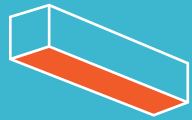




EUROPEAN VOLUNTEER CENTRE



1

M

CHAPTER



8



A

VOLUNTEERING
INFRASTRUCTURE
IN EUROPE

L T



AUTHOR
Claudia Taylor-East,
SOS - Solidarity
Overseas Malta

A

CO-AUTHOR
Philippa Arrigo,
Research Consultant





1. VOLUNTEERING INFRASTRUCTURE

CONCEPT DEFINITION

The volunteering infrastructure aims at creating and maintaining an environment that enables people to come forward for active citizenship and civic engagement. The volunteering infrastructure can be defined as incorporating the structures, systems, mechanisms and instruments which are necessary for the promotion, support, coordination, and recognition of volunteering.

The role of the volunteering infrastructure includes:

- *Promotion of volunteering by creating conditions and supporting initiatives that enhance renewed and innovative forms of volunteer involvement in the community;*
- *Motivation and support for persons interested in volunteering, including guidance in identifying appropriate opportunities to get involved, providing training, and matching volunteers with organisations that need volunteer effort;*
- *Ongoing support for existing volunteers and the promotion of their rights and responsibilities;*
- *Consultation and support to volunteer-involving organisations, including guidance in making their activities more attractive and inviting for prospective volunteers;*
- *Coordination with stakeholders involved in or linked to volunteering activities;*
- *Coordination of statistical databases and research efforts on volunteering;*
- *Recognition of volunteering in terms of its added value from a social and economic perspective and the informal and non-formal learning experiences it provides, and its contribution towards the enhanced employability of people.*
- *Quality assurance and standards of volunteering activities.*

An enabling volunteering infrastructure would thus include legislation, policies, organizations and networks which contribute to the achievement of the above-mentioned actions. However, any volunteering infrastructure should avoid over-institutionalisation and over-regulation, since this would hinder the very nature of volunteering, which is based on freedom and flexibility.

2. VOLUNTEERING LANDSCAPE

Volunteering is defined by Maltese law, through the *Voluntary Organisations Act (Act XXII of 2007)*¹. The legal act defines a “volunteer” as a person who provides non-remunerated services through or for a voluntary organisation². By inference, voluntary activity is undertaken by a person’s own free will, choice and motivation, and without regard to financial gain. The Voluntary Organisations Act also defines the “voluntary sector” as including voluntary organisations, volunteers, donors who make voluntary grants of money or assets to voluntary organisations, beneficiaries of the services of volunteers and voluntary organisations and the administrators of such organisations³. However, a detailed set of principles for volunteering are not provided for in Maltese legislation.



According to a *Special Eurobarometer report* issued by the European Commission in 2007, 24% of people in Malta declared that they actively participate in voluntary work for an organisation⁴. However, according to the *Survey on Income and Living Conditions*⁵ issued this year (2010) by the

National Statistics Office in Malta, there were 21,920 people aged twelve-and-over doing voluntary work in 2008. This amount represented 6.15% of the total population aged twelve years and over, in 2008. It also corresponds to 5.3% of the total population in Malta as of the end of 2008⁶. 49% of these volunteers were active within a voluntary organisation, 42% within another entity and 8% were doing informal voluntary work⁷.

49% of Maltese volunteers are active within a voluntary organisation, 42% within other entities and 8% are doing informal voluntary work

Other sources providing estimates of volunteers in Malta differ from the figures provided by the National Statistics Office. For example, a recent country report on Malta⁸ which was conducted by GHK within the scope of the Study of Volunteering in the European Union, on behalf of the European Commission, indicated that according to Maltese stakeholders, volunteers represent 12% of the Maltese adult population, meaning that over 33,000 volunteers aged between 16 and 64 years are involved in volunteering⁹. The same publication noted that other stakeholders indicated that as many as 54,000 young people in Malta are engaged in voluntary activities¹⁰. Based on these figures and other estimates by key stakeholders, the Final Report issued by the GHK concluded that the total of volunteers in 2008 was 41,000¹¹.

Specific research and statistics focused on the profile of volunteers in Malta is rather limited¹².

1. Chapter 492 of the Laws of Malta, Voluntary Organisations Act (Act no. XXII of 2007). Available at: www.doi.gov.mt/en/parliamentacts/2007/ACT%20XXII%20English.pdf

2. Ibid., Article 2 (definitions).

3. Ibid.

4. European Commission, 2007. ‘European Social Reality’, Special Eurobarometer No. 273 Report, p. 35. Available at http://ec.europa.eu/public_opinion/archives/ebs/ebs_273_en.pdf

5. National Statistics Office, Malta, 2010. ‘Survey on Income and Living Conditions 2008’. Available at: www.nso.gov.mt/statdoc/document_view.aspx?id=2724&backurl=/themes/theme_page.aspx

6. The total population in Malta stood at 413,609 at the end of 2008. Refer to National Statistics Office, 2009. ‘Demographic Review 2008’. Available at: www.nso.gov.mt/statdoc/document_view.aspx?id=2488&backurl=/themes/theme_page.aspx

7. Ibid.

8. Educational, Audiovisual and Culture Executive Agency, 2010. ‘Study of Volunteering in the European Union’, Country Report Malta, submitted by GHK. Available at <http://ec.europa.eu/citizenship/eyv2011/doc/National%20report%20MT.pdf>

9. Ibid, p. 2

10. Ibid.

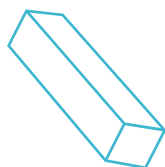
11. Educational, Audiovisual and Culture Executive Agency, 2010. ‘Volunteering in the European Union’, Final Report submitted by GHK, p. 62.

Available at <http://ec.europa.eu/citizenship/eyv2011/doc/VolunteeringintheEUFinalReport.pdf>

12. With specific reference to youth volunteering, the authors of this report are informed that a study has recently been commissioned at national level on precisely this subject. It should therefore contain data which is indicative of the volunteering landscape in Malta with regard to youth. However, the results of this study have not been published yet.

An indication of the profile of volunteers can be deduced from the Survey on Income and Living Conditions (SILC), which the National Statistics Office conducts on an annual basis. The most recent available is SILC 2008¹³, which revealed that there were 21,920 people carrying out voluntary work in 2008, and that the majority of these (37.68%) were in the age group 25-49, followed by 50-64 years (29.97%).

With regard to gender, the SILC 2008 revealed that 6.8% of women, as opposed to 5.3% of men, aged 12 years and over were carrying out voluntary work. However, the majority of male volunteers (43.9%) had been doing voluntary work for 5-10 years, while the largest share of female volunteers (40.6%) had been volunteering for less than 5 years. Furthermore, the majority of male volunteers in 2008 were volunteering within a voluntary organisation, while most of the female volunteers were volunteering within another entity (church, schools etc). Males tended to spend slightly more time volunteering than females, with the averages standing at 23 hours and 21 hours respectively.



