

'VOLUNTEERS ARE NOT PAID - NOT BECAUSE THEY ARE WORTHLESS, BUT BECAUSE THEY ARE PRICELESS'.

ANONYMOUS

This study aims to discuss an overview of existing structures on volunteering in Malta, research any and all studies carried out relating to Malta to date in this context and incorporate EU statistics and research studies and compare and contrast policies; including also corporate initiatives and the private sector as a contributor towards this sector whose economic value is often under rated but which is considerable. It seeks to gather and centralise all information existing possible about this sector in or on Malta. Besides the overview and research into existing documents, policies, studies and structures, in practice it spoke to various stake holders within the sector being authorities and policy makers as well as people working in the sector whether as management, service providers and also service users, active volunteers and the public at random by means of questionnaires and interviews. The study covers 30 different active sectors in the field through the questionnaires sent as well as from one to one interviews (7 sectors interviewed one to one) and discussion meetings. Other interviews were carried out one to one with policy makers and authorities.

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The lead partner of the project was National Council of Women of Malta and project partners were Nature Trust Malta, Malta Youth Council and Commission on Domestic Violence.

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FOREWORD

by the lead partner National Council of Women of Malta

The EU Flagship Project on Volunteering in connection with the European Year of Volunteering 2011 together with the lead partner of the Malta participation in the project, National Council of Women and the collaborating partners, Nature Trust Malta, Commission on Domestic Violence and National Youth Council, has since March 2011 when preparations for the project commenced, managed to increase the participation of the persons involved in volunteering. The meetings, conferences and workshops held as part of the project generated a wealth of ideas and proposals that we are sure will be taken seriously by the authorities where this concerns policy making. The project itself has been a means for attracting a number of important speakers to the conferences, including ministers and representatives of various institutions and government departments. This in itself gave prestige to the project even more so when the findings and results of the research study carried out as part of the project were discussed during the final conference.

The 100,000 million volunteers in Europe have one thing in common - they are caring people. Volunteering has become for many of them a way of life and when one asks a volunteer, how and why you started volunteering the reply is always, that of giving back the goodness that was perhaps bestowed on them previously and the immense satisfaction gained by the volunteer from the experience of giving. Another aspect that volunteers mention is the skill acquired during the volunteering work itself, since many a time although volunteering is a passion and remains a passion, it also progresses into a skillful one.

As in all work, volunteering needs to be recognised properly and recognised as a service to society and this required recognition of volunteering came out clearly in the report of the research study, as an important contributor to the country's GDP, with a huge return on investment and as a robust workforce that all countries cannot afford to lose. Volunteering must be supported, encouraged and requires a fertile ground to work in. In Malta volunteering covers wide range of sectors ranging from health, to sports, to environment, to cultural areas and so on affecting a wide focus of Maltese civil life.

The final report of the research study and final conference gave a new impetus to all those present and we are sure that this will be transmitted to those working within the voluntary organisations, who in turn will pass it on to those around them, encouraging them to become volunteers and share in this rewarding experience.

Volunteering involves work, care, skills, altruism, but above all it is a *passion* for what you do from your heart.

7 March 2012

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CHAPTER 1

Overview of Volunteering in Malta and the European scenario

It is one of the most beautiful compensations of life that no man can sincerely try to help another without helping himself (Ralph Waldo Emerson)

Overview of Volunteering in Malta

Voluntary Organisations in Malta

Voluntary organisations (also known as non-governmental organisations, NGOs) have historically played a key role in the Maltese society. The NGO sector on the islands of Malta and Gozo is regarded as vibrant and diverse, with organisations and associations stemming from political and cultural groups, sport organisations and band clubs, as well as from foundations of different kinds. A rich culture of volunteering is a long established tradition (about one century), which is especially rooted in the activity of the Church organisations, particularly their missionary work. In addition, the teaching profession has played an important role in this regard. Since the beginning of teacher training in the 1940s, there has been a continuous practice among teachers over the following decades to become strongly involved in sector activities – such as setting-up organisational structures and offering voluntary services. With the substantial growth of the third sector over recent years, voluntary organisations play an important role in the democratic processes in Malta and contribute to the formation of a robust civil society. An increasing number of people are now working in the non-profit sector, which is generating more income and investing more money to help a greater number of people than ever before. The sector attracts new donors and hundreds more regularly volunteer.

Up to 2007 there was no formal legislation or structure set up in Malta to regulate the sector or to offer official support to the various organisations. Therefore recorded experience on this sector is relatively new for Malta and initiatives for studies and research on the sector are open to a field of discovery. The European Year of Volunteering 2011 certainly helped to put the spotlight on the sector and to create more awareness on all the spheres of volunteering. The amount of work being carried out by these voluntary organisations is extensive and overwhelming and touches on all aspects of human life. There is major scope for development of this sector to obtain optimum results both for the volunteer as well as the service user.

As at 31 December 2011, 600 organisations were officially registered as voluntary organisations in Malta. A complete list of these organisations can be found in Appendix 1 and a distinction between categories can be found in Appendix 2.

Most of Malta's NGOs are small and medium sized NGOs. Many of these NGOs are not well known, yet their work is highly valuable. Small NGOs help children with learning difficulties, support persons suffering from chronic illnesses, support persons with disability to integrate in community life, give guidance to young people, promote art and culture, protect our environment, help people out of poverty and empower social excluded persons to have a better quality of life. They very often operate through volunteers and function through a very small annual budget.

The Maltese as Volunteers - Data from National Statistics Office Malta

Official statistics and data on organisations and volunteers are not yet common practice in Malta and reliance has to be placed on the data collected by the National Statistics Office which is based on estimates.

In Malta, the latest statistics published by NSO in December 2011, show that in 2010, 28,468 persons aged 12 and over living in private households were doing some form of voluntary work, while 16,709 were members of a voluntary organisation.

The 2010 Statistics on Income and Living Conditions (SILC) revealed that 8 per cent of the total population of persons living in private households aged 12 and over, or 28,468 persons, were doing some form of voluntary work. Female volunteers outnumbered males and accounted for 54 per cent of the total. 37 per cent were aged between 25 and 49, while 32 per cent fell within the 50-64 age bracket. Around 29 per cent of persons doing unpaid work within a voluntary organisation were doing so through religious organisations. This was followed by persons involved in organisations engaged in social work and membership organisations with 27 per cent each. From the surveyed population, persons having both an active and supporting role in voluntary organisations accounted for 35 and 34 per cent respectively.

The largest segment of persons doing voluntary work, 40 per cent, had been doing so for more than 10 years, while 34 per cent had been involved in this type of work for less than 5 years. Nearly half the surveyed population felt that it was their moral duty to carry out voluntary work. These were followed by 18 per cent who said they performed voluntary work primarily to meet new people or for recreation. A third of respondents said they spent less than 10 hours in voluntary activities per month. One-fourth spent an average of 30 or more hours doing this work. Males tended to spend, on average, 27 hours doing voluntary work, while females tended to spend around 21 hours per month in such activities. Unemployed and retired persons spent most time doing voluntary work, with averages of 27 and 31 hours in a typical month respectively. Employed persons spent an average of 24 hours, while those whose status was 'other inactive' (such as students and housewives) spent the least time doing voluntary work, with 20 hours per month. Of all those surveyed, 5 per cent were members of a voluntary organisation. From the total memberships, around 55 per cent were paying members.

Social Aspects - Population and Social Conditions

During 2007, a survey was conducted among 330 Non-Governmental Organisations (NGOs) in Malta and Gozo. The survey showed that a total of 86,125 members and 76,101 beneficiaries were recorded by 330 NGOs. Membership and religious organisations comprised the largest group of NGOs, amounting to 153 units and

accounting for 46 per cent of NGOs that were surveyed.

There were 85 NGOs performing social work activities without accommodation, making up 26 per cent of the total. A total of 1,753 permanent residents were recorded; the majority being females and accounting for 63 per cent of the total. Nearly half the permanent residents were aged 65 and over. Temporary residents totalled 1,665 with 42 per cent within the 25-64 age bracket, and quite balanced between male and female residents. Males tended to opt more for day care services than females. Most of the persons benefiting from day care services fell within the 0-17 age group - in fact 54 per cent were in this age bracket.

A total of 86,125 persons were members of an NGO; of these 81 per cent were paying members. Membership and religious organisations had the largest number of paying members with 53 per cent of the total. Most of the non-paying members (77 per cent) were involved in membership and religious organisations. This was followed by social work activities without accommodation (14 per cent). Beneficiaries of services provided by NGOs totalled 76,101. Of these, 75 per cent were females. More than half of these beneficiaries fell into the 65+ group and 42 per cent were aged 25-64.

Most of the NGOs operate with the help of voluntary workers - a total of 5,674 voluntary workers were reported. There were also 1,097 full-time and 762 part-time employees. Operational staff for full-time, part-time and voluntary workers accounted for the largest proportion of all workers at 62 per cent, 66 per cent and 58 per cent respectively. An estimated total of €31 million was spent by the 330 NGOs surveyed. Approximately half of this expenditure was reported as being attributable to staff wages and salaries. Operational costs and donations emerged as the next major expense for most NGOs, accounting for 16 per cent and 12 per cent respectively.

Social work activities with accommodation reportedly incurred the most expenses – expenditure attributed to these organisations accounted for nearly half the total expenditure of NGOs. A total income of €37 million was reported by the NGOs. Donations accounted for 44 per cent of this total income, according to the survey. Services provided by the NGOs generated 22 per cent of the total income. Organisations performing social work activities with accommodation also generated most of the income - making up 46 per cent of the total income that was earned by all NGOs.

The Office of the Commissioner for Voluntary Organisations (VOs)

The Office of the Commissioner for Voluntary Organisations was set up by the Voluntary Organisations Act 2007 with the task to strengthen the voluntary sector through various initiatives with the specific aim of promoting the work of VOs as well as encouraging their role as partners with the government in various initiatives.

Cap. 23 of 2007 Voluntary Organisations Act came into force in November 2007 with the appointment of the first Commissioner for Voluntary Organisations (CVO).

The ultimate mission of the Commissioner's office is to give more visibility to the voluntary sector as well as to guarantee transparency and accountability of the organisations that compose it in the carrying out of their important work. In view of this, the Office of the Commissioner is also the regulatory authority responsible for this sector with the aim of monitoring and supervising the activities of these organisations as well as supporting them.

The office of the CVO started functioning early in 2008. Its first task was to start the process of setting up the register of voluntary organisations as stipulated by law. An application form was drawn up for this purpose together with notes intended to aid organisations to fill it in.

Although VOs are not legally obliged to enrol with the Office of the CVO, enrolment is important and beneficial since through registration organisations qualify for a number of benefits which are not otherwise available to them. In the first place, the certificate issued by this office certifies the organisation officially as bona fide "voluntary". Besides, registered organisations may benefit from various measures which are aimed at assisting VOs in the execution of their work.

Definition of a Voluntary Organisation from Cap. 492, Voluntary Organisations Act, (Part 1 Preliminary, Article 2):

"voluntary" in the context of a voluntary organisation means the existence of one or more of the following elements:

(a) the overall control of the organisation is exercised by administrators who do not receive any remuneration for their services for carrying on functions of administrators except as hereunder permitted;

(b) the organisation is created by the endowment of voluntary and gratuitous grants and the organisation's affairs are supported, at least in part, by such voluntary or gratuitous grants or by services rendered on a voluntary basis;

(c) subject to limitations due to the nature or size of the organisation and subject to any discretion which may be exercised in terms of the statute of an organisation by the administrators or a membership committee, any person can join the organisation or participate in the activities of the organisation; and

(d) every participant in the organisation has the right to freely leave the organisation:

Provided that:

(i) unless the statute provides otherwise, administrators may receive a reasonable

honorarium for services rendered insofar as the payment of such honorarium does not materially prejudice the achievement of the purposes of the voluntary organisation;

(ii) the remuneration of persons who are employed to carry out management, executive or fund raising functions in a voluntary organisation shall not be such as to materially prejudice the achievement of the purposes of the voluntary organisation; and

(iii) the organisation may refund reasonable expenses to administrators, managers,

voluntary organisation" means a foundation, a trust, an association of persons or a temporary organisation which is independent and autonomous and which qualifies under article 3. executives, volunteers and other persons supporting the purposes of the organisation;

Definition of a Volunteer from Cap. 492, Voluntary Organisations Act, (Part 1 Preliminary, Article 2):

"volunteer" means a person who provides unremunerated services through or for a voluntary organisation.

Procedure for enrolment with the Commissioner for Voluntary Organisations

In order to apply for enrolment with the Commissioner for Voluntary Organisations, an organisation has to supply an application form, a statute or deed in line with the Act and applicable law, the organisation has to be non-profit, autonomous, voluntary, that no part of the income, capital or property of the organisation shall be available directly or indirectly to any promoter, member, administrator, donor or other private interest. The statute must contain a dissolution clause: that upon winding up the organisation any remaining assets should be applied in favour of another organisation/s with similar aims; a resolution letter to enrol the organisation with the Commissioner for Voluntary Organisations; written consent has to be signed by all committee / Board members.; Annual Accounts (*Authenticated by at least 2 authorised persons*) ; Annual Report (Administration Report) - (*Authenticated by at least 1 authorised person*) ; an application fee has to be paid and there are special provisions for foreign organisations or organisations which run a commercial outlet.

An enrolled organisation will then have to submit the Annual Returns / Accounts on a yearly basis in order to remain enrolled with the Commissioner for Voluntary Organisations.

The Commissioner for Voluntary Organisations (CVO)

The CVO is appointed by the Minister responsible for Social Policy in consultation

with the Social Affairs Committee of the House of Representatives. The responsibilities related to his office include:

- (a) providing enrolment facilities for organisations which are eligible for enrolment in terms of this Act;
- (b) monitoring the activities of VOs in order to ensure observance of the provisions of this Act and any regulations made thereunder;
- (c) providing VOs with information about the benefits and responsibilities deriving from registration as legal persons in terms of the Second Schedule to the Civil Code and enrolment in terms of this Act;
- (d) providing information and guidelines to persons performing voluntary work and to members of VOs, for the better performance of their role and for the better achievement of the objectives of the VOs in which they serve;
- (e) making recommendations to the Minister on legislation and policies in support of VOs, volunteers and voluntary work;
- (f) assisting Government, government departments, public agencies and entities controlled by the Government in preparing and reviewing policies in support of VOs and the voluntary sector in general;
- (g) investigating any complaints relating to VOs or persons or organisations purporting to be VOs and their activities, and to take such action as is in his power to redress any justified grievance that may come to his notice;
- (h) monitoring the promotion of VOs and the behaviour of administrators of such organisations to ensure the observance of high standards of accountability and transparency and compliance with law;
- (i) co-ordinating 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 VOs;
- (j) co-operating with and supporting the Council to develop policies which will be of benefit to the voluntary sector in general or categories thereof;
- (k) performing any other function or duty that is assigned to him under this Act and any regulations made thereunder as well as such other functions as may be assigned to him under any other law.

Interview with the Commissioner for Voluntary Organisations

As mentioned above, the Commissioner told us that the ultimate mission of the Commissioner's office is to give more visibility to the voluntary sector as well as to guarantee transparency and accountability of the organisations that compose it in the carrying out of their important work. In view of this, the Office of the Commissioner is also the regulatory authority responsible for this sector with the aim of monitoring and supervising the activities of these organisations as well as supporting them.

The Commissioner explained that the role of the Commission in practice is very much one of regulation – investigating where necessary and being a custodian of the law. The Commission is responsible for maintaining a register of voluntary organisations – the enrolment procedure has been ongoing since 2008 with a steady number of applications; the incentive to enrol being entitlement to public funding and other funding where applicable and obtaining the status of an official voluntary organisation. The Commissioner expressed his disappointment that certain institutions through a clause in the law could obtain funding reserved for voluntary organisations directly by Ministerial Order and therefore some institutions which obtained funds in this manner found no necessity to register their organisations and be regulated fully under the law. This could create anomalies and be a disincentive for other NGOs to register under the Act.

The Commissioner explained that 3 categories of organisations have been established according to turnover - with audited financial statements required for the highest bracket - annual returns for all organisations enrolled are required and the Commission is responsible for the carrying out of this function.

Another function of the Commission is to work with the Council for the Voluntary Sector, to improve the conditions of the Sector by supporting the Council. Whereas the work of the Commissioner mainly focuses on regulation, the Council's main focus is one of support to NGOs.

The Commission is working towards collecting data and creating structures, by means of a code of practice and procedures for administrators, and establishing guidelines for public collections.

A directory of Voluntary Organisations is being set up. Various initiatives such as training, capacity building, fund raising and publicity are taking place.

The Commissioner mentioned that as is known many public collections take place in Malta and that this has up to now been a highly unregulated sector. Up to now a police licence is required for public collections. Enrolment with the Commissioner automatically grants exemption from the requirement of obtaining a police licence for

public collections or for soliciting donations. Empowering more the Commission's office will mean that such work will not be done by the police thus releasing valuable police time from work which is not strictly theirs to carry out.

The Commission lacks enough resources – with 3 members of staff catering for over 600 organisations. The Commissioner commented that Malta has been one of the last countries in the EU to implement an Act and set up regulation for this sector.

The Commission has recently produced a code of good governance, practice and ethics for administrators of voluntary organisations. This may be accessed on https://secure2.gov.mt/socialpolicy/socprot/voluntary_org/cvo_office/code_admin_vos.aspx

Annual Report 2010 - Office of the Commissioner for Voluntary Organisations

The Commissioner in his report focused on the ongoing enrolment process of NGOs being carried out by the Commission, the need for resources, the relationship with the Council for the Voluntary Sector and the other main area of work of the Commission being the regulator of the sector. As a regulator in the voluntary sector, the Commissioner wrote that he has also taken various actions to ensure that the law is enforced in its different aspects. He has also provided advice and guidance to individual enrolled voluntary organisations to improve their management and administration and to maximise the effective use of their resources. The number of cases that were investigated by the Commissioner since the CVO Office was set up is relatively very small compared to the size of the sector. In fact they amounted to twelve.

Research projects – Youth and Elderly

The office of the CVO has also embarked on a long-term programme of annually commissioning research projects within the sector for the better understanding of the contribution it and the volunteers who work within it make to the common good. The information is also needed to aid policy decisions concerning volunteering. Two research projects have hitherto been commissioned by the office; one on volunteering among youth people and another for the other end of the age spectrum on volunteering among the elderly.

The objective of the research project *'The Participation of Young People in the Voluntary Sector'* commissioned by the Parliamentary Secretary for Youth and Sports and the Commissioner for Voluntary Organisations was to carry out a qualitative and quantitative study on youth participation in voluntary organisations. This research project is under discussion.

A research study is ongoing on volunteering and the elderly. It is a known fact that

the percentage of people reaching an older age is constantly increasing. For older people the ageing process is generally accompanied by a transition in social and economic roles, which is often treated, erroneously, as a move from a productive role to a non-productive or dependent one. Engaging older adults through meaningful volunteer activities is one way in promoting wellness while also realising benefits for voluntary organisations and their valuable work. In order to study volunteering among older people by means of which age can be turned into a resource, The Office of the Commissioner for Voluntary Organisations, in collaboration with the Parliamentary Secretariat for the Elderly and Community Care, has commissioned a research investigation on the state of older persons engaged in volunteering in Malta. The aim of this study is highly warranted considering that the year 2012 is the European Year dedicated for Active Ageing. Older persons are a key resource for volunteering and this study will examine patterns of volunteering in later life, that will hopefully lead towards social policy measures that if implemented will function to strengthen the contributions of older volunteers.

The Malta Council for the Voluntary Sector (MCVS)

In September 2008, the first Malta Council for the Voluntary Sector (MCVS) came into being. The Council is composed of a Chairperson and ten other members. Of these eleven members, one is appointed by the Minister to represent the Government, a second is the Commissioner for Voluntary Organisations *ex officio* and the remaining nine members are appointed by the Minister from the voluntary sector. The Council is appointed for a two year term. Following their term, members can either be re-appointed or changed. The Council falls under the responsibility of the Ministry responsible for Social Policy and is governed by the 2007 Voluntary Organisations Act, which outlines the parameters for its activity.

One of the Council's primary aims is to support the voluntary sector and promote its interests. While serving as a consultative body to the Commissioner when developing policies in relation to this sector, the Council also acts in the interest of the sector at all times. The key tasks of the Council include:

- supporting the Commissioner of Voluntary Organisations in overseeing the voluntary sector;
- supporting the interests of the voluntary sector as a whole;
- assisting the voluntary sector capacity building and training;
- creating networking programmes and projects for the voluntary sector;
- administering a Voluntary Organisations Fund (VOF) to promote voluntary activities. The Malta Council for the Voluntary Sector acts as a platform from which co-operation is developed between voluntary organisations and the government and between voluntary organisations themselves.

The Council's focus is to be the main catalyst to promote volunteer work, thus encouraging others to participate and support organisations working in this sector to better face their challenges. Through the year dedicated to volunteering the EU the Council's objective was to prioritise on the following main objectives:

- Working towards an enabling and facilitating environment for volunteering in the EU
- Empowering volunteer organisations and improving the quality of volunteering
- Rewarding and recognising achievements gained in volunteering activities
- Raising awareness of the value and importance of volunteering.

In order to achieve these objectives the Council aimed to encouraging the exchange of good practices amongst the organisations working in the sector, as well as establishing more synergies between the sector, the Government and the private sector. It intended focusing on training, accreditation and quality assurance in the voluntary service that is given by volunteers to society through their respective organisations.

Interview with the Chairperson – The Malta Council for the Voluntary Sector

The Chairperson who was elected by the other members of the Council, said that the Council meets once a month and that contrary to the idea that the sector is a fragmented one that is not his personal perception. He said that the sector caters for about 2,200 entities of any form in all. All the Council members are volunteers and provide their services on a voluntary basis. The main aims of the Council are

1. promotion of the voluntary sector
2. providing training and education
3. being a focal point for the sector

Training and education encompasses being a good manager and administrator, fund raising and leadership skills. Emphasis on employer supported volunteering is being made to encourage employers to allow employees to carry out voluntary work during working hours. Emphasis is also being placed on providing an adequate centre in the form of premises for NGOs to be able to carry out their work. Efforts to raise the visibility of the Council are also in the pipeline.

A small initiatives support scheme was launched in 2011 whereby Voluntary Organisations enrolled with the Commissioner for Voluntary Organisations were eligible to apply under the Small Initiatives Support Scheme for projects costing not more than €3,000. Projects under the Small Initiatives Support Scheme encourages projects in areas such as training courses for volunteers or the public, events such as exhibitions, festivals etc., web sites, publications and other initiatives related to the

voluntary sector. About 20 organisations enrolled under this scheme.

The website www.volontarjat.com provides a forum for volunteers to register and interact with NGOs and the business sector. Vacancies for volunteers can be posted as well as vacancies for employees for NGOs and other relevant information can be found also for employers outside the sector.

Regulatory Framework - Legal and economic aspect – Report of a study commissioned by the Ministry of Finance, the Economy and Investment (Social Enterprise Sector 2011)

This report is being set out in full as it provides a broad outline of the proposed or possible legal framework within which this sector can operate. The report states that the social economy aims to find solutions to social needs that are not adequately addressed neither by market systems nor the welfare state. The main function of social enterprises in society is to contribute within society at grass roots by taking enterprising initiatives to address the needs at community level for populations that hail from vulnerable sectors in society. Social enterprises trace their roots to the formation of popular associations, guilds and cooperative societies, based on a ‘self-help’ structure where these entities operate independent of the public sector, embrace democratic rights for members, operate within set rules of ownership and utilise surpluses to further develop their entity and their services for the benefit of its members and society at large. (Economie Sociale, 1981; Monzon, 1987). The European Commission’s opinion is that social enterprises have a key role to play in the economic recovery. Commitment is evident in the European Recovery Plan and Vision 2020, with the Special Investment Fund intended to provide tangible development of the social economy.

Primary research has shown that Malta has a vibrant voluntary sector that today employs approximately 4,387 annual working units and generates circa €68 million annually. It has also been established that this sector locally is an active promoter of gender main streaming with significant involvement of women at all levels of the organizations. It also attracts a strong volunteer base of approximately 24,000 persons. The main issues that impact the sector are the protection of capital resources, economies of scale and the availability of specialist human resources owing to competitive forces in the market.

This research was carried out amongst organizations in Malta that have the potential to become social enterprises or are already social organizations. Mainly these organizations currently operate under the following legal forms: Voluntary Organizations; Sport Organizations; Band Clubs; Church Entities; Independent Schools; Co-operatives.

The sector locally is regulated, albeit in a somewhat fragmented form. The Regulators

and main stakeholders of the social sector in Malta are namely: Commission for Voluntary Organisations; Co- operatives Board; Education Department; Department for Social Welfare Standards; Kunsill Malti għall- iSport; Department for Health and Community Care; Employment and Training Corporation; National Commission Persons with Disability (Kummissjoni Nazzjonali Persuni b' Dizabilita').

The research revealed that there are around 750 organisations that potentially fulfil the function of a social enterprise. These organisations constituted of: 394 voluntary organisations, 236 sports clubs, 63 band clubs and 57 co-operatives. The potential of social economy in Malta is relevant and significant. Statistics show that the social sector in Malta employs 2.85% of the local labour supply, with a bias towards women (average Annual Working Units of 2.96 males and 3.37 females: whole sector). The overall majority (85.37%) of the organisations have service provision as their main 'economic' activity, but most do not charge a fee for their services (62.5%) and rely on donations for their survival.

From the administrative side, the overwhelming majority (83.92%) maintain accounts. Nearly all of these organizations (99.15%) re-invest their profits in the organization. None fully distribute their profits. The statistics reveal that in Malta, existing organisations have the necessary characteristics that are typical of social enterprises, operating under different regulation regimes. Notwithstanding the various limiting factors that these entities encounter in their operations, the common elements are in place and the initiative exists, thus furthering the scope for implementing a regulatory framework that is more attuned to the needs of social enterprises.

