



EVOLAQ
FOCUS ON VOLUNTEERING





Evolaq Project

cofinanced with the Programme Europe for Citizens
of the European Union



The project "Enhancing Volunteering Actions and Quality in Europe" – EVOLAQ was funded by the European Union with the Programme "Europe for Citizens", under the measure Networks in December 2015. Activities took place from March 2016 to December 2017 with the cooperation of 7 European countries (Sweden, Italy, Croatia, Germany, Austria, Latvia, Finland) with 9 organisations, both local public authorities (Norrköping, Skövde, Collecchio, Cervia, Dubrovnik and Daugavpils Municipalities, Landratsamt Enzkreis) and two associations (VSG-Linz and Liiveri). Some important keywords were identified and ten guidelines for volunteering in Europe were defined and shared among partners.

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*Guidelines for volunteering
in Europe*

Starting from very different points of volunteering, the partners in the participating countries have exchanged experiences and good practices throughout the project period. In the conferences, as well as in the smaller workshops and in study visits, certain keywords for volunteering popped up many times.

The result of the project, conferences and discussions are 10 guidelines which, according to the participants' experience, are the common ground for fostering voluntary activities and the engagement of citizens in the well-being of their society. These guidelines - as well as the best practice examples - have to be adapted to the structures given and the experiences and knowledge of the citizens.

We believe that, they can stand as a European standard, useful to all parts of civil society involved: volunteers and their organizations, associations and NGOs, as well as politicians and civil servants in governments or in local municipalities or county administrations.



the philosophy and the projects need to be communicated transparently inside the organization and to the volunteers.

Volunteering needs fun, reward and added value

By definition, volunteers do not get paid for their work, but they need something else in return. This can be recognition and esteem, training and formal certificates that can improve chances on the labour market, or just establishing contacts and meeting new people.

Satisfaction can come from the volunteer's activity itself (e.g. when

Volunteering needs a concept and projects

Every voluntary organization - associations, NGOs, interest groups - needs to define their philosophy, their vision, as well as a strategy related to voluntary actions. Nowadays volunteering also needs projects following the philosophy and strategy. Volunteers today are looking for more short-term projects rather than for long-term ones.

The projects should be as concrete, interesting, attracting, rewarding and valuable as possible. Both



helping someone), from the feeling of contributing to a "higher purpose" which is an "immaterial reward", or from the fun in and from working as a volunteer. Gratitude should be a natural course of the action. This may be a gift from time to time, a small social event or a collective party. Gratitude, regularly shown, keeps volunteers motivated. Reward, added value, gratitude and fun however usually differ from person to person and from country to country.



Volunteering means experience

Volunteers have many skills. It is important both for volunteer and associations to use these valuable skills and know-how. Volunteering is a working experience. It can be an opportunity to gain experience, a possibility to try oneself in different occupations, understand where one wants to work in the future, receive recommendations and to make contacts.

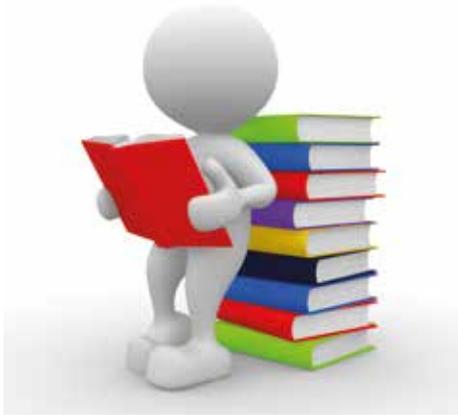
Volunteers develop competences necessary and useful for an active participation in society as well as personal growth. A formal certificate that provides information about the work that the volunteer did, and that certifies the competences acquired throughout the experience, can be very useful for a presentation to a third party when applying for another volunteering experience or for a job. Employers need to value volunteer work and consider it a working experience.

Volunteering needs support and empowerment

Support is many-sided - it reaches from „moral backup“ to money or help in organizing projects. Support has to take into account what already exists and what volunteers really need (special coaching for volunteers working with refugees; special help for handicapped people working as volunteers).

Support also means assisting volunteers in developing new projects, coming from themselves as individuals or as members of volunteering associations, instead of imposing projects, issues and topics from the top.





Volunteering needs formation and training

Introduction to the project / the task, the frame and the philosophy are the foundations of volunteers' work. Depending on the field and task, extensive education may be necessary (e.g. working with handicapped or severely ill people). Training and courses assure the quality of the job done. At the same time they can promote and advance the personal development of the volunteers. Formal certificates should be standard for volunteers' courses. Reflection as well as internal and/or external exchange contribute to the further development of the project.

Volunteering needs organisation

Voluntary work does not happen by itself. People need to have time, energy and resources to organize the work and the volunteers. Cooperation between volunteers and professionals needs a clear definition of their different roles and duties.



Volunteering needs coordination

Coordination within organizations is as important as coordination between



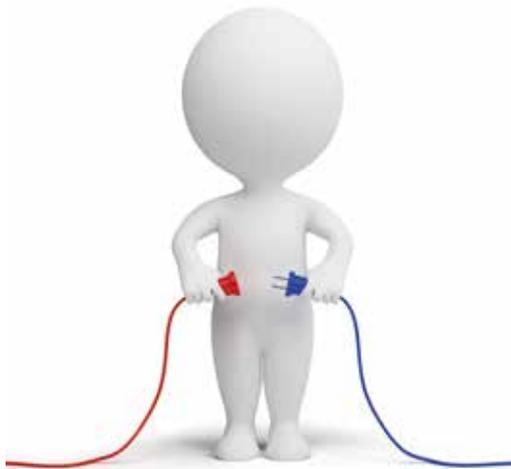
different associations

or organizations. Every

municipality needs a system for recruitment, coordination, training and valorization of volunteers. Information on volunteering possibilities, responsible officials and the importance of volunteering needs to be transparent and available to all residents. Moreover, keeping in mind the independency of associations, the public authorities have to facilitate coordination of their activities.

Public authorities should provide inputs for local associations so that they can act for the citizens' wellbeing.

Coordination always includes support, but not steering or regulation.



This means an open structure considering that volunteering is partly anarchistic.

Volunteering needs responsibility

Volunteering is an act of self-determination.

As a logic consequence, volunteers want to participate in decision-making concerning their work and the organization they are working for. Democratic structures are a necessary part of volunteering.