Regarding the fields where volunteers are active, the SILC revealed that more than 40% of people doing voluntary work in 2008 were involved in membership organisations (related to business, employers, professional and political organisations). This was followed by organisations performing social work activities (24%). Social work activities are classified as including children and elderly homes, hospital and medical practice activities and other health related activities. On the other hand, 16% of volunteers were involved in religious organisations¹⁴. Other studies suggest that the most popular sectors for volunteering include community activities, recreation, social affairs, religious activities and sports¹⁵.

The SILC 2008 also revealed that the largest share of people volunteering (36%) actually volunteered for less than 10 hours in a typical month. The average number of hours was highest for persons aged 12-24, with these spending an average of 24 hours a month. People spending the most time volunteering, with an average of 43 hours monthly, did informal voluntary work, while persons volunteering within a voluntary organisation contributed an average of 24 hours a month. Unemployed people spent the most time doing voluntary work, with an average of 36 hours in a typical month. Retired persons spent an average of 24 hours, while persons at work spent an average of 20 hours¹⁶.

Volunteering is positively perceived in Malta by the general public, as well as by particular actors, including the media and decision-makers. Indeed, Malta has a rich culture of volunteering, based on an established tradition dating back many years and initially rooted in the activity of church organisations¹⁷. Traditional and religious activities, such as the traditional village feasts

13. National Statistics Office, Malta, 2010. 'Survey on Income and Living Conditions 2008'. Available at: www.nso.gov.mt/statdoc/document_view.aspx?id=2724&backurl=/themes/theme_page.aspx

14. National Statistics Office, Malta, 2009. 'International Volunteer Day for Economic and Social Development: 2009', News Release No. 218/2009 issued on 4 December 2009. Available at www.nso.gov.mt/statdoc/document_file.aspx?id=2639

15. For example, with specific reference to youths, a report issued by the European Knowledge Centre for Youth in 2006 indicated the various fields which are popular among youths for their engagement in voluntary activities. These included, in order of preference: community activity, recreation, sport, religious volunteering, education, children and youth, emergency response, environment, arts/culture, and social assistance. Refer to: The European Knowledge Centre for Youth Policy, 2006. 'Key Priorities for Youth Policies answers on Voluntary Activities', Report on Malta 2006. http://youth-partnership-eu.coe.int/youth-partnership/documents/Questionnaires/Voluntary_activities/Malta_2006.pdf

16. National Statistics Office, Malta, 2009. 'International Volunteer Day for Economic and Social Development: 2009', News Release No. 218/2009 issued on 4 December 2009. Available at www.nso.gov.mt/statdoc/document_file.aspx?id=2639

17. Educational, Audiovisual and Culture Executive Agency, 2010. 'Study of Volunteering in the European Union', Final report submitted by GHK, p.5. Available at http://ec.europa.eu/citizenship/news/news1015_en.htm

and band clubs¹⁸, as well as processions and carnival festivities have long involved significant numbers of volunteers who engage in preparatory and organisational work all year round. Furthermore, the Church has served as a key player in drawing volunteers to contribute towards activities and services for the socially deprived both in Malta and abroad. Over time, the spheres of volunteering in Malta broadened and increased, covering other activities, including public community services, the environment, sports and recreation.

Voluntary activity has gradually been gaining ground and recognition, even at the political level. This is evident particularly as a result of the work undertaken by NGOs in promoting volunteering, as well as by the Commissioner on Voluntary Organisations and the National Council for the Voluntary Sector following the adoption of the Voluntary Organisations Act in 2007¹⁹. It is also evident given the political support provided in regard to strategies and initiatives promoting the concept of volunteering²⁰. Furthermore, recognition of volunteering efforts has been reflected in national awards, such as the Senior Citizen of the Year Award, which in recent years has been presented to volunteers²¹.

However, a recent country report on Malta²² conducted within the scope of the Study of Volunteering in the European Union, on behalf of the European Commission, revealed that while government officials maintain that volunteering is a priority for the national political agenda, civil society organisations emphasize the need for further development in this regard²³.

The attitude of the general public towards volunteering is reflected in the fact that 86% of Maltese respondents to a Special Eurobarometer Survey declared that helping others or doing voluntary work was an important factor in their life²⁴. The SILC 2008 issued by the National Statistics Office in Malta revealed that the most popular reason for doing voluntary work is related to a sense of moral duty to do so (44.7% of volunteers). Other reasons included the desire to meet new people (20% of volunteers), as well as sympathy for the needy (15.3% of volunteers)²⁵.

Unemployed people spend the most time doing voluntary work, with an average of 36 hours in a typical month. Retired persons spend an average of 24 hours, while employed persons spend around 20 hours every month.

18. In Malta, band clubs are very active within both the cultural and religious spheres, organising various events throughout the year, with the voluntary involvement of various members. A survey conducted by the National Statistics Office in 2008 revealed that band club members stood at 6.4% of the total population aged 5-84 years in Malta. Refer to: National Statistics Office, Malta, 2009. 'Band clubs: 2008', News Release No. 154/2009 issued on 3 September 2009. Available at www.nso.gov.mt/statdoc/document_file.aspx?id=2572

19. Times of Malta. 'Voluntary Sector's work cannot be measured – Chris Said', featured in the newspaper issue of 29 August 2009. Available at: <http://www.timesofmalta.com/articles/view/20090829/local/voluntary-sectors-work-cannot-be-measured-chris-said>

20. Examples include:

- the presentation of the SOS Malta Award for Volunteering in 2008 by the Prime Minister of Malta, Hon. Lawrence Gonzi (refer to Times of Malta, 'FAA co-founder named Volunteer of the Year', featured in the newspaper issue of 6 November 2008. Available at www.timesofmalta.com/articles/view/20081106/local/faa-co-founder-named-volunteer-of-the-year/)

- the importance given to volunteering within the National Youth Policy 2010-2013 (refer to Ministry of Education, Employment and the Family, 2010. 'National Youth Policy 2010-2013', p.28. Available at: www.education.gov.mt/youth/national_youth_policy_e.htm);

- the renewed partnership agreement in 2010 between the Ministry of Health, the Elderly and Community Care and SOS Malta in regard to the VolServ initiative aimed at setting up and developing structured volunteering within Malta's main public hospital, Mater Dei Hospital (refer to SOS Malta, VolServ Voluntary Services for Mater Dei Hospital. Available at: <http://www.sosmalta.org/voluntary-services-mater-dei>)