To-date, a social enterprise operating within EU is regulated by the member state where it operates, as there is no EU harmonized definition or policy regarding social enterprises. Regulation is carried out within the wider binding obligations of the EU's Internal Market regulatory framework. In Malta, the concept of social enterprises evolved under different forms, where the legal personality is recognised under various laws and acts. Presently a number of local co-operatives, foundations, associations, non-government organisations, church organisations/entities and voluntary organisations fulfil functions that are compatible with those of a social economy. By effect of the Civil Code (Chapter 16 of the Laws of Malta) the legal entities that have the potential of forming part of the social economy are Civil Partnerships, Foundations and Associations. Likewise, The Trusts and Trustees Act (Chapter 331 of the Laws of Malta) and the Co-operative Societies Act (Chapter 442 of the Laws of Malta) place Trusts and Cooperatives on a similar standing. The trend in the European Union is to strengthen the legal personality of these organisations, effectively strengthening their 'bankable' status, and thus encouraging social enterprise equity to augment participation in the social economy and provide sustainability to such entities.

The development of a Social Enterprise Policy in Malta may be formulated following two options:

1. Acknowledge the multifarious nature of social enterprise by establishing a Social Enterprise Label and accept all different legal forms respecting this label as operating in the social economy;

or

2. Rationalise all regulatory requirements under one Regulatory Framework accepting only this legal set up as an enterprise operating in the social economy.

Both approaches are valid. It is a policy and administrative decision whether to choose one or the other. Both options require the promulgation of legislation, either to establish the necessary parameters for existing operators to qualify as social enterprises, or to establish the structure which a social enterprise would have to assume. In both cases, establishing a definition of what constitutes a social enterprise is seen to be a fundamental step towards achieving a workable framework for this sector. The definition shall comprise a set of core conditions that are pre-requisites for organizations to be recognized as social enterprises:

- o A clear description of the social aim established in the statute or memorandum and articles of association;
- o An annual report annexed with the annual report and/or financial statements, describing how the social aim identified in the statute has been realized;
- o The allocation of profits should be organized in accordance with the social purpose of the entity;
- o No or very limited distribution of profits to members. Generally, legislation establish a maximum limit of 6-10%;
- o The statutes/ Memorandum & Articles of Association must describe the democratic structures adopted by the entity and/or procedure for workers to become partners;
- o In the case of the liquidation of the surpluses must be allocated to a goal that resembles the original social goal set forward by the entity.

The Social Enterprise Label approach will enable the identification of organizations that are operating within the parameters established by the law and are eligible to benefit from policies intended to promote, encourage and stimulate the social economy and the setting up of social enterprises in co- operation with the private sector. This is being seen to be implemented in tandem with the enactment of an omnibus legislation that would cater for a designated Government Entity acting as a custodian and promoter of social enterprise, while managing the rights and obligations under the social enterprise label. Within this approach, entities retain their legal personality and obligations towards their prevailing Regulator.

The one-Regulatory Framework approach establishes a well-defined organisational, statutory and regulatory framework for organizations that seek to be social

enterprises.

The elements of an omnibus legislation on Social Enterprise Policy in Malta can include all or some of the following:

- o a definition of the ‘social economy’ and ‘social enterprise’ under Maltese law defining the parameters of intervention and implementation;
- o a social enterprise label that will define the legal rights and obligations of organizations operating as social enterprises;
- o the assignment of responsibilities to a Government entity for the promotion of social enterprise with the role of providing business incubator services to the sector and the coordination of the Malta Council for Social Enterprise;
- o the creation of a Social Purpose Company category so as to establish a purpose made legal vehicle within Maltese legislation to facilitate and offer the necessary flexibility for a social enterprise to operate in the sector (this would exist alongside other forms of enterprises fitting under the ‘social enterprise’ label);
- o a governance and regulatory framework to establish benchmarks and standards for the ‘Social Purpose’ and ‘Not-for-Profit’ nature of social enterprises;
- o an incentives framework to sustain best practice and create a new market for social enterprise equity.

By addressing these key areas of intervention, Malta has the opportunity to develop its own model of social enterprise while respecting the local, unique characteristics of a small market economy and its long tradition in the social volunteering sector.

The success and development of the social economy sector is also dependent on the ability of the social enterprises to accede to all incentives available to commercial enterprises under Maltese law. The nature of social enterprise activity is commercial and therefore should be placed at par with other players in the market. The Social Purpose and Not-for-Profit nature of their activity should place them at the forefront for consideration by institutions for support. More specifically, it is proposed that social enterprises will have access to a number of incentives and opportunities, where the sector’s regulatory body can actively intervene to promote and facilitate growth through:

- Grants and Subsidies: Government institutions to review their incentives to giving prime consideration to social enterprises because of their contemplated governance and regulatory framework;
- Social Enterprise Equity: Intervention with the Malta Financial Services Authority and the Malta Stock Exchange to create a regulated market/secondary listing for Social Enterprise Equity and create Tax Relief in support of the purchase of such equity, Social Venture Capital and Social Corporate Venturing;
- Tax Relief: Providing advocacy with tax authorities to provide incentives for donors, operators and customers of social enterprises to promote and nurture their

growth as institutions;

- Financial Assistance: Establishing a forum between the Banking Community and Government to establish a framework through which social enterprises can accede to financial instruments and mitigate financial risk. This will aim to facilitate access and minimise the cost of finance for these organisations;
- Technical Assistance: Acting as a Social Enterprise Incubator by providing ‘handholding’ services start-up Social Enterprises in terms of business planning, marketing, human resources management and technical expertise.

The implementation of Social Enterprise Policy offers the possibility to develop a new form of organisational entity that can provide a suite of community services to vulnerable categories in society on a commercial basis alongside Government institutions and the private sector. Given the social purpose and not-for-profit nature, these entities require robust legislation and a solid framework to enable them to develop within a commercial environment. Furthermore, appropriate regulatory and incentives framework can help create a new market for ‘social risk capital’ assuring that these organisations can operate with a strong financial infrastructure without the dependency on Government or donations.

The European Commission has put the social economy at the forefront of its 2020 Agenda and most of the Member States have already enacted legislation to sustain the sector’s development. Consistent with these initiatives, Malta has the opportunity to develop its own model of social enterprise respecting its unique characteristics of a small market economy and its long tradition in the social volunteering sector.

One augurs that with the necessary legislation in place Malta can see the development of a sector that has the potential to contribute highly within society for benefit of the community.

Report on Empowering Private Sector Employees through Volunteering (EPSEV) (2010)

The aim of the EPSEV Research Component was to obtain information about the current situation regarding Corporate Volunteering in Malta. The research also sought to provide an understanding of the current needs of non-governmental organisations (NGOs) and the business sector in Malta when it comes to Corporate Volunteering.

The research was split into two segments. One part of the research focused on the business sector and the other part of the research focused on NGOs.

The results of the research activity show that almost one out of the two companies interviewed and approximately one out of three NGOs interviewed are aware of Corporate Volunteering Programmes. Furthermore, from the research it emerged that

only 5% of the companies interviewed and 9% of the NGOs interviewed have a Corporate Volunteering Programme in place. Although this is low, the results show that interest from both the private and third sectors is relatively positive. In fact, 61% of the 95 companies that do not have a Corporate Volunteering Programme in place are interested in setting up a Programme and 58% of all the companies interviewed would like to have their company listed in a database responsible for linking companies with NGOs. Moreover, 81% of companies would be interested in participating in a free training programme related to Corporate Volunteering should the opportunity arise and 84% wish to be contacted by SOS Malta for more information. With regards to the NGOs, 76% of the NGOs interviewed would like their organisation to be listed in a database responsible for linking companies with NGOs and 88% agreed to be contacted by SOS Malta for more information. This is very positive both in relation to the EPSEV project and the for the potential of encouraging and facilitating the setting up of Corporate Volunteering Schemes more widely in Malta.

The European Scenario

Statistics

In May 2011 a European Parliament special Eurobarometer showed that 24% of Europeans are active in some form of voluntary work.

The Eurobarometer was carried out against a background of financial, economic and social crisis affecting all sections of European society, in May 2011. There is a broad consensus that volunteering plays an important role in society, based on the values of solidarity. It contributes to citizenship, especially through the fact that it is well-established at a local level, and is a factor for personal fulfilment and development.

As the Rapporteur Mrs Marian Harkin said: *“People do not volunteer for financial gain: it is unpaid. People become involved in voluntary work of their own volition. Voluntary work brings benefits outside of the circle of family and friends. Volunteering is open to everyone.”*

22 to 25% of Europeans are involved in voluntary work

In this survey, 6,462 of the 26,825 Europeans aged over 15 who were interviewed said that they were either regularly or occasionally involved in voluntary work. This amounted to 24% of the respondents, with strictly identical proportions of men and women.

The Commission’s Eurobarometer survey conducted in February 2007 stated that *“we can reliably estimate that more than 100 million citizens engage in voluntary work”*.

The two surveys thus showed similar results.

Twelve countries are above the European average and fifteen below it. In seven of these, volunteering is below 20% (including Malta). Countries with the highest numbers of volunteers tend to be in the northern half of the European Union. (The Netherlands 57%, Denmark 43% and Finland 39%).

The socio-demographic profile of European volunteers

The study showed that respondents aged 20 and above are most likely to volunteer (32%), followed by students (26%). An analysis of the socio-demographic variables demonstrated that the most educated Europeans are most likely to say that they are involved in voluntary work (32% of those who studied until at least the age of 20). In terms of occupation, 34% of managers said that they are involved in voluntary work, compared with 17% of the unemployed.

Sport and culture: the main areas for voluntary work

The 24% of respondents who said that they were involved in volunteering were asked about the nature of their voluntary work. 24% answered that they volunteered in a sports club or a club for outdoor pursuits. 20% answered 'within a cultural, educational or artistic organisation'.

16% said that they volunteered 'in a charitable organisation or social aid organisation, an NGO, a humanitarian association, or in development aid'.

Solidarity and humanitarian aid: the area in which the voluntary sector plays the most important role

All respondents were asked about the areas in which they felt that the voluntary sector played an important role. Three of the four areas first mentioned were directly concerned with solidarity and integration. 'Solidarity and humanitarian aid' were the two areas coming at the top of the responses, at 37%.

It is interesting to note the very clear difference between the general perception amongst all Europeans of the importance of a given field, and the voluntary work undertaken by the 24% of respondents who are actually engaged in this work. Sport, for example, is the leading voluntary activity, though only 15% of respondents say that it plays an important role. The healthcare system was in second place, with 32%. This was followed by education and training and the environment, both on 22%. The fourth area in which Europeans believe that the voluntary sector plays an important role is 'the social inclusion of disadvantaged citizens', with 21%.

The same question was asked in 2010 in a Eurobarometer survey conducted by the Commission. Between these two surveys, the first three areas recorded an increase of between +2 and +8 percentage points.

The role of voluntary work in ‘the construction of European identity’ was mentioned last, with only 3%.

Maintaining and strengthening social cohesion, the first benefit of volunteering in the EU

In line with the areas in which the voluntary sector is seen to have an important role in the view of Europeans, the main benefits of volunteering were identified as maintaining and strengthening social cohesion (34%), strengthening the fundamental values of solidarity and personal fulfilment and development.

- ‘Strengthening social cohesion’ was mentioned first by 34% of respondents, and ‘strengthening the fundamental values of solidarity’ by 25%.
- The two items mentioned next by respondents were directly linked to the benefits which volunteers themselves can enjoy. Thus, the contribution of voluntary work to the personal fulfilment and development of volunteers scored 25%, and its role in the acquisition of knowledge and integration into working life 22%.
- The economic value of the voluntary sector to the EU was only mentioned by 12% of respondents.

Defining an operating framework for the voluntary sector at national or EU level: a divided response

As we have seen in the previous responses, according to the perceptions of Europeans, the role played by the voluntary sector or its economic importance at EU level is limited. It is therefore no surprise to find that Europeans are divided on the framework within which the voluntary sector should operate. 47% believe that this should be defined in a “European Charter for Volunteers”, whereas 45% say that it is up to every Member State to establish a national framework.

It is important to note that the potential added value of a “European Charter for Volunteers” is not recognised in the countries where voluntary work is most common. The Netherlands, Denmark, Finland and Austria are thus the countries where respondents are least enthusiastic about the Charter.

Conversely, a European framework is considered most desirable in countries where volunteering is least common, led by Spain, Cyprus and Greece.

Massive support for the creation of volunteer rescue teams in every region

In response to the wave of natural disasters and accidents, the European Parliament would like EU Member States, and their local and regional authorities, to set up volunteer rescue teams in every region.

When asked if they thought that such teams would be useful, 88% of Europeans agreed that they would.

Encouraging intergenerational solidarity

2012 will be the Year of Intergenerational Solidarity. Respondents were offered three statements. Their answers established a very distinct hierarchy:

- 89% of respondents support job creation for young people in the area of help for the elderly and dependent people (45% said this would be ‘very efficient’ and 44% ‘fairly efficient’).
- 83% of Europeans think that citizens of all ages should have the same access to the labour market and to opportunities for training (38% ‘very efficient’ and 45% ‘fairly efficient’).
- 59% of respondents think it would be efficient to encourage the elderly (60+) to stay in the labour market in order to pass on their experience to young people (23% ‘very efficient’ and 36% ‘fairly efficient’).

European Union Policies

The European Union decided to dedicate the year 2011 to volunteering because of the unanimous agreement amongst the European countries that it is one of the main factors that supports active participation of responsible citizens.

European Commission Communication

In September 2011 the first European Commission document on volunteering was published. On 20 September the European Commission adopted a Communication on “EU policies and volunteering: recognition and promoting cross-border voluntary activities in the EU”, the first Commission document dealing exclusively with volunteering and it was issued in the context of the European Year of Volunteering 2011. The Communication sets out a series of measures that have been identified to foster voluntary activities in the EU, namely:

- To create a European Voluntary Humanitarian Aid Corps by 2012
- To develop a European Skills Passport that will give individuals the possibility of keeping a record of the skills and competences they acquire through volunteering
- To increase validation of non-formal and informal learning including the recognition of competences acquired through volunteering
- To make EU funding programme more accessible and further target volunteers and to make them easier for EU citizens to understand

- To further explore possibilities to strengthen the link between volunteering and health/welfare, in particular with regard to the ageing society
- To introduce volunteering in the EU's policies and strategies namely the employment strategy, the fight against poverty and social exclusion policy and the "New Skills for New Jobs" initiative to match and anticipate labour market needs
- The Commission will give the forthcoming European Year of Citizens (2013) an appropriate volunteering dimension, promoting notably cross-border volunteering.

On the basis of Member States' reports on the implementation of the recommendation on the Mobility of Young Volunteers in 2012, the Commission will make proposals for further development.

The Commission has also recommends that Member States that do not already have a clear framework and precise regulation about volunteering put legislation in place for recognition of voluntary activities.

Moreover, on 3 October 2011, the Council of the European Union adopted Conclusions on "The role of voluntary activities in social policy" representing another step forward to the reinforcement of the volunteering sector.

These documents represent two milestones in the efforts of the Alliance for the European Year of Volunteering 2011, whose working groups are addressing the different aspects of volunteering: quality, legal framework, volunteering infrastructure, recognition, economic and social value, employee volunteering.

A survey conducted in 2010 by the EFC on the role of foundations and volunteering shows that they play a key role supporting volunteering at different levels: providing financial support for projects of volunteer grass root organisations, documenting volunteering, raising standards in the field, strengthening the infrastructure for voluntary work, organising special programmes and capacity building.

Council of the European Union Conclusions – Social policy and volunteering – The role of voluntary activities in social policy - 3114th EMPLOYMENT, SOCIAL POLICY, HEALTH and CONSUMER AFFAIRS - Council meeting - Luxembourg, 3 October 2011

This Council conclusion stated that voluntary activities need to be clearly distinguished from paid employment and should by no means replace it. They should not perpetuate gender inequalities in paid and unpaid work and may not encourage

employee's reduction of working time or withdrawal from the labour market. It says that voluntary activities can contribute to the growth and strengthening of social capital through development of a social network based on trust and cooperation and by encouraging behavioural attitudes based on engagement for the common good. Voluntary activities can contribute to the development of active citizenship, democracy, social cohesion and therewith to implementation of the basic values and principles of the European Union, namely: solidarity, sustainable development, human dignity, equality and subsidiarity, thus promoting European identity. Volunteering, as an expression of active citizenship, takes place in all areas of social life contributing e.g. to combating poverty and social exclusion, improving the situation of vulnerable groups, strengthening social integration and supporting active and dignified ageing, solidarity between generations as well as to economic growth.

This conclusion also stated that promotion of voluntary activities is also an overall objective of the European Year of Voluntary Activities Promoting Active Citizenship (2011), and a prioritised field of action in the renewed framework of European cooperation in the youth field 2010-20182. It also made reference to the The Council Recommendation on the Mobility of Young Volunteers across the EU which supports mobility of young volunteers.

The Council in its conclusion invites the European Commission to:

- Consider where appropriate the development of voluntary activities in programmes implemented under the Cohesion Policy;
- Explore the possibilities which would allow voluntary activities to contribute to projects subsidised from EU funds and develop mechanisms to allow for appropriate appraisal of voluntary activities;
- Consider the scope for deepening discourse on the role of voluntary activities as an important element for further development of volunteering in the European Union;
- Analyse the system of existing indicators concerning voluntary activities and their role in relevant EU policies, taking into account the gender dimension, and consider where appropriate to look for statistical tools, e.g. the ILO Manual on the measurement of volunteer work, to ensure comparable data and indicate, where appropriate, current or new areas of voluntary activities which require closer cooperation within the EU;
- Disseminate, where appropriate, any results of the dialogue with the civil society platforms, which are relevant for the promotion of voluntary activities;
- Ensure that subsidiarity is preserved in the Member States' definition of the scope of voluntary activities, particularly in the civil protection field.

Other Council of the European Union conclusions related to volunteering include:

Humanitarian aid and volunteering – [European Humanitarian Aid Corps](#)

Youth and volunteering – The EU Youth Strategy – The Council Recommendation on mobility of young volunteers

Education and volunteering - Europass

Sport and volunteering – Sport programme and volunteering council conclusions on volunteering and sport

Employee volunteering – Employee volunteering at the European Commission

Council Decision of 27 November 2009 *on the European Year of Voluntary Activities Promoting Active Citizenship (2011) (2010/37/EC)*

The Council Decision stated that the objectives of the European Year would be to:

1. work towards an enabling environment for volunteering in the EU in order to anchor volunteering as part of promoting civic participation and people-to-people activities in an EU context and address existing obstacles to voluntary activities, where appropriate and necessary;
2. empower organisers of voluntary activities to improve the quality of voluntary activities in order to facilitate voluntary activities and help organisers to implement new types of voluntary activities and to encourage networking, mobility, cooperation and synergies within civil society and between civil society and other sectors in an EU context;
3. recognise voluntary activities in order to encourage appropriate incentives for individuals, companies and volunteer-development organisations and gain recognition for volunteering at EU level and in the Member States by policy makers, civil society organisations, public institutions, the formal and non-formal education sector and employers for skills and competences developed through volunteering;
4. raise awareness of the value and importance of volunteering in order to raise general awareness of the importance of volunteering as an expression of civic participation which contributes to issues which are of common concern of all Member States, such as a harmonious societal development and social cohesion.

Study on Volunteering in the Member States of the European Union - Evaluation and Summary of Current Studies - Working paper no. 5 of the Observatory for Sociopolitical Developments in Europe - November 2010

Volunteer promotion programmes and strategies in the EU member states

Whether and to what extent volunteering is on the political agenda of member states can be seen in the national volunteer promotion programmes and strategies of each country. A few states have concrete volunteering strategies (sometimes including determined goals), while most member states try to support the volunteer sector via various volunteer programmes. In states without a clear volunteering strategy, the

handling of volunteering is often divided among many policy areas, and therefore concrete political goals are often not to be made and only to be found implicitly. Due to the diverse forms and complexity of the volunteer sector, there is no uniform approach for the regulation of volunteering. There are member states with a legal framework tailored specifically for volunteering, states without a specific legal framework and member states in which a legal framework is currently being developed. The legal framework for volunteering does not say whether or not the subject is on the political agenda in member states.

One of the EU member states that does have an explicit national volunteering policy is e.g. *Germany*. In the *United Kingdom*, volunteering is an established, long standing subject, which can be shown by the compact between the government and the third sector as well as by the declaration of the year 2005 to the call for a National Year of the Volunteer 2005. A national strategy is considered important here, while the lack of synergies between volunteer programmes and volunteer policies as well as programmes/policies in other policy fields is criticised. In Austria, Malta and Italy, there is no current information on volunteering strategies. The listing of the respective national volunteer promotion programmes and strategies makes it clear that some EU member states such as Germany, Estonia, France and Belgium have volunteer strategies and volunteer promotion programmes, whereby these states differ with regard to the degree of the design for their respective national strategies. In Poland, the United Kingdom, Denmark, Finland and Latvia, volunteering is being discussed and handled on the political agenda. In the run-up to the European Year 2011, in some member states such as Slovenia, Hungary, Luxembourg, Sweden and Bulgaria the subject of volunteering is gaining momentum.

Volunteering measurements and reports in the EU member states_

Volunteering is studied both in the member states and with a European comparative perspective. European comparative studies on volunteering are e.g. the Eurovol study (1995), the European Values Study (2001), the Eurobarometer Social Reality (2007), the European Time Use Survey (2007) and the study “Volunteering in the European Union” (GHK 2010). John Hopkins University (Baltimore, USA) on behalf of the International Labour Organisation has useful criteria for the assessment and recording of volunteering in Europe.

The types of studies on volunteer behaviour in the respective member states can be roughly divided into three categories: Official/state statistics, academic studies and other collected data in the member states. States that carry out regular examinations are e.g. Germany (every five years since 1999) and the United Kingdom (England every two years since 2001; and Wales, Scotland and Northern Ireland also collect data on volunteering). In Malta, the collected volunteer figures differ substantially, since volunteer figures are based on estimates. The listing of the respective national volunteering measurements and reports shows that of the EU member states only the

United Kingdom and Germany have regular, official studies of the voluntary sector. These studies have been conducted for several years. Austria began regular studies with a volunteering report in 2009. Furthermore, the Netherlands, Sweden and Ireland are also studying volunteering officially and in various ways. Regardless of the distinction between different types of volunteering studies, it can be concluded that the following EU member states possess well developed data collection systems and provide regular statistical volunteering reports: Belgium, Denmark, France, Germany and the United Kingdom.

Volunteering tradition

There are different volunteering traditions in Europe and thus there are also differently developed volunteer sectors. This is reflected in the figures on the participation of volunteers: very high participation in the Netherlands, Austria, Sweden and the United Kingdom (over 40% of the adult population volunteers), high participation in Denmark, Finland, Luxembourg and Germany (30-39%), average participation in Estonia, France and Latvia (20-29%), relatively low participation in Belgium, Ireland, Malta, Poland, Portugal, Romania, Slovenia, Spain and the Czech Republic and Slovakia (10-19%), followed by low participation in Bulgaria, Greece, Italy and Lithuania (below 10%). The different traditions are to be considered in the assessment of the respective national situations.

Study on volunteering in the EU - Volunteering in sport - Malta

A specific study was carried out by EU researchers on sport in Malta. This study said that Maltese sport traditions are primarily influenced by the period of British rule over the island. The main heritage from this period was the practice of taking part in sport activities in order to enjoy the sport itself, rather than as a competitive pursuit. This means that sport is understood as a voluntary activity and people engage in sport for the love of the game. According to the Culture Statistics programme launched by the National Statistics Office(NSO), there were about 30 000 volunteers in sports organisations on the Maltese Islands in 2004; a number that constituted about 12 - 13 % of population. Accordingly, estimates place the percentage of sports volunteers as a proportion of all volunteers in the region at about 84 %. In general, volunteers can be divided into two categories:

- occasional volunteers who help during sport events for a limited period of time; and
- volunteers who dedicate their free time to sport on a regular basis (e.g. in the evenings) with or without a small salary while being employed elsewhere. The vast majority of volunteers fall into the second group of people who, in addition to their normal occupation (not related to sport), still find time to engage in voluntary work in the sport sector.

Voluntary activities are crucial to the running of local sport in Malta, which is the main opportunity for both sport organisations and for those seeking involvement in the sector. The growing interest in sport on the part of Maltese authorities (e.g. the establishment of the Malta Sport Council) opens space to bring the issue of volunteering in sport into the political agenda. It can be expected that the increasing number of regulations addressing sport organisations (e.g. in the context of education and training) will contribute greatly to a more transparent and accountable sport sector in Malta, as well as to the greater professionalism of its voluntary workforce. Finally, the strategy of Malta Sports Council to ‘teach people how to make use of their free time and develop leisure activities, other than media-related’, could be implemented with the help of a voluntary workforce.

Recommendations of this study include:

At EU level:

- Establish a European register of volunteers that allows registered individuals to travel across the EU in order to participate in organisation of international tournaments;
- Develop a framework for training of volunteers in sport.

At national level:

- Active promotion of volunteers’ engagement;
- Create a special status for volunteers in sport;
- Develop the recognition of volunteers through certification of their work and experiences;
- Develop and implement a policy/strategy in the context of education and training, which is directed towards volunteering from the youngest age;
- Create a register of trained volunteers.

At both levels:

- Develop a system of volunteers’ promotion (e.g. different levels of volunteering).

The main challenges envisaged by this study included:

- retaining existing volunteers and attracting new people to replace outgoing volunteers;
- low participation rates in volunteering among people from the age group of 50 and above;
- time pressure resulting from today’s hectic lifestyles hinders people from volunteering;
- limited interest among the Maltese population in participating regularly in sport activities (poor spectator attendance at sport events);
- various barriers for infrastructure-based projects of sport associations and clubs (e.g. the availability of public land, which is either misused or abandoned; lack of an ownership title of property, which makes it impossible for clubs and associations to

implement any infrastructure programmes; or existing facilities are not available after school hours).

In addition, active forms of recreation are not deeply rooted in the Maltese tradition and culture of spending free time. As a result, there are many difficulties in active life styles. This has a potential impact on the number of individuals interested in volunteering in sport activities. In reality, not that many people choose to engage in voluntary work and/or they face barriers to volunteering, especially in terms of limited information on how to become involved.

Study of volunteering in the European Union – National report – Malta

A specific study on volunteer activity in Malta was carried out at EU level. Various parts of this report are referred to in different sections of this study.