Volunteering needs security

It is important that there is a safe ground for the volunteer to work on. This, on one side, concerns the security for the volunteer in

performing his/her "job"; on the other side, the safety of the groups or clients who volunteers are working with has to be taken into account, as well as society itself.

Different kinds of insurances are an important tool, for example insurances that cover damages caused by volunteers in using equipment or in traffic situations, or insurances that cover damages the volunteer suffers in case of accidents. The optimal way is that the organization insures its volunteers. It is also important to consider regulations or legislation that protects the "clients", especially children, youngsters or seniors, from people who have a criminal record for example in violence.

Volunteering needs cooperation with public authorities

Volunteering is one important column of social cohesion. It needs support of politics and administration and communication on eye level with their representatives. Volunteering contributes to make the society better by giving people the possibility to gain self-confidence, sympathy and compassion. To ensure that volunteers give value to the local society, there is a need for clear structures.





*Project keywords and
best practices from Partners*

Project keywords: balance between passion and structure

Dealing with volunteering at European level, the EVOLAQ project found one general ground element both from a public authority point of view as well as of a civil society perspective. It concerns "Balance between passion and structure in volunteering action". The EVOLAQ project focused on this as the base element and ground emphasis for building relations between these two society sectors, as well as when dealing with voluntary work itself and voluntary workers.

Bearing in mind that voluntary work is when people have time, engagement, joy, knowledge, caring hands and competence to give to another person in need or to an organization or association that needs it; **Voluntary work creates passion.** Passion for something can be strong.

So, when dealing with voluntary work, it is important that there is passion, care for people, experiences, projects, but also **an element of structure is essential.** Associations and public authorities have to guide the volunteers to the right task to get the right balance between time, tasks and engagement. **A passionate structure is therefore to be preferred and to be created as a point of focus.**

During the project implementation and development phase, the EVOLAQ project identified 7 keywords, which describe the interaction, relations and exchanges among various actors and stakeholders working around the volunteering sector.

✿ *Keyword 1 - Coordination*

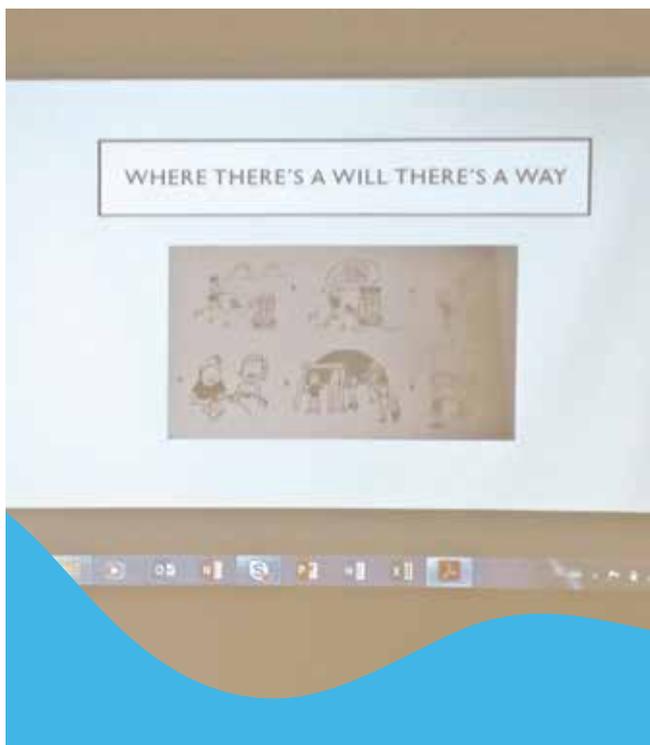
Coordination is necessary both for the association as well as the public authority/municipality to combine structure and passion and concretely to match the different needs with the right task and the right volunteer/right partner. It gives opportunities and occasions to combine old experiences with new ones, and old ideas with new approaches.

Coordination leads to a passionate structure when working with volunteers.

✿ *Keyword 2 - Certification of competences*

A certification of competences and skills is an important





element in voluntary work.

It is a win-win situation as it can give a lot of opportunities both to the volunteer as well as to the volunteering organizations, and can be relevant for a future employee- or education experience. For the volunteer, the certification of competences gives the image of the acquired skills and of those that need to be developed further. Moreover, it gives knowledge to the volunteering organization of what kind of skills the volunteer possesses, which creates a positive element in the matching situations between needs and tasks. The certification can make people grow their self esteem and motivation for their future. The certification should be a positive element in the voluntary work and should not be used as a judging element of volunteering.

✿ *Keyword 3 - Recruitment*

Different contexts need different methods. Recruitment always has to go together with voluntary work as a fun and joyful life experience. Finding different methods for recruitment has to be defined in different volunteering situations, taking into consideration both the target and the conditions for volunteering. In a changing society, transnational cooperation, European networking and exchanging of experiences are necessary tools for recruitment.

✿ *Keyword 4 - Valorisation of the volunteers*

Valorisation is an essential element when associations/organisations or public authorities want to take care of skills and competences, especially in matching situations where the right task needs the right volunteer. It can concern skills in communication, digital competences, social and civic competences, and the ability to take initiatives.

✿ *Keyword 5 - Transparent relation between public authorities and associations*

The public arena and the civil society arena are very different from one another. There is therefore a risk of polarization when looking at the time as well as the rules or regulations that influence these different arenas. Public authorities have to

follow laws and regulations in which very often is involved an element of time perspectives. According to different actors, the definition of "right or sustainable time" may differ. In some situations time works badly together with motivation, engagement and patience, and finally, it can overtake passion and action. It is important that a transparent relation between the two arenas has to be built up in order to create a good, supportive, clear and trustful network.

Open dialogue and communication are also vital elements in this relation, as well as cooperation, coordination and personal contacts. Both arenas work for the same need or for the same question but sometimes the answer as well as methods to approach actions can be different.



☀ *Keyword 6 - Training*

The volunteer training can be seen under various perspectives: acquiring new skills and knowledge for new volunteers and revitalising competences for more experienced ones; networking among new and more experienced volunteers and among volunteering organisations; giving reward and support to volunteers. The volunteer training also means giving safety to the volunteer as well as to the association and also to the public authorities in situations of cooperation with volunteering associations.

☀ *Keyword 7- Motivation*

In a volunteering situation there can be different kinds of motivation in different contexts. But... there is always a matter of give and get. When working with volunteers it is always important thing to consider that voluntary work is also a fun hobby. It gives more than it takes and is also supposed to do so. The most important in volunteering is to give support and say "thank you". How this is done can differ. but it is recommended that it is not to be forgotten. Every organization that deals with volunteers is free to find its own way of saying thank you and of understanding how motivation can be evoked, fostered and given steadiness for the benefit of the volunteers as well as for the involved organizations. Each volunteer is precious!