21. Di-ve.com. 'Appogg Volunteer wins award', featured on 15 October 2010. Available at: <http://www.di-ve.com/Default.aspx?ID=72&Action=1&NewId=77485>

22. Educational, Audiovisual and Culture Executive Agency, 2010. 'Study of Volunteering in the European Union', Country Report Malta, prepared by GHK. Available at <http://ec.europa.eu/citizenship/eyv2011/doc/National%20report%20MT.pdf>

23. Ibid, p. 13

24. European Commission, Special Eurobarometer 273 Wave 66.3, 2007. 'European Social Reality'. Available at: http://ec.europa.eu/public_opinion/archives/ebs/ebs_273_en.pdf

25. National Statistics Office, Malta, 2009. 'International Volunteer Day for Economic and Social Development: 2009', News Release No. 218/2009 issued on 4 December 2009. Available at www.nso.gov.mt/statdoc/document_file.aspx?id=2639

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

There is no specific law which addresses volunteering or is concerned with individual volunteers in Malta.

The only law which touches upon volunteering is the *Voluntary Organisations Act (Act XXII of 2007)*²⁶, which was adopted with the intention of regulating the voluntary sector. This law addresses the institutions responsible for the voluntary sector and voluntary organisations in general. While it defines a ‘volunteer’ as a person who provides non-remunerated services through or for a voluntary organisation, the law does not make any other reference to individual volunteers or to the concept of volunteering.

About the Voluntary Organisations Act in brief

Until 2007, there was no single legal instrument of which the voluntary sector was the principal subject. In particular, there was no system for the registration of voluntary organisations and non-governmental organisations. Most NGOs were self-regulatory and were not subject to national rules on accountability and transparency. The Voluntary Organisations Act aimed at addressing these lacunas.

Article 2 of the legal act defines the ‘voluntary sector’ as including ‘voluntary organisations, volunteers, donors who make voluntary grants of money or assets to voluntary organisations, beneficiaries of the services of volunteers and voluntary organisations and administrators of such organisations’²⁷.

According to the legal act, a voluntary organisation is a foundation, a trust, an association of persons or a temporary organisation which is independent and autonomous, and which is a) established by a written instrument for a legal purpose, that can be a social purpose or any other purpose which is lawful, b) as non-profit making, c) is voluntary, and d) is independent and autonomous, in particular of government and other public authorities and of political parties or commercial organisations²⁸.

Therefore, voluntary organisations are to have some degree of formal existence, and are hence distinguishable from informal and ad hoc groups. Furthermore, they would tend to be organisations acting within the public arena on concerns and issues which are in the interest of the well-being of people, specific groups or society as a whole. However, they cannot pursue commercial or professional interests, particularly of their members, nor can they be part of government or linked to public authorities or political parties. Most importantly, they need to be voluntary. The term ‘voluntary organisations’ within the scope of Maltese law, emphasises the voluntary choice to associate for a common purpose, as well as to donate one’s time and labour for this purpose, particularly by board members or organisers²⁹. In fact, most voluntary organisations in Malta are managed and often operated by volunteers.

The law establishes a procedure for the enrolment of voluntary organisations in a ‘Register for

Until the Voluntary Organisations Act, no system for the registration of VOs and NGOs existed. Most NGOs were self-regulatory and not subject to national rules on accountability and transparency.

26. Chapter 492 of the Laws of Malta, Voluntary Organisations Act (Act no. XXII of 2007). Available at <http://www.doi.gov.mt/en/parliamentacts/2007/ACT%20XXII%20English.pdf>

27. Ibid., Article 2

28. Ibid., Articles 2 and 3.

29. Ibid.

*Voluntary Organisations*³⁰. This enrolment process is overseen by the office of the Commissioner for Voluntary Organisations, established through the same legal act. Any voluntary organisation may apply for registration with the Commission for Voluntary organisations – however, organisations are not obliged to do so. Once registered, a voluntary organisation may enjoy numerous privileges and exemptions, and may even be entitled to funding from the government or other organisations. In addition, a voluntary organisation may apply in writing to the tax authorities requesting exemption from Maltese taxes. Registration as a Voluntary Organisation is renewable annually on condition that an annual report and annual audited accounts are made available to the Commissioner’s Office together with information about any relevant changes within the administration.

Implications of an absence of law specific to volunteering

The fact that a specific legal framework for individual volunteers is missing in Malta means that the status and rights and obligations of volunteers are not directly reflected in Maltese legislation. Individuals are therefore not required by law to obtain specific permission to engage in voluntary activities. Nor are there any specific restrictions in place which limit participation in volunteering activities. Furthermore, there is no differentiation or categorization of volunteers, based, for example, on employment status or social benefits. Nor does the law or national policy provide for any support and incentive schemes for volunteering. Similarly, insurance provisions regarding volunteers do not exist.

In turn, the absence of a specific law on volunteering may also be one of the reasons why procedures for the official recognition of the economic value of volunteering, as well as for the validation of informal and non-formal learning experiences gained through volunteering, have not yet been developed at a national level in Malta.

The absence of a specific law on volunteering may be one of the reasons why recognition of the economic and educational value of volunteering lags behind.

The importance of a specific law for creating an enabling environment for volunteering

The introduction of a specific legal framework for volunteers is considered necessary for creating an enabling environment for volunteering in Malta, particularly since this would give volunteers recognized status as well as provide for rights and obligations within the volunteering sphere. Legislation on volunteering is important for those who volunteer, as well as the organisations they volunteer for and their clients, since it provides guidance, protection and accountability.



In Malta’s case, specific legislation on volunteering is required to provide for, *inter alia*,

- a definition of volunteering,
- the rights and duties of volunteers (including codes of conduct and volunteering principles),
- the rights and obligations of volunteering organisations in regard to volunteers,
- a social insurance framework for volunteers,
- the establishment of a volunteer centre aimed at promoting and supporting volunteering,
- data collection and research on volunteering,
- the validation and recognition of informal and non-formal learning experiences gained through volunteering,
- economic and social recognition of volunteering (including in the national budget)

30. Chapter 492 of the Laws of Malta, Voluntary Organisations Act (Act no. XXII of 2007), Part IV. Available at <http://www.doi.gov.mt/en/parliamentacts/2007/ACT%20XXII%20English.pdf>

The introduction of new elements, such as volunteer identification cards, may also be addressed by such legislation. This notwithstanding, it is important that legislation on volunteering does not lead to over-regulation which impedes the flexibility that volunteering implies. Indeed, legislation should facilitate volunteering and not hinder it.