Ongoing debate on a European Charter on the Rights of Volunteers

As discussed in other parts of the study above there is an ongoing debate as to the establishment of a formal legal framework and structure for the sector. A document entitled 'Towards a European charter on the rights of volunteers' issued by the European Youth Forum is a political discourse on a rights based approach on volunteering issued in preparation for The European Year of Volunteering 2011. The European Year, the 10th anniversary of the United Nations International Year of Volunteering 2001 and the Council of Europe Report “Promoting Volunteering in Europe”, together create a unique momentum to work to improve and increase volunteering in Europe. The YFJ invites all institutions and partners working on volunteering to participate in the debate on a rights based approach on volunteering and join the development of a European Charter on the Rights of Volunteers.

The YFJ is convinced that volunteering and participation in youth organisations are at the heart of democracy, as dynamic forces for social inclusion and active citizenship. Volunteering policy is a core issue for the almost 100 Member Organisations of the YFJ – being volunteer based, volunteer led and representing millions of young people engaged in voluntary activities every day. The YFJ is a founder of the “European Year of Volunteering 2011 Alliance²”, of currently 35 European Networks active in volunteering and co-drives the Alliance through the political Steering Group and the co-managing Executive Group.

In order to foster a culture of participation and active citizenship in Europe and the World, volunteers need to be given the access as well as the encouragement to exercise volunteering activities, but first and foremost – volunteers need the rights that fit their duties. The need for a legal framework on Volunteering at a European

level was first raised in December 2006, when an analysis provided by National Youth Councils and International Youth Organisations, combined with the European-level analysis of the YFJ, pointed, inter alia, to a clear conclusion: the need for a common legal framework or charter, defining the basic rights and responsibilities of volunteers. The YFJ is working towards acceptance of this framework at EU level.

The Economic Value of Volunteering

The non-profit sector and volunteering have long been the invisible subcontinent on the social landscape of our world.” Prof. Lester Salamon, Johns Hopkins University

European statistics state that the volunteering and not-for-profit sectors contribute between 3 and 5% of Gross Domestic Product across the board. Measurements show that for every €1 invested in volunteers and their organisations, there is a return of between €5 and €8 – therefore a small investment can deliver significant benefits. Therefore with 100 million volunteers across the EU, the return on investment in the sector is high.

Measuring the economic value of volunteering became a core issue over the last years. Volunteering is indeed per definition not a pure economic activity, but its contribution can actually be counted in economic terms. A recent Johns Hopkins University Study reveals that volunteering is a significant economic factor. Other organisations including the United Nations (UN) and the International Labour Organisation (ILO) also contribute to research and policy development in this area.

Volunteering has strong economic potential and generates significant economic value. In fact globally the sector of non-profit institutions and the value of volunteers account for an average of 5% of the Gross Domestic Product (GDP). This contribution is about equal to the construction (5,1%) and the financial industry (5,6%) and twice as much as the utility industry (2,4%). The number of full-time equivalent volunteers worldwide accounts for approximately 140 million people, which would make them the 9th most populous country in the world if they were a nation.

At European level, more than 100 million Europeans declare being engaged in voluntary activities, live solidarity and through this make a difference to our society. Three in ten Europeans claim to be active in a voluntary activity and close to 80% of survey respondents feel that voluntary activities are an important part of democratic life in Europe. In the United Kingdom, the economic value of voluntary activity is estimated to be 7,9% of the GDP, with 38% of the total population engaged in voluntary activities.

According to a research from 2000 on the impact that employer supported volunteering has on UK society, 'small and medium sized enterprises (SMEs) make a social contribution of up to £3 billion per annum in the community'. The Institute for Volunteering Research suggests that for every £1 volunteer organisations invest in supporting volunteering, volunteers give back up to £14.9. The research comes from 8 countries with satellite account data available.

Volunteering contributes to employability - Volunteering is a form of informal and non-formal learning, acquiring new skills and increasing qualifications. It contributes to higher employment. In 2007, 62% of former volunteers taking part in the European Voluntary Service programme consider that this experience has changed for the better their career possibilities. Almost 3/4 of employers prefer to recruit candidates with volunteering experience on their CV. In Hungary, the voluntary programme for unemployed youth Ötlet resulted in employing 2/3 of the participants during or after the programme. In the South-Transdanubia region up to 90% of the participants managed to settle in the labour market. In times of economic crisis or higher unemployment rates, volunteering is a temporary alternative for the unemployed to maintain or to develop new skills and competences and stay active.

Volunteering not only has a measurable economic value but may also lead to significant savings for public services; whereas, in this context, it is important to ensure that voluntary activity is additional to public services and not a replacement of them, The Economic Value of Volunteering According to the Johns Hopkins University Report, 'Measuring Civil Society and Volunteering', released on September 25th 2007, the Non Profit Institutions N.P.I sector contributes about as much to the gross domestic product in a wide range of countries as do the construction and finance industries and twice as much as the utilities industry. This means that it accounts for 5-7% of the GDP in the countries surveyed. These findings emerge from data generated by official statistical agencies in eight countries, (Australia, Belgium, Canada, the Czech Republic, France, Japan, New Zealand and the United States). It is worth noting that twenty additional countries, both developed and developing, have committed to issuing these satellite accounts and a number of others are about to begin implementation. This clearly indicates that more and more countries are recognising the importance of including volunteering in their National Accounts.

The Committee of the Regions within the EU emphasises the considerable economic contribution that voluntary activity makes to local, regional, national and the EU economies through (a) the extra human resources that it adds to social and economic activity and (b) the creation of social capital and a better 'quality of life' which can be an influential factor in investment and job creation.

CHAPTER 2

Focus on Volunteering in Malta in Practice

Interviews

No act of kindness, no matter how small, is ever wasted (Aesop)

FOCUS - INTERVIEWS

YOUTH

Agenzija Zghazagh (Youth Agency) is all about main streaming the policy regarding young people in areas such as employment, health, education and all the others fields in which young people are involved. Agenzija Zghazagh works on three main pillars: youth empowerment, policy main streaming and research. One of the main aims will be to coordinate the work of various ministries where young people are concerned.

Agenzija Zghazagh was officially presented to young people, representatives of youth organisations and youth workers on the 5th of February 2011. The setting up of this agency has been envisaged in the National Youth Policy that was revised last year. The newly established agency consists of two units: Policy, Main streaming and Research Unit and the Youth Empowerment Unit. The Policy, Main streaming and Research Unit will strive to ensure that young people and their aspirations are reflected in policy and projects within the various sectors pertaining to youth. The Youth Empowerment Unit shall work with other key stakeholders to develop, strengthen and facilitate empowerment programmes. Since its official launch, Agenzija Zghazagh has already organized a number of activities which included training seminars for young people who are currently participating in the Youth Local Councils empowerment programme. Another activity which forms part of a series of initiatives to mark the European Year of Volunteering was a tour for young people to experience the services of a number of voluntary organizations.

An interview was carried out with the Chief Executive of the Agency who explained that one of the specific remits of the Agency is to encourage volunteering by youths. It is a government body which has a specific remit on volunteering emanating from government policy for the youth agency under which remit the government agency has to draw up strategies with the aim of promoting and encouraging campaigns and initiatives to raise public awareness with the scope of promoting community cohesion and volunteering; the development and provision of community projects for youths that create a sense of civic pride, a sense of belonging and unity in the community, to create a structure of support for the youth voluntary sector that will: develop and implement a basis that will give support to voluntary organisations so as to increase the learning experience of youth volunteers, to act as a means of communication between the youth voluntary sector and the national council for the voluntary sector; to promote volunteering especially in educational institutions and youth organisations and to provide information on volunteering for the youth sector and also to carry out research about volunteering and propose changes in policy as necessary.

Due to the recent birth of the agency, till now the Agency itself does not have much

experience in engaging volunteers itself as an Agency other than from the European Voluntary Services (EVS) on internships from abroad and use has been in mainly one-off events. The Agency till now has launched 3 activities directly related to volunteering being:

1. Voltours – these are activities held once a month wherein youths apply to be taken on tour on Saturday mornings to 3 NGO's who can accept volunteers so as to obtain insight of where their skills might be useful and to encourage them to volunteer in such NGOs. Till now attendance has been of about 25 to 30 youths each month and publicity for the event has been carried out through the Agency's website.
2. A leaflet entitled U Volunteer? Which is a directory for young people of organisations wherein they may volunteer.
3. Procedures have started to start acting as a coordinating agency for youths who wish to carry out EVS and are not part of an organisation.

The Agency wishes to grow in this area of volunteering. Its function is mainly that of being a monitoring body in the government sector and to be an overall monitoring body for all areas connected with youth affairs in the public sector be it education, be it social policy etc. It intends to coordinate both youths in society as well as in government entities. Since the Agency is relatively new, it intends to create more promotion and try to create more awareness on volunteering and reach out more to the youths in society through outreach projects – in the street, in schools. Therefore in a concrete way it intends to grow in the voluntary work by targeting more outreach. At present this is done only through social media networks such as face book and websites – next year the target is more outreach.

As regards to national structures and policies and improvements thereon the Agency is still in the implementation phase of its own policies and its own policy on volunteering was drawn up in 2010 therefore it is still early to suggest improvements to it.

Formal statistics on youth volunteers do not yet exist in Malta and it is hoped that eventually something in this regard will be done – such as a database for volunteers. During 2010 the Agency commissioned a research project on volunteering and youths which is presently under discussion.

ENVIRONMENT

NATURE TRUST (MALTA) is a non-profit non-governmental environmental organization working in the Maltese Islands. It is also a privileged partner of World Wildlife Fund (WWF).

Nature Trust Malta (NTM) was founded on 12th December 1962 under the name

*Natural History Society of Malta. On the 8th January 1999 a merger of four NGOs took place forming Nature Trust (Malta) as we know it today. These four NGOs are the **Society for the Study and Conservation of Nature** (SSCN, formerly known as Natural History Society of Malta), **Arbor** (founded 1989), **Verde** (founded 1997) and **Marine Life Care Group, MLCG**.*

Nature Trust (Malta) is today one of the oldest and largest environmental NGOs in Malta dealing with natural environment of the Maltese Islands. Over the years it has worked and lobbied hard to get legal protection for various plants and animals in the Maltese Islands, helping to save from extinction some of the local endemic species. Today the Trust is very active in environmental education through various means, as it strongly believes that education is the best tool to create awareness on nature conservation. The organisation is also carrying out many environmental projects in Malta such as afforestation, habitat conservation and the creation of marine protected areas.

An interview with the President of Nature Trust (Malta) yielded the following comments. Nature Trust utilises volunteers in all areas of its activities being on ecological sites preservation, in educational campaigns, in the project EkoSkola and in the nurturing of hedgehogs and water turtles. There are approximately 25 active regular volunteers, half of which offer their services in ecological sites in watering, removal of weeds etc and the other half in general educational work being guided walks, courses or illustrated talks. Another 10 volunteers are in a rescue team by roster 24 hours 7 days a week on rescue programme for hedgehogs (qanfud) and turtles (fekruna). Nature Trust has also utilised volunteers from the European Voluntary Services (EVS) - 5 in all - who come to Malta for one year, subsidised by the EU and has also utilised volunteers through internships with Universities (20 over last 4 years) and others through the programme Leonardo.

In recent times it has become less easy to tap available resources. Up to a few years ago it was an easier task. The main reason could be a change in lifestyle and less time available for active volunteering. Nature Trust taps available volunteer resources through facebook, computer media, email shots, press releases in the media and participating in events like freshers week at the University. A source that could be tapped further is the elderly sector of the community.

As yet Nature Trust has an informal policy on volunteering and the feeling is that structuring volunteering too much within the organisation may put prospective volunteers off participating. Many volunteers in nature conservation are put off by too much bureaucracy. Till now no statistics are available on volunteering within the organisation however a formal database is being prepared. Although Nature Trust does not have a formal policy for volunteers it does have policy procedures for senior officials to follow – both financial and operational ones.

Practical problems that have been encountered with volunteers especially foreign ones on internships or EVS has been their young age and some have been homesick after a short while in a foreign country. It is sometimes difficult to distinguish between volunteers and staff and sometimes clashes can result as a cause of this since whilst the former are dedicating their free time and this has to be acknowledged the latter are being paid for their work. Volunteers require a lot of mentoring especially the younger ones as well as a sense of responsibility towards their health and safety. Maturity is important and a certain vetting is important before accepting a volunteer. The Maltese as a cultural factor require a paternal attitude, they are less independent and need to feel that there is someone 'looking after them' even in volunteering. Nature Trust likes to promote teamwork as much as possible, encouraging teamwork is a priority.

Training is also a requirement especially when it comes to handling turtles and hedgehogs. This requires training in first aid and other skills. Through the volunteering experience, Nature Trust has found that it helps in discovering people's inherent abilities for example a scientist developed his teaching skills, an EVS French volunteer discovered she liked working with children and now works in a museum abroad with children. Nature Trust tries to discover and identify skills already in the person and to utilise such skills in the various activities. It also tries to organise social activities to bring everyone together. Through experience it has found that some members of the community commit to specific one off events rather than an ongoing contribution for example clean-up in Pembroke. They prefer a one off contribution rather than a committed regular voluntary activity. This could be mainly due to time constraints. In tree planting for example some are ready to grow them at home and so flexibility helps. People are mainly afraid of the commitment and they prefer to be volunteers in their free time but at their leisure.

Sometimes people are good at something but fear keeps them away from something, a certain pessimism. In the project EkoSkola nature trust has introduced the concept of volunteering in schoolchildren. It is a project on empowering children. It is a project that has been ongoing for 10 years promoting democracy in all schools with a 70% rate of participation including both private and church schools. Some children even went a step further and wanted to take on roles for example becoming a PRO or took a personal interest in the programme. It helped them discover their skills especially leadership ones sometimes. It also has had a ripple effect from secondary to post secondary schools. Some would have been on the committee of the programme in earlier schooling and carry the message on in their next educational step and they wish to see it grow. They want to grow in volunteering themselves and also see the volunteering grow. Although there could be less active people now there is much more accountability now as all volunteering was more ad hoc before.

Nature Trust Malta wish to grow further in the area of volunteering and adopt a more marketing approach, more promotion of activities, more joint ventures with government, more aggressive marketing campaigns to tap new potential volunteers.

On a national basis it would appear that we are still in our initial stages in Malta in forming a structured volunteering network. Although there has been a slight shift NGOs abroad in general are more supported than in Malta. In Malta sometimes NGOs are at loggerheads with other NGOs or they adopt a militant approach. In foreign countries support from the authorities is much better, in Malta the potential is not only not being exploited by the authorities but it is lost and authorities set up for this purpose have not yet been very effective in this aspect. NGOs are not treated in the same way and there is lack of support. There is no formal national structure.

The creation of a national directory of volunteers is recommended. Authorities should support NGOs for the service they render to the country. This could be done through tax rebates, exemptions in water and electricity bills, vat exemptions. Unfortunately sometimes NGOs are seen as a threat rather than as a contribution. There is no formal national recognition. More recognition from the Authorities of the work of NGOs is required. More executive powers should be placed in the hands of the Commission for the Voluntary Sector. Not enough powers emanate from the VO Act. A National Promotion Campaign should be carried out encompassing all Ngos and coordinating them amongst themselves – and existing volunteers included – A national policy and procedure for volunteering is required and implemented. A higher allocation of funds to the voluntary sector is required as well as of EU structural funds.

ANIMALS

The Association for Abandoned Animals (AAA) currently hosts 120 abandoned dogs. These dogs come from the streets, many of which were ill-treated by their owners, suffering from injuries and most often left to wonder in the streets because their owners cannot keep them anymore. Sadly, irresponsible owners abandon their animals anywhere, leaving them without a shelter, food and water. This causes immense distress to the animal, who is now left to fend for itself. AAA has a strict non-killing policy. No animals are put to sleep because they are sick or because there is not enough space for them. Animals who come in ill are given all the necessary veterinary help no matter how much it costs. Animals who have untreatable illness or injuries are put to sleep upon veterinary advice and as humanely as possible.

AAA follows a neutering campaign which is either funded from the donations we collect, from the Department of Animal Welfare, Happy Paws, SASG and other local & foreign organisations. AAA also runs a successful and rigorous rehoming

programme.

An interview was carried out with the President of AAA. Volunteers are utilised within this Association in all areas mainly being in its functions of in neutering and acting as a re-homing centre as well as in cleaning and maintenance of the premises, memberships and PR. The Association has seen about 200 volunteers.

The Association has no funding from Authorities and it does not find it easy to tap resources mainly due to its lack of resources. The nature of the help required is not always pleasant as it is hard work in a dirty and tedious atmosphere. Volunteers sometimes prefer to help in a cleaner environment.

The main difficulties encountered are the fact that volunteers find the atmosphere to be overwhelming. Funding is also a major concern. Helping animals is sometimes considered to be a waste of time.

The turnover of dogs is of about 500-600 dogs a year. The President feels that dedication and commitment to animals in Malta is poor.

Efforts are being made to grow in awareness through publicity in the media through descriptive fliers and presence in TV programmes.

There is no internal policy on volunteering and in practice the volunteering is very informal. She feels that structuring the service too much might put off certain volunteers.

On a national level, education needs to improve towards animals in general, the mentality, awareness on the nature of a dog and the elimination of the objectification of animals being treated like a toy. The area is quite neglected on a national level with limited funding allocated to the sector since animals are not considered to be a priority.

DOMESTIC VIOLENCE

The Commission on Domestic Violence was set up under Article 3 of the Domestic Violence Act (Chapter 481) on March 1, 2006. The main role of the Commission is that of advising the Minister responsible for social policy on all aspects of Domestic Violence. These aspects include:

- (i) the fight against domestic violence, especially in raising awareness on the problem*
- (ii) suggesting areas for research, identifying training for professional groups.*

The Commission has set up a Subcommittee on Service Development, which brings together representatives from the Commission, Agenzija Appogg (Designated Agency), the various Shelters in Malta, a practitioner in the field from Gozo and a former service user. The main aim of this Subcommittee is to help the Commission in its task of monitoring and safeguarding standards of practice and to further facilitate networking between practitioners in the field and others in related spheres.

A second subcommittee on Research and Data Collation which brings together the main sectors that touch on domestic violence, such as health, police and the Foundation for Social Welfare Services is also being set up.

An interview was held with the chairperson of the Commission on Domestic Violence. None of the Commission's work entails working directly with clients however most of the Commission's own work is done by volunteers also from the professional field. Some members attend sub committee meetings of the Commission on a voluntary basis to develop specific aspects of the work that needs to be done. The Commission members receive an honorarium whilst the sub committee members are mainly all volunteers. The volunteers are chosen by the Commission according to the specific skills required. Some are chosen from society in general according to their skills and others seconded to work during their working hours and of course this is a paid service. The Commission has a service development sub committee, a research sub committee with a lot of the work being done on a voluntary basis and a legal sub committee.

A difficulty for volunteers here is the time period for which they are expected to provide the work, after a long time the time given could become a burdensome commitment.

The Commission would use more volunteers especially for its research projects on which they wish to expand given available resource and new committees would be created.

The main constraints seen on a national level are financial constraints, availability of time, the passion and enthusiasm of the individual; the volunteer coordinator has to work with what the volunteer has to offer and use to the full their skills, be able to manage interpersonal relations and issues that may crop up.

Practical ways to reach out to new volunteers include word of mouth, targeting students, marketing, proper terms of reference and objectives, a training volunteers programme for Malta run on a professional basis and creating overall 'better' people for Malta.

MENTAL HEALTH

Mount Carmel Hospital aims to promote mental health within the Maltese society by:

- *Assisting persons with mental health problems who require specialist treatment and care as well as support for their social network.*
- *Providing, through specialist multi-disciplinary teams, a comprehensive and integrated range of community and hospital mental health service.*

Mount Carmel Hospital is responsible for the coordination of all mental health professional services offered in Malta and Gozo.

Mount Carmel Hospital administers a befriending service on a voluntary basis; the hospital works mainly on an outpatient basis, in the sense that all service users are in the community as opposed to hospital residential service; the scope is to have all service users living in the community. Outpatient services are provided together with day centres, service users are followed in the community by social workers, psychologists, psychiatrists etc. One of the services offered by the Hospital is a voluntary run programme entitled 'BEFRIENDING'. Through this service, the persons referred to the programme by all other professionals will have a volunteer allocated to them to spend a few hours per week with them and during this time time is shared with the service user in developing a friendship, going out, socialising etc.

The discussion at Mount Carmel Hospital involved meeting a female service user, her volunteer under the befriending programme and the clinical psychologist involved in management of the Hospital's volunteer befriending service. Under the Mount Carmel Hospital Community Befriending Programme, volunteers can offer one-to-one support to adults/young people experiencing mental health difficulties living in the community. The befriending role involves finding 1 or 2 hours of time per week with a befriender to develop a social relationship and to enjoy a range of experiences and activities together including:

- A coffee and a chat
- Going for a walk
- Eating out
- A cultural visit
- A trip to the gym
- Appreciating music/discussing books or the news.

The service users presently referred to the programme total about 100 but the number of volunteers total 28. A significant increase in the number of volunteers is required by the programme in order for it to be more effective.

Interview with manager of the programme

The main problems encountered by management is the stigma associated with mental health issues, some people can be labelled even if they are seen exiting the hospital therefore one of the struggles is to obtain more acceptance in society of mental health issues. The scope is to try to allocate a volunteer to each service user.

Efforts to tap available resources are made through the media, through talks at University to for example psychology students, through meeting institutions, companies and other entities. A comment was that it is sometimes very difficult to find collaboration especially from the private sector since the hospital is looked at as a government entity and therefore some question why 'help' is sought from the private sector for support such as financial support even for a social event for volunteers and service users.

Another major factor (common to all volunteering) is the time factor, the availability of volunteers although the programme runs on a 2 hour a week basis. The organiser also mentioned a communication issue, whereby a structure for all round effective way of communicating with the volunteers is still being set up, through which everyone knows what is happening immediately and in a timely manner and instructions etc can be given out effectively. Most of the volunteering is done after working hours and therefore this in itself poses an issue with communication if the need so requires. Financial support is always an issue in for example the fact that some service users are not mobile in the sense that they do not have transport facilities for the befriending service (one particular user is blind for example) although when the service users can go out, public transport is used to go out with the volunteer. However assistance for the befriending programme in the form of available transportation facilities would enhance the programme. Therefore mobility for service users needs to be addressed.

The organisers of the volunteering programme are enthusiastic about the project and wish to see it grow substantially. It is their aim to develop new roles, through growth also providing better therapy – the aim is to grow and expand the programme into other specific focus groups such as forensic, children and other areas, the programme can be found to be even more useful than psychotherapy in certain aspects. Through the programme **a friend is provided, a ready made friend who accepts them unconditionally is provided for the service user.**

The programme has a formal written policy and framework within which it operates.

The main improvements the programme managers would wish to see in national policies and structures are a betterment of the channels of the communication especially among sectors within the public service in the form of better

communication for volunteer coordinators – for them to know where to access resources, information – to have a reference focal point – an official communication structure needs to be available – also between the different NGOs – different NGOs provide similar services for example hospice movement, richmond foundation but all are cut off from one another with no exchange or sharing of practices. Therefore the main improvement is

1. more coordination, more communication with other organisations;
2. this will also lead to sharing of volunteers between different organisations;
3. sharing of experiences with other providers needs to be improved on;
4. one feels alone to know where to start – this must be eliminated;
5. formal training for volunteer coordinators;
6. betterment of available resources – one person sometimes does everything;
7. improvement in training and
8. better group supervision

Ways to reach out to new volunteers on a national scale and more awareness on a national scale can be motivated by mainly marketing campaigns through advertising and using the media, television (very effective), marketing specific volunteer programmes. A centralised marketing campaign funded by government would attract more volunteers.

Interview with volunteer 'befriender'

The volunteer interviewed is a University psychology student and she has always been attracted to the counselling profession and the mental health area. She got to know about the befriending programme through a talk held by the programme manager at the University.

She feels that she has adapted well to the service user and an optimal relationship has been built with the service user.

She feels that the personality of the volunteer plays an important part in the service being given, the level of awareness of the person and she feels that not everyone can be a volunteer. Training is necessary and a proper support structure for volunteers should always be available. It is important to know how to keep the right boundaries with the service user.

The volunteer feels that this experience is an enriching one and very rewarding for her self too apart from the service user in that she is happy to see another person happy through just being with her and keeping the person company or going out with person for some time during the week. This experience will also serve as acquiring a skill for her CV. She wishes to grow as a volunteer and sees herself continuing to

volunteer in the future possibly with children.

As to knowing about the volunteering needs in Malta in general she feels that the sector is not yet structured and it is important that training is focused with adequate preparation especially in sensitive areas such as mental health and children.

Her message to the general public would be to experience volunteering for themselves and try it out and to realise that stigmas are only conjectures of the mind and can easily be seen for what they are through practice and overcoming them.

Interview with service user of befriending programme

The interview with the service user was held in an informal manner in the form of a conversation. The service user was highly enthusiastic about the befriending programme and she considers the volunteer as a mentor listening to her views on clothing, appearance, daily coping skills and looks forward to those 2 hours of going out with the volunteer every week. She feels that the volunteer has made a change in her life and is a source of happiness in her life because she feels she has made a true friend and she would gladly welcome more volunteers under the programme in her life. She feels totally accepted in the programme whereas her experience in everyday life even at the workplace has not been that but rather with episodes of ridicule and abuse and a very 'friend less' life. She wishes to go out more, socialise more and lead the same life as her counterparts with the same opportunities and experiences. In such cases volunteers accompanying the person on the workplace should be considered.

After the interview I personally felt that a massive education campaign is required in Malta to realise that the dignity of such persons is as equal as that of others and that mental health issues can touch each and every one of us, nobody is immune to them and these people should not be emarginated in any way but integrated in the social sphere of each and everyone of us!

SOCIAL WELFARE – APPOGG

Agenzija Appoġġ forms part of the Foundation for Social Welfare Services. The Agency has as its ultimate aim the enhancement of the lives of people in need, through the provision and availability of professional care and support. Offering a wide range of community-based and specialised social welfare services, Appoġġ is the central national agency for children and families in need.

Mission Statement

"Agenzija Appoġġ as the National Agency for children, families and the community,

safeguards and promotes the well-being of these persons through the development and provision of psycho-social welfare services."