Best practices from project partners linked to the keywords

☀️ *Keyword 1 - Coordination*

Name of the practice: FRAG - Freiwilligenagentur Pforzheim-Enzkreis (Volunteers' Agency)

Place of implementation: Enzkreis and Pforzheim

Background

The FRAG has existed since 2007 as a coordination office which links volunteers looking for a "job" with organizations offering free "posts". In 2017, the FRAG was relaunched with a different concept of maintenance (Enzkreis, Pforzheim, NGO "miteinanderleben") and expansion of the offer.

Now there is also formation and education, more consulting of both organizations and individuals, and single events like the international volunteers' day (5th of December).

Objectives of the practice at local level

To help people who want to work as volunteers and organizations looking for volunteers, plus support on a regional level for different activities. Another objective is to promote volunteering in general.

Description of the activities

After the reorganization of the FRAG, the region (Enzkreis and Pforzheim) was divided into three parts with own focal points and contact persons. Also a new website was published for volunteers and organizations:



www.frag-pf-enzkreis.de.

The contact persons will help the volunteers and the organizations to find the best partner for different targets and tasks. The Enzkreis county and the municipalities of Pforzheim and Mühlacker plus some sponsors finance the FRAG.

Target and stakeholders

Enzkreis county, Pforzheim municipality, Mühlacker municipality, miteinanderleben e.V. and volunteers' organizations, NGOs, volunteers.

Impact at local level

The new FRAG started in July 2017. During the last month a logo and a new layout of leaflets and website were established. A first meeting with organizations took place. On the 5th of December - the International Volunteers Day - the new concept and the contact persons will be presented to the volunteers.

We hope that the new volunteering agency will be successful to connect volunteers with different organizations and associations.



Name of the practice: ULF

Place of implementation: Linz and Upper Austria

Background

The Ministry of social Affairs invented the independent centre of volunteering ULF in Upper Austria as a pilot to enhance volunteering in the social sector and to strengthen social cohesion.

Objectives of the practice at local level

- » To attract and coach people to engage themselves as volunteers
- » To motivate organizations to develop inhouse concepts for volunteering
- » To motivate enterprises to organize social days
- » To coordinate volunteers and organizations
- » To develop common standards for volunteering (quality standards, trainings, certifications)

Description of the activities

ULF offers activities in the fields of:

- » senior centres, rest- and nursing homes
- » kindergartens, schools and children afternoon care
- » community gardening
- » migrants and asylum-seekers
- » people with handicaps
- » people with disadvantages

Media of attraction: newsletter, social media, presentations, the yearly festival, homepage, reports, evaluations, annual report. **Media of coordination:** homepage, internet tool, questionnaire, personal conversation, coaching. ULF takes part in the implementation of volunteering in the curriculum for teachers.

Target and stakeholders

The Ministry of social Affairs and the regional government of Upper Austria define the tasks and activities of ULF. They finance staff, infrastructure, activities. Stakeholders are also the 400 organizations which offer places for volunteering.

Impact at local level

The feedback of volunteers, organizations, customers and stakeholders is very positive. The social sector is strengthened, more and more people get to know the hard challenges of the social sector. There are 400 organizations and 1.800 volunteers active.



🌟 *Keyword 2 - Certification of competences*

Name of the practice: certification of competences acquired during volunteer work

Place of implementation: Dubrovnik, Croatia

Background

The Ministry of Social Policy and Youth of the Republic of Croatia drafted a proposal of the content of the Certificate of Competences acquired during Volunteer Work (Article 34.a of the Volunteering Act).

Volunteer work is promoted and recognized as an activity or service of interest to the Republic of Croatia, contributing to the improvement of the quality of life, building social capital, personal development, active inclusion in the community and the development of a more humane and just democratic society. Furthermore, volunteering contributes to social development, civic participation, social cohesion and social inclusion. Volunteering helps gain experience and develop competences necessary and useful for active participation in society, personal development and personal well-being. The intention of this certificate is to provide support to volunteers in acknowledging their competences (including knowledge and skills as well as the independence and responsibility that go with it) acquired through volunteer experiences, for a full presentation to any third party at the request of the volunteer.



Objectives of the practice

The intention of this certificate is to provide support to volunteers in acknowledging their competences (including knowledge and skills as well as the independence and responsibility that go with it) acquired through volunteer experiences, for a full presentation to any third party at the request of the volunteer. It is also a way to make volunteer more aware of developmental potential of long term volunteer work and motivate increase in volunteer rates among youth especially.

Description of the activities

» All volunteer coordinators are trained through

volunteer centers on how to create this kind of certification

- » Every volunteer engaged in long-term volunteering is informed in the beginning that he/she has a right to get a certification of competencies
- » Certificate is based on 8 key competences of Life Long Learning and each category stated has to be backed up by descriptive evidence on how this competence was developed through volunteer activities
- » Volunteer decides what he/she plans to use it for: personal development, diploma supplement, continuation of education (formal or non-formal), other more complexed volunteer activities (like for mountaineer service for example..) The purpose of future use of the certificate should direct volunteering organization in finding , within their available resources, the best suitable experiences and additional education for each volunteer respectively.
- » Volunteer and coordinator draft a frame of certificate at the beginning of volunteer work
- » They meet regularly to check the progress and induce needed changes or add some new elements
- » After finalization of volunteer work or when volunteer needs this certification prior leaving organization, they confirm final content of certification which is then send to a legal representative of volunteer organization for final attestation

Target and stakeholders

- » Long term volunteers - to motivate them in better understanding all aspects of the volunteer job, co-create the main aspects of the certification with the volunteer coordinator and thus anticipate competences that will be developed or improved throughout the volunteer work, and to provide document testifying their development through volunteering usable in the international context.
- » Volunteer organizations - to increase their capacities to well organize effective volunteer programs with long term volunteering jobs and to co-create some activities in a way that, besides its primary goal toward the end user, also suits well the volunteer's future plans.
- » Policy makers - in terms of inducing more sophisticated volunteer planning and strategical development of volunteer efforts while helping increasing employability of youth through profit sector acknowledging this certification when hiring new personnel
- » Profit organizations - as potential employers who can gain a better insight in competenes that a candidate has acquired in his volunteering experience.
- » Schools and universities - they can use this tool as a diploma supplement
- » Other volunteer centers and Croatian Center for Volunteer Development - as a partner in analyzing the state of volunteering and planning future endeavors for coordinated strategic and qualitative volunteer development.