Lack of a public body responsible for supporting volunteering in Malta

There are two public institutions established by the Voluntary Organisations Act 2007 which are responsible for supporting the voluntary sector as a whole (and not for supporting individual volunteers per se). These are the *Commissioner for Voluntary Organisations*, and the *Malta Council for the Voluntary Sector*.

The responsibilities of the *Commissioner for Voluntary Organisations* include³¹:

- providing enrolment facilities for organisations, which are eligible for enrolment under the terms of the Act;
- monitoring the activities of voluntary organisations in order to ensure observance of the Act's provisions and any relevant regulations;
- providing voluntary organisations with information about the benefits and responsibilities as a result of registering as a "legal person" in terms of the Second Schedule to the Civil Code, and enrolment under the terms of the Act;
- providing information and guidelines to individuals engaged in voluntary activities and to members of voluntary organisations, in order to help them better fulfil their roles and to improve the attainment of organisational objectives;
- making recommendations to the Minister responsible for social policy on legislation and policies in support of voluntary organisations, volunteers and voluntary activities;
- assisting the government, government departments, public agencies and entities controlled by the government in preparing and reviewing policies in support of voluntary organisations and the voluntary sector in general;
- investigating any complaints relating to voluntary organisations or individuals or organisations purporting to be voluntary organisations and their activities, and to take such action as is in their power to redress any justified grievance that may come to their notice;
- monitoring the promotion of voluntary organisations and the behaviour of their administrators so as to ensure the observance of high standards of accountability and transparency, as well as their compliance with law;
- coordinating and communicating with the Registrar for Legal Persons in terms of the Second Schedule to the Civil Code with a view to facilitating registration and enrolment processes for voluntary organisations;
- cooperating with and supporting the Council in developing policies which will be of benefit to the voluntary sector in general or specific sections within the voluntary sector; and performing any other function or duty assigned to them under the Voluntary Organisations Act and any corresponding regulations, as well as other functions which may be assigned to the role of the Commissioner under any other law.



The Commissioner is also responsible for establishing systems of communication with, and in support of, volunteers, as well as for working towards an environment where the credibility and good reputation of the voluntary sector is continually enhanced³².

31. Ibid., Article 7(1)

32. Ibid., Article 8(1) and 8(2)

The *Malta Council for the Voluntary Sector*, also established by virtue of the Voluntary Organisations Act (2007)³³, aims at representing the voluntary sector and at promoting its interests. The Malta Council for the Voluntary Sector is composed of nine members representing the voluntary sector, apart from one representative of government and another of the Commissioner for Voluntary Organisations. Its purpose is that of providing a consultative forum that can effectively address issues related to the Voluntary Sector, as well as of assisting the Commissioner for Voluntary Organisations and acting as a platform from which to develop co-operation between voluntary organisations and the Government and co-operation between voluntary organisations amongst themselves. Its key objectives are:

- to provide leadership and advice in relation to the implementation of the Strategy and on an ongoing basis in the Voluntary Sector;
- to support, develop and promote the interest and work of the voluntary organisations in Malta and Gozo;
- to meet the needs of the ever increasing/demanding voluntary sector;
- to promote equality³⁴.

To date, the relationship between voluntary organisations and the Commissioner for Voluntary Organisations has been more or less administrative and regulatory. This is because the office of the Commissioner has been established for only three years, and therefore, most voluntary organisations have been seeking to get their house in order to be able to register officially in accordance with the law.

On the other hand, the relationship between voluntary organisations and the National Council for the Voluntary Sector has been consultative, particularly since members of the Council are themselves representatives of voluntary organisations.

Apart from the Commissioner for Voluntary Organisations and the National Council for the Voluntary Sector, there are other public administrations which support the voluntary sector. However, their focus tends to be on supporting projects and networking of civil society organisations and NGOs in general, through financial grants and consultation structures. These include the Non-Governmental Organisations Projects Selection Committee and the NGO Liaison Unit, which form part of the Ministry for Social Affairs, as well as the Malta-EU Steering and Action Committee (MEUSAC) and the Malta Council for Economic and Social Development (MCESD), which fall under the auspices of the Office of the Prime Minister.

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

33. Ibid., Part VIII

34. National Council for the Voluntary Sector, Malta, 2010. Terms of Reference [2010 draft].

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

There is no national volunteer centre or resource centre for volunteering set up in Malta, nor are there regional or local volunteer centres.

There is, however, a national umbrella organisation for organisations involved in volunteering. This is the *National Federation for NGOs in Malta (NFM)*³⁵, which was set up in 2007. Its mission is that of representing in Malta, in the European Union (EU) and internationally, the interests of NGOs (voluntary organisations) operating in Malta, and to strengthen the role of NGOs (voluntary organisations) within civil society. It works to develop policies and practices to promote and assist voluntary organisations, to facilitate and promote communication between voluntary organisations, and to lobby on issues that are of concern to them. The Federation also monitors the legal framework within which voluntary organisations operate and ensures that it adequately reflects their needs and practices. However, volunteer support per se does not fall within NFM's mandate.

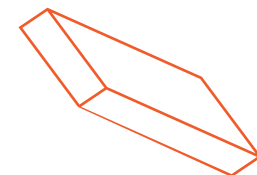
During the period 2004-2008, a local voluntary organisation, *SOS Malta*, ran a Malta Resource Centre for Civil Society NGOs³⁶, which had the purpose of supporting and strengthening civil society NGOs in Malta. Apart from providing administrative support to civil society networks, including the National Federation for NGOs in Malta, the Malta Resource Centre had also undertaken training initiatives related to the set-up of volunteering structures and support.

Nowadays, the support provided to volunteers generally derives from voluntary organisations/NGOs themselves, who offer support and training to those rendering a service through their respective organisation or through projects subscribed to.

According to the national Survey on Income and Living Conditions for 2008³⁷, 49% of volunteers were active within a voluntary organisation, 42% within another entity and 8% were doing informal voluntary work. There is no available research indicating the largest volunteer-involving organisations in Malta – however, to date, it would appear that the following organisations are among those with the largest number of volunteers³⁸ (see Table below).



There is a very limited degree of cooperation between NGOs in Malta. Few, if any, take initiatives to encourage or support volunteering beyond their own requirements.



35. For more information about the National Federation of NGOs in Malta (NFM), refer to: www.nfm.eu/

36. For more information about The Malta Resource Centre for Civil Society NGOs, refer to the SOS Malta website: http://www.sosmalta.org/admin_backup_service

37. National Statistics Office, Malta, 2010. 'Survey on Income and Living Conditions 2008'. Available at: http://www.nso.gov.mt/statdoc/document_view.aspx?id=2724&backurl=/themes/theme_page.aspx

38. The number of volunteers per organisation was confirmed by the respective voluntary organisation through email correspondence carried out purposely for this report.