Vision

"That people in need find access to and are provided with professional care and support."

Agenzija Appogg runs Supportline 179 and Programm Uljed Darna solely by means of volunteers. Supportline offers a telephone listening and guidance service and is run 24/7 throughout by means of volunteers. Programm Uljed Darna deals with cases already being dealt with by social workers through the agencies Appogg, Sedqa and Support which deals with disability. The family concerned might need a volunteer who would be then allocated to the family and will help put in say parenting skills, with children's homework, empowerment for study, transportation for example the parent has an appointment with a psychologist; with child minding for example the parents might have a courts sitting etc.

Supervision, training and guidance for volunteers are offered by the paid staff of the Agency. Volunteers must be over 21 years of age, no specific background is requested and intensive training is given over a 12 week period. Volunteers are matched as much as possible with the case they will be handling if possible they are not from the same town due to boundaries as well as confidentiality. The needs of the family are addressed with the social worker and a plan is devised and implemented.

Supportline at present makes use of 80 volunteers whilst Programm Uljed Darna makes use of 40 volunteers.

Annually a structured volunteer recruitment process takes place and in 2011 32 new volunteers were recruited apart from the ones mentioned previously. The recruitment campaign is planned by the marketing team within the Agency at the beginning of the year and the campaign is spread over a period of 2 months through utilising the media, TV stations at different times and newspaper articles. Parish centres are also targeted and students especially in related subjects such as psychology and social work. Recruiting is mainly drawn through newspaper articles in this case especially through Sunday Times readers. The marketing campaign is usually considered to be effective. Volunteers are mainly women. Applicants are usually more than the final number which is accepted since after the first info meeting some applicants drop out as they realise it might entail something they were not expecting. A one year commitment is requested from the volunteers, with the 3 months obligatory training to ensure continuity.

Supportline has been ongoing for 15 years solely run by volunteers and calls are received daily with over 100 calls per month being handled. In 2011 there were a

total of 11761 genuine calls apart from the hangups, wrong numbers, hoaxes etc. Calls are received mainly from adults especially women.

Difficulties encountered in practice could be that sometimes the volunteers' expectations are not reached or maybe the Agency may not have all necessary resources available. Volunteers have other commitments or problems in their own lives could crop up such as illness in family etc; time constraints are always a factor; volunteers could be selective and do not wish to work with everyone.

A database of volunteers is kept by the Agency but since the training is held once a year sometimes a volunteer may turn up at the wrong time of the year. Even though there is a one year contract, sometimes the volunteer stops due to emotional difficulties or a difficult environment.

Supervision for volunteers is ongoing – supervisors are on call 24/7 by means of a shift basis, these are qualified social workers or psychologists and are only a phone call away. They offer constant support to volunteers. A support group meets bi monthly wherein volunteers share experiences.

The trend of calls is discussed and further training is provided as considered necessary to cope with the present need. Some volunteers have been with the Agency long term even for the full 15 years that Supportline has run and of course in such cases training refresher courses are obligatory.

As in other scenarios, demand for volunteers outweighs the supply. Management are aware that there are many more cases to which a volunteer could be allocated. The elderly are a supply source in society which could be tapped further to become involved in voluntary work. The Agency also runs another project by the help of volunteers called Progett Tereza – wherein donations of furniture are allocated immediately to someone who may need the donation. An elderly man runs the project who also won the Elderly of the Year award. His job is to coordinate donations and requests – a database of donations is maintained, however as much as possible donations and requests are allocated immediately with immediate transportation.

As stated above, there is much need for more volunteers, many more cases exist wherein needs are already established and more volunteers can be used for such services for people who are already waiting. Management feels frustrated that they can improve the life of people and there are no people to send to help out – in this regard in 2012 marketing slots are to increase on TV, radio and newspapers. The campaign will incorporate all media as much as possible keeping in mind that growth in the area is required and tapping all areas of society including the elderly resource.

Procedural manuals exist in the Agency with policies and procedures for the service – guidebooks exist for volunteers themselves – all Agency policies incorporate

volunteers in all areas including health and safety guidelines. The volunteer service in the Agency is a formalised service. Recruitment procedures also incorporate how to recruit volunteers and what is required from them.

Every year an Annual General Meeting is held for volunteers within the Agency. 3 volunteer representatives are elected by means of an election held by the volunteers. Management meets every 6 weeks with the volunteer representatives and they work together with management to improve the services as necessary.

In national structures and policies better regulation of the sector is necessary, a coordinated pool of volunteers would be a welcome addition. Stressing on empowerment of volunteers in society is necessary, creating a culture of an inclusive society, encouraging volunteers from all areas of society even from minority groups themselves; service users themselves can be volunteers; volunteers themselves show the quality of a society; being a volunteer requires total acceptance of oneself. Through training the volunteer himself will grow and learn about empathy, nurturing etc. Education in schools should include awareness on volunteering and even career opportunity fairs should include stands on volunteering. More awareness on the benefits of volunteering could happen and on the benefits in personal growth; orienting people towards the sector and explaining fully the benefits of it.

KUMMISSJONI DJOCESANA ZGHAZAGH (KDZ)

Kummissjoni Djocesana Zghazagh is the official organ of the Catholic Church in Malta set up to be at the service of young people. One of its aims is voluntary experiences – forwarding and liaising between volunteer organizations an aspiring volunteers and the facilitation of collective volunteering events.

An interview was carried out with the President of KDZ who explained that KDZ is a network of all Church organisations for youth. KDZ works with 3 full timers. It runs a number of programmes in which volunteers serve time abroad helping poverty stricken areas. The number of volunteers in summer who serve for this purpose total about 1,000. Besides this KDZ has volunteers in youth centres, in Church associations, in the Socjeta Museum, leaders of prayer groups and students. KDZ uses its website to update its events and in parishes, notifications through schools, adverts on the website, face book, word of mouth and personal contact. Work is also done in Malta for example with vulnerable people in Isla and for this type of work training is provided although this is somewhat informal.

The President thinks that structuring of the sector should be done in a way that does not scare the volunteers away, that will encourage the volunteers to always promote their qualities, that policies do not lessen one's individual qualities but enhance them;

volunteers are not suffocated but can remain spontaneous, that a balance is maintained. The fact that Malta is last to introduce certain measures should enable us to learn from the experiences of other countries. Therefore it is important that formal policies encourage and do not hinder the sector. Coordination and support within the sector are important. Other matters to consider are:

- *Ethics*
- *Less emphasis on academic qualifications*
- *Less individualism*
- *Less pressure for academic exams*
- *Financial constraints*

It is the opinion of the President of the organisation that volunteers are always lessening due to the commercialisation of everything and the changing structure of society towards more individualism.

CHAPTER 3

Focus on Volunteering in Malta in Practice

Questionnaires

Everyone can be great because anyone can serve. You don't have to have a college degree to serve. You don't even have to make your subject and your verb agree to serve. You only need a heart full of grace. A soul generated by love... Dr. Martin Luther King, Jr.

FOCUS - QUESTIONNAIRES

Questionnaires were sent out to voluntary organisations, active volunteers and the public at random. The responses were highly informative for the purpose of the research. In view of the different sectors pertaining to the responses, it was considered to be useful to reproduce the very valid answers specific to the different areas below; this is the direct voice of NGOs. 23 different sectors in the field are hereby covered by the very detailed replies to the questionnaires to voluntary organisations. As one can see below the areas covered by voluntary organisations are wide, vast and varied and incorporate all areas of life.

Voluntary Organisations

500 questionnaires were sent out via email and 150 via postage to voluntary organisations. 23 detailed valid replies were received.

A summary of the responses for each organisation can be followed below:

In which area does your organisation utilise volunteers?

Sectors that replied were:

- a) CANA Movement – deals with widows and widowers and bereavement
- b) Gender equality
- c) The National Council for the Elderly - the NCE through its Council Members helps in the field of social protection/social inclusion/hate-discrimination
- d) Educational programmes, victims of domestic violence and furniture and white goods distribution
- e) NGO 'Tghanniq'a' targets children and youths coming from difficult backgrounds in Cospicua and the surrounding area. The main duties of the volunteers include helping out children in their homework, planning and organising outdoor activities, creating material and delivering sessions that match the limitations of beneficiaries, managing financial transactions and organising fund raising activities.
- f) Education – training sessions given on presentation skills, spoken English etc
- g) Valletta Alive Foundation – the organisation is run by a core group of volunteers with any initiatives being run and coordinated by the same people. Beyond these people we do not make use of volunteers.

h) St. John Rescue Corps - Basic rescue, fire fighting and first aid for any contingencies arising out of the weather elements and/or human related events. This may include events wherein medium to large crowds are involved.

I) St Jeanne Antide Foundation - learning support for children from very vulnerable families whom we support through our range of services and projects; reception work at the Antide drop-in centre in Tarxien, answering the phone, taking messages, welcoming families who drop by, making tea, helping in activities; handyman work in homes of poor families; befriending very lonely home-bound persons; volunteers accompany a volunteer nurse; counselling by qualified counsellors who offer their services on a voluntary basis; professionals who offer their services on a pro bono basis: lawyers, doctors; housekeeping and sewing; running a bazaar and other small scale fund-raising activities; running a summer programme for children: creativity activities.

j) Sports – Malta Amateur Athletic Association - The Council is composed of a total of 9 members and all are volunteers. There is also a team of technical officials who control athletic events, ie. track and field meetings as well as road running events. Unfortunately whilst up to now we have always managed to work with officials on a voluntary basis, the number of volunteers has dwindled so much that we have decided to start paying them a small fee to encourage them to keep attending and helping in the sports' events.

k) Many areas including fund raising, administration, and programmes with clients.

l) Get Up Stand Up! - Migration, anti discrimination – events organisation, clothes sorting and distribution, teaching English and Maltese, educational talks in schools etc.

m) St Philip's Band Club AD 1851, Haz-Zebbug Malta, has 3 objectives in its statute – teaching the art of music, teaching the art of pyrotechnics and teaching the art of street festive decorations. The volunteers normally choose one or more of the sections and commissions and from there on these persons would help in the area they would have chosen. The club consists of the general committee, the youth, women, kids sections, and the commissions for fireworks, activities, festive decorations, band, radio, culture, and pageant group.

n) Red Cross - The main areas are in operations being first aid and ambulance services, migrants being tracing and welfare, local vulnerable groups, dissemination of first aid information and overseas missions. Volunteers are utilised in many roles from management – top, middle and lower; administration, hands on work, training, water and land rescue, logistics, finance, public relations, international assistance and support and elderly care.

- o) The Scout Association of Malta - At all levels
- p) All work is done by volunteers including all the members of the Committee
- q) Malta Tama Tnabar Association - Creativity
- r) Social work with prisoners, ex-prisoners and their families
- s) Junior Chamber International - All areas of activities – in training, entrepreneurship, community and international – our organisation is run by volunteers
- t) In the aid of arthritis and rheumatism patients
- u) Cam Youths – the formation of Christian Life Communities – CAM forms groups of youths who go and do voluntary work abroad – the organisation involves young persons from the age of 16 upwards to adults till around age 40. It consists of several groups, termed 'communities'. The organisation involves its members in different types of outreach project, namely with different populations, which populations vary according to each project and initiative. The organisations offers a broad spectrum of outreach activities, both as one-offs and those organised on a yearly or ongoing basis. One such yearly activity is a 3 year camp organised by the young persons themselves throughout each summer. Ongoing projects include summer camps for children living in disadvantaged areas in Naples, Italy and La Goulette, Tunisia. Our organisation also organises a summer camp in a local children's residential home as well. These summer camps are organised in conjunction with the Missionaries' of Charity (Sisters of Mother Theresa) and the Missionary Society of St. Paul.

The organisation broadens its voluntary work spectrum by going further in other countries. Other projects include a group which participated in voluntary work in Pakistan in the summer of 2005 and members of various communities that participated in voluntary work in Ethiopia and Egypt throughout the years. Members have also engaged in voluntary work on a long-term basis providing their services in countries like Peru, Philippines, Spain and Ireland.

The organisation also participates in European Union Youth in Action projects especially by sending its members on European Voluntary Service (EVS).

Our organisation has also two running projects in Asia; one being a childcare centre and an education centre for young out of school girls in Pakistan. A new innovative initiative by a particular community within the organisation aims to help a group of young persons in The Philippines to develop themselves through music through several fund raising activities held in the community throughout the year. Our

organisation and its members are dedicated to keep serving the community in various ways, as suits the needs of society.

Volunteering occurs also on an internal level. All the work mentioned above, is administered by an elected Committee and the different working groups without which none of the above work would be able to happen. Different working groups exist as indicated in the organisation's Statute, including a finance and web team amongst many others. Other working groups are appointed as needed throughout the year. In the past year, at least 11 voluntary working groups were operating consisting of members of the same organisation, each taking care of yearly activities or initiatives of the organisation.

v) In gender equality in areas regarding health, social issues, environment and education including ITC courses and basic English, Maltese and Maths for women returners; in preparation for newsletters, editing and preparing for postage which is all very time consuming; in formulation of policies on national issues, organisation of conferences and talks etc.

w) Heritage Enterprise – executive committee

How many volunteers per annum do you utilise in your service provision?

a) no volunteers at present

b) It depends on the work in hand. However to carry out daily duties about 10 persons and all work is done by unpaid volunteers

c) Various associations affiliated with the NCE utilize their members/volunteers as the need arises

d) approximately 14 volunteers

e) on average 18 volunteers per annum are utilised. The number differs in the winter time since during the summer months people have more free time and hence can dedicate more time to volunteering

f) Fluctuates from 9 to 12 volunteers

g) 4 or 5

h) Approximately 45 to 75 volunteers

I) An average of 64 regular volunteers and around 52 secondary school students

who volunteer once every 15 days for a whole scholastic year

j) To control a track and field athletic meeting we need at least 30 officials, apart from the 9 council members. We hold and organise about 40 events during a calendar year.

k) 300

l) approx 20

m) Up to 300 persons during the feast of the patron saint in the second Sunday of June.

n) At present a total of about 50 volunteers

o) Around 800

p) We are a small organisation and normally not more than 7 volunteers work on a particular event

q) Approximately 30

r) 8 volunteers

s) 10 to 15

t) 10

u) The organisation consists of different communities or groups which are guided/led by appointed leaders or guides. Presently, 24 leaders/guides provide ongoing support and guidance when serving the communities they are responsible for.

Around 25 members serve in the organisation's administration (administration, finance, activities teams, outreach projects, website team etc) on an ongoing basis.

At least 60 volunteers both from within and from outside the organisation have served in the yearly voluntary work projects held abroad. Around 150 young persons are involved in a 3 day camp that is held annually providing informal education and active participation over 4 days in a residential format starting from the early months of each summer.

The organisation encourages and provides the set up for new and smaller scale outreach activities and initiatives throughout the whole year. All activities that are organised either on an organisation level or by individual members, or by the groups

themselves throughout the year, all of which are run on a voluntary work basis.

v) Over 20 per week

w) 7

Do you find it easy to tap available resources? How do you tap available resources?

a) not easy to tap available resources – through networking

b) If volunteers are available it is relatively easy. However people are all very busy, especially women who have to find ways to balance their work/life. Additional responsibilities can be difficult for them.

c) It is not so easy to tap resources. Networking with others proves to be useful, however, on a European level we interact with AGE as a valuable source of information

d) yes and we try to find other resources too

e) the majority of volunteers at Tghanniqa are dedicated volunteers who provide their service to beneficiaries on a regular basis. Sometimes there are not enough volunteers to cater for the needs of the organisation however work is eventually shared among volunteers in order to cope with any needs arising. In reality, it is a problem to tap certain resources such as funds.

f) Funding is difficult although we try to get corporate sponsorships for specific programmes. Our biggest problem is human resources as we need more volunteer tutors.

g) Would wish to tap resources beyond the core group of people but it is very difficult

h) No it is not at all easy to tap volunteers especially under the prevailing economic climate. We utilise all available means and contacts to seek out funding, sponsorships etc

I) Funding: we strive extremely hard to find funds to sustain our core services which require professionals to provide them but we manage. In-kind support: we have very low overheads since we manage to find benefactors for furnishings; people give us furniture for families we support who desperately need basic furnishings. Volunteers: we manage to find the needed volunteers through our ground work in parishes and contacts.

- j) There are 2 types of volunteers used by voluntary organisations – those organised to work and promote a sport, culture, arts or other activity all year round and those who get together once a year to organise a one day or short event usually to raise funds for some good cause. The one-off type of volunteers can be found very easily through contacts or adverts. The all year round volunteers need to be trained and need to be someone who truly believes in the movement that he/she is helping or has a personal reason for getting involved such as having a child or children participating in a particular sport or other activity. At MAAA, it is difficult to attract new volunteers. The new volunteers are usually parents of athletes who participate in events. MAAA recruits them by encouraging them to attend for officials courses to be able to help out. The chances are however that they stop contributing as soon as their child stops training.
- k) Many volunteers approach us. These include students doing the systems of knowledge course or degree or people wishing to volunteer for reasons other than their studies. We contact organisations which provide volunteers such as AIESEC, universities and colleges and we also have a project where we host volunteers as part of the European Voluntary Service.
- l) We get a good stream of volunteers from abroad who find us on various sites such as www.idealists.org. Not so many Maltese approach to help though.
- m) Persons usually approach the club directly and from then onwards they will take an interest in one of the areas mentioned previously. Usually the most likely contact would have been made through friends. Learning of music is usually encouraged by parents who would be members of the club.
- n) We do not find it easy at all. We need to find the right person who is able to tap funds for us. So far most of our income comes from first aid courses, first aid ambulance services and sponsors.
- o) It is never easy and at the moment there is no strategy in place but it is a somewhat informal method based on the particular need.
- p) No it is not easy to tap resources, appeals to non committee members to set up, for example, a support group, has not been taken up by members
- q) Not answered
- r) It is not easy to recruit new volunteers. Presently we are working mainly on this issue. We must be constantly aware of funds being offered.
- s) It is very difficult. Our organisation has a 'one year to lead' policy so in 'their' year volunteers are expected to make themselves available.

t) Not at all; we tap funding by asking for sponsorships

u) The main resources tapped are human resources, such as leaders to commit themselves to participate or to lead long term voluntary work projects abroad or to lead a new community/group. Individuals from within the organisation are approached universally via platforms the organisation has set up, such as social networking, website, mailing lists etc to offer its opportunities to all members. Leaders are approached following thorough consultation and discussion so that the individual is guided to balance voluntary work opportunities with personal commitments.

Other resources that are tapped are namely products and accessories that would be needed for any fund raising activities and for voluntary projects for the children's camps. Networking methods are mainly used, utilising the members' own resources and strengths in order to obtain the necessary resources.

v) Financial resources are very difficult to acquire, however some activities tied to a lottery as well as subscriptions for membership are a reasonable source. We obtain funds for EU related travel expenses from MEUSAC as well as a small fund from the Good Causes Fund. We also obtain part sponsorship for the publishing of the newsletter.

w) Funding is obtained through the Malta Arts Fund

What difficulties have you encountered in practice, if any? Are the volunteers you find adequately prepared?

a) volunteers not adequately prepared, lack of resources especially funding – also funds for professional help

b) Yes as we identify experts in the field

c) Ongoing formation is important and proves to be useful for our members. We make use of courses made available for NGOs

d) most of volunteers need training

e) the volunteers in the organisation are engaged through public calls in newspapers, government portals etc. There is no restriction on the type of background/qualifications/experience that a prospective volunteer should possess in order to become a volunteer. Sometimes it can happen that new volunteers engage in the experience with a high level of confidence not knowing that the ambience is not easy at all. Eventually some volunteers do not cope with the situation and give up the

undertaking. Therefore we would appreciate finding anyone who can give free training to prospective volunteers.

f) For some basic programmes, the experience of volunteers is adequate. We are also in the process of providing more training for volunteers.

g) The main difficulty is that most people including this core group of people have numerous other commitments to the extent that finding time for VAF is often difficult. The skills required for VAF are the ability to analyse and understand problems specific to Valletta, the ability to communicate in writing, the ability to lobby with decision takers and other stakeholders. Finding people with these skills and willing to dedicate time is next to impossible.

h) Radio communication is always a recurrent problem in our field when large crowds are concerned or in any underground confined areas. The cost of adequate rescue equipment is always rising and is a problem with our limited financial resources. Nonetheless we train our volunteers from what we know best.

I) With respect to volunteers we have encountered no problems so far. The volunteers are trained 'on the job'. They are given support on a one to one basis as well as through group sessions and progress review meetings. Rigorous screening is carried out throughout.

j) No support from Authorities. We feel they discourage us rather than support us and appreciate our efforts. We feel that nothing is done to help us improve or just help us. It is not easy to find volunteers. When we do find volunteers who are keen enough we train them by holding courses for them. In the case of coaches, we send them for courses abroad once they would have attained a certain level. Often when they return from abroad as qualified coaches, they start charging fees for their services, and thereby lose their status as volunteers.

k) It is often difficult to obtain the right volunteers or qualified ones. It is also then difficult to retain good volunteers long term. Volunteers very often do not know what to expect. Whilst some are open and willing to be flexible and adapt, some start full of enthusiasm and then leave very quickly.

l) The very limited amount of time that volunteers have to dedicate. The hours they may have available many not be the working hours of the NGO. But in general we see great passion from the people who approach us to help. With the teaching there are issues of volunteer commitment as the semesters are 3 months long and it can be very disruptive to the students when volunteer teachers leave.

m) Usually volunteers require training. For example a music student may require as

many as 5 years study before he is allowed to join the band. We have 2 sections for teaching of music: one for woodwind and usually females join that section and one for brass instruments. We hold 3 weekly teaching sessions throughout the year. Training also applies to the other areas for example the fireworks factory enthusiasts require a lot of lessons and even examinations before they can even enter the factory. In the other sectors, volunteers gain experience by seeing other experienced persons on the job.

n) The difficulties are varied. As in any entity all volunteers have their own baggage and character and some are easier to deal with and to adapt more than others. Apart from that, it is much harder to keep a volunteer motivated after the initial dose of enthusiasm starts to wear off. Volunteers are given ongoing training and the operations section organises weekly training which is varied as much as possible.

o) Most of our volunteers are either members who have offered to continue as adult volunteers when they reached adult age or parents of younger members. These 2 categories usually have a basic preparation in different areas being experience as members and parenthood for parents. We have a structured training programme which every volunteer has to attend unless the voluntary work being provided is related to being a fund raiser or other peripheral assistance.

p) The difficulties we have encountered mostly concern liaison with the local media which we have found to be uncooperative and extremely difficult to access

q) Availability of premises in order to rehearse is our major difficulty. Volunteers are offered training, it is part and parcel of our mission.

r) Volunteers are very willing however they require training for proper functioning. Moreover volunteers are generally very busy people. The fact that we deal with 'prison' sometimes puts volunteers off.

s) Many are prepared, there is a learning curve but most are enthusiastic and believe in what they are doing.

t) Finding volunteers who are committed is difficult. They are not really adequately prepared.

u) Very often the resources are scattered, as the needs would be different for different initiatives, at different points in time. During some periods of the year, it is more difficult to organise volunteers for a project because of those members who are students, such as exam times. Other difficulties happen in our case due to political instability of the country of volunteering, which has kept such projects together with the volunteers pending for a long time.

Some of the volunteers would have some prior personal experience in other outreach activities. However, it is obligatory for all volunteers to commit themselves in a preparatory process a few months before the actual project starts, during which volunteers are sensitised to work in a team and to be coached about different aspects of the work they are going to do. This process is coordinated by leaders elected by the administrative committee with the involvement of professionals in the field. The latter provide the volunteers of different projects with the necessary follow up and preparation/training, together with any necessary administrative documentation (such as requests and thank you letters with the organisations logo etc) so that the providers of any rendered products or services are adequately followed up and donations accounted for.

v) Volunteers are often very busy, as many of them are in paid employment; young volunteers help but as they are still building a career or studying they have time constraints although they bring very good ideas.

w) Lack of time to commit to projects due to other work commitments

Do you wish to grow in this area of volunteering and if yes how in a concrete way?

a) more knowledge in the field and more resources

b) in fund raising techniques

c) yes by means of formation and practice to enhance self growth

d) we wish to work more professionally on projects that concern women

e) Yes - Tghanniqa wishes to grow in this area of volunteering since the demand for the services offered by Tghanniqa is high, in fact some children/youths remain on a waiting list to become beneficiaries of the service due to the limited resources available, both in terms of logistics as well as human resources.

f) We definitely wish to increase the number of our volunteers, particularly those who take part in the 'Arm of Support' programme in schools.

g) We would wish for more volunteers. Trying to recruit more volunteers would be time consuming and it is unlikely that we would find the right people.

h) Yes – promotion, advertising and word of mouth all assist to reach one's ideals; if we had an increase in volunteers this would in due course spread the current workload onto the newcomers also with new skills and new ideas. This would have a

tidal wave effect if managed well and kept in balance by a team of core leading volunteers.