Impact at national level

- » Over 150 certifications have been issued in 2016 according to the official statistics
- » Over 2000 volunteer coordinators have been trained on how to issue this certificate
- » 50+ employers have signed a document that they would give a head start to candidates with this certification among otherwise same level skilled candidates
- » Other variables like the increase in employability and the trend in increase (quantitative and qualitative) of planning long-term volunteer activities are yet to be determined through research.



🌟 *Keyword 3 - Recruitment*

Name of the practice: Friskis & Svettis Health organization

Place of implementation: Norrköping

Background

Friskis & Svettis was founded in 1984 and today has 13.090 members. It is managed by a local board with more than 150 sessions per week/200 hours per week. It is a very strong brand (six time price - best customer treatment).

Objectives of the practice at local level

- » Volunteering in a wellness organization of training (group or individually)
- » Offering joyful and accessible training in high quality for all
- » Getting as many people as possible moving

Description of the activities

Several activities are organised such as, Group, Companies and individual training, personal support in training.

Target and stakeholders

The volunteering situation deals with 328 non-profit volunteers (198 leaders, 130 hosts) and 13 employees. Recruitment is

one of the most important processes for guarantee of quality in F&S. It contains a clear process with personal interviews followed by leaders that offer qualified education in different steps. For experienced volunteers, there is the opportunity to attend internal education and update. The training experience represents a win-win situation with clear feedback, appreciation and improvement in the CV.

Impact at local level

- » The method of a wellknown concept of volunteering
- » The low cost training attracts many citizens - makes Norrköping healthier
- » Realize the political aim of public health



- » Contributions from the Municipality of Norrköping (young people), but also a cooperation in Healthydeals- the Municipality covers half of employees costs to train at F&S.
- » The F&S education is wellknown as it is considered to have high quality and includes high trustability. The leaders educational quality is also wellknown as there is an ambition to always be up to date. People, both leaders and ordinary members tend to stay on at F&S.
- » There is also an democratic element of following up to create development in organization well as making members feel comfort, security and joy in the training situation. The methods of F&S is so known that when you mention the name "FRISKIS" a very high percentage of people living in Norrköping knows exactly what you mean- an organization that gives low cost training and a voluntary organization that works very well.



Name of the practice: Active Citizenship Desk

Place of implementation: Cervia

Background

Formerly the offer and the request of volunteer might not meet. The volunteers were not really feeling part of the city but just "helpers". Often there was no clear path on how and where to start to work as a volunteer.

Objectives of the practice at local level

Creating a new way of being a volunteer and helping those who wanted to start that path to find an easy way to do that, even if they were not part of an association.

Description of the activities

Making offer and request meet and helping volunteers to:

- » FIND the right path to volunteering;
- » KNOW the realities of the territory that can best meet their needs;
- » INQUIRE about voluntary activities active in the area;
- » REGISTER in the Active Citizens Register in order to start your journey;
- » PROPOSE a volunteer project that will be promoted and transmitted to citizens through on the website;
- » RECEIVE training courses suitable for the type of volunteering work chosen.



Target and stakeholders

- » Volunteers who are not part of an association
- » Municipality

Impact at local level

From the moment the desk was created, a lot of new volunteers started their activity. In this way, also a lot of projects that required a number of people who were not previously available could be realized in a much easier way.

Name of the practice: Recruitment website - platform for recruitment of volunteers www.brivpratigie.lv

Place of implementation: Daugavpils City

Background

In 2014 Latvia's capital city Rīga was a European Capital of Culture. One of the criteria that had to be fulfilled was involvement of the volunteer work, which had never been organised at such a large scale before in Latvia. To coordinate their work web platform www.brivpratigie.lv was created.

The total number of volunteers who participated in the Capital of Culture events was about 4,000 and 3,700 registered in the platform. The web page was a successful tool to organize events. In 2016 the Volunteering Law came into force in Latvia which required for the Employment State Agency of Ministry of Welfare to create Information Systems of Volunteers. As the web platform was a success, it was decided to use it as an Information System.

Objectives of the practice at local level

Daugavpils actively works in the platform. The main objectives are to develop opportunities for volunteering; to provide and to coordinate the exchange of information between volunteers and organizers of volunteer work; to help people apply for volunteering.

The platform is a way to have clear information online and to make the coordination process effective and efficient.

Description of the activities

In the work of the platform, volunteers, collaboration partners, organizers of volunteer work are involved. There is an opportunity for municipalities and NGOs to become coordinators of volunteering in their territory.

Then they can publish events/activities/places where



volunteers are needed. Organizers of voluntary work can contact coordinators and ask for help recruiting volunteers within the platform. Volunteers can sign up for the particular task or register in general on the platform. Spheres represented on the platform are culture/art, sport, education/science, social activity, nature/environment, state administration. On the platform there is also different information available - samples of agreements, news about voluntary work in Latvia, Volunteering Law.

Target and stakeholders

Target groups are all people who want to become volunteers, all organizers of volunteer work who are searching for the volunteers and municipalities, NGOs who are coordinators of volunteering in their territory.

At the moment, there are 304 volunteers registered; 47 organizers of the volunteer work; amount of missions (active, passive) - 72.

Impact at local level

In Daugavpils there is a coordinator on the web platform - Youth section of Sports and Youth Department of Daugavpils City Council. Their task is to coordinate the process.

The use of the platform has made the coordination and recruitment process more convenient. In 2016 there were 72 volunteers in Daugavpils, but in 2017 already 188 registered.

In 2017 Daugavpils City Council received a status/award Volunteer Friendly Municipality of the year.



Name of the practice: The risk of choosing project

Place of implementation: Collecchio

Background

The project "The risk of choosing", proposed by two associations located in Collecchio, was conceived by the volunteers of two associations, Avis and Avoprorit: the first one is present throughout the national territory and deals with blood donation; then, Avoprorit is present only in the province of Parma and deals with cancer prevention and research.

The project stems from the need to bring the children into contact with the world of volunteering. The difficulty of engaging

young people in volunteering activities has led the two associations to work together to get in touch with the pupils and talk to them about volunteering. The project showed that volunteering associations can cooperate for a common goal, starting from the concept that every citizen is called by the Italian Constitution to fulfil the imperative duties of political, economic and Social solidarity. Volunteering, in all its forms, allows the citizen to accept this constitutional mandate.

