Vrijwilligerswerk vzw | Belgium |
| 44 | Held | Markus | CEV-the European Volunteer Centre | Belgium |
| 45 | Henttonen | Tanja | Ensi-Ja Turvakotien Liitto Ry | Finland |
| 46 | Hijano Del Rio | Manuel | University of Malaga | Spain |
| 47 | Hjære Jensen | Mette | The National Volunteer Centre (Center for frivilligt socialt arbejde) | Denmark |
| 48 | Hoste | Tuur | Vlaams Steunpunt Vrijwilligerswerk | Belgium |
| 49 | Kaevats | Marten | Uue Maailma Selts | Estonia |
| 50 | Kalju | Elli | Foundation Tallinn 2011 | Estonia |
| 51 | Kamerbeek | Sandra | MOVISIE | Netherlands |
| 52 | Kannelmäe-Geerts | Marit | The National Agency for the Estonian Youth in Action Programme | Estonia |
| 53 | Kelles | Anita | ATTAC Finland | Finland |
| 54 | Kiisel | Maie | Volunteer Development Estonia | Estonia |
| 55 | Kiisler | Siim | Ministry of Regional Affairs | Estonia |
| 56 | Kivinukk | Elina | Volunteer Development Estonia | Estonia |
| 57 | Knyihar | Eva | ÖKA- Önkéntes Központ Alapítvány | Hungary |
| 58 | Koppel | Heidi | Foundation Tallinn 2011 | Estonia |
| 59 | Körgeaar | Grete | Volunteer Development Estonia | Estonia |
| 60 | Korth | Matthias Ernst | THW-Bundesanstalt Technisches Hilfswerk | Germany |
| 61 | Kotsjuba | Hanna | Serve The City | Estonia |
| 62 | Krebs | Viola | ICVolunteers | Switzerland |
| 63 | Krokaert | Liliane | Present Caritas Volunteering | Belgium |
| 64 | Krstevska | Ivona | SEEYN - South East European Youth Network | Bosnia & Herzegovina |
| 65 | Krüger | Roland | Generali Deutschland Holding AG | Germany |
| 66 | Krugly | Aleksandra | Ministry of Labour and Social Policy | Poland |
| 67 | Küntziger | Jacques | Ministry for Family and Integration | Luxembourg |
| 68 | Laimio | Anne | Citizen Forum | Finland |
| 69 | Langenberg | Frank | THW-Bundesanstalt Technisches Hilfswerk | Germany |

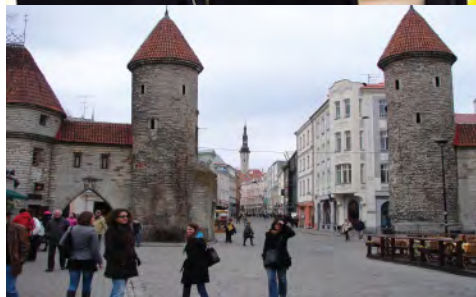
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|-----|--------------|---------------|--|----------|
| 70 | Lapointe | Luc | Connexion Internationale | Canada |
| 71 | Lech | Anna | Good Network Foundation | Poland |
| 72 | Leroy | Veerle | Het Punt vzw steunpunt vrijwilligerswerk Brussel | Belgium |
| 73 | Linnemäki | Soile-Maria | Citizen Forum | Finland |
| 74 | Lipp | Katrin | Volunteer development Estonia | Estonia |
| 75 | Lippus | Madle | Uue Maailma Selts | Estonia |
| 76 | Lladó | Eduard | Journalist | Estonia |
| 77 | Lluc | Martí Pe | Fundació Catalunya Voluntària | Spain |
| 78 | Longden | Rosie | YouthNet UK | UK |
| 79 | Lucke | Gisela | BBE-Bundesnetzwerk Bürgerschaftliches Engagement | Germany |
| 80 | Lucke | Hans-Jochen | | Germany |
| 81 | Luide | Lauri | Serve The City | Estonia |
| 82 | Lunas Masnou | Maria Rosa | F.O.C.A.G.G. - Federació d'Organitzacions Catalanes de Gent Gran | Spain |
| 83 | Macchioni | Stefania | CSVnet | Italy |
| 84 | Macdonald | John | European Commission | Belgium |
| 85 | Madsen | Ole Christian | The National Volunteer Centre (Center for frivilligt socialt arbejde) | Denmark |
| 86 | Mänd | Tuulike | Volunteer Development Estonia | Estonia |
| 87 | Manni | Alberto | SPES-Centro di Servizio per il Volontariato del Lazio | Italy |
| 88 | Mattila | Hanna | Citizen forum | Finland |
| 89 | Maulina | Dace | Brivpratigais.lv | Latvia |
| 90 | Mauno | Arja-Liisa | Manneheimin Lastensuojeluliitto | Finland |