I) In Malta NGOs need to collectively form a large cadre of very compassionate and committed volunteers and train them and deploy them to support very vulnerable and poor families and teach them to use their limited financial resources in the best way possible to not lead to further indebtedness. These volunteers would work hand in hand with social workers and their role would be a key part of the social workers' intervention plan agreed with families.

j) In our case it is not a wish but a need. We need to increase our group. To improve the level of sport we need to continue not only organising the sport events themselves, but also other support activities such as seminars, international conferences, seminars for officials and coaches. In order for this work to be carried out a well staffed set up is necessary to be able to organise such events and organise them well.

k) We already have many volunteers but we would like more local volunteers who are committed, and more qualified volunteers and those who can fill in areas which are hard to fill such as administration.

l) Yes very much so. We are trying to be a portal for volunteering in Malta, trying to activate people.

m) Yes we wish to have more volunteers and we do everything possible to attract persons to the Club. A number of social activities are held throughout the year including visits to Gozo and Comino and even tours to Sicily as well as barbecues. The children are taken to swim in a pool, to film show and other activities so that they can be attracted to the Club from a young age and usually they continue by joining a section of the Club when they grow up.

n) Yes we wish to grow in this area of volunteering in all volunteering fields. We would like to see more people committed to the migrants section who can help with addressing important issues like childcare, parental skills, hygiene and first aid education amongst others. We would like more people to volunteer with the elderly. So far the project is still 'between the walls' of St. Vincent de Paul but we would really like the project to go out into the community and thus be able to provide home visits. Finally we would like to see more people get interested in the dissemination of First Aid Awareness and First Aid Ambulance Services. On a day to day basis, these people participate in mass events and in the meantime they are keeping themselves trained and have the right equipment and vehicles to deal with a major disaster and to be a link between the Health Department and the Civil Protection Department.

o) We would like to increase the number of volunteers whilst ensuring that we retain quality. We are in the process of preparing a recruitment strategy as we have too many prospective members on waiting lists. We have to be realistic as to what our current resources can handle as a sudden growth might break up the current setup. We are hoping that the exercise we are about to undertake will help us achieve this and we are also getting feedback from other national organisations which fall within our international partnership to use as case studies.

p) Yes as the aims of our organization are to provide information and support to persons who suffer from a particular medical condition we would like to ensure that all persons suffering from this condition are reached. However due to limited resources and manpower we are not able to promote the organization as we wish.

q) Our Association would like to train 50 persons at least

r) Yes mainly by keeping constant updates even with Associations abroad.

s) Yes we wish to grow by providing volunteers tangible and relevant projects to work on.

t) Yes we wish to grow. By having volunteers being more recognised for their work being done.

u) Our organisation aims at providing the above mentioned voluntary work projects on a yearly basis where possible. We aim at enhancing our service on the preparatory level, such as providing more training opportunities to the volunteers who will run the projects abroad. For example in the coming year, we are aiming at providing training in working with children with emotional and intellectual difficulties, should trainers be found.

v) yes we wish to grow in this area. The more experience you gain by carrying out projects and initiatives with others, the better.

w) Would like support in the administration area

Do you have an internal policy or procedure within your organisation on volunteering?

a) no formal policy

b) no formal policy

c) no formal policy

d) Yes we have a formal policy

e) No Tghanniqa does not yet have a written internal policy on volunteering however there is a procedure that is to be undertaken in order to become a volunteer. A prospective volunteer needs to fill in an application form stating the personal details as well as the number of hours that can be dedicated. During the first few weeks the new volunteer is given specific tasks including sorting of goods, cleaning etc. When the volunteer shows that he/she can be responsible enough to have direct contact with the service user, then he/she is assigned with one or more service user with whom to dedicate time on academic subjects, crafts etc.

f) There is no formal procedure as such – we encourage our members to volunteer. We also try to recruit retired teachers and others with experience in the educational field.

g) no formal policy

h) Yes - we are governed by our statute

I) Yes – we have a formal policy – a Policy on Volunteering part 1: policy for staff on involving volunteers and 2. code of practice for volunteers; all volunteers have a reference point: a staff member who is either a social worker or an admin staff member; we have an open door policy and we are there daily for volunteers especially those who find themselves in a crisis and need intensive support; one of our strategic aims is that of involving service users in voluntary work since this is one sure and effective way to healing, and giving dignity and meaning to their lives; volunteers are regularly encouraged to move on to other roles so that they can gain a range of skills and experiences; a monthly electronic magazine for volunteers and collaborators is produced monthly and is uploaded on our website www.antidemalta.com. For those who are not computer literate a soft copy is made available; social activities are held regularly for volunteers; the spiritual aspect of volunteering is acknowledged and nurtured.

j) We have a strict policy that Council members do not receive any payment whatsoever for their work and contribution for our sport even if they do any work which is not in line with the normal work of the organisation. As president of the Association personally I issue an electronic letter and am currently preparing for the organisation of an international conference in Malta. As necessary I even do manual work such as the maintenance and painting of the track and field equipment. This goes for all members of the Council.

k) Yes we do

l) Not formal but anyone who approaches us to volunteer will be asked to send their CV, fill in a membership form which tell us roughly what their skills are, and then they will meet with one of the internal team to discuss what projects, if any, they would like to be involved in.

m) Not answered

n) The Operations section has a Standard Operating Procedure for volunteers, and the Society is currently working on a volunteers' policy across the board.

o) Since all members are volunteers, all our policies and constitution are based on volunteering.

p) There is no formal policy but we accept as members persons and parents of minors who suffer from 2 particular medical conditions.

q) Yes we do

r) Yes we base on the Foundation Act

s) not answered

t) No we do not have a formal policy

u) Our organisation so far does not have an official internal policy and procedure, however, thorough guidelines have been compiled for the running of each project so that there is uniformity in the majority of aspects of the administration of each project every year. After each project, an evaluation is done involving the volunteers and the leaders, and a written document is compiled and handed over to the following year's volunteers and leaders. Each project offers different challenges each year, and therefore, new ideas and new procedures/action plans are adapted according to each year's needs.

v) Our organisation is well structured into sub-committees. However there is still the need of working together better and coordinating better.

w) No formal policy but we do follow a policy

What improvements do you wish to see in national structures and policies?

a) more recognition and more opportunities for widows

b) more resources to support our work. These should include premises, staff and

funds

c) more participation in 'decision making' particularly in areas that concern the elderly such as pensions/retirement from work/long term care for the elderly/community care and services

d) More advice and help being available, support

e) national policies could be introduced or amended in the field of physical structures hosting activities undertaken by volunteer organisations. One of the problems is that Tghanniqa has been facing for a number of years lack of assistance from the authorities for example the local council to offer vacant buildings in which volunteer organisations can operate.

f) Greater official recognition of the role of volunteers would help to attract more participation and involvement.

g) Clearer guidance for NGO registration

h) A national effort would be welcome and a push for big corporations/entities to assist and 'sponsor' a volunteer organisation would definitely see us off in a better direction – corporate sponsorships.

I) Better funding – this would enable the employment of a part-time volunteer's manager; tertiary education bodies such as sixth forms, university and mcast should be asked to stop using the term voluntary work to refer to practice placements. This practice is diluting the meaning and spirit of voluntary work. Unpaid work that is intrinsically linked to academic credit should not be called voluntary work. The experience itself might motivate one to become a volunteer but practice placements (systems of knowledge, learning support assistant etc) are not volunteering. A Volunteer Bureau at a National Level is required. MCVS. Volunteers can contact the Volunteer Bureau to indicate a need for specific types of volunteers whereas organisations looking for volunteers can apply for a match. NGOs whose volunteers are actively involved in supporting very vulnerable families need to network to share experiences and resources and develop this type of volunteering further.

j) Voluntary workers forfeit their free time to produce a lot of work which would cost millions if one were to pay for their services. Volunteers contribute to the GDP of our country however their efforts are not recognised by the authorities for example voluntary organisations have to pay VAT on all products and services they buy. They cannot claim back this VAT as they are not a commercial concern. When it comes to payment of water and electricity they are charged at commercial rates since the premises cannot be classified as domestic. All the various voluntary organisations do

a lot of work to raise funds for various reasons and causes. If it were not for their contributions with the funds they collect, government spending would be much higher however there is no recognition from the authorities.

k) Policies aimed at private companies so as to encourage them to do volunteering during work hours.

l) We would like to see more Maltese participating in their society ie beach clean ups etc.

m) We wish to be able to send our students in the art of music to courses of music abroad in foreign Conservatoires so that they can improve their abilities.

n) Even though it is already being done the Society needs to work more on retaining volunteers and on the motivational aspect.

o) Empowering the Voluntary Organisation Commissioner and increase the human resources within his office to be able to create more tangible benefits and assist organisations to avoid recreating the wheel and possibly centralising certain back office work; Recognising the work and training within the volunteering sector as an accredited qualification at the appropriate level; Concrete assistance to NGOs with less bureaucracy as a volunteer has no time to waste on useless activity.

p) We would appreciate if premises are made available for voluntary organisations to hold committee meetings and events perhaps against payment of special rates and the possibility of the creation of an office or official who can advise regarding all available national sources of funding and the manner in which to create liaison with the media.

q) The Government should provide common, adequate areas for creative people. Volunteers need to understand that the word volunteer per se means giving time to others without getting paid. However many volunteers in Malta do try and often fade away when they realise that there are no financial rewards involved in the Association.

r) More user friendly procedures for obtaining funds, even EU funds; there could be an association which trains volunteers and then helps them find their area of specialization; and also the recruitment of people who are retired (over 60s) from work but still have a lot to offer.

s) More administrative support

t) Volunteers should be considered more and given the right treatment in national

policies

u) It would be helpful if voluntary organisations who work with vulnerable groups such as ours have national guidelines that offer them a way forward to organise voluntary work groups in different settings, both locally and abroad. So far, each organisation works within its own internal framework, which can be a disadvantage as it may not evaluate its practice on a national or international framework.

It would also be helpful if volunteers are given incentives on their place of work by providing a few days extra vacation leave or the facility to take unpaid leave at the time of their choice, to offer voluntary work services. A difficulty we find as an organisation is that despite having many generous volunteers who are willing to give weeks of service to the projects, they are limited by their workplace and hence many times have to drop out of the projects.

Organisations who offer their services abroad such as ours, may be helped by providing incentives such as subsidised airline tickets or other incentives such as university credits, which could help our student volunteers.

It would be helpful if registered voluntary organisations such as ours have a one stop shop/service/registry that could help them to refer to any services (such as trainers) or providers (such as suppliers or wholesalers) who would be ready to offer a helping hand to voluntary organisations which serve in the community or with vulnerable groups.

v) Better structures in organisations, working together especially on projects that need not be EU projects. More encouragement for individuals to take up volunteering. VO Council to be closer to NGOs and to meet and discuss problems regularly. Codes of conduct and codes of ethics to be disseminated.

w) More recognition and collaboration between other groups

What practical ways can you suggest to reach out to new volunteers? How could more awareness on a national level be created?

a) through more experts and by creating more awareness on the need of volunteers with knowledge of bereavement

b) more media coverage of work of volunteers explaining what's in it not just for society but also for the individual who is willing to work in this sector; a body responsible to run a database of all those who wish to offer their services indicating their skills and area/s of interest. This should be available to all NGOs. Also new volunteers could be put in touch directly with those organisations most relevant to

their interests

c) appeals for the recruitment of new volunteers can be made through the media

d) more information is required about volunteering.; about the commitment it entails, about the experience one can gain and the skills one can acquire by becoming a volunteer

e) new volunteers can be tapped by including volunteering as part of syllabi within the educational system and structures

f) Different organisations need to develop their own methods and target audience to reach new volunteers, as individual interests and capabilities are involved specific to each area.

g) Given the skills that VAF requires, the best approach for us would be to approach individuals if we think they could help out

h) A sense of being welcome would always encourage new volunteers; feeling welcome within the fold and slowly coached into the running of the organisation; a sense of belonging and fulfilment are important; the individual should be steered to find his/her own niche. With constant emphasis and promotion of the diverse roles of the different organisations will awareness be raised.

i) TV slots highlighting the experience of different types of volunteers.

j) Through public promotions, by advertising in the local press, or by example. When we organise an event we usually try to attract the press, and through press reports obtain promotional coverage which helps to attract volunteers.

k) Talks in schools and in the media to create awareness. People need to know more about the benefits of volunteering.

l) More publicity of the benefits of volunteering not just to the particular sector but to the volunteers themselves. We all have the opportunity to shape our futures, let us stand up and do it!

m) People are attracted by being exemplary in the work you do. Personally I joined the organisation after I finished my professional life after reaching retirement age, and I work very hard as much as I used to in my profession. This has attracted a good number of pensioners who give a helping hand when the need arises and this is very often. A good number of volunteers are placed in ad hoc committees for example to organise an activity and we are pleased to say that this has been very successful, as

they thank us for giving them the work and also promise to come back again if we had to ask them.

n) Although the use of posters, newspaper and radio adverts do attract some people, keeping active volunteers motivated and ensuring the service given looks competent, the people look smart and vehicles and equipment used are professional, is the best advertisement possible. We could market and advertise more what is done by us and carry out recruitment campaigns in communities.

o) It is about experience and unless people are encouraged to take part and have a taste of the satisfaction of the experience such work brings along it is very difficult. Banners, adverts and campaigns such as the one on corporate social responsibility are nice but do not tackle or fill in the need. For example, how many companies in Malta can afford to 'lease' their own resources especially in the current global economic scenario. Maybe instead of asking what others can do for us, volunteers and voluntary organisations themselves must:

- have a prepared plan for new volunteers as many times help does come but whilst Ngo's would have been crying out for it then there is no idea how to use it
- be ready and open to allow new people in as many times help is asked for and then one may not feel comfortable to delegate and to make new members feel at home
- be ready to adapt to change as new blood brings in new ideas and many times we do not want to leave our comfort zone
- learn to discuss without creating conflict as too many volunteers end up being pushed away or creating new organisations with identical aims simply to have it done their way and therefore creating a need for new resources to do the same thing.

If all the above had to be carried out, there would be much more volunteers, as our national characteristic is to be social and helpful but we are not efficient in managing our own resources.

p) An intense media campaign encouraging people to volunteer would be an effective way. Participation on TV and radio discussion programmes at prime time would help greatly.

q) This has to be linked to the areas of study ie Education. Practice placements have to be fixed as part of the students studies. However the government should act and make things easier for us.

r) Government should provide funding to NGO's for recruitment and training of new volunteers. Also volunteering should be given more status and recognition.

s) Attracting private companies to the field of volunteering and creating incentives for them (maybe by means of tax credits?) to enable their employees to volunteer.

t) Volunteers being given the proper recognition will attract new volunteers, More education on volunteering, more coverage on media and other channels will increase awareness.

u) Our organisations has some difficulty in having generous members committing themselves to lead any long term voluntary work projects due to mainly work and study commitments.

More awareness for individuals to participate in voluntary work, may be done through the media, such as television, radio, internet and magazines.

Initiatives at schools and on the workplace may also be good opportunities to sensitise students and adults into appreciating voluntary work not just as something one can do in his/her free time but also as a way of living, a value which our organisation aims to foster in each and every member and community.

v) Using the social media to communicate about different areas of volunteering. Sharing of good practice, promoting voluntary activities on mainstream media as a way of life by means of a series of lively programmes on TV to encourage examples of good practice.

w) Sources to tap – University, Heritage Malta, Retired groups of society

Active Volunteers

500 questionnaires were sent via email to registered voluntary organizations' targeting their active volunteers and 100 via postage, some distributed by hand during the Volunteers Fair. 17 detailed replies were received.

In which sector do you practise volunteering?

The volunteers who answered came from the following spheres:

- health sector – 4 - being in organ donation and transplants; breast clinic; cancer prevention and care; area of health in general
- organizing social activities – 2 - being organizing activities on culture and coffee mornings and general social activities
- bereavement and after – 1
- work with sick persons – 2 – being with the Order of the Knights taking the sick to Lourdes and another with sick persons in general

- trade union and education - 1
- promotion of entrepreneurship - 1
- in a Church Organisation – 4 – being with Emigrants' Commission; with Cana Movement in the local parish; 2 within the Church in general;
- with young people – 1
- with the elderly - 1

What attracted you to be a volunteer in this particular sector?

The replies received were as follows:

through own experience as being a health scare survivor, being a volunteer for 50 years and realizing the need of someone to help widows and widowers; having travelled as a pilgrim with the Order of the Knights transporting sick to Lourdes and then deciding to go as a helper; “I specifically liked the idea of volunteering and especially the trade union part; having been a breast cancer survivor and wanting to give something back – there I found out that we lack so much in respect of prevention, treatment and care and I realized that if I wanted to change things I had to join forces with the other survivors and make our voice heard using all the tools available being press/media and other organisations that support the cause”; passionate interest in the subject; being a nurse by profession and being aware of the needs of patients; willingness to help suffering people; “to impart the knowledge I have to others”, to empower people, to improve the situation of others; through own studies; love of religion and helping others; to be of service to others.

How did you get to know about the volunteering needs in this area?

The personal trauma experiences together with one's family in waiting for 2 years for a heart donor, through the Cana movement, through a friend; through nomination from a group committee; “nothing was available when I started”; through own work; through a priest; with breast cancer being a prevailing cancer amongst women it was evident that there was a great need for lobby in this area – the patients themselves are the best activists to lobby with the government using documentation such as the EU guidelines for quality assurance for breast cancer screening and diagnosis to back up the claim that the earlier the diagnosis the better the chance of survival and successful treatment; it was a time when emigration from Malta to Australia, Canada and the UK was at its peak – hundreds of illiterate people approached us to write letters (on their behalf) to their relatives abroad or send telegrams or contacting by phone.

For how long have you been a volunteer?

For many years, but in present involvement since the formation of the transplant

support group in May 2000; 50 years and over; for the last 6 years; 15 years; 4.5 years; 6 years; about 37 years; 27 years; 2 years; in one area 35 years, in another 20 years and in another 3 years; 7 years; 10 to 15 years; 10 years; 9 years; more than 60 years; since 1955.

How many hours per week do you dedicate to volunteering?

All available time being a pensioner; all my time in a week; the work is not done weekly but the family and the sick people are followed up during the year and various functions are organised; 15-20 hours; at hospital 7 to 8 hours and with the group much more; average of 6 hours; half a day a week; minimum 10 hours; not regular; 2 hours a week; 1 hour a week; about 6 hours; unlimited hours; 8 to 10 hours a week; 9 hours plus organising preparatory courses 3 time yearly and duration of course being 5 weeks each time.

What difficulties have you encountered in practice, if any? Do you feel adequately prepared to be a volunteer in this sector?

No particular problems since the committee is fully committed to educate the general public on awareness and the registration of prospective organ donors; there is always the need to update oneself and remain knowledgeable in the sector; "I feel prepared as I work in the hospital in Lourdes"; some training in relation to some areas; financial restrictions for the work of the Association and not having a registered location where to meet; communication problems; "the youth field is quite vast and therefore although I excel in some areas I require more expertise in other areas. I also feel that this sector is quite neglected – I wish to see more goodwill from the authorities"; to cope with other duties regarding family; "I do not feel adequately prepared as ideally we have the input of professionals in the various sectors to guide us since we use our personal experiences, instincts and drive to reach our objectives"; at times to solve certain problems one must contact higher authorities or seek help through other channels, which may not always be easy to achieve what one expects in a limited time and ultimately the result is not always positive.

Do you wish to grow as a volunteer and if yes how in a concrete way?

After 12 years in the sector our volunteering experience is gaining momentum and the result is a good reflection on the attainment of our objectives; having more training by experts in the field; "yes I wish to and will go again to Lourdes in September and work in the baths for a week and next year will be part of the hospitaliers"; yes by increasing membership and employing helpers as full time work is needed in the area of full time entrepreneurship to create awareness about it and its benefits; elderly people in the family are restricting my ability to grow as a volunteer; yes since as life evolves we need to adjust to it accordingly and being part of a team

requires training with other volunteers and assistance such as from the commission's office; by continuing to pursue courses and opportunities for training.

Are you aware of the volunteering needs in Malta in general as a society?

We form part of the National Health Network, and are registered with the Commissioner of Voluntary Health NGO and work closely with them; there are more needs than meet the eye; a country that does not give importance to volunteering is a country that has lost its soul – it is important that the contribution on NGOs and volunteers is recognised – the vulnerable people will be directed to obtain help and the volunteer will grow to be a mature person with stable civic responsibilities; there are various sectors in society where one may be involved as a volunteer besides helping those who would like to emigrate and we are faced with the problem of asylum seekers.

What causes you to remain a volunteer? What would you like to see different, if anything?

“Through my own heart transplant I was given a new life, in return I wish to pay back by providing support to prospective organ recipients”; acknowledging the needs of the people around me; “I enjoy helping the elderly and the sick as they are so vulnerable”; the fulfilment of doing it and exposing children to volunteering; helping other people; my belief and passion to the cause, how it can change women's lives and living standards and fulfilment as a person; it is part of my life; making a difference; sense of vocation towards suffering and sick people; being with people; the satisfaction in the people you help – better communication and coordination between volunteers and avoiding duplication and unhealthy competition between groups; personal fulfilment and networking; more substitutes available as the lack of others to replace you means that if one moves out it often means that some form of service has to give way; own personal experience as a breast cancer survivor moved me and changed my whole priorities in life where instead of complaining I decided to liaise with others to instigate change – we would like to have the breast unit at Mater Dei Hospital set up without further delay; my conviction of the great value of volunteering; one would like to see younger faces involved in volunteering;

What message would you like to pass on to anyone who is considering volunteering?

Be ready to provide some of your free time to volunteering expecting nothing in return. The achievement in seeing people benefiting from your philanthropic work is a reward in itself;

People should dedicate more time as volunteering is a rewarding experience; it is so

rewarding to be able to help others;

It gives a lot of motivation and satisfaction;

If you have the opportunity do it because it is satisfying and you can help many people; worthwhile actions are not always paid in cash – some are paid in emotional satisfaction and respect of the community and the result of the value of your work;

Start today before tomorrow;

Giving back to society boosts your 'feel good' factor;

To volunteer time and energy disinterestedly and to dedicate time according to one's own exigencies so that the service provided will be done in a good spirit;

If you have the will and the time do it – because it gives you back more than you give;

It is a way of getting out from thinking about yourself and your own problems;

Always strive to reach the goal, aims and objectives for which the NGO is set up – personal satisfaction and personal growth is the best thank you and reward you can receive - you just have to experience it;

If you have time to offer, 'Be of Service' to others through Volunteering;

Volunteering is rewarding. Giving one's time, the utmost help one can offer, words of consolation, be intrigued in what you are doing and expect nothing in return, but a smile of satisfaction and gratitude from the individuals you help.

General Public At Random

300 questionnaires were sent via email as well as 150 questionnaires via postage to the public at random - this in order to target active volunteers who may not be part of an organisation as well as the public at random. 59 detailed replies were received.

40 of the respondents have been or are still volunteers. The areas they volunteer in include in a school, in parishes, with animals, in a home for the disabled, with children, in foreign countries, with the elderly, in the local Council, with sick people, in a band club, general charities, in orphanages, with refugees and with persons with disability,

The main reasons that keep a person in volunteering are giving to others from one's own time without expecting anything in return, you actually gain more than you are

giving, knowing that people are all equal, taking up the challenge, putting time to a good use rather than spending time at a computer, you are learning yourself, giving to others, it is from the heart, great satisfaction, giving of self and passing on skills to others in return you have love and friendship in return.

- Most of the persons who replied feel that volunteering is necessary for society and most are aware of the volunteering needs in society.
- There is definitely agreement that encouragement from national sources would motivate more – yes.
- The time factor is considered to be the greatest limitation to volunteering.
- Improvements that the respondents would like to see include : less cruelty to animals, more help in eradicating loneliness amongst the elderly, more training, more commitment from volunteers themselves, more accessibility of premises for disabled and more funds from government and private entities, for more information and advice to pass through the media and to educate the public to talk about their problems and ask for advice and help.

19 of the respondents were never a volunteer. Most of them wished to be. Most are aware of the needs in society and encouragement from national sources would motivate them and others. All respondents feel that volunteering is a necessity in society. The respondents would like to volunteer mainly with children, in drug related rehabilitation with youths or in social work with children and women, in the field of abuse on women or teaching, in environment, in an orphanage or with the elderly. The main limitation is once again time and being busy with own work and commitments. Flexitime arrangements were considered as helping to manage one's own time better and to have time for other activities in life.

CHAPTER 4

Recommendations and conclusions

I shall pass through this world but once. Any good therefore that I can do or any kindness that I can show to any human being, let me do it now. Let me not defer or neglect it, for I shall not pass this way again. Mahatma Gandhi

Recommendations and suggestions

1. Malta has no current information on voluntary strategies as a country or a volunteers promotion programme. There is a lack of national strategies for promoting voluntary activities. There are currently no national targets for volunteering as there is no national strategy/framework on volunteering in place.

Studies on the sector are relatively new. It is encouraged that research on volunteering be carried out to obtain data on its development trends, scope and characteristics at all levels both national and local level; that research be carried out to identify best practice experiences in promoting and supporting volunteering on a national and local basis. Depending on research findings, areas with more experience of volunteering could support other areas to develop new initiatives; there is the need for reliable and comparable statistics on the scale, importance and socio-economic value of voluntary activity. It is recommended that encouraging the active promotion of volunteering as an activity at national level is carried out, with a National Promotion Campaign for volunteering. It is recommended that structured national policies and procedures for the volunteering sector are implemented.

2. Malta has no official statistics on the different areas of volunteering – figures vary as they are based on estimates. In line with point 1, encouraging the collection of accurate statistical information on volunteer involvement is recommended. This will help to support the development of appropriate initiatives. There should be a better collection of statistical information on volunteering since this information represents an important decision making support for both policy decision makers and organisations. Research highlights an apparent lack of detailed information on this subject in Malta – indeed there is very little information available concerning the funding arrangements for volunteering and no information relating to the economic value of volunteering. For organisations, it is an important argument to know the economic value of volunteering.

3. It is recommended to encourage the development of more systematic data collection on volunteers and the services they provide and supporting the permanent inclusion of volunteering as a specific category in the Statistical Accounting of Malta to accurately assess the Economic Value of volunteering - voluntary activity makes an essential contribution to our economies' output. Measuring the contribution of volunteering to the economy is beneficial (in this respect the ILO model and measurement system could be used, The contribution of volunteers needs to be measured and the ILO manual is the ideal mechanism to do this.) This contribution is often overlooked in national statistics, as it does not always involve the exchange of goods of monetary value and because there is no single accepted method for measuring its economic value. Where it is measured, however, the economic value of voluntary activity and its contribution to the economy has proved considerable. For example, in the United Kingdom the economic value of voluntary activity is

estimated at 7.9 % of GDP, with 38% of total population engaged in voluntary activity. In Ireland and Germany more than 33 % of the population are involved in voluntary activity in one form or another, compared to 18 % in Poland. Recognition of the economic value of volunteering is encouraged.

4. Commitment is encouraged to implement the UN Handbook on Non-Profit Institutions in the System of National Accounts. (UN Non-profit Handbook – Handbook on the Non-profit Institutions in the System of National Accounts).

5. As part of the volunteers promotion programme, decision makers should be encouraged to promote the economic and social benefits of volunteering, stressing on the fact that it is a key element of active citizenship and democracy at all levels.