Name of voluntary organisation	Website	Approximate number of Volunteers (Nov. 2010)
The Scouts Association of Malta	www.maltascout.org.mt	783 (including registered adult leaders, youth members and non-registered adults)
Caritas Malta	www.caritasmalta.org	300
Voices Foundation Malta	www.voices.org.mt	300
Malta Hospice Movement	www.hospicemalta.org	180
The Malta Girl Guides Association	www.maltagirlguides.com	174
SOS Malta (VolServ)	www.sosmalta.org	142
Din l-Art Helwa	www.dinlarthelwa.org	130
St. Jeanne Antide Foundation	www.antidemalta.com	61
Inspire Foundation	www.inspire.org.mt	50

There is a very limited degree of cooperation on volunteering between voluntary organisations in Malta. Few, if any, take initiatives to encourage or support volunteering beyond their own requirements. An example of such an initiative is that taken by SOS Malta in 2008, when it organised a national award on volunteering which was open to nominations of volunteers involved in any type of organisation³⁹.

5. OTHER STAKEHOLDERS

Public entities

Among the public entities and service providers in Malta that involve volunteers, one finds the agency *Appogg*⁴⁰, which is the national social welfare agency for children and families in need. The agency has three main services which involve volunteers. These include:

Supportline 179 – a 24 hour free telephone service run by a team of professionally-trained volunteers, and which provides support to callers of any age who require assistance, both in day-to-day and crisis situations. Supportline 179 receives calls on situations of child abuse, domestic violence, drug/alcohol/gambling problems, amongst others. In 2008, volunteers offered approximately 14,400 hours of service towards the operation of this support line. There are currently 84 volunteers⁴¹ involved in giving the service.

Programm Ulied Darna - an Appogg service that offers time, skills, friendship, information and practical help to facilitate the life of families who are receiving other Appogg services. In 2008, volunteers dedicated 6,600 hours of their time to this programme. There are currently 63

39. For more information about the SOS Malta Award for Volunteering, refer to: http://www.sosmalta.org/sos_award

40. For more information about Appogg, refer to: www.appogg.gov.mt/

41. Data provided by Appogg to the authors of this report

volunteers forming part of the Programm Uljed Darna team⁴².

Home-Start Malta – a support service which is offered in collaboration with Home-Start International. It supports families with children under the age of five years who need support in the upbringing of their children. There are currently 14 volunteers involved in supporting this service⁴³. These volunteers are parents themselves or else have a direct experience in the upbringing of children⁴⁴.

The Appogg agency also has other projects running as part of its services specific to certain communities which operate with the involvement of volunteers, including Klabb Sajf (38 volunteers), Progett Taghlim (24 volunteers), Homework Club and pre-teens (27 volunteers)⁴⁵.

Other public entities which involve volunteers include public hospitals, publicly-funded residential homes and shelters, and organisations such as the Malta Community Chest Fund (a charitable institution chaired by The President of Malta, which aims at helping philanthropic institutions and more importantly, individuals with different needs, through fund-raising activities and events)⁴⁶.

Businesses

The degree of corporate volunteering in Malta is rather limited. Very few businesses are involved in volunteering. Generally, it is the larger businesses who take the initiative in promoting volunteering among their employees, and such initiatives tend to consist of ad hoc fund-raising activities or of short term hands-on activities for the benefit of organisations working for the most part with the socially-excluded or in the environmental field (Examples of such activities include the refurbishment of residential homes and shelters, planting of trees and gardening, clean-up campaigns, etc.).

Unfortunately, more tangible and long-term types of corporate volunteering (such as rendering a continuous voluntary service) are as yet not practised in Malta. Similarly, there are no official or structured programmes or schemes, at national level or otherwise, which promote corporate volunteering.

However, the voluntary organisation SOS Malta has recently commenced the implementation of a project aimed at developing an optimum working model for a Corporate Volunteering Scheme, with the scope of implementing such a scheme also in Malta. This project, entitled Empowering Private Sector Employees through Corporate Volunteering (EPSEV)⁴⁷, is being part-funded by the EC Europe for Citizens programme, and led by SOS Malta in partnership with Volunteer Development Estonia and Savanoriu Centras (Lithuania). As part of the project, a survey is being carried out in Malta to identify the needs of the third sector which could be matched through corporate volunteering, as well as to identify the skills which the corporate sector itself is willing and able to provide back to the third sector. The EPSEV project also aims to raise awareness on corporate volunteering amongst the general public and more specifically the private and third sectors.

42. Ibid.

43. Data provided by Appogg to the authors of this report

44. Information sourced from the official website of Appogg: www.appogg.gov.mt/

45. Data provided by Appogg to the authors of this report

46. For more information about the Malta Community Chest Fund, refer to: <http://maltacommunitychestfund.org/mccf/Pages/Mission.aspx>

47. For more information about Empowering Private Sector Employees through Corporate Volunteering (EPSEV), refer to SOS Malta website: <http://www.sosmalta.org/EPSEV>



It should also be noted that businesses in Malta nevertheless regularly offer financial sponsorship for volunteering projects and activities undertaken by voluntary organisations and public bodies.

Political institutions

Government, political parties and certain public administration bodies in Malta are involved in promoting volunteering. Political parties tend to promote volunteering within their own structures and for purposes of political outreach. Both parties have a significant number of volunteers, although the precise numbers are not publicly available. This year, the Maltese Labour Party also organised and widely promoted a dedicated day for the recruitment of volunteers⁴⁸. Among the public administration bodies that promote volunteering in Malta, one can mention:

The *Ministry of Education, Employment and the Family*, under which auspices the Commissioner for Voluntary Organisations, the Malta Council for the Voluntary Sector as well as the NGO Liaison Unit fall. Indeed, the Ministry has recently been promoting volunteering through a radio campaign, within the context of the European Year for Combating Poverty and Social Exclusion. Furthermore, activities related to the European Year on Volunteering 2011 will be coordinated by the Malta Council for the Voluntary Sector. In turn, national agencies such as Appogg, which engage volunteers, fall under this Ministry too.

The *Ministry of Health, the Elderly and the Community*, which has collaborated with SOS Malta, on a project called *VolServ*⁴⁹ involving the setting up and coordination of volunteering structures within the general public hospital, Mater Dei Hospital. Similarly, Malta's main psychiatric hospital, Mount Carmel Hospital⁵⁰, which falls under the auspices of the Ministry, has recently launched a campaign for the recruitment of volunteers. Volunteering activities in other public hospitals and homes for the elderly, falling under the Ministry, have also been ongoing – although these are often initiated by voluntary organisations working in the health sector.