| 91 | McCreery | Andrew | Craigavon Intercultural Programme | UK |
| 92 | Modeva | Roumjana | NM "Women and Mothers against Violence" | Bulgaria |
| 93 | Mogensen | Michael | Natteravnene (The Nightravens) | Denmark |
| 94 | Mohrs | Falko | European Youth Forum | Belgium |
| 95 | Molnár | Adrienn | Életfa Help Service Association | Hungary |
| 96 | Nagy | Andreea | CEV - the European Volunteer Centre | Belgium |
| 97 | Nankova | Mariela | NM "Women and Mothers against Violence" | Bulgaria |
| 98 | Neenen | Riikka | Citizen Forum | Finland |
| 99 | Nista | Leila | ECP - Europe for Citizens Point Italy, Ministry for Cultural Heritage and Activities | Italy |
| 100 | Noor | Külvi | Volunteer Development Estonia | Estonia |
| 101 | Nordling | Mikaela | Folkhälsans Förbund R.F | Finland |
| 102 | Norokallio | Helena | Citizen forum | Finland |
| 103 | Novak | Tereza | Slovene Philanthropy | Slovenia |
| 104 | Nummela | Irene | Evangelical Lutheran Church of Finland | Finland |

| | | | | |
|-----|-------------|--------------|--|----------------|
| 105 | Ockenden | Nick | Institute for Volunteering Research | United Kingdom |
| 106 | Ofterdinger | Claus | ARBES - Arbeitsgemeinschaft des Bürgerschaftlichen Engagements e. V. | Germany |
| 107 | Ohvriil | Anneli | Let's do it! World Cleanup 2012 | Estonia |
| 108 | Okereke | Nwadi | Volunteering England | UK |
| 109 | Ostrat | Katrin | Foundation Archimedes, Estonian National Agency for Youth in Action Programme | Estonia |
| 110 | Paglione | Giuseppe | CSV Chieti - Centro di Servizio per il Volontariato della provincia di Chieti | Italy |
| 111 | Pakker | Martijn | CEV-The European Volunteer Centre | Belgium |
| 112 | Pazderski | Filip | Institute of Public Affairs Poland | Poland |
| 113 | Peeters | Jo | Scouting Gelderland | Netherlands |
| 114 | Pelli | Kanerva | Animalia - A Fedaration for the Protection of Animals | Finland |
| 115 | Pena | Ángel Varela | Journalist | Spain |
| 116 | Persoz | Isabelle | Espace Bénévolat | France |
| 117 | Peto | Ibolya | Eletfa Help Service Association | Hungary |
| 118 | Plukk | Kati | Estonian Youth Work Centre | Estonia |
| 119 | Polini | Benedetta | AVM-Associazione Volontariato Marche | Italy |
| 120 | Pregliasco | Fabrizio | Associazione nazionale pubbliche assistenze | Italy |
| 121 | Queiroga | Susana | Confederação Portuguesa do Voluntariado | Portugal |
| 122 | Quigley | Malcolm | VSO Ireland | Ireland |
| 123 | Raitanen | Anitta | Citizen Forum | Finland |
| 124 | Razzano | Renzo | CSVnet | Italy |
| 125 | Relic | Lejla Sehic | Volunteer Centre Osijek | Croatia |
| 126 | Rigman | Cristina | Pro Vobis National Resource Center for Volunteerism and VOLUM Federation | Romania |
| 127 | Rokicka | Patrycja | Good Network Foundation | Poland |
| 128 | Salamon | Lester | Johns Hopkins Center for Civil Society Studies | USA |
| 129 | Santiago | Sam | American Airlines and IAVE/GCVC | USA |
| 130 | Sassu | Rita | ECP - Europe for Citizens Point Italy, Ministry for Cultural Heritage and Activities | Italy |
| 131 | Schulze | Frank | THW-Bundesanstalt Technisches Hilfswerk | Germany |
| 132 | Schwärzel | Mirko | BBE- Bundesnetzwerk Bürgerschaftliches Engagement | Germany |
| 133 | Sexton | Fiona | Volunteer Centres Ireland | Ireland |
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