Objectives of the practice at local level

The project establishes as priority the people health as essential requirement for every individual to live with dignity and productivity.

It is essential that young people understand that each person is in a position of reciprocity in the community. For this reason, volunteers also work on this aspect during the meetings, asking how each individual is in relation with others in a help and necessity relationship. The main objective is to help young people to become active citizens and the way to fulfil this is by working on the awareness that everyone is free to choose how to be active and that each choice entails a risk determined by our level of awareness.

Description of the activities

The project foresees two years of activities at local schools for 12-14 years old students (2nd and 3rd year of the Middle



school). For pupils attending the 2nd year of Middle School: volunteers of both associations propose a two-hour motivational meeting during which the main contents of the project are introduced. The activity of the volunteers is very dynamic: it includes games on collaboration, motivational videos, discussions on the most important concepts. Moreover, experts deepen the subject of responsible choice as personal experiences. For pupils who attend the 3rd year of Middle School: A team of educators and psychologists meet the children to examine in depth the contents introduced during the meetings of the previous year. For teachers and volunteers: At the end of the experience, teachers of the classes involved in the project, volunteers and expert

proceed with a meeting in which they verify the effectiveness of the project.

Target and stakeholders

The project involves a group of volunteers active in the two associations, the second and third classes of the middle school in Collecchio, teachers who represent a decisive element for the positive fulfilment of the project because they will also have the task to develop and keep the interest of pupils alive on the active involvement of young people in volunteering. The project involves also experts, a team of psychologists, with the task of examining in depth the issues related to the pupils' conscious choice.

Impact at local level

The project began in 2012 and the proposing associations, together with the other associations located in Collecchio, are monitoring the number of young people who are approaching the world of volunteering. The project was positively welcomed both by pupils and teachers. They have proved to be an active part not only during the verification but also in the design phase of the meetings. This project created the assumptions for further collaborations between the volunteering world and schools thanks to the active participation of all actors, not only in the implementation phase, but also in the planning and discussion ones.



Keyword 4 - Valorisation of volunteers

Name of the practice: Latvia/Daugavpils "Volunteer of the Year" Award

Place of implementation: Latvia(at national level), Daugavpils (at local level)

Background

In 2014 Latvia's capital city Rīga was a European Capital of Culture. One of the criteria that had to be fulfilled was involvement of the volunteer work which had never been organised at such a large scale before in Latvia. The total number of volunteers who participated in the Capital of Culture events was 4.000. In order to say thank you to all volunteers, to honor the best of them it was decided to organize the event "Volunteer of the Year", on the International Volunteer Day on the 5th of December. Since that event has been organized every year. Since 2013 Daugavpils City Council has

decided to organize the "Volunteer of the Year" Award in the municipality before the event happens at national level.

Objectives of the practice at local level

Everyone can nominate volunteers for the award "Volunteer of the Year" at national level. Daugavpils City Council annually organizes the "Volunteer of the Year" Award event in the municipality as well in order to popularize the voluntary movement at local level, to give the opportunity to more people to participate in the volunteers honoring event.



Description of the activities

The youth division of Sports and Youth Department of Daugavpils City Council invites the residents to nominate the best volunteers for the award by spreading the inquiry form and this information on the media. Volunteers can be nominated by residents, NGOs, state and municipality institutions. After receiving the nominees, the youth division evaluates all of them and decides who will be awarded. In December, close to the International Volunteer Day, an event devoted to volunteers is organized, where the most active of them receive appreciation certificates. Those who are not awarded still have an opportunity to spend a nice time with other volunteers and celebrate this movement within the event. At national level all residents, NGOs, state and municipality institutions are invited to nominate the best volunteers on the web platform www.brivratigie.lv. The event of honouring and awarding volunteers is organized in Riga, the capital of Latvia.

Target and stakeholders

- » Target group - all volunteers, people who received help from them, everybody who is interested in voluntary movement.
- » Stakeholders - the Employment State Agency of Ministry of Welfare of the Republic of Latvia at the national level; the Youth section of Sports and Youth Department of Daugavpils City Council at local level.

Impact at local level

The Daugavpils City Council has organized the event every year since 2013, it helped to spread the awareness of the

importance of voluntary movement in Daugavpils, in Latvia and in the world. The event serves as motivation and inspiration to volunteers. The EVOLAQ project increased the knowledge about volunteering, raised awareness of the importance of valorization of volunteers.



☀ *Keyword 5 - Transparent relation between public authorities and associations*

Name of the practice: The Integration Foundation

Place of implementation: Norrköping

Background

In the autumn of 2015 there was a large migration movement in Europe. It was caused by the war situation in the middle east, especially in Syria. Human rights were threatened in many countries in this particular area of the world. Many refugees arrived to European countries and 163.000 people came to find security in Sweden. This put a lot of pressure



on the national government as well as the municipality. Living estates for refugees became overcrowded very quickly and the situation was mentally instable as many migrants were traumatized.

The local authorities needed help from the civil society to start activities and to help with the integration of the newcomers. There was a call from the municipality to the civil society for help through an open invitation to "Open-House-discussion were a suggestions both from the associations as well as from the municipality were discussed together. After this meeting rules and regulations were performed.

10 million Swedish crowns (1.000.000 Euros) were put into a foundation for financial support. Contributions were supposed to stimulate associations to create activities.

During 2016 90 applications to the Integrations Foundation came in and nearly 7 millions crowns were distributed out to the civil society.

Method

The applicant association applies for money, by describing their project to do different activities. It can be in the sports area, culture, social community, language training or learning about Swedens traditions and customs or other relevant activities concerning integration. A project description with target and purpose as well as a calculated budget was sent in to the municipality.

A group of municipality officials prepares the application for a group of 5 political leaders who decides if the application should be approved or not, (in this group of decision makers there was the chairman of the municipal board, political unit chairmen etc). The financial support was then handed out to the associations. A follow-up survey, made by the officials, both for activities as well as economically, was performed after the activity was ended.

Summing up consequences for the local society

Nothing in managing this Integration Foundation was made without a dialogue, coordination from both sides, as well as a very transparent relation between the municipality and the civil society. As the situation was very pressured for the municipality's social sector, a relation built on trust was the first element. Both sides had to rely on the professionalism from each sides. The civil society had special knowledge of how to start up leisure and free time activities in different areas with volunteers and the officials had to rely on their knowledge of how things are created in civil society, (which differs very much sometimes from how things are dealt with in the municipality) and their good relation to association leaders. Both sides also had to accept and respect one another knowledge of how things are taken care of in each sector.