The *Malta Youth National Agency* within the Ministry of Education, Employment and the Family, which promotes the European Voluntary Service among youth⁵¹. Furthermore, the National Youth Policy for Malta 2010-2013, specifically recognises the importance of volunteering for youth and refers to a planned strategy for public awareness and a support structure for youth volunteering⁵².

Schools

Although there is no subject on volunteering within schools, there are various schools (public and private alike) which are involved, on their own initiative, in promoting volunteering among students. Furthermore, many schools in Malta have parent-teacher associations which involve some degree of volunteering effort by parents and teachers alike.

At post-secondary level, students are offered the possibility of carrying out voluntary work

48. L-orrizont, 'Jum il-volontarjat Laburista', article written by Ray Mahoney and featured in the newspaper issue of 9 October 2010. Available at: <http://www.l-orrizont.com/news2.asp?artid=66759>

49. For more information about VolServ, refer to: www.sosmalta.org/voluntary-services-mater-dei

50. For more information about Mount Carmel Hospital, refer to: https://ehealth.gov.mt/HealthPortal/health_institutions/hospital_services/mount_carmel_hospital/mount_carmel_default.aspx

51. Youth Partnership, Council of Europe, European Commission, 2007. 'Questionnaire "Voluntary Activities" Malta'. Available at: http://youth-partnership-eu.coe.int/youth-partnership/documents/Questionnaires/Voluntary_activities/2007/Malta.pdf

52. Ministry of Education, Employment and the Family, 2010. 'National Youth Policy 2010-2013', p.28. Available at: www.education.gov.mt/youth/national_youth_policy_e.htm

Although there is no subject on volunteering within schools, there are various schools which are involved in promoting volunteering among students. Furthermore, many schools in Malta have parent-teacher associations which involve some degree of volunteering effort by parents and teachers alike.

with an organisation as part of their project assignment for the “Systems of Knowledge” subject⁵³ which is an integral part of the Matriculation Certificate programme of studies⁵⁴. The project has to illustrate the relationship of “Science and Technology” with one or more of three modules, these being “Responsible Citizenship”, “Aesthetics” and “The Environment”.

Furthermore, volunteering is promoted among students as part of the *DegreePlus programme*⁵⁵ at the University of Malta. The DegreePlus programme aims at providing university students with the opportunity to enrich their academic studies with extra skills and experience that can add value to their knowledge base. The University of Malta grants official recognition to the efforts of students who participate in this programme. The *Voluntary Work stream*⁵⁶ of this programme promotes voluntary work aimed at helping others or the environment through student’s involvement in approved voluntary work projects, both in Malta and abroad. The programme has five main units which students can choose from and which are structured on the basis of training hours, voluntary work hours (direct contact), and a logbook system.

Cooperation between voluntary organisations on the one hand and stakeholders in the public, corporate and educational sector on the other is usually based on a project-by-project basis. Initiatives are frequently taken by the voluntary sector itself: in creating project proposals which promote or involve volunteering in sectors which are appealing for the different stakeholders to support or subscribe to. Cooperation between voluntary organisations and these stakeholders are often characterised by memoranda of understanding, sponsorship agreements or partnership agreements.

6. FUNDING OPPORTUNITIES

There is very limited information available which provides a comprehensive and reliable picture of the main source/s of funding for volunteering in general in Malta. The only indicative research in this regard is a Survey conducted among Non-Governmental Organisations (NGOs) in Malta by the National Statistics Office in 2007, which revealed that the largest source of total income for NGOs (44%) consisted of private donations and fund-raising activities. Service provided by NGOs generated 22% of the total income, whilst government subsidies and international grants (including EU funding) amounted to 19% of their income⁵⁷. However, this postal survey was conducted amongst a determined number of NGOs (330 in all), and did not include other volunteer-involving organisations such as public organisations, political parties, parish encounters, youth centres, choirs, and others.

There are no specific funding mechanisms in Malta which aim at promoting and supporting volunteering initiatives and sustainable volunteering structures. Indeed, national funds targeting volunteering per se are missing.

Nevertheless, there are various funds allocated by Government for organisations within the voluntary sector. Among the more repetitive sources of financial support for the sector are the

53. University of Malta, MATSEC Examinations Board. ‘IM Syllabus 2008-2010: Systems of Knowledge’. Available at: http://www.um.edu.mt/_data/assets/pdf_file/0007/55708/IM_32.pdf

54. Chapter 327 of the Laws of Malta, Education Act, Matriculation Certificate Enrolment Regulations, 2005. Accessible at http://www.um.edu.mt/_data/assets/pdf_file/0006/33189/reg_mc_eng.pdf

55. University of Malta, Degreeplus. Available at: <http://www.um.edu.mt/degplus/degreeplus>

56. University of Malta, Degreeplus Streams 2010-2011. Available at http://www.um.edu.mt/degplus/streams_2010_-_2011/voluntary_work

57. National Statistics Office, Malta, 2008. ‘Social Aspects. Non-Governmental Organisations Survey : 2007’, News Release No. 230/2008, issued on 29 December 2008. Available at: http://www.nso.gov.mt/statdoc/document_file.aspx?id=2395

funds allocated annually to voluntary organisations by the Ministry of Education, Employment and the Family. The approved estimate for support to voluntary organisations in 2010 within the Ministry's budget stood at EUR 2,260,000⁵⁸. This budget is mainly distributed among voluntary organisations based on expressions of interest received by the Unit for Liaison with NGOs and adjudicated by the Non-Governmental Organisations Project Selection Committee within the same Ministry. Grants are given for projects which provide services that directly contribute to the alleviation of poverty and social exclusion. There is scope for the Government to support NGO programmes that sustain the implementation of current social inclusion policy and strategy.

Furthermore, other budgets managed by the Ministry of Education, Employment and the Family and committed to various initiatives and programmes are accessible to voluntary organisations. Other national sources of funding for the voluntary sector in Malta include the following:

Voluntary Organisations Fund

Administered by the National Council for the Voluntary Sector

The objectives of this Fund, established by the Voluntary Organisations Act (2007), are to assist and support all enrolled voluntary organisations through education, management support and financial grants. The Fund is established as a foundation and is registered as a Voluntary Organisation. It may include part of the fees earned by the public registrar from registrations of legal persons, unclaimed funds from donations and public allocations, as well as funds from organisations which are wound up. To date, however, the fund, which holds an estimated 50,000 EUR, has not been activated despite being provided for within the law since 2007.