6. Discussion is encouraged on a comprehensive and specific legal framework for this sector in Malta. Malta lacks a complete clear legal framework and clear rules for volunteers and volunteering and organisations therein. As outlined in the report of the study commissioned by the Ministry of Finance in Chapter 1 this can be done either by placing all contributors under the Social Enterprise label and accept all the different legal forms therein or have one Regulatory Framework. Encouraging the definition of what constitutes a social enterprise is seen to be a fundamental step towards achieving a workable framework for this sector as is encouraging the definition of the legal rights and obligations of organizations operating as social enterprises; encouraging the assignment of responsibilities to a Government entity for the promotion of social enterprise with the role of providing business incubator services to the sector and the coordination of the Malta Council for Social Enterprise; encouraging an incentives framework to sustain best practice and create a new market for social enterprise equity. The Social Purpose and Not-for-Profit nature of their activity should place them at the forefront for consideration by institutions for support. More specifically, it is proposed that social enterprises will have access to a number of incentives and opportunities, where the sector's regulatory body can actively intervene to promote and facilitate growth through:

- Grants and Subsidies;
- Tax Relief: Providing advocacy with tax authorities to provide incentives for donors, operators and customers of social enterprises to promote and nurture their growth as institutions;
- Financial Assistance: Establishing a forum between the Banking Community and Government to establish a framework through which social enterprises can accede to financial instruments and mitigate financial risk. This will aim to facilitate access and minimise the cost of finance for these organisations;
- Technical Assistance: Acting as a Social Enterprise Incubator by providing 'handholding' services start-up Social Enterprises in terms of business planning, marketing, human resources management and technical expertise.

This research was carried out amongst organizations in Malta that have the potential to become social enterprises or are already social organizations. Mainly these

organizations currently operate under the following legal forms: Voluntary Organizations; Sport Organizations; Band Clubs; Church Entities; Independent Schools; Co-operatives – different set ups and different legal forms.

Therefore this sector locally is regulated, albeit in a somewhat fragmented form. The Regulators and main stakeholders of the social sector in Malta are namely: Commission for Voluntary Organisations; Co- operatives Board; Education Department; Department for Social Welfare Standards; Kunsill Malti għall- iSport; Department for Health and Community Care; Employment and Training Corporation; National Commission Persons with Disability (Kummissjoni Nazzjonali Persuni b' Dizabilita').

Given the social purpose and not-for-profit nature, these entities require robust legislation and a solid framework to enable them to develop within a commercial environment. Furthermore, appropriate regulatory and incentives framework can help create a new market for 'social risk capital' assuring that these organisations can operate with a strong financial infrastructure without the dependency on Government or donations.

(Up to now there is only the Voluntary Organisations Act specific to this area referred to in Chapter 1 which was enacted in 2007 – this mainly deals with the attributes and basic criteria required to qualify as an NGO for registration with the Commissioner for Voluntary Organisations as well as the position and roles of the Commissioner and the Council for the Voluntary Sector).

Creating a sustainable environment - A legal framework is needed to secure the infrastructure required for voluntary work at local, regional, national and European level and to make it easier for people to get involved. Furthermore, the requisite financial and political conditions must be in place to remove any obstacles to voluntary work.

7. It is important to provide a general legal framework to the right degree, to find the right balance, a system that does not hinder spontaneity or impose rigidity whilst creating structure. Some member states within the EU do not have any general legal framework, which results in a lack of clarity for organisations. Others have regulations that are too strict, which cannot be implemented in reality or define volunteering too narrowly so that many volunteers are not included. At the same time, there are countries that do not have a differentiated set of rules. In the context of Malta, being one of the last countries to evolve in this sector, it can learn from the experiences of other countries. Over regulation should be avoided and voluntary organisations should be directly involved in formulating the additional legislation.

8. This study encourages the participation in any European or other charter discussing basic rights and responsibilities of volunteers.

9. Encouragement for NGOs to register under the VO Act should be ongoing – all benefits of registering should be made clear and visibly promoted.

10. Increase in visibility of Commissioner for the Voluntary Sector as well as Malta Council for the Voluntary Sector is encouraged.

11. It is clear that there is need of more resources both at Commissioner and Council level.

12. An NGO directory needs not just to be created but also to be easily accessible – and distributed – there are so many organisations and some are relatively unknown – a way of easy distribution should be considered.

13. A focal point needs to be created – a quick and easy reference point - NGOs and volunteers should know who to access immediately – whether for a funding question or for an official question. Focal point can assist with improving infrastructure: Cooperation between government and representatives of volunteer organisations is considered as being very important for promoting volunteering. Likewise, a national coordinating institution/organisation for the subject of volunteering is viewed as desirable.

14. Focal point for general support – also for assistance with basic requirements such as applying for funding, preparing a proposal for funding or assistance with marketing and management skills; making EU funding programmes more accessible; also support for onerous reporting which is particularly challenging for small NGOs which are mainly staffed by volunteers and which often have very small budgets. The focal point is encouraged and can serve as a means through which organisations can meet and collaborate and discuss by means of meetings.

Volunteer management as a subject for governments and organisations: In some countries, there are special programmes that support organisations in “managing/mentoring” volunteers professionally (e.g. Finland, Ireland).

15. Premises and resources – some NGOs require premises – here one should consider sharing of premises, sharing of volunteers; sharing of staff; use of vacant premises. Many of the smaller organisations felt that allocation of premises for their offices could be of support to strengthening the structure and operational level of the organisation.

16. Education – the quantity and quality of volunteers boils down to the society they come from – the more mature a society the more the volunteers – the more complete are the humans in the society the more the volunteers – the more the acceptance of oneself – volunteering shows commitment and maturity from society's members; emphasis in school curriculum should promote quality of the individual and not just

material prosperity or academic achievements – education's emphasis should be on creating committed and complete humans making up a society with a strong inner self rather than one based only on material prosperity as a symbol of success. Education and awareness raising in schools and to the public, particularly through the media in general was and still remains a high priority, particularly in recruiting volunteers, amongst the younger and older generations. Sowing the seeds of volunteering and its benefits to students from a very young age will ensure greater civic participation in the future and creating a more inclusive society. To this end, schemes in schools would be greatly welcomed.

Education is also needed for voluntary organisations, particularly on the benefits of registering with the Commission for Voluntary Organisations.

Educational campaigns could also serve to raise public awareness on the plight of certain groups targeted by voluntary organisations and NGOs. This would help organisations explain their field of activities and why their cause can make a real difference to people in need of their help.

17. A central database of volunteers from where NGOs can tap volunteers needs to be emphasised on – there should be marketing of site www.volontarjat.com. A coordinated pool of volunteers to tap on is encouraged.

18. Fragmentation to be addressed – when NGOs are in same line and compete for same funds – are services coordinated or are they different? - militant stance from any NGOs should be eliminated completely; there should be more delineation of organisations and more dialogue and sharing of resources and experiences to create synergy in the sector as well as collaboration to reduce duplication of work.

19. Funding – an issue - financial constraints: volunteering, while freely given, is not cost free. Organisations based on voluntary activity often face a lack of sustainable funding, and competition for available funds is fierce. More funds need to be allocated to sector; Tackling the limited resources - volunteer organisations need and deserve resources. A small investment can deliver significant benefits.

Financing volunteering and organisations: In the organisations, the wish for institutional funding outweighs other issues since pure project funding is not sustainable from the perspective of organisations. Particularly in the new EU member states, it is possible to see that the organisations do not always have the expertise/professionalism to participate in the national and EU tenders. In Cyprus for example, there is a special training course for non-governmental organisations that want to take part in call for tenders. The focal point could help address these issues.

A recommendation is also therefore to make EU funding programme more accessible and further target volunteers and to make them easier for EU citizens to understand.

The need for more funding opportunities and financial support is high on the agenda for most voluntary organisations, in particular with reference to administration costs and project funding. The possibility of financial support for small organisations is hereby highlighted, as well as further support in the co-financing element of EU funded projects.

20. The need for ongoing training – support from professionals could be focused on here – the need for training and capacity building was highlighted by NGOs also through online means. Training must cover both volunteers and members of organisations in specific skills, including IT and managerial skills. Furthermore, specific training for volunteers would enhance the effectiveness of the organisation, through team building and motivation training. Online tools were identified as highly important in carrying out research and receiving training on particular issues of interest to the volunteering sector.

21. Fiscal incentives for NGOs are to be considered – for example tax rebates, vat exemptions, water and electricity bill rebates.

22. Formal and national recognition of NGOs and voluntary activity is encouraged – a clear framework and precise regulation about volunteering will encourage recognition of voluntary activities (EU Commission recommendation). Greater official recognition of the role of volunteers would help to attract more participation and involvement. The affirmation and appreciation of voluntary work was seen as paramount in promoting access to volunteering for those who were not presently involved in this area of work.

23. There is low participation of volunteers in Malta compared to EU benchmarks; More volunteers required across the board – demand is more than supply; there is a mismatch between supply and demand: The increasing trend to professionalise the volunteering sector causes a certain mismatch between the needs of volunteering organisations and the aspirations of new volunteers. Volunteers are sometimes available for short-term projects while organisations need people to make long-term commitments. This research study shows the difficulty for some organisations to find volunteers. It is getting more difficult for organisations to find people that are willing to volunteer for the long term and/or are ready to assume responsibility in organisations (e.g. becoming a board member). Serious professionalisation vs integration of volunteers: The interaction between volunteers and full-time staff must be handled well.

In connection with improving quality in the sector, the EU Commission proposal refers *inter alia* to "professionalisation". This notion is open to misunderstanding and should be avoided. The main aim should be to safeguard the quality of volunteering activity. Volunteers have the right to invest their free time in sectors they enjoy. Their commitment provides a service to society, to individuals – and also to themselves.

Notwithstanding, action is needed to secure the funding and staffing required to raise skills levels, to provide further education and training and to give support during voluntary work.

Ways to reach out to new volunteers on a national scale and more awareness on a national scale can be motivated by mainly marketing campaigns through advertising and using the media, television (very effective), marketing specific volunteer programmes. A centralised marketing campaign funded by government would attract more volunteers.

24. There is sometimes a mismatch of needs - the matching of the needs of volunteers and organisations by having databases with qualities, skills and talent and proper allocation of volunteers could address this imbalance. A structured volunteer network will address the needs.

25. There should be equal treatment of all NGOs, no bias towards one to the detriment of any other.

26. Tapping the elderly as volunteers – encouragement of intergenerational volunteering – pilot programme between youths and elderly could be carried out – a national volunteering programme could be created targeting specific age groups with a specific innovative pilot project led solely by volunteers from the age groups of say 13-18 years and the elderly who are retired and with time to contribute on their hands; the project could be led by the young or led by the old or led in conjunction with one another. A name for the project could be unity in diversity. Targeting the 13-18 group should be encouraged by explaining the enhancement in life skills achieved through volunteering, better health and wellness, workplace readiness and skills, career preparation. There should be support of job creation in the area of help for elderly and dependent people.

In this regard further possibilities could be explored to strengthen the link between volunteering and health/welfare, in particular with regard to the ageing society.

27. Some public sector service providers mentioned a requirement for improvement in the channels of communication in public service. There is a need for better communication across the board – amongst all stakeholders.

28. More recognition of the sector - It is felt that there is a lack of recognition - skills that are gained through volunteering activities are not always sufficiently recognised or given credit. It is felt that there is lack of recognition for the services of volunteers. The participants of the study expressed the need for more recognition of skills as well as the benefits of volunteering and classified the recognition of volunteer work as an important task both for the state and for organisations. This involves an appropriate

appreciation for volunteer work, on the one hand. On the other, it involves recognition and certification of the knowledge and experience obtained through volunteering (non-formal learning).

In some countries including (Spain, Bulgaria, Hungary, France, Malta), students can receive credit points for volunteer work but this recognition should not be limited to students – (see also point 29).

29. Recognition of volunteer's skills and competences within the national educational and training system - There is no general system of recognising skills gained through volunteering. However, the university structure in Malta includes schemes that allow NGOs to create and propose a programme which can count as an optional credit for full time students who wish to volunteer. There are some voluntary organisations that are taking this opportunity. Volunteering is also being increasingly encouraged in higher education, in particular at Maltese universities. In addition to the core courses that all students are obliged to complete, students are also allowed a certain number of optional credits that can be gained through working in the community and volunteer work. *Some argue however that credit placements for students should not be considered or defined as voluntary work as it changes the concept of voluntary work and this argument must be kept in mind by policy makers.* It is important that volunteering does not become career motivated either but that volunteering is carried out as a genuine commitment to the NGOs cause. Irrespective of this, discussion on the official recording of skills and competences acquired through volunteering is encouraged, covering non formal and informal learning. This means working on the validation of non-formal and informal learning including the recognition of competences acquired through volunteering

The EU Commission highlights the danger of voluntary work being exploited for other ends, for instance, on the labour market or with regard to employability. It emphasises volunteering activity as "a non-formal learning experience which enables both the development of professional skills and competences as well as a major form of active civic participation which enables both the development of professional skills and competences as well as a major form of active civic participation". Non-formal learning experiences, which may indeed make it easier to find a job and boost employability, are a very positive by-product. Volunteering teaches skills that are invaluable to potential employers.

30. Encouraging corporate volunteering – work needs to be done on this area which is new for Malta – this could include willing company listings on a database, training programmes on the subject, providing specific support to contributing companies.

31. National policies should always keep in mind empowering social cohesion and the fundamental values of solidarity and personal fulfilment and development.

32. Politicians and volunteers need to find a shared space where participative democracy can flourish alongside representative democracy. That will be a real test of the commitment of politicians to volunteers and the voluntary sector.

33. Encouraging the inclusion of volunteering in national employment strategies is recommended.

National employment-training schemes organised and run by the Employment and Training Corporation (Malta's Public Employment Service) in which unemployed individuals can offer their services to NGOs, which in turn provide training and work experience could be further encouraged.

34. Encouraging awareness and support from the local media is recommended – some NGOs commented on the lack of support from local media and not enough exposure offered.

35. Encouraging large companies to assist the sector and 'sponsor' an organisation is recommended. Collaboration from the private sector is encouraged for example even just to sponsor a social event for service users. This will continue to encourage the creation of an all inclusive society.

36. The subject of insurance for volunteers is only present in a few countries and could be a subject to tackle. According to data, there is no specific social protection of volunteers in place in Malta.

37. Malta has no legal framework for individual volunteers apart from not having a comprehensive one for the sector as mentioned above - There is no specific legal framework for individual volunteers in Malta as the Voluntary Organisations Act does not pay particular attention to volunteers. Although the Act addresses the institutions responsible for volunteering and voluntary organisations in general, there is no reference to volunteer as individuals other than a definition of the term 'volunteer'. The Act defines a volunteer as 'a person who provides unremunerated services through or for a voluntary organisation'. Individuals are not required to obtain specific permission to engage in voluntary activities and there are no specific restrictions in place which limit participation in volunteering activities (for example, requiring unemployed individuals to undertake reasonable steps to find employment in parallel to taking part in volunteering activities or time limitations on the number of hours spent volunteering per week).

This has to be seen in the Maltese context where too much structuring could put off volunteers.

38. Self-regulation in relation to volunteering - Codes of conduct and ethics are necessary for voluntary organisations. Volunteers should be made aware through

promotion of these codes of conduct and trained on their use and importance.

39. Provisions for specific categories – There are no legal provisions in Malta relating to different categories of volunteers - such as, employees; self-employed individuals; individuals receiving benefits and/or social welfare; individuals receiving a pension; etc. All individuals are allowed to volunteer. Young people who are unemployed and who take part in European Voluntary Service (EVS) voluntary activities abroad will continue to receive their unemployment allowance and benefits (see point 40).

40. Support schemes and incentives - While no disadvantages have been identified, which could penalise individuals for taking part in voluntary activities, there are no specific incentives in place to encourage individuals to volunteer. The lack of support schemes for volunteers in Malta is perceived as a particular challenge by certain stakeholders. Most NGOs, which engage volunteers, are responsible for their insurance – in many cases group insurance is bought. NGOs periodically fund raise to help volunteers going abroad. The only support observed by NGOs is that every year the government allows a number of individuals (up to ten) working in the civil service to be seconded to NGOs. This means that an individual, who is still on the government's payroll, can work for an NGO for a period of one year, with the possibility of renewal – as such, NGOs are able to access extra staff at no additional cost.

41. Rules on reimbursement of expenses for individual volunteers - the costs associated with voluntary activity vary between different NGOs and different fields of activity. Each NGO has its own policy on how volunteers can claim back the costs of volunteering. Traditionally individuals volunteering abroad paid for their own trips and the associated costs (for example, subsistence). Some NGOs have now joined Europe-wide schemes to send volunteers abroad (such as the GLAN project) – as a result they are able to access some funding, such as help with training costs. Some NGOs also have an internal policy to reimburse transportation costs (when a volunteer must travel to get to their voluntary activity) or to provide a basic allowance for volunteers abroad. The lack of access to funds is a particular challenge for NGOs. NGOs spend a significant proportion of their time fund-raising and most volunteers must bear the cost of their voluntary activities themselves – in nearly all cases volunteers on short-term assignments must pay for their own costs. As sources of funding are very limited, NGOs use up a lot of their energy to cover operating costs.

42. Fiscal framework - Tax incentives - In order to address this issue, a consultation was commenced with the Inland Revenue Department on the Commissioner's Office initiative with the aim of starting a process whereby all fiscal exemptions which can currently be found sporadically in Maltese laws are combined and streamlined in a manner that administrators of voluntary organisations will be able to benefit from

better. It is our understanding that the office of the Commissioner is undergoing a review of the fiscal laws in so far as these affect or relate to NGOs.

43. Fiscal framework - VAT - In addition, the current VAT Act is contemplating a VAT classification for voluntary organisations (following an EU directives policy) – however, this has not yet been translated into the language of the classification developed for NGOs so as not to create confusion in the implementation of this law. It is our understanding that this discussion is ongoing.

44. NGOs could be consulted more in decision making processes and encouraged to be participative. Voluntary organisations should be involved in policy development in order to contribute their substantial and important experience in their respective fields.

45. Sharing best practices and networking both at a local and international level are seen as supporting and helping organisations in improving their impact through project implementation across nations and fostering links with other organisations.

46. Promoting quality volunteering – promoting the highest standards of practice within organisations whilst maintaining the voluntary character of the sector.

47. Better communication with society of the work being done by voluntary organisations. Some organisations are relatively unknown to society and their contribution is valid. Marketing through the focal point as well as the media can help with this. The distribution of the directory of voluntary organisations will also help.

48. Serious consideration should be given to the use of voluntary and community work for rehabilitation and re-integration purposes; encouraging volunteers even from minority groups, encouraging the service user himself or herself to be a volunteer.

49. Ongoing empowerment of organisations - Promoting voluntary organisations as places and catalysts for civic engagement is crucial: these organisations are for the most part the first and only contact point for volunteers and have often been set up by volunteers themselves. Particular attention should be paid to exchanges of experience and to improving the capacity and quality of work of voluntary organisations, which are the backbone of civil society and voluntary participation.

50. The recommendations above are to be read in conjunction with the specific recommendations by sector received from the interviews with and questionnaires to voluntary organisations and reported in Chapters 2 and 3 of this study which are very valid.

51. Other Specific Recommendations by sector – the following recommendations and information emanate from the discussion groups held during the discussion meetings

held as part of the EU Flagship Project on Volunteering.

Mental Health

Discussion

- Voluntary work with mental health patients gives benefits not only to the client but also to the person volunteering
- Including service users in discussing their needs
- Stigma still present but more common in the older generation
- Support needs to be offered in the follow-up after being discharged from hospital
- Greater awareness needs to be given on mental health in educational establishments
- Community services need to be greatly extended

Recommendations

- Ongoing training
- More support and understanding from the community
- Better connections between organisations and volunteers working in different sectors to share best practices and support one another
- Greater inclusion of mental health needs in social discourse and extension of community services with volunteers

A betterment of the channels of the communication especially among sectors within the public service in the form of better communication for volunteer coordinators – for them to know where to access resources, information – this can also happen through the focal point who will be the reference point – an official communication structure needs to be available – also between the different NGOs – different NGOs provide similar services for example Hospice movement, Richmond foundation but all are cut off from one another with no exchange or sharing of practices. Therefore the main recommendations here are:

- more coordination, more communication with other organisations;
- this will also lead to sharing of volunteers between different organisations;
- sharing of experiences with other providers needs to be improved on;
- one feels alone to know where to start – this must be eliminated;
- formal training for volunteer coordinators;
- betterment of available resources – one person sometimes does everything;
- improvement in training and
- better group supervision

Environment

Discussion

- Lack of time due to today's way of life leads to less possibilities to engage in voluntary work – youth have their studies; families have responsibilities (both parents work); those who are retired usually care for their grandchildren
- Individual volunteering leads to people feeling lonely and cut off from the rest of the volunteering community
- Public egoism can be demotivating
- There is a dire need for more volunteers

Recommendations

- More information is needed – people are unaware of what is going on and how they can help

- Volunteering can be the source of informal education for youth – can be integrated into the formal school environment
- There is the need for greater support from both local and national authorities for volunteers
- A change in how volunteering is seen could be of benefit to the community as a whole – looking at it as every little can make a change.

Youth

Discussion

- Volunteers have the following impact on youth: Prevention (enable youth to stay on the 'right' path), Education (Giving more skills and competences) and youth development (help to develop social skills and other important soft skills for a better community development)
- In today's society one obstacle to greater volunteering is the lack of time available.
- Youth need to be: recognized, understood, given a sense of belonging, inspired and given independence

Recommendations

- There is need to create a directory of volunteers and categories of voluntary organisations according to sector/theme – to help better matching
- Give people confidence that they CAN work with young people – to avoid them becoming fearful of doing/saying the wrong thing or not being able to be effective in their work
- Involve youth in developing programmes, activities, etc for other youth (not just adult volunteers)
- Greater awareness could be made with Government or other agencies to promote volunteering within those agencies. Also, greater need for NGOs working with vulnerable youth.
- Need for accreditation of skills obtained through volunteering
- Need more training for volunteers working with youth
- To make volunteering manageable set a target, time limit or structure for volunteering – e.g. 1 hour a week

Children

Discussion

- Children need parenting and parent figures
- Within Residential homes there is need for more staff and volunteers – there needs to be a balance between paid staff and volunteers
- Child protection and helping children should be on everyone's agenda
- Older generation is involving itself more in volunteering with children, particularly informally within the family unit.
- There is a lack of information or no information available for volunteers
- Lack of time is an issue

Recommendations

- More training and supervision is needed for volunteers working in such a sensitive area
- Continuous support and refresher for volunteers need to be in place
- Greater awareness of the needs of children in the area of child protection and volunteering
- Need for greater commitment and dedication of volunteers
- Recognition of skills obtained through volunteering is necessary
- Awareness in schools is needed – need more outreach work in a more structured way
- Mentoring of children by elderly or young people could be beneficial

- A needs' assessment exercise needs to be in place which will then inform society of the needs of the particular sector where volunteering is concerned

Elderly

Discussion

- Volunteering with elderly can help them feel and be more socially included
- Day centres need to be more proactive and work to try keep as many elderly within the community
- Volunteers needed to support elderly in their own homes with practical matters and also to ensure that they are better integrated
- Elderly need to be encouraged to remain active socially and perhaps forced retirement should not always be mandatory as this cuts one off from society

Recommendations

- Need for greater community based voluntary run services to reduce waiting lists and waiting times, including to provide emotional support to elderly in their own homes
- Volunteers need to be trained and aware of any signs of elderly abuse and be able to take action accordingly

Band Club Associations

Discussion

- All band club operations are volunteer-based
- Youth are encouraged to participate in band clubs
- There are different sections – children, youth, adults
- There is a gender equality policy in all band clubs
- For volunteer information, all types of concerts are organised
- Cultural sector of volunteering is rewarding
- Culture in each place is outstanding and we keep Malta on the map

Recommendations

- Need for greater financial support
- A better appreciation of our cultural heritage and the importance of culture will lead to greater participation

Healthcare Services

Discussion

- Finances are an issue for voluntary organisations
- Time is also precious – some people can only give so much time
- Commitment of volunteers is also important, as is responsibility in taking a commitment
- Sharing of resources with other organisations instead of fragmentation of funds
- Making contact with other organisations or volunteer-base might be problematic
- Many companies do not uphold the value of volunteering and thus have little social responsibility.

Recommendations

- Need for an easily accessible and regularly updated directory of volunteer organisations and free health services so people and volunteers can refer to it
- There needs to be me greater awareness of the availability of funds for NGOs and the know how on ways of accessing them

- Creation of a centralised calendar of events for NGO activities regardless of whether it is related to fund raising or awareness campaigns, or other actions
- An open day should be organised to promote volunteer services within each health sector to encourage more people to join as volunteers
- Greater promotion could be carried out in schools, through the local councils and parish churches

Caritas / Prison Inmates

Discussion

- Caritas Prison Inmates Programme (PIP)
- The last two years of one's prison sentence can be spent in the PIP. Residents follow a rehabilitation programme in Bahar Ic-Caghaq to work on their drug addiction. The prison sentence must be related to a drug offence to follow the PIP. PIP is offered in conjunction with Caritas, Sedqa and Satu. It is a Holistic programme aimed at addressing the needs of the body, mind and soul – addresses the addiction, prepares one for employment and tackles family issues.
- Social work and Psychology students offer a number of hours as part of their course for volunteering with Prison inmates
- It is sometimes hard to find volunteers who are willing to work with certain groups, including prison inmates
- While professional volunteers are important, we cannot forget the non-professional volunteers who are equally important to the clients – e.g. for transportation
- Confidentiality is highly important in volunteering and all volunteers are trained and must abide by the regulations of the organisation
- Volunteers are seen as role models and must act as such must be careful in how they act – sometimes they also need to be more street-wise than the clients themselves
- Volunteers can participate by:
 1. Teaching academic subjects, as well as drama, crafts and trades
 2. Help in administrative work
 3. Escort and drive inmates to court and for errands
 4. Help in the rehabilitation of their families and partners

Recommendations

- The stigma of volunteering with this particular group need to be overcome by giving accurate information on the benefits
- Encourage more people to join as volunteers in order to ensure that ex-prison inmates will have a better future once they are out of the system and into society.