The activities performed was in many ways a success and a win-win situation and the municipal parliament decided to put 500.000 Euros more in to the integration foundation.

Today over 60 associations have received financial support from the foundation and the receivers of the activities are hopefully on their way to a more sustainable integration in Norrköping. Evaluation, made in 2017 showed that 675 new members has started activities and many of them are now doing voluntary work in local associations.

They have met Swedish people, learned and trained the language, expanded their social networks and hopefully also had a lot of fun which makes people feel better. In many ways there has been a seriousness in this that has given positive effects in school situations, in socialization and mixing people with different backgrounds in housing estates and living areas, and learning and exchanging experience. The integration foundation has created integration in Norrköping both

in the short time as well as hopefully in the long time perspective, the later we might see further on. The Keyword is TRANSPARENCY as well as trust, dialogue and coordination between associations and the municipality.



Keyword 6 - Training

Name of the practice: ULF

Place of implementation: Linz and Upper Austria

Background

The Ministry of social Affairs invented the independent centre of volunteering ULF in Upper Austria as a pilot to enhance volunteering in the social sector and to strengthen social cohesion.

Description of the activities

Workshops for volunteers - ULF offers:

- » about 17 workshops a year for volunteers to enhance their personal and professional competences and get the chance for an exchange. They take part in our training room. We organize professional workshop leaders from different fields.
- » challenges and limits in volunteering
- » Dealing with my resources
- » Humor in counseling
- » Health training for your eyes
- » Burnout prophylaxis
- » Relationship professional and voluntary work
- » ULF takes part in the implementation of volunteering in the curriculum for teachers

Training course for coordinators for volunteering in nursing homes:

Once a year ULF starts one Training course to enhance the quality of the professional work of coordinators for volunteering in the nursery homes of Upper Austria.

The training starts with basic information and continues with a special training. Duration of training: 7 full days.

Modules:

- » Volunteering in our society
- » Organization of a project in my field of work
- » Fireside Chats with experts
- » Insurance of volunteers and legal aspects of volunteering
- » How to reach volunteers?
- » Leadership, communication and conflicts in the sector of volunteering
- » Ethical aspects of volunteering
- » Training and competence development
- » Appreciation of volunteering
- » Practice Workshop and excursions

Impact at local level

Since 2010 114 employees of 78 nursery homes in Upper Austria have completed the course.



🌟 *Keyword 7 - Motivation*

Name of the practice: The Puzzle Project

Place of implementation: Collecchio

Background

The Puzzle project was founded in 2008 by Unione Pedemontana Parmense, an organization established in 2008 by the municipalities of Collecchio, Felino, Montechiarugolo, Sala Baganza and Traversetolo (Parma area) for the management of some services, including those related to the Social and Welfare Services.

The territory of the Pedemontana Parmense Union has about 50,000 inhabitants, over 2,000 of which (approximately), in charge of the territorial social services. Azienda Pedemontana Sociale manages these services with about 280 adults

with disabilities. The puzzle project is a series of innovative actions that Pedemontana Sociale has been implemented since 2010, with the aim of addressing some questions not supported by standard services. The focus of the actions of these years is the support of the autonomy of disabled people, both as individual skills and their socialisation.

Objectives of the practice at local level

"Puzzle" is a project born in March 2013, designed and conducted by the voluntary association "Free to Fly", in collaboration with Pedemontana Sociale Agency which provides financial support for the project and shares its objectives, to meet the need for integration and socialization of adults with disabilities, including integration with normal-equipped people.

In the discussion among families and social workers, the fact of an increasing social and relation isolation of young disabled people at the end of the school period, became clear and urgent to find a shared solution.

Approaching this need, different social actors started to think and propose dedicated activities to let disabled people share their free time with opportunities to stimulate their skills and abilities.



The project is managed by the Association "Free to Fly" with the help and cooperation of professional educators and experts.

Laboratories and socialisation moments have taken place, since January 2016, in a multifunction center where there is also a social youth center for people between 15 and 20 years old.

This choice helped the integration of the two groups. Indeed, some disabled people of the Puzzle project participated in activities of the youth center and in the future, the idea is to involve young people in activities with disabled ones in a peer education perspective.

Target and stakeholders

The Puzzle project is dedicated to disabled people living in the Unione Pedemontana area and who are already followed by welfare services.

Together with Pedemontana Sociale Agency and the voluntary Association "Free to Fly", a number of local associations has a role in the project such as: various social cooperatives, sport associations, territorial marketing associations and local

private companies.

Impact at local level

Around 30 people between 20 and 40 years old, supported by 10 volunteers and two professional educators, participated in the project together with their families with a direct impact on 100 people. Potential interlocutors are around 280 adults with disabilities and their families.



Name of the practice: Rytmikorjaamo live music club

Place of implementation: Finland / Seinäjoki

Background

Rytmikorjaamo live music club is runned by Seinäjoki live music association Selmu. Club is located at Seinäjoki. Voluntery work at Rytmikorjaamo has been developed along with the club development.

Objectives of the practice at local level

Selmu's main mission is to organize and run Rytmikorjaamo live music club, mostly by volunteers. The main policy is to develop and work for live music scene with other organizations and associations in area.

Description of the activities

To organize different music events. Volunteers work at Rytmikorjaamo's events: as security, bartenders, ticket sellers, garderobe, bus drivers, stagehand, catering members, DJs and venue managers.

Target and stakeholders

There are 8 - 9 hired workers and 150-300 volunteers.



Volunteers are mostly students 18 - 30 years old. Age varies from 15 to 60.

Impact at local level

Number of music events every year. Students, who have moved to Seinäjoki, will become part of the local community. In voluntary work young people will be given responsibility. They can improve practices and ways of doing this at Rytmikorjaamo. Rytmikorjaamo is a place where people can socialize easily and have a good time while working.



Name of the practice: Volunteers Square

Place of implementation: Skövde municipality, Sweden

Background

The Volunteer Square is a politically and religiously independent non-profit organisation that coordinates volunteering in Skövde. The association was formed in spring 2014 in Skövde on behalf of a working group of politicians and officials in Skövde. Two coordinators came in place in autumn of 2014. Since March 2016, there is one coordinator working at the Volunteer Square. Since a well-functioning society consists of three stable sectors; public, private and non-profit, a national agreement between the Government, the Swedish Association of Local Authorities and Regions and the non-profit sector, was written in 2008 to increase the cooperation between the parties.