The National Lotteries Good Causes Fund

Administered by the Ministry of Finance

This fund has the main scope of helping out various individuals, agencies or organisations that have a social, cultural, educational, sports, philanthropic or religious activity. The Fund generates its income through a percentage contributed from the amount of tax payable from gaming activities and unclaimed prizes. The fund supports projects and initiatives proposed by individuals, NGOs registered under the Commission of Voluntary Organisations Act of 2007, sports organisations registered with the Kunsill Malti għall-iSport established by the Sports Act of 2002, as well as Clubs, Limited Liability Companies, civic, cultural, educational and religious organisations. It finances up to 77% of the project budget. The maximum grant per organisation is 50,000 EUR.

Co-financing Fund

Administered by the Malta-EU Steering and Action Committee (MEUSAC)¹ - part of the Office of the Prime Minister

Launched by the Maltese Government in 2009, this co-financing instrument seeks to address the financial limitations faced by Civil Society Organisations (CSOs) in the submission and implementation of EU-funded projects. The total budget available for CSOs for 2010 was 280,000 EUR.

1. Malta-EU Steering and Action Committee MEUSAC:
<http://www.meusac.gov.mt>

58. Ministry of Finance, the Economy and Investment, Malta. 2010 Estimates for the Ministry for Social Policy, Recurrent. Available at: <http://www.finance.gov.mt/image.aspx?site=MFIN&type=estimate&ref=752>. Note that in 2010, the Ministry of Social Policy became part of the Ministry of Education, Employment and the Family.

Civil Society Fund

Administered by the Malta-EU Steering and Action Committee (MEUSAC) – part of the Office of the Prime Minister

The objectives of this Fund include assisting civil society organisations to keep abreast of developments in the European Union; to better educate their members about EU matters related to their respective fields of competence; and to enable them to participate effectively in the decision-making process at European level. The Fund covers up to 80% of the expenses related to the affiliation of such organisations in European umbrella organisations, grouping, federations, confederations or networks, and attendance at conferences, seminars and meetings abroad on matters directly related to the EU in relation to such affiliation. The maximum grant per organisation is 10,000 EUR.

Malta Community Chest Fund

The Malta Community Chest Fund is a charitable institution chaired by The President of Malta, and aimed at helping philanthropic institutions and individuals with different needs. The Fund does not receive any funds from the Government, but relies on fund-raising through various activities such as balls and concerts organized throughout the year by the Fund and the Office of The President. The Malta Community Chest Fund also relies on the generosity of corporate companies and the general public for the collection of money. During the financial year ending March 2010, 1,109,860 EUR were provided as assistance to individuals and societies, including various stakeholders in the voluntary sector.¹

Ministry of Health, the Elderly and Community Care

Within its budget estimates for 2011, the Ministry of Health has included a provision of 1,000,000 EUR for Care Services NGOs². Furthermore, the Ministry of Health, the Elderly and Community Care provides a budget of 35,000 EUR per annum to an initiative called VolServ, which aims at developing and organising voluntary health services to support patients and relatives in the main general hospital (Mater Dei Hospital). The project VolServ emanates from the service partnership agreement SOS Malta has with the government.

1. The Malta Community Chest Fund, 2010. 'Annual Report and Financial Statements, 2010'. Available at: <http://maltacommunitychestfund.org/mccf/Files/Upload/Accounts/AuditedAccountsMar2010.pdf>

2. Ministry of Finance, the Economy and Investment, Malta, 2011. Estimates for the Ministry for Health, the Elderly and Community Care, Vote 42 Recurrent, 2011. Available at: <http://www.finance.gov.mt/image.aspx?site=MFIN&type=estimate&ref=749>

Other national funds which voluntary organisations can apply for and benefit from include the Malta Arts Fund, as well as the budget for Overseas Development Aid.

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

Fund-raising strategies are very rarely integrated into the business and development plan of volunteer-engaging organisations. Often, voluntary organisations carry out fund-raising for volunteering activities in a sporadic fashion. Generally, the main benefactors are corporate sponsors and those who can relate to the cause being funded.

7. REGULAR AND SYSTEMATIC RESEARCH

There is very limited research and information on volunteering in Malta statistics are few and far between. To date, data related to volunteering is only systematically measured by the National Statistics Office as part of the National Survey on Income and Living Conditions, conducted annually.

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

The lack of reliable data and research on volunteering in Malta significantly limits the degree to which national and organisational policies and services aimed at promoting and supporting volunteering can ever be developed in an appropriate, effective, efficient manner. Furthermore, political acknowledgement and public awareness about the added value which volunteering can render to society can be significantly enhanced and substantiated through systematic and reliable research, including an indication of the socio-economic value and income generated through volunteering.

8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

There are no specific tools available in Malta to assure ethics and/or quality standards for volunteering per se in Malta. However, a few organisations have taken the initiative to set up procedures and policies for volunteering. A case in point is the VolServ project, involving the set-up and implementation of volunteering structures at Mater Dei Hospital (Malta's main general hospital). In 2009, the hospital's Committee on Voluntary Services published a set of procedures and policies for volunteering within the hospital.

Furthermore, organisations hosting volunteers are subject to general health and safety regulations provided by law. As a general principle, Occupational Health and Safety legislation in Malta covers volunteers, since the Occupational Health and Safety Authority Act 2000⁵⁹ defines work as “any duty, activity, task or service producing a product or result, and being performed for payment or for free or in exchange for goods, for services, for profit or for benefit.”⁶⁰ Furthermore, the definition of an “employer” in this law extends to voluntary organisations, where the term includes any of the persons in overall direction or having day-to-day management⁶¹.

In turn, volunteers working in particular sectors (health, environment, culture etc.) are generally required to observe general codes of ethics and quality standards applicable in those sectors.



59. Chapter 424 of the Laws of Malta, Occupational Health and Safety Authority Act (Act XXVIII of 2000). Available at: http://www.msp.gov.mt/documents/laws/ohs/ohs_chp_424.pdf

60. Ibid. Article 2(1)

61. Ibid.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Databases of volunteers and volunteer opportunities are not available at national level in Malta. Organisations hosting volunteers run their own databases, and these generally serve for purposes of internal use.

Volunteering is promoted among the general public through the media, often promoted through community programmes on national TV stations, including Malta's national education TV station, E22. Fund-raising events involving significant numbers of volunteers are also regularly aired on the national TV station, PBS, as well as political and private TV stations. Apart

The Maltese media is generally receptive to volunteering activities; it is not uncommon to come across news coverage of volunteering events both on the national and private TV and radio stations, as well as in the printed and electronic media

from also making interventions during radio magazine programmes as well as issuing articles and features in the printed media, some volunteer-engaging organisations have started using electronic social networks, such as Facebook, to promote volunteer recruitment and experiences. Furthermore, in recent months, the Ministry of

Education, Employment and the Family has been running a radio campaign promoting volunteering within the context of the European Year 2010 for Combating Poverty and Social Exclusion. Furthermore, the European Year of Volunteering 2011 was an outstanding opportunity for promoting volunteering through different means of communication.