Refugees

Discussion

- Refugees are escaping dire situations back home – they are not economic migrants.
- There is a need for a stronger integration policy in order to encourage migrants to integrate and for the public to become more aware of the situations involved. This will help change the perception refugees have amongst the local population and enable greater volunteer participation.
- One project that involves volunteering with women refugees is the befriending project pioneered by UNHCR and KOPIN which aims at bringing together Maltese and migrant women to aid integration of this highly vulnerable group

Recommendations

- Need for greater media coverage, particularly through TV spots on specific needs and projects
- Target specific groups of people according to needs – e.g. crafts-persons
- Help change the perception of refugees among the local population through awareness raising of the different conditions and situations they live in.

Sports

Discussion

- In schools, children are overloaded with work on the curriculum without giving much importance to sport and activities.
- Sport is part of a healthy lifestyle and everyone can enjoy one sport or another

Recommendations

- Promote greater sports activities and ways of encouraging volunteers to join sports related clubs
- Promote the benefits of sport with volunteers, which will have a multiplying effect through awareness raising and promotion
- Encourage actual sport as opposed to virtual reality in schools which will lead to more people interested in volunteering in sport

Domestic Violence

Discussion

- Some people are against DV promotion as they think it will lead to more separations
- Need for greater awareness on DV issues as many people may not realise they are being victims of abuse
- women need to be made aware of the importance of being independent.

Recommendations

- Ensure that volunteers are well trained with refresher courses regularly
- Promote the needs of children and women to be safe and safeguarded from violence – e.g. to avoid the chain reaction that violence can have on children once they become adults.

Therefore the main areas to be tackled are the following:

- Quality of the sector
- Legal framework
- Infrastructure
- Recognition
- Economic and social value
- Employee volunteering

It is noted that the EU is committed to the sector and is working on introducing volunteering in the EU's policies and strategies amongst others the employment strategy, the fight against poverty and social exclusion policy and the "New Skills for New Jobs" initiative to match and anticipate labour market needs. The creation of an

enabling environment will help anchor volunteering as part of promoting civic participation and people-to-people activities. To facilitate volunteering and to encourage networking, mobility and cooperation, voluntary organisations are to be empowered and the quality of the activity improved. The general public are to be made more aware of the value and importance of volunteering.

Voluntary work must never, on any account, be "exploited" for other ends. Volunteers are not political tools: they are an expression or component of active citizenship. Thanks to their commitment, they give practical shape and form to abstract values such as social integration, social cohesion, solidarity and lifelong learning in areas such as the environment, sport, human rights, culture, to name but a few.

Conclusion

Volunteering is a strong manifestation of the greatest universal values such as respect, tolerance, charity, altruism and commitment, which should be channelled from generation to generation. These faces are today threatened by increased materialism and a 'want it now' culture. Volunteering plays a vital role in developing a sustainable and effective civil society. It can be argued that a strong civil society is also a sign of a strong democratic society. As such, a vibrant volunteering sector can contribute to a vibrant democracy.

In addition, volunteering can also contribute to economic and social policy goals at national level. The voluntary sector often attracts dedicated members of society who have the skills and knowledge that matches, and sometimes even exceeds, government expertise in specific areas. At the same time, by being closer to local communities and thus their problems and needs, NGOs are an important source of support and information for state authorities when designing national policies.

In addition to gaining a sense of achievement and of having put something back into society, voluntary activities also enable volunteers to acquire new and relevant skills, which can also be transferred to their personal and professional lives. For example, by volunteering in youth clubs and youth organisations, young people can acquire key interpersonal skills (such as, team-building, assertiveness and negotiation) and can learn valuable crucial lessons about active participation and citizenship.

Communities can also benefit from voluntary activities. Local charities, voluntary organisations and grass roots community groups often provide locally based services and activities, campaign and give a voice to local people, and help people to get involved in their communities. They also provide an important means for individuals to influence their own lives and society at large. Societies with a history of

volunteering have a stronger civic culture, and the trust that emerges from a civil society tends to result in more effective democratic institutions and healthier economies.

Volunteering is perceived as very important for those who are enjoying and benefiting from the services that are being carried out by voluntary workers. In Malta, it is particularly strong in the field of social inclusion where volunteers help people who suffer from the disability or marginalisation.

The results of this study show a very active NGO sector in Malta which is made up of very committed and passionate individuals who firmly believe in a cause. It also highlights the great needs that are absent in this sector and the void that needs to be addressed in the realm of frame working and resources as well as legal structures in order to promote support measures for voluntary activities to allow more people to engage in the sector.

The largest benefit obtained from volunteering is the satisfaction of incorporating service into one's life and making a difference to the community and the country. The intangible benefits alone such as pride, satisfaction and accomplishment are worthwhile reasons to serve. When we share our time and talents, we solve problems, strengthen communities, improve lives, connect to others and transform our own lives.

All this with the aim of creating more active citizenship within the context of solidarity and altruism and the creation of an all encompassing and caring society whilst recognising the personal growth and fulfilment that accompanies an act of volunteering.

SOURCES

Interviews

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- Chairperson – The Malta Council for the Voluntary Sector – Mr Robert Farrugia
- CEO – Agenzija Zghazagh – Ms Miriam Theuma
- President – Nature Trust Malta – Mr Vince Attard
- President – AAA – Ms Romina Formosa
- Chairperson – Commission on Domestic Violence – Ms Joanna Xuereb
- Volunteer Coordinator – Clinical Psychologis – Mount Carmel Hospital – Community Mental Health Services – Ms Rayna Mateva
- Service Area Leader – Supportline 179, PUD, Hotline -Agenzija Appogg – Ms Svetlana Camilleri
- President - Kummissjoni Djocezana Zghazagh – Mr Anthony Mifsud

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<http://www.efc.be/News/Pages/Commissionsupportscross%E2%80%93bordervolunteeringintheEU.aspx>

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Voluntary Organisations Act (Act XXII of 2007 of the Laws of Malta)

Code for Administrators of Voluntary Organisations Malta
tps://secure2.gov.mt/socialpolicy/socprot/voluntary_org/cvo_office/code_admin_vos.aspx

Appendix 1

List of registered Voluntary Organisations in Malta

Abulafia Jewish Foundation of Malta (seal of secrecy) - VO/0485
Action for Breast Cancer Foundation - www.actionforbreastcancer.com - VO/0058
Active Youth - VO/0489
ADHD Family Support Group - www.adhdmalta.org - VO/0041
ADITUS - <http://aditus.org.mt/aditus/Home.html> - VO/0512
Adult Cancer Support Group – Fifteen Plus - VO/0090
AEGEE – Valletta - www.aegEE-valletta.org - VO/0261
Aid to Autonomous (A2A) Foundation - VO/0327
AIESEC (Malta) - <http://www.aiesecmalta.org/> - VO/0511
Alternattiva Demokratika Zghazagh – Green Youth (Malta) - VO/0478
Amadeus Chamber Choir - VO/0419
Amplify - VO/0505
Amputees 4 Amputees (A4A) - VO/0289
Animal Care Malta - <http://animalcaremalta.weebly.com/> - VO/0551
Animal Rights Group - VO/0057
Anti Poverty Forum Malta (APF Malta) - VO/0271
Arab European Forum For Development And Dialogue - VO/0464
Arabic Culture Information Society - <http://acismalta.com/> - VO/0088
Archaeological Society Malta (The) - www.archsoc.org.mt - VO/0195
Arkati Foundation (The) - VO/0475
Armenian Community of Malta - www.malta-armenia.eu/ - VO/0287
Art Club 2000 (Art & Craft Centre Mellieha) - VO/0600
Art Discussion Group (ADG) - www.adgmalta.net - VO/0580
Art of Living - www.artofliving.org/intl/ - VO/0372
Arthritis and Rheumatism Association of Malta - VO/0425
Association Des Professeurs De Francais De Malte - www.apfmalte.com - VO/0589
Association for Abandoned Animals - www.aaamalta.com - VO/0092
Association of Anaesthesiologists of Malta - www.aam-malta.org/ - VO/0349
Association of Arms Collectors and Target Shooters - www.aactsmalta.org/ - VO/0414
Association of Carers for Stray and Abandoned Felines - www.csafmalta.com - VO/0081
Association of Insurance Brokers - VO/0476
Association of International Women in Malta (AIWM) - www.aiwamalta.com - VO/0325
Association of Lyceum Past Students (ALPS) - <http://www.alpsmalta.com> - VO/0500
Association of Model Engineers - www.a-m-e.org - VO/0484
Association of Parents of Children in Church School (Malta) - www.apccsmalta.eu - VO/0207
Association of Performing Arts Practitioners (Malta) - VO/0515
Association of Podiatrists of Malta (APM) - VO/0598
Association of Speech-Language Pathologists - www.aslpmalta.org - VO/0301
Association for the Advancement of Meridian Energy Techniques (AAMET) - www.aamet.org/ - VO/0400
Assocjazzjoni Kunsilli tal-Iskejjel - VO/0003
Assocjazzjoni Maltija Tal-Apikultura (AMA) - VO/0550
Assocjazzjoni tas-Sidien Caravans u Bangalows - Ghadira - VO/0453
Assocjazzjoni Segretarji Kunsilli Lokali Malta - VO/0182
Assocjazzjoni Sport Muturi - asmalta.tripod.com - VO/0251
Assocjazzjoni Sportiva Hibernians - VO/0492

Assocjazzjoni tal-Hwienet ta' Wied il-Ghajj - www.marsaskala.org/ - VO/0097
 Assocjazzjoni Voluntarji Lourdes - www.avlourdes.com - VO/0051
 Astronomical Society of Malta - www.maltastro.org/ - VO/0239
 Athleta Basketball Nursery - <http://athletabasketball.com/> - VO/0587
 Austrian-Maltese Association - VO/0360
 Banda San Giljan AD 1927 - <http://www.stjuliansband.com/> - VO/0318
 Balluta Residents Association - VO/0426
 Big Friends Guggen Musik A.D. 2008 - www.bigfriendsguggenmusik.com - VO/0465
 Biological Conservation Research Foundation (BICREF) - www.bicref.org - VO/0060
 Birdlife Malta - www.birdlifemalta.org - VO/0052
 Birzebbugia Sports Complex Foundation - VO/0221
 Bonsai Culture Group - www.bonsaimalta.org/ - VO/0249
 Cats and Dogs Shelter - VO/0173
 CAMYOUTHS - www.camyouths.com/ - VO/0396
 Central Bank of Malta Pensioners Group - VO/0596
 Centro Cultural Hispano Malte's - www.spanishmaltesecentre.org - VO/0219
 Centru Tbexbix - www.tbexbix.org/ - VO/0011
 CFC Ancop Malta Foundation - VO/0281
 Chamber of Engineers - www.coe.org.mt - VO/0167
 Changing Lives - VO/0341
 Children Without Frontiers - VO/0539
 Cinema Heritage Group - <http://www.cinemaheritagegroup.org> - VO/0534
 Circolo San Giuseppe Filarmonika Sagra Familija - www.sagrafamilija.org - VO/0228
 Civic Club - VO/0285
 Civil Service Sports Club - VO/0095
 Claris Foundation - www.clarisfoundation.org - VO/0157
 Classique Foundation (The) - VO/0331
 Coeliac Association of Malta - www.coeliacmalta.org/ - VO/0030
 Cottonera Cat Care Association - VO/0324
 Council of Islamic Community of Malta - VO/0262
 Creative Island - VO/0565
 CycleSafeMalta - VO/0316
 Dan Church Aid - www.danchurchaid.org/ - VO/0575
 Dance Council Malta - VO/0548
 Deeper Christian Life Ministry - VO/0461
 Dental Association of Malta - VO/0299
 Dhammakaya Malta International Foundation - VO/0401
 Din l-Art Helwa - www.dinlartelwa.org - VO/0008
 Docomomo Malta - www.docomomo.com - VO/0333
 Dogs Trust (Malta) - www.dogstrustmalta.com - VO/0216
 Dolphin Foundation for Science & Culture - VO/0102
 Domus Pio IX – Cospicua - VO/0445
 Don Bosco House - VO/0169
 Don Bosco Voluntary Service - VO/0170
 Down Syndrome Association Malta - www.dsa.org.mt - VO/0159
 Dr. Klown - VO/0582
 Eden and Razzett Foundation (The) - www.inspire.org.mt - VO/0199
 Education Agency (Educ A) - www.educainternational.org - VO/0192
 Education Aid - VO/0190
 Emergency Fire and Rescue Unit - www.efru.net - VO/0018

Emergency Response & Rescue Corps - <http://errcmalta.com>- VO/0503
 English-Speaking Union of Malta (The) - www.esumalta.org - VO/0358
 Entomological Society of Malta (The) - www.entomologicalsocietymalta.org - VO/0361
 Entrepreneurial Forum - VO/0522
 Equal Partners Foundation - www.equalpartners.org.mt - VO/0044
 European African Human Rights - VO/0254
 European Alliance for Freedom - VO/0466
 European Mentoring & Coaching Council (EMCC Malta) - www.emccouncil.org - VO/0031
 European Movement (Malta) - VO/0177
 Ex Royal Fleet Auxiliary Association Malta - VO/02955
 Exiles Sports Club - www.exiles.com.mt- VO/0473
 Faces - VO/0151
 Families for Life Long Learning - VO/0243
 Federation for Hunting & Conservation – Malta (FKNK) - www.huntinginmalta.org.mt - VO/0306
 Fgura Pageant Group - <http://fgurapageantgroup.org/>- VO/0337
 Fil-Com Malta - <http://www.webjam.com/filcommalta>- VO/0302
 Filipino Overseas Contact Workers in Malta - VO/0474
 FIODs Solidarity Foundation - VO/0116
 Flimkien Ghal Ambjent Ahjar - www.faa.org.mt - VO/0101
 Fondazzjoni Arka - www.arkafoundation.org - VO/0032
 Fondazzjoni AZAD - Centru ta' Studji Politici - VO/0508
 Fondazzjoni Hajja Indipendenti - VO/0070
 Fondazzjoni Kenn u Tama - VO/0488
 Fondazzjoni Kulturali 'IL-Mellieha' - VO/0375
 Fondazzjoni Nazareth - VO/0366
 Fondazzjoni Ordni tal-Paci - VO/0483
 Fondazzjoni Patrimonju Siggiewi - VO/0394
 Fondazzjoni Suret il-Bniedem - VO/0026
 Fondazzjoni U (Xandir Socjo Religjuż) - VO/0276
 Fondazzjoni Uljed Hal Qormi (F.U.Q) - VO/0267
 Fondazzjoni Wens - VO/0068
 Fondazzjoni Wirt Artna - www.wirtartna.org - VO/0117
 Fondazzjoni Bethlehem F'Ghajnsielem - VO/0384
 Food First Malta (FFM) - VO/0232
 Forum for Justice and Cooperation - VO/0106
 Fostering Social Technological Economic Renewal Foundation - VO/0460
 Foundation for Architecture and Art in Malta and the Mediterranean (FAAMM) - VO/0442
 Foundation for Respite Care Services (Dar il-Kaptan) - www.darilkaptan.org - VO/0139
 Foundation for Shelter and support to Migrants (FSM) - VO/0444
 Foundation for Women Entrepreneurs - www.women.org.mt - VO/0247
 Foundation for Human Resources Development - www.fhrd.org - VO/0294
 Foundation Melitensis - VO/0131
 Fratellanza San Mikiel - San Gorg Qormi - VO/0569
 Friends of Antarticland Association - VO/0581
 Friends of Australia Association – Gozo Branch - VO/0421
 Friends of the Earth Malta (FOE Malta) - www.foemalta.org - VO/0091
 Friends of the National Archives of Malta https://secure2.gov.mt/nationalarchives/Default.aspx?page_info_id=156 - VO/0436
 Friends of the Sick and the Elderly in Gozo - www.fsegozo.com - VO/0066
 FTZ-Community Foundation - www.ftz.org.mt - VO/0188

General Workers Union Youths (GWU YOUTHS) - VO/0562
 Genista Research Foundation - www.genistafoundation.org - VO/0248
 Geriatric Medicine Society of Malta - www.gmsmalta.com - VO/0179
 GetUpStandUp! - www.getupstandup.org.mt - VO/0428
 Ghana Mission Foundation (The) - VO/0486
 Ghanaian Community in Malta - VO/0584
 Ghaqda Banda Zejtun - www.zejtunband.com - VO/0362
 Ghaqda Dilettanti Sajjieda Barklori ISLA - VO/0274
 Ghaqda Dilettanti tan-Nar Marija Bambina Mellieha - VO/0160
 Ghaqda Filantropika Ghaxaq - VO/0290
 Ghaqda Filantropika Talent Mosti - www.talentmosti.org/ - VO/0226
 Ghaqda Filarmonika Mnarja - Nadur - VO/0533
 Ghaqda Folkloristika tal-Qiegha - VO/0498
 Ghaqda Karmelitana Banda Queen Victoria – Zurrieq - www.carmelitesocietyzurrieq.com - VO/0352
 Ghaqda Hbieb Sptar Monte Carmeli - VO/0059
 Ghaqda Kazin Banda San Filep AD 1851 - www.bandasanfilep.com.mt - VO/0037
 Ghaqda Kazini tal-Banda - www.maltaband.org/ - VO/0055
 Ghaqda Korali u Orkestrali 'Marija Bambina' - <http://choirandorchestra.org/> - VO/0144
 Ghaqda Kulturali Kirkop - VO/0518
 Ghaqda Madonna tal-Grazzja Banda San Mikiel Zabbar A.D. 1883 - www.talgrazzjabandasanmikiel.com VO/0415
 Ghaqda Malta – Kuba - www.maltacuba.org/ - VO/0074
 Ghaqda Muzikali Beland - <http://www.belandband.com/10/index.php>- VO/0501
 Ghaqda Muzikali Immakulata Kuncizzjoni – Hamrun - www.geocities.com/bandakuncizzjoni/index.html - VO/0194
 Ghaqda Muzikali 'ITE AD JOSEPH' - VO/0319
 Ghaqda Muzikali Madonna ta' Lourdes San Gwann - www.bandasangwann.org/ - VO/0467
 Ghaqda Muzikali Marija Annunzjata A.D.1862 - <http://www.tarxienbandclub.com> - VO/0502
 Ghaqda Muzikali Marija Assunta Gudja A.D. 1919 - www.mariassuntagudja.com - VO/0369
 Ghaqda Muzikali Marija Regina - VO/0398
 Ghaqda Muzikali Mount Carmel - www.mountcarmelbandclub.com VO/0229
 Ghaqda Muzikali San Girgor – Kercem - www.bandasangirgor.org - VO/0402
 Ghaqda Muzikali San Gorg Martri AD 1893 - www.bandasangorg.eu/ - VO/0412
 Ghaqda Muzikali San Guzepp – Ghajnsielem A.D. 1928 - www.ghajnsielem.com/stjoseph/ - VO/0446
 Ghaqda Muzikali San Guzepp (A.D. 1874) – Ghaxaq - www.sanguzeppghaxaq.com - VO/0323
 Ghaqda Muzikali San Leonardo AD 1858 – Kirkop - VO/0266
 Ghaqda Muzikali San Pietru fil-Ktajjen - www.palazzsanpietru.com - VO/0278
 Ghaqda Muzikali Sant' Andrija - www.bandasantandrija.org - VO/0395
 Ghaqda Muzikali Sant' Anna – Wied il-Ghajj A.D 1994 - www.stannebandclub.org - VO/0206
 Ghaqda Muzikali Sant' Elena - www.sainthelenbc.org - VO/0128
 Ghaqda Muzikali Santa Marija - www.dinglibandclub.com - VO/0174
 Ghaqda Muzikali Santa Marija – Ghaxaq - www.santamarijaghaxaq.com/ - VO/0351
 Ghaqda Muzikali Santu Wistin - VO/0027
 Ghaqda Muzikali u Soċjali 'Madonna tal-Karmnu' (Fgura) - www.bandafgura.com - VO/0181
 Ghaqda Muzikali Vizitazzjoni - Gharb - <http://vizitation.tripod.com/> - VO/0443
 Ghaqda Persuni Neqsin mis-smiegh – Malta - www.deafmalta.com - VO/0021
 Ghaqda Produtturi tal-Ghasel Malti - VO/0432
 Ghaqda Produtturi tal-Fniek - VO/0218

Ghaqda Socjali 8 ta' Settembru - www.discovermellieha.com - VO/0258
 Ghaqda Socjo-Muzikali Anici - www.anicibandclub.org - VO/0130
 Ghaqda ta' Hbiberija Malta – Cina - www.maltachinaonline.org - VO/0129
 Ghaqda tal-Muzika San Gejtanu (Hamrun) - VO/0186
 Ghaqda tar-Residenti ta' Santa Marija Estate, Mellieha - <http://santamarijaestatemellieha.com/>-
 VO/0313
 Ghaqda tan-Nar 26 ta' Lulju Santa Venera AD 2009 - VO/0397
 Ghaqda Zghazagh b'Dizabilita - VO/0107
 Ghaxaq Folk Group (k/a Ghaxaq Folk Ensemble) - VO/0180
 Gift of Life Foundation - <http://www.lifemalta.org/>- VO/0246
 Giovani per L'Europa - www.giovaniperleuropa.org - VO/0268
 Good Shepherd Sisters (Dar Merhba Bik) - VO/0007
 Gozo CCU Monitors Foundation - www.gozoccufoundation.com - VO/0215
 Gozo Association For The Deaf - <http://www.gadngo.com/>- VO/0330
 Gozo Business Chamber (The) - www.gozobusinesschamber.org - VO/0471
 Gozo Football Association - www.gozofootball.net - VO/0447
 Gozo Football Club - www.gozofootball.net/ - VO/0540
 Gozo Horse Racing Association - VO/0590
 Gozo Jesus Center - www.gozo-jesus-center.eu - VO/0353
 Gozo NGOs Association - www.gozo-ngos.org - VO/0145
 Gozo Philatelic Society - www.stamps-gozo.org - VO/0546
 Gozo SPCA - www.sPCA-gozo.org - VO/0069
 Gozo Tourism Association - www.islandofgozo.org - VO/0112
 Gozo Youth Football Association - www.gozofootball.net/ - VO/0542
 Greenhouse – Malta - VO/0296
 Grupp Flimkien Nasalu - VO/0363
 Grupp Missjunarju Kull Bniedem Hija - www.kullbniedemhija.org.mt - VO/0014
 Grupp Zghazagh Gudja - VO/0530
 GS1 Malta - www.gs1mt.org/- VO/0284
 Hair and Beauty Federation (Malta) - www.hairbeautyfederation.org - VO/0089
 Hamrun Spartans Football Club - www.hamrunspartansfc.com/ - VO/0592
 Happy Moments Kenya - VO/0275
 Happy Paws Charity Organisations - www.happypaws.org.mt - VO/0119
 Hbieb ta' Agenzija Support - VO/0067
 Help Marilyn Debono Campaign - VO/0310
 Help Vlada Campaign - VO/0291
 Heritage Park Federation (The) - <http://www.majjistrat.org> - VO/0418
 Hibernians Budokwai Judo Club - <http://site.budokwajudo.com/> - VO/0158
 Hilton Heart Association - VO/0523
 Hip Hop Malta - www.hiphopmalta.com - VO/0506
 Historical Re-Enactment Group of Malta (HRGM) - www.hrgm.org - VO/0490
 Home Economists in Action (HEiA) - VO/0439
 ICOM Malta - <http://malta.icom.museum> - VO/0376
 Ignatian Youth Network – Malta Foundation - www.inygo.net- VO/0049
 IL-QLUGH - VO/0383
 Il-Mahzen - www.ilmahzen.com- VO/0023
 Imperial Gozo Yacht Club - <http://www.igyc.info/> - VO/0495
 Independent Schools Association (ISA) - VO/0549
 Inhobbu l-Munxar u x-Xlendi - VO/0150
 Inizjamed - www.inizjamed.org - VO/0355

Integra Foundation - <http://integrafoundation.org/> - VO/0570
 International Charity Society - www.icsmalta.org - VO/0378
 International Organization For Diplomatic Relations - www.iodr.cd - VO/0346
 International Police Association (Malta Section) - www.mpa.org.mt/ - VO/0399
 International Tree Foundation - VO/0093
 Islamic Community Malta - VO/0282
 Island Sanctuary Association - www.islandsactuary.com.mt- VO/0038
 Istitut tal-Gurnalisti Maltin - www.maltapressclub.org.mt- VO/0211
 Jesuit Centre for Faith and Justice - www.jesuit.org.mt/justice - VO/0010
 JRS Malta Foundation - www.jrsmalta.org - VO/0064
 Junior Chamber International Malta - www.jci.org.mt - VO/0208
 Kare4Kenya - www.kare4kenya.org - VO/0163
 Kazin Banda San Guzepp u Banda De Rohan - www.bandaderohan.com - VO/0283
 Kazin Banda San Pawl - VO/0224
 Kazin tal-Banda San Gorg Bormla - VO/0193
 Kazin Santa Liena Banda Duke of Connaught's Own - VO/0563
 Keralaid Trust - VO/0524
 Kercem Ajax Football Club - www.kercemajaxfc.com - VO/0368
 Kinemastik - <http://www.kinemastik.org> - VO/0388
 Kirkop United Football Club - www.kirkoputdfc.com - VO/0450
 Koperazzjoni Internazzjonali – Malta (KOPIN) - www.kopin.org - VO/0200
 Kunsill Studenti Universitarji (KSU) - www.ksu.org.mt - VO/0531
 Ladies Craft Circle - VO/0171
 Lejn Xefaq Gdid - VO/0458
 Liceo Maratona Bir-Roti Hamrun- www.bikemarathon.org - VO/0143
 LIGHT - Living in God's Hands Together - VO/0594
 Lions Club Malta (Host) - VO/0504
 Life Resources Foundation - VO/0244
 Lions Club Mdina - www.lionwap.org/mdinamt- VO/0270
 Lions Club Sliema - www.lionsliema.com - VO/0146
 Lions Club St. Paul's Bay - www.lionsmalta.org - VO/0124
 Little Sisters of the Poor - www.littlesistersofthepoor.org/ - VO/0385
 Living Ability Not Disability (LAND) Group - VO/0164
 Living with Dignity Group - VO/0114
 Lumiere Support Group - VO/0386
 Lupus Support Group Malta - VO/0528
 M3P Foundation - VO/0491
 Maghtab Residents' Association - VO/0427
 Malta Amateur Dramatic Club – MADC - www.madc.biz - VO/0407
 Malta Amateur Athletic Association - www.athleticsmalta.org - VO/0104
 Malta Association Hospitality Executives - VO/0377
 Malta Association for Contemporary Music - VO/0380
 Malta Association of Crohn's and Colitis - <http://www.macc.org.mt> -VO/0379
 Malta Association for the Counselling Profession (MACP) - www.macpmalta.org/ - VO/0433
 Malta Association of Family Enterprises - VO/0557
 Malta Association of Occupational Therapists - www.maotwebsite.org - VO/0409
 Malta Association of Optometrists - VO/0482
 Malta Association of Psychiatric Trainees - VO/0392
 Malta Association of physiotherapists - www.physiomalta.com - VO/0147
 Malta Association of Women in Business - www.mawb.org/ - VO/0256