The Volunteer Square has changed the municipality's view towards volunteer work. The Volunteer Square has influenced the municipality to increase, diversify and support volunteering in Skövde. The purpose of the Volunteer Square is to create meaningful social meetings, for those who are volunteering as well as for the recipient, and thereby capitalize on the knowledge, experience and energy among Skövde residents. The Volunteer Square serves as an umbrella organization for businesses operating in the non-profit sector, and thereby support them through marketing, recruitment and training of volunteers. The association is also working to raise the status of volunteer work performed.

The Volunteer square has no members of its own and is almost 100% financed by Skövde municipality. All activities in the Volunteer Square is based on the democratic rights and freedoms. These values are based on the conviction that all people have equal value regardless of gender, ethnicity or political affiliation, religion or other belief, sexual orientation, disability or age. Volunteer Square seems always on the basis of UN conventions on human rights. Volunteer Square has a board consisting of a chairperson, secretary, treasure and members. Skövde municipality is a co-opted member of the board.

Objectives of the practice at local level

New innovative ways to find new volunteers. Based on the volunteer's wishes, resources and skills in volunteering work.

- » Promote elderly people's social health and quality of life, including helping to find ways to break unwilling social isolation.
- » Be a support and create conditions for children and young people in their development and learning.
- » Support integration through networking between people with different cultural backgrounds.

Description of the activities

Examples of volunteering can be homework at weekends, language café, go for walks, volunteer café, acting adult role model, support for victims, assistants for elderly people, participation in fundraising activities, evening safety walk, hospitals host/hostess. Assignments can be performed either in the form of specific actions, that is something the volunteers do occasionally, or assignments that have continuity, that is, something they do on a regular basis.

Target and stakeholders

There are about 50 associations who are clients of volunteers through the Volunteer Square! Example of member organisations are local churches, the Red Cross, Skövde Municipality, sports associations, the girl's shelter "ELINA", the Victims Support organisation.

The Volunteer Square has about 300 recorded volunteers. Around 40 % of the volunteers are aged 17 -29, and about 80% are working or studying. Most of the volunteers are women, that is, 75 %.

Impact at local level

The Volunteer Square has helped people to become volunteers and to find meaningful work. They have also helped their member associations to recruit new volunteers. They have find new innovative ways to look at volunteering.





*Description of the project:
partnership, objectives, activities*

About the project

Enhancing Volunteering Actions and Quality in Europe (EVOLAQ) is a European project co-financed within the Programme Europe for Citizens, Strand Networks. The partnership is composed of 7 European countries and 9 organisations, both civil society organizations and local public authorities.

Volunteering actions represent an important expression of the active citizenship in the EU; indeed, by giving one's time for the benefit of others, volunteers service their community and play an active role in society. They develop the sense of belonging to a community thereby also gaining ownership. Volunteering is therefore a particularly powerful means to develop citizens' commitment to their society and to its political life. Secondly, Civil society organizations, associations of a European general interest, town twinning associations and other participating organisations often rely on volunteer work to carry out and to develop their activities.

Partnering organisations started the planning process of this project from a shared background and two common elements:

1. The potential of voluntary activities is still not fully realized, above all the involvement of young people and of those with different ethnic backgrounds.
2. The picture of volunteering is differing from country to county - regarding quality standards.



The objectives of the project are the following:

- » To increase the knowledge about volunteering in Europe
- » To increase the civic participation through volunteering above all elderly, young and disadvantaged people and to attract people from different ethnic groups and to include them in civic participation processes.
- » To exchange best practices at transitional level and to transfer new models to approach people to volunteer.
- » To compare volunteering experiences in the partners countries and to create guidelines on the support of volunteering.

The consequent expected results are:

- » Exchange of best practises and perspectives on the project theme - Enhancing Volunteering actions and Quality in Europe
- » To study and transfer new models to approach young people to volunteering
- » To present a handbook with the most relevant experiences highlighted during the project with guidelines to transfer transnational knowledge to local level - see part 1 and 2 of the publication

The plan of the activities foresees 9 events, from March 2016 to December 2017, both at transnational level and local one in which all the partners will be involved as hosting organization.

1 - 3 March 2016	Coordination meeting in Linz
30 May - 2 June 2016	Opening conference in Norrköping It focused on the presentation of the state of art in the volunteering sector in the European countries involved in EVOLAQ including legislation and regulation, good practices and experiences and how the volunteering sector works in the partnering countries.
24 - 27 October 2016	Transnational seminar in Pforzheim It was dedicated to the elderly and disabled people in the volunteering sector.
21 - 24 November 2016	Transnational seminar in Dubrovnik It was focused on the active participation, motivation and involvement of young people in the volunteering sector.

14 - 16 March 2017

Local valorization seminar in Daugavpils

Considering the special cultural background of the Daugavpils City, the meeting was focused on volunteering activities in a multicultural environment of a multinational society and in meeting and networking with local stakeholders.

11 - 13 April 2017

Local valorization seminar in Ilmajoki

The meeting was mainly focused on two themes: the volunteering actions and networking in the rural area of Liiveri association and the involvement and engagement of young people in voluntary actions.

11 - 14 May 2017

Workshops and festival of volunteering in Collecchio

The event was aimed to networking international participants who are active in the volunteering sector with local volunteers in Collecchio through meetings, exhibitions and special events. The first moment of discussion was about the project keywords with the comparison of different experiences: Motivation to be a volunteer and to continue being a volunteer; Training of volunteers; Valorisation of the volunteers; Coordination and communication with volunteers.

19 - 21 September 2017

Local valorization seminar in Skövde

The focus of the meeting was on the cooperation between civil society and municipal services in particular with the presentaion of services created for the volunteering sector by the Municipality of Skövde.

11 - 13 December 2017

Final event and follow-up in Cervia

Participants were called to discuss in small transnational groups to define on the basis of all information acquired during the project's events, the results of the local stakeholders meetings and the presentations held by partners, about:

- » The best practices which best present the project and to be inserted in the final publication
- » The guidelines of the volunteering in Europe
- » Possible follow-up of the project.

Project Partnership



Norrköping Municipality - Sweden

the local society. In Sweden the civil society has had a very strong influence on democracy and social life. In Norrköping the municipality and the civil society has formed an agreement of cooperation in 2012. It came forward as a way of understanding of the different arenas of the public and the civil society and also to make associations come closer to each other and to find cooperation.