The Maltese media is generally receptive to volunteering activities; it is not uncommon to come across news coverage of volunteering events both on the national and private TV and radio stations, as well as in the printed and electronic media. Voluntary organisations are also often given space to promote their volunteering appeals during magazine TV and radio programmes. The endorsement of volunteering initiatives and activities by public figures, including Ministers and personalities, often helps the degree to which they are given coverage by the media, and this is something which voluntary organisations exploit to ensure increased exposure.

10. ADDITIONAL COUNTRY SPECIFICITIES

None, other than that already stated above.



11. RECOMMENDATIONS

Recommendations at national level

To facilitate the creation of an enabling volunteering infrastructure in Malta, it is recommended that:

- legal provisions which specifically provides for the status, rights and obligations of volunteers should be introduced
- a national volunteer centre promoting and supporting volunteering is established
- a national volunteering fund aimed at supporting the promotion, research and development of new opportunities for volunteering in Malta should be established
- systematic and regular research on volunteering, including focused data collation and analysis, should be conducted by a public body purposely appointed to do so
- a national mechanism accounting for the contribution which volunteering makes to the country's national economy should be developed
- new training programmes for volunteers and volunteer managers are introduced and the accreditation of such training programmes should be promoted
- national efforts currently being undertaken at establishing a system for the validation and recognition of informal and non-formal learning experiences should be accelerated, thus also facilitating the process for volunteers
- multi-stakeholder networking platforms should be established, with the aim of promoting volunteering structures, schemes, and initiatives within the community, the corporate sector and the educational sector, among others.

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

Recommendations for measures at European level

In order to enhance the recognition and support for volunteering at European level, it is recommended that that the EU institutions consider:

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

Resources

Chapter 327 of the Laws of Malta, *Education Act, Matriculation Certificate Enrolment Regulations, 2005*. Accessible at www.um.edu.mt/__data/assets/pdf_file/0006/33189/reg_mc_eng.pdf

Chapter 424 of the Laws of Malta, *Occupational Health and Safety Authority Act (Act XXVIII of 2000)*. Available at: www.msp.gov.mt/documents/laws/ohs/ohs_chp_424.pdf

Chapter 492 of the Laws of Malta, *Voluntary Organisations Act (Act no. XXII of 2007)*. Available at: www.doi.gov.mt/en/parliamentacts/2007/ACT%20XXII%20English.pdf

Di-ve.com. 'Appogg Volunteer wins award', featured on 15 October 2010. Available at: www.di-ve.com/Default.aspx?ID=72&Action=1&NewsId=77485

Educational, Audiovisual and Culture Executive Agency, 2010. 'Study of Volunteering in the European Union', *Country Report Malta, submitted by GHK*. Available at: <http://ec.europa.eu/citizenship/eyv2011/doc/National%20report%20MT.pdf>

Educational, Audiovisual and Culture Executive Agency, 2010. 'Volunteering in the European Union', *Final Report submitted by GHK*. Available at: <http://ec.europa.eu/citizenship/eyv2011/doc/VolunteeringintheEUFinalReport.pdf>

European Commission, 2007. 'European Social Reality', *Special Eurobarometer No. 273 Report*. Available at: http://ec.europa.eu/public_opinion/archives/ebs/ebs_273_en.pdf

L-orizzont, 'Jum il-volontarjat Laburista', article written by Ray Mahoney and featured in the newspaper issue of 9 October 2010. Available at: www.l-orizzont.com/news2.asp?artid=66759

Ministry of Education, Employment and the Family, 2010. 'National Youth Policy 2010-2013'. Available at: www.education.gov.mt/youth/national_youth_policy_e.htm

Ministry of Finance, the Economy and Investment, Malta, 2010. *Estimates for the Ministry for Social Policy, Recurrent, 2010*. Available at: www.finance.gov.mt/image.aspx?site=MFIN&type=estimate&ref=752

Ministry of Finance, the Economy and Investment, Malta, 2011. *Estimates for the Ministry for Health, the Elderly and Community Care, Vote 42 Recurrent, 2011*. Available at: www.finance.gov.mt/image.aspx?site=MFIN&type=estimate&ref=749

National Council for the Voluntary Sector, Malta, 2010. *Terms of Reference [2010 draft]*.

National Statistics Office, Malta, 2008. 'Social Aspects. Non-Governmental Organisations Survey : 2007', *News Release No. 230/2008, issued on 29 December 2008*. Available at: www.nso.gov.mt/statdoc/document_file.aspx?id=2395

National Statistics Office, Malta, 2009. 'Band clubs: 2008', *News Release No. 154/2009 issued on 3 September 2009*. Available at www.nso.gov.mt/statdoc/document_file.aspx?id=2572

National Statistics Office, Malta, 2009. 'Demographic Review 2008'. Available at: www.nso.gov.mt/statdoc/document_view.aspx?id=2488&backurl=/themes/theme_page.aspx

National Statistics Office, Malta, 2009. 'International Volunteer Day for Economic and Social Development: 2009', News Release No. 218/2009 issued on 4 December 2009. Available at www.nso.gov.mt/statdoc/document_file.aspx?id=2639

National Statistics Office, Malta, 2010. 'Survey on Income and Living Conditions 2008'. Available at: www.nso.gov.mt/statdoc/document_view.aspx?id=2724&backurl=/themes/theme_page.aspx

The European Knowledge Centre for Youth Policy, 2006. 'Key Priorities for Youth Policies answers on Voluntary Activities', Report on Malta 2006. http://youth-partnership-eu.coe.int/youth-partnership/documents/Questionnaires/Voluntary_activities/Malta_2006.pdf

The Malta Community Chest Fund, 2010. 'Annual Report and Financial Statements, 2010'. Available at: <http://maltacommunitychestfund.org/mccf/Files/Upload/Accounts/AuditedAccountsMar2010.pdf>

Times of Malta. 'Voluntary Sector's work cannot be measured - Chris Said', featured in the newspaper issue of 29 August 2009. Available at: www.timesofmalta.com/articles/view/20090829/local/voluntary-sectors-work-cannot-be-measured-chris-said

Times of Malta, 'FAA co-founder named Volunteer of the Year', featured in the newspaper issue of 6 November 2008. Available at www.timesofmalta.com/articles/view/20081106/local/faa-co-founder-named-volunteer-of-the-year/

University of Malta, MATSEC Examinations Board. 'IM Syllabus 2008-2010: Systems of Knowledge'. Available at: www.um.edu.mt/__data/assets/pdf_file/0007/55708/IM_32.pdf