Malta Association of Work and Organizational Psychology - VO/0497
 Malta Autism Centre – Foundation for Education & Research - VO/0520
 Malta Aviation Museum Foundation - www.maltaaviationmuseum.com - VO/0148
 Malta Aviation Society - www.mas.org.mt - VO/0411
 Malta Basketball Association - www.mba.org.mt - VO/0065
 Malta-Bulgarian Business Council Association - VO/0454
 Malta Business Aviation Association - <http://www.mbaa.org.mt> - VO/0339
 Malta Blood Doners Association - www.maltablelooddonors.org - VO/0083
 Malta Cancer Foundation - VO/0053
 Malta Canine Society - www.maltacanine.org - VO/0115
 Malta Cat Club - www.maltacatclub.com - VO/0210
 Malta Career Guidance Association (MCGA) - www.mcga.org.mt - VO/0437
 Malta Chamber Foundation - VO/0552
 Malta Chamber of Scientists - VO/0451
 Malta Cine Circle - www.goldenknightmalta.org/ - VO/0370
 Malta Classics Association - www.classicsmalta.org/ - VO/0566
 Malta Confederation of Women's Organisations - www.mcwo.net - VO/0100
 Malta Contemporary Art Foundation- www.maltacontemporaryart.com - VO/0263
 Malta Continnence Care Association - VO/0235
 Malta Dementia Society - www.maltadementiasociety.org.mt/ - VO/0546
 Malta Dental Technologists Association - www.mtda.biz - VO/0099
 Malta Developers Association - VO/0477
 Malta Exercise Health & Fitness Association - www.mehfa.eu - VO/0075
 Malta Federation of Organisations Persons with Disability - www.mfopd.org - VO/0042
 Malta Federation of Professional Association - www.mfpa.org.mt - VO/0168
 Malta Film Foundation (The) - www.maltashortfilmfest.com - VO/0578
 Malta Fishing and Sports Association - VO/0560
 Malta Fitness Industry Association - VO/0161
 Malta Gay Rights Movement - www.maltagayrights.net - VO/0039
 Malta Girl Guides - www.maltagirlguides.com - VO/0222
 Malta Guide Dogs Foundation - VO/0252
 Malta Health Network - www.maltahealthnetwork.org - VO/0076
 Malta Heart Foundation - www.maltaheartfoundation.org.mt/ - VO/0233
 Malta Historic Vehicle Trust - www.maltahistoricvehicles.com - VO/0111
 Malta Hospice Movement - www.hospicemalta.org - VO/0062
 Malta Hotels & Restaurants Association (MHRA) - www.mhra.org.mt/ - VO/0393
 Malta House of Prayer Foundation - VO/0598
 Malta Human Rights Commission - www.maltahumanrightscommission.com - VO/0430
 Malta Humanist Association - <http://www.maltahumanist.org/> - VO/0532
 Malta Institute of Management - www.maltamanagement.com - VO/0012
 Malta Institute of Professional Photography - www.mipp-malta.com/ - VO/0438
 Malta Interior Design Association - VO/0555
 Malta Judo Federation - www.maltajudo.com/ - VO/0201
 Malta Judo Foundation - VO/0202
 Malta-Kuba - <http://maltacuba.com> - VO/0074
 Malta Library and Information Association (MaLIA) - www.malia-malta.org - VO/0149
 Malta Motorsport Federation - www.maltamotorsport.org - VO/0297
 Malta Map Society - www.maltamapsociety.com - VO/0545
 Malta Maritime Law Association - www.mmla.org.mt - VO/0273
 Malta Medical Students' Association (MMSA) - mmsa.org.mt - VO/0417

Malta Midwives' Association (MMA) VO/0304
 Malta Organic Agricultural Movement - www.moam.org.mt - VO/0056
 Malta Osteoporosis Society - VO/0198
 Malta Parkinson's Disease Association - www.maltaparkinsons.com/Malta_Parkinsons/Home.html - VO/0061
 Malta Photographic Society - www.maltaphotographicsociety.org - VO/0457
 Malta Professional Motoring Schools Association - VO/0234
 Malta Red Cross Society - www.redcross.org.mt - VO/0086
 Malta Regional Development and Dialogue Foundation - www.mrddf.org - VO/0045
 Malta Society of the Blind - VO/0191
 Malta Tama Tnabar Association - www.tamatnabar.org - VO/0205
 Malta Tango Association - www.maltatango.org - VO/0462
 Malta Tenpin Bowling Association - freewebs.com/mtba - VO/0253
 Malta Tourism Society - www.maltatourismsociety.org.mt - VO/0152
 Malta UNESCO Youth Association - www.muya.info/ - VO/0510
 Malta Vocational Centre Association (MVC) - www.maltavocationalcentre.org/ - VO/0427
 Malta Youth Ballet Foundation - VO/0519
 Maltese Association of Psychiatric Nurses (MAPN) - VO/0509
 Maltese Association of Social Workers - www.masw.info - VO/0189
 Maltese Cross Corps - VO/0154
 Maltese Italian Chamber of Commerce - www.micc.org.mt - VO/0481
 Maltese Mentoring Society - www.maltesementoringsociety.com - VO/0002
 Maltese-Serbian Community - VO/0455
 Maltese Olympic Committee - www.nocmalta.org - VO/0184
 Maltese Rottweiler Club (The) - VO/0434
 Manna Foundation - www.manna.org.mt/ - VO/0328
 Marana Tha' Catholic Charismatic Community - www.maranathamalta.com - VO/0004
 Matters Human - www.mattershuman.org - VO/0321
 Medesins Sans Frontieres - www.msf.org/ - VO/0335
 Mdina Knights Football Club - www.mdinaknightsfc.com - VO/0387
 Media International Foundation - VO/0347
 Mediterranean Institute of Primary Care - www.mipc.org.mt/ VO/0300
 Mediterranean Solidarity Foundation (k/a MEDSOL Foundation) - VO/0456
 Mediterranean Voices Association Malta (MVAM) - VO/0389
 Melita Football Club - www.melitafc.com - VO/0240
 Melita Music, Culture and Heritage Foundation - VO/0496
 Mellieha Tritones Club - VO/0405
 Mental Health Association Malta - www.mhamalta.com - VO/0317
 Mid-Dlam Ghad-Dawl - <http://users.onvol.net/98560/main.htm> - VO/0123
 Migrant's Solidarity Movement - www.migrantsmalta.org/ - VO/0103
 Millennium Chapel Foundation - www.millenniumchapel.org - VO/0022
 M'Intix Wahdek - www.mintixwahdek.com - VO/0209
 Missionary Knights - Malta Foundation - VO/0595
 Mission Fund - www.missionfund.org.mt - VO/0015
 Mission of Mercy - www.missionmaltabrazil.org - VO/0220
 Mobile Monday Malta - www.momomalta.org - VO/0305
 Mons. Hilarion Capucci Foundation - VO/0554
 Moviment Graffiti - www.movimentgraffitti.org - VO/0126
 Moviment Kerygma - VO/0135
 Moviment Madonna tal-Konsagrazzjoni - www.ourladyofconsecration.org - VO/0236

Moviment Missjunarju 'Gesu fil-Proxxmu' - www.maltamission.com - VO/0140
 Moving Theatre - VO/0185
 Munxar Falcons F.C. - www.munxarfalcons.com - VO/0543
 M-XXI Foundation - VO/0259
 National Association of Pensioners - www.nap.org.mt - VO/0255
 National Cat Society - www.tomasinasanctuary.org - VO/0047
 National Council of Women Malta - www.ncwmalta.com - VO/0020
 National Foster Care Association Malta - VO/0354
 National Federation of NGOs of Malta - VO/0175
 National Parents' Society of Persons with Disability - www.npspd.org/ - VO/0156
 Nations of Christ - www.nationsforchrist.org - VO/0269
 Nature Trust (Malta) - www.naturetrustmalta.org - VO/0048
 Neptunes Waterpolo & Swimming Club - <http://www.neptuneswpsc.com> - VO/0559
 No. 68 - www.68stlucystreet.com - VO/0288
 Noah's Ark Animal Sanctuary - www.noahsarkmalta.com - VO/0040
 Noise Abatement Society of Malta - VO/0342
 NPICU Family & Friends - VO/0576
 Oasi Foundation - www.oasi.org.mt - VO/0072
 Oikonomos Foundation - VO/0098
 O.J.K. "Order of the Joint Knights" - VO/0527
 Oratorju Don Bosco, Ghawdex - www.donboscoGOZO.org - VO/0142
 Order of Saint Lazarus - Gozo Commandery - www.stlazarusGOZO.org - VO/0435
 ORDO EQUITUM SANCTISSIMI SALVATORE ET SANCTORUM Sub Titoli Apostolorum Petri et Pauli - VO/0468
 Organisation for Friendship in Diversity - <http://ofd.org.mt> - VO/0279
 Osanna Pia Home – Salesians - VO/0080
 Outdoor Sports Association (Marsascula) - VO/0132
 Parents Foundation For Education - VO/0320
 Pamper the World - www.facebook.com/pampertheworld - VO/0410
 Paulo Freire Institute - <http://www.pfi.org.mt> - VO/0009
 PAWS Malta (People for Animal Welfare Support) - <http://www.paws.org.mt> - VO/0315
 Peace Band Club - www.bandapeacenaxxar.com - VO/0264
 Pembroke Athleta Athletics & Triathlon - VO/0558
 Pembroke Athleta Sports Club - www.pembrokeathletafn.com - VO/0105
 Permaculture Research Foundation Malta - www.permaculturemalta.org - VO/0448
 Pope John XXIII Peace Laboratory - www.peacelab.org - VO/0293
 Principality of West Antarctic Fund - VO/0572
 PRISMS - VO/0357
 Private Schools Association - VO/0431
 Puttinu Cares – Children Support Group - www.puttinucares.org/ - VO/0087
 Qormi Clay Shooting Club - VO/0213
 Ramblers Association of Malta - <http://ramblersassociation.blogspot.com/> /
www.ramblersmalta.org - VO/0024
 Redeemed Christian Church of God, Malta (The) - www.rccgmalta.org - VO/0429
 Richmond Foundation - www.richmond.org.mt - VO/0017
 Right to Smile Foundation - VO/0583
 Rotary Club Gozo - www.rotaryGOZO.org/en/ - VO/0257
 Rotary Club Malta - www.rotary.org.mt - VO/0153
 Royal British Legion (Malta G.C) – (The) - VO/0452
 Royal Life Saving Society – Malta Branch - <http://rlssmalta.org/> - VO/0217

Saint Peter Foundation - www.stpetersfoundation.org - VO/0120
 Saint Francis Foundation for Animals - VO/0424
 Scout Association of Malta (The) - www.maltascout.org.mt - VO/0311
 Salesians Oratory - www.salesjani.org - VO/0079
 Salesians Pastoral Youth Service - www.spysmalta.org/ - VO/0078
 Senglea Historical Society - sengleahistory.org - VO/0350
 Share Malta Foundation - VO/0063
 Sharklab - www.sharklab.tk - VO/0298
 SKOP (Solidarjeta' u Koperazzjoni) - www.skop.org - VO/0366
 Shift Association - VO/0406
 Science is Culture - VO/0573
 Siggiewi Brass Band & Social Club (Festival) - VO/0196
 Signum Fidei Malta - http://www.lasalle.org/index.php?option=com_content&view=article&id=21&Itemid=6&lang=en - VO/0409
 Sliema Residents Association - www.sra.org.mt - VO/0303
 Socjeta' Agrarja - VO/0108
 Socjeta' Dun Filippu Borgia - <http://socjetadunfilippuborgia.org/> - VO/0187
 Socjeta' Filarmonika il-Prekursur (Xewkija) - <http://www.bandaprekursor.com/> - VO/0308
 Socjeta Filarmonika La Stella A.D. 1863 - www.lastella.com.mt - VO/0348
 Socjeta Filarmonica 'La Vittoria' - http://www.lavittoriabandclub.org/home_maltese.asp/ - VO/0374
 Socjeta Filarmonika La Vincitrice A.D. 1871 - VO/0359
 Socjeta Filarmonika Leone A.D. 1863 - www.leone.org.mt - VO/0326
 Socjeta' Filarmonika Lourdes AD 1977 - www.socjetafilarmonikalourdes.com - VO/0016
 Socjeta' Filarmonika La Stella Gudja www.lastellabandclubgudja.org.mt/ - VO/0404
 Socjeta' Filarmonika San Pietru Banda Birzebbuga www.birzebbugaband.com - VO/0381
 Socjeta Filarmonika Marija Mtellgha s-Sema Mgarr A.D.2011 - VO/0577
 Socjeta' Filarmonika Nicolo' Isouard (Mosta) - <http://www.nicoloisouard.com/> - VO/0241
 Socjeta' Filarmonika Santa Marija – Zebbug Gozo - www.bandasantamarija.net/ - VO/0238
 Socjeta Filarmonika Santa Venera A.D.1964 - <http://www.bandasantavenera.com/> - VO/0507
 Socjeta' Filarmonika "Sliema" - www.sliemabandsacrocuor.org/ - VO/0332
 Socjeta Filarmonika Stella Maris - www.stellamarissliema.com - VO/0373
 Socjeta' Filarmonika "Victory" – Xaghra Gozo - VO/0338
 Socjeta' Muzikali La Stella Levantina A.D. 1894 - www.lastellalevantina.com - VO/0203
 Socjeta' Muzikali Madonna tal-Gilju - www.talgilju.com - VO/0204
 Socjeta Muzikali San Girgor Sliema - VO/0277
 Socjeta Muzikali San Guzepp (Kirkop) - <http://www.sanguzeppkirkop.org/> - VO/0237
 Socjeta Muzikali San Lawrenz – Birgu - www.stlawrencebirgu.com - VO/0230
 Socjeta' Muzikali Santa Marija Qrendi - www.santamariaqrendi.com/ - VO/0214
 Socjeta Santa Marija Banda Re Gorg V – Mqabba - www.santamarija.com - VO/0260
 Socjeta Storiko-Kulturali, Vittoriosa - www.vittoriosahistorica.org/ - VO/0272
 Solidarity and Overseas Service - www.sosmalta.org - VO/0033
 Song Bird Association – Malta (S.B.A.M.) - VO/0538
 Soroptimist International Malta Club - soroptimistmalta.blogspot.com/
www.soroptimistinternational.org/ - VO/0121
 SPCA - www.spcamalta.org - VO/0035
 Special Olympics - www.specialolympics.org - VO/0165
 Stars and Stripes Malta (SASM) - <http://www.starsandstripesmalta.com> - VO/0525
 St. Edwards College - www.stedwards.edu.mt - VO/0006
 St. Gabriel Band Club - www.stgabrielbandclub.com - VO/0127
 St. Jeanne Antide Foundation - www.antidemalta.com/ - VO/0005

St. John Rescue Corps - www.stjohnrescuecorps.org - VO/0223
 S.T.A.N.D (Striving Towards Ability Not Disability) - VO/0365
 S.T.A.R.S. (Shock, Trauma, Acceptance, Reality, Situation) - VO/0514
 St. Paul Choral Society - VO/0137
 Stray Animals Support Group - <http://users.waldonet.net.mt/sasg/>- VO/0134
 Street Cat Rescue Malta Organisation - www.freewebs.com/streetcatrescue - VO/0054
 Ta' Klula Foundation - www.santalucija.com - VO/0420
 Tabgha Foundation - <http://www.youthfellowship.org> - VO/0314
 Talent Zebbugi - VO/0470
 Telecel Globe Foundation - VO/0250
 Telefono Arcobaleno - www.telefonoarcobaleno.org - VO/0110
 Telefono Arcobaleno Malta - VO/0109
 Terra Di Mezzo (TDM) 2000 Malta - www.tdm2000malta.org - VO/0265
 Tghanniqqa - <http://tghanniqqa.wordpress.com> - VO/0423
 Thai Association Of Malta - VO/0329
 The Anglican Church in Malta & Gozo - www.anglicanmalta.org - VO/0408
 The AX Foundation - www.axholdings.com.mt/default.aspx?tabid=356 - VO/0340
 The Breast Care Support Group Europa Donna Malta - www.europadonnamalta.org.mt/- VO/0118
 'The Friends' of the A.T.C (Adult Training Centre) - VO/0172
 The Funny Farm Horse Rescue Association - <http://funnyfarmmalta.com>- VO/0162
 The Malta Art Academy - VO/0567
 The Malta Horticulture Society - VO/0094
 The Malta Islamic Welfare Fund - VO/0113
 The Malta Society of Model Makers - www.maltamodellers.org - VO/0071
 The Military and Hospitaller Order of St. Lazarus of Jerusalem Grand Priory of the Maltese Islands - www.orderofsaintlazarus.org/ - VO/0513
 The Mothers' Union - http://www.themothersunion.org/province_canterbury.aspx/- VO/0356
 The Multiple Sclerosis Society of Malta - www.msmalta.org.mt - VO/0043
 The New Choral Singers - www.thenewchoralsingers.com - VO/0343
 The Physically Handicapped Rehabilitation Fund - www.phrfmalta.com - VO/0034
 Theatrencore - www.theatrencore.com - VO/0564
 Theatre Anon Arts Foundation - VO/0345
 Third World Group - www.thirdworldgroup.org - VO/0367
 Tigne' Judo Club - VO/0280
 Torball Society of the Blind - VO/0516
 Touring Club Malta - www.touringclubmalta.org - VO/0231
 Transplant Support Group - www.transplantsupport.com.mt - VO/0025
 TROUPE 18:45 - VO/0371
 Ta' Klula Foundation - www.santalucija.com - VO/0420
 Tabgha Foundation - <http://www.youthfellowship.org> - VO/0314
 Talent Zebbugi - VO/0470
 Telecel Globe Foundation - VO/0250
 Telefono Arcobaleno - www.telefonoarcobaleno.org - VO/0110
 Telefono Arcobaleno Malta - VO/0109
 Terra Di Mezzo (TDM) 2000 Malta - www.tdm2000malta.org - VO/0265
 Tghanniqqa - <http://tghanniqqa.wordpress.com> - VO/0423
 Thai Association Of Malta - VO/0329
 The Anglican Church in Malta & Gozo - www.anglicanmalta.org - VO/0408
 The AX Foundation - www.axholdings.com.mt/default.aspx?tabid=356 - VO/0340
 The Breast Care Support Group Europa Donna Malta - www.europadonnamalta.org.mt/- VO/0118

'The Friends' of the A.T.C (Adult Training Centre) - VO/0172
 The Funny Farm Horse Rescue Association - <http://funnyfarmmalta.com>- VO/0162
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 The Malta Horticulture Society - VO/0094
 The Malta Islamic Welfare Fund - VO/0113
 The Malta Society of Model Makers - www.maltamodellers.org - VO/0071
 The Military and Hospitaller Order of St. Lazarus of Jerusalem Grand Priory of the Maltese Islands
 - www.orderofsaintlazarus.org/ - VO/0513
 The Mothers' Union - http://www.themothersunion.org/province_canterbury.aspx/- VO/0356
 The Multiple Sclerosis Society of Malta - www.msmalta.org.mt - VO/0043
 The New Choral Singers - www.thenewchoralsingers.com - VO/0343
 The Physically Handicapped Rehabilitation Fund - www.phrfmalta.com - VO/0034
 Theatrencore - www.theatrencore.com - VO/0564
 Theatre Anon Arts Foundation - VO/0345
 Third World Group - www.thirdworldgroup.org - VO/0367
 Tigne' Judo Club - VO/0280
 Torball Society of the Blind - VO/0516
 Touring Club Malta - www.touringclubmalta.org - VO/0231
 Transplant Support Group - www.transplantsupport.com.mt - VO/0025
 TROUPE 18:45 - VO/0371
 Union of Mediterranean Architects – UMAR - VO/0309
 Universal Peace Federation – Malta - www.upf.org - VO/0138
 VersAghtini IL-KELMA MALTIJA - <http://zringu.webs.com> - VO/0050
 Victim Support Malta - www.victimsupportmalta.org - VO/0141
 Voices Foundation - www.voices.org.mt - VO/0125
 Voluntary Organisations Fund (The) - VO/0001
 Vodafone Malta Foundation - VO/0537
 Why Not? - www.butwhynot.org - VO/0553
 Wirt Ghawdex - www.wirtghawdex.org - VO/0227
 Wirt iz-Zejtun - <http://wirtizzejtun.com> - VO/0517
 Women's Federation for World Peace - www.wfwp.org/wfwpi/index.cfm - VO/0212
 World Foundation of Urology (Malta) - www.wfurology.net - VO/0416
 Xaghra Historical Re-Enactment Organisation - VO/0390
 Xaghra United Football Club - www.xaghraunited.org - VO/0586
 YMCA Valletta - www.Ymcahomeless.org - VO/0028
 Young Entrepreneurs and Leaders (YEL) - www.yel.org.mt - VO/0364
 Young European Federalists - Malta (JEF MALTA) - <http://www.jef.eu/> - VO/0536
 Young Women Christian Association (Malta) - <http://ywcamalta.com> - VO/0013
 Zghazagh Haddiema Nsara - www.zhnmalta.org - VO/0122
 Zminijietna – Lehen ix-Xellug - www.zminijietna.org - VO/0178
 12th May Band and Social Club – Zebbug - VO/0242

Appendix 2

Categories of Voluntary Organisations registered to 31 December 2011

Philanthropic	166
Education including sports	262
Religion	60
Health	124
Social and community	338
Culture, arts and national heritage	258
Environment and animals	104
Sports	46
Human rights	109
Band clubs	67
Others	63
Animals	29
Organisations from Gozo	50
Youths	14
Children	47

Source: Office of the Commissioner for Voluntary Organisations

Appendix 3

INTERVIEW QUESTIONNAIRES

A. Interview questions for management

1. In which area do you mainly utilise volunteers?
2. Do you find it easy to tap available resources?
3. What difficulties have you encountered in practice, if any? Are the volunteers adequately prepared?
4. Do you wish to grow in this area of volunteering and if yes how in a concrete way?
5. Do you have an internal policy or procedure on volunteering?
6. What improvements do you wish to see in national structures and policies?
7. What practical ways can you suggest to reach out to new volunteers? How could more awareness on a national level be created?

B. Interview questions for the service user

1. Can you recount your volunteer experience to us?
2. What difficulties have you encountered in practice, if any? Do you feel adequately prepared to be a volunteer in this sector?
3. Do you wish to grow as a volunteer and if yes how in a concrete way?
4. Are you aware of the volunteering needs in Malta in general as a society?
5. What causes you to remain a volunteer? What would you like to see different, if anything?
6. What message would you like to pass on to anyone who is considering volunteering?

C. Interview questions for volunteers

1. What attracted you to be a volunteer in this particular sector? How did you get to know about the volunteering needs in this area?
2. What difficulties have you encountered in practice, if any? Do you feel adequately prepared to be a volunteer in this sector?
3. Do you wish to grow as a volunteer and if yes how in a concrete way?
4. Are you aware of the volunteering needs in Malta in general as a society?
5. What causes you to remain a volunteer? What would you like to see different, if anything?
6. What message would you like to pass on to anyone who is considering volunteering?

Appendix 4

QUESTIONNAIRES

A. Questionnaire for voluntary organisations

1. In which area does your organisation utilise volunteers?
2. How many volunteers per annum do you utilise in your service provision?
3. Do you find it easy to tap available resources? How do you tap available resources?
4. What difficulties have you encountered in practice, if any? Are the volunteers you find adequately prepared?
5. Do you wish to grow in this area of volunteering and if yes how in a concrete way?
6. Do you have an internal policy or procedure within your organisation on volunteering?
7. What improvements do you wish to see in national structures and policies?
8. What practical ways can you suggest to reach out to new volunteers? How could more awareness on a national level be created?

B. Questionnaire for active volunteers

1. In which sector do you practise volunteering? What attracted you to be a volunteer in this particular sector? How did you get to know about the volunteering needs in this area? For how long have you been a volunteer? How many hours per week do you dedicate to volunteering?
2. What difficulties have you encountered in practice, if any? Do you feel adequately prepared to be a volunteer in this sector?
3. Do you wish to grow as a volunteer and if yes how in a concrete way?
4. Are you aware of the volunteering needs in Malta in general as a society?

5. What causes you to remain a volunteer? What would you like to see different, if anything?
6. What message would you like to pass on to anyone who is considering volunteering?

Kindly provide the following information:

Male/female:

Age bracket:

Occupation:

C. Questionnaires for the general public

1. Have you ever wished to be a volunteer? Or have you ever been a volunteer?
2. If yes in which area/sector would you wish to be a volunteer? Or in which area have you volunteered?
3. If you were never interested in being a volunteer what is the main reason for this? Do you think it is something unnecessary in society?
4. Are you aware of the volunteering needs in Malta in general as a society?
5. If you had some encouragement from national sources would you be motivated to volunteer in some particular organisation?
6. If you are a volunteer what causes you to remain a volunteer? What would you like to see different, if anything? Suggest any improvements you would like to see.
7. What message would you like to transmit to anyone who is considering volunteering?

LET US NOT BE SATISFIED WITH JUST GIVING MONEY. MONEY IS NOT ENOUGH, MONEY CAN BE GOT, BUT THEY NEED YOUR HEARTS TO LOVE THEM. SO, SPREAD YOUR LOVE EVERYWHERE YOU GO. (MOTHER TERESA)