Daugavpils City - Latvia

Daugavpils City Council is the city's highest self-regulatory institution. Daugavpils is an industrial and educational center, as well as an important cultural, sports and recreational center. It is the second largest

Norrköping Municipality - Sweden

The city of Norrköping, with approximately 140000 inhabitants, is situated on the east coast of Sweden, 160 kilometers from our capital city Stockholm. The municipality has more than 9000 companies in strong industries like paper industry, transport and logistics, energy, visualization and media technology, and tourism. Norrköping is a city where the civil society has a wide and large engagement. There are over 600 registered associations with a varied area for participation; in sports, culture, social care, environmental sustainability, religion. Being a volunteer or being engaged in some of the local associations in Norrköping is a very common activity in



Daugavpils City - Latvia

city in Latvia, its population is 94.196. Daugavpils is a multinational city - there live such nationalities as Latvians, Russians, Belarussians, Ukrainians, Polish and many others. The motto and strategic goal of the city is to become the engine of innovative economy and the capital of well-being in the Eastern Baltics. The priority of the city is its citizens. The municipality works actively on making the city an attractive place for living and doing business.

The volunteering sector in Daugavpils is still developing. In 2016 the Volunteering Law of the Republic of Latvia came into force. Later that year the Daugavpils City Council approved the procedure for organizing volunteer work in Daugavpils City Municipality. It states that the Youth Division of Sport and Youth Department of Daugavpils City Council is responsible for the coordination of volunteering movement in municipality, as it has been many years before. There are volunteers of all ages in the city, but young people are the most active.

They help organizing different kinds of events in the city - concerts, marathons, spring-cleaning and many more. There are volunteers in Orphanages, Animal Shelters, Social Care Centers for Seniors, etc. There are different events organized in the city in order to recruit, to coordinate and to valorize volunteers, such as the volunteer of the year award, trainings, forums, projects, etc.

Landratsamt Enzkreis - Germany

Enzkreis is situated in the heart of Baden-Württemberg. With its 28 towns and villages it stretches between the cities of

Stuttgart and Karlsruhe and surrounds the independent city of Pforzheim. Its perfect infrastructure and central position in Europe offer ideal conditions for industry and commerce. One of the main attractions of the region is its four different landscapes: Kraichgau, Stromberg, Heckengäu and the Northern Black Forest.

Its favorable topography and huge selection of leisure activities, various educational institutions of different category and a high quality of life are some of the reasons for the region's appeal. The UNESO world heritage Kloster Maulbronn is known world-wide.

The Landratsamt, situated in Pforzheim and built in 1993, houses the Enzkreis administration. Here, over 900 employees serve the region and its inhabitants.



Landratsamt Enzkreis - Germany

In Enzkreis there are contact persons for civic engagement since 1998 to support volunteers. In parallel, a contact point for the Local Agenda was created in 2001 based on the decision of the UN Rio Conference. The goal was to initiate volunteer working groups for environment, economy and social affairs on the county level, supported by experts. In 2004, Civic Engagement and Local Agenda merged to "Forum 21".

Already in 2007, a first volunteers agency ("FRAG") was founded in cooperation with the city of Pforzheim, the Elderly Council and the adult education center. A reorganization with extended offer took place in 2017 (see Best Practice "FRAG", www.frag-pf-enzkries.de). To honor the many volunteers in the region, the "International Day of Volunteering" has been celebrated annually since 2004 on the 5th of December with a cultural evening event.

Collecchio Municipality - Italy

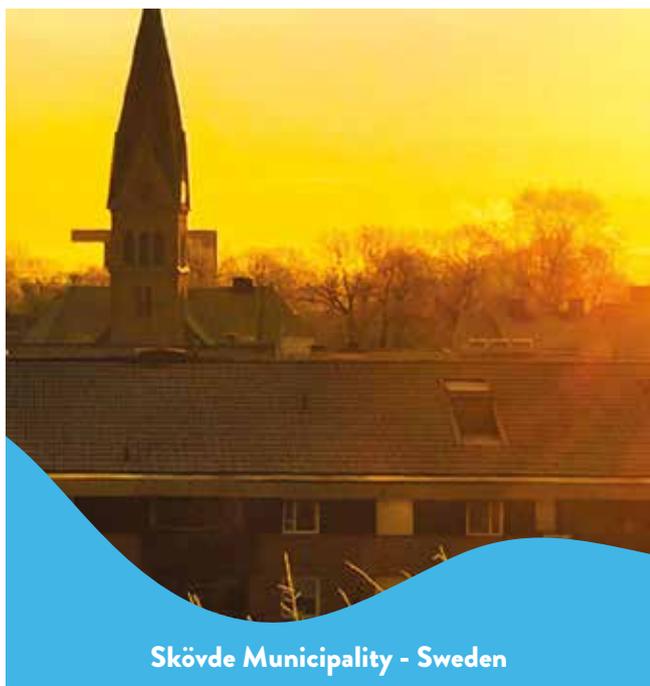
Collecchio comprises one municipality and six small villages and it is located 11km south-west of Parma in a wonderful area surrounded by hills and plains with around 14.000 inhabitants. The economy is solid and based on the service sector and businesses. Most of the companies work in agri-business, such as agriculture and agricultural products processing, but there are also mechanic companies that produce machines for the food industry.

There are more than two hundred farms growing cereals, vegetables to make sauces, and fodder for cows. Milk besides this, there are wineries, dairy factories, salumifici (salami factories), as well as businesses specialized in processing milk and tomatoes and that account for 9% of domestic production. The community of Collecchio is particularly involved in volunteering and belongs to healthcare, social, cultural and sport associations. There are more than 50 volunteering associations with around 20% of the total population involved in this activity. The Municipality plays a role of coordination and supervision in the framework of independence of local associations.



Skovde Municipality - Sweden

The municipality of Skövde is home to around 54.000 residents and it is the main hub in the Skaraborg region in the region



Skövde Municipality - Sweden

of Västra Götaland. Skövde is situated 160 kilometers from Gothenburg and 300km from our capital city Stockholm. Skövde is a garrison and University town. Skövde is a municipality where the civil society has a wide and large engagement. There are around 300 registered associations with a varied area for participation; in sports, culture, social care, environmental sustainability, religion etc. About 140 of the registered associations is sports associations. The associations can get small grants from the state and municipalities, especially if they have activities for children/youth and or people with disabilities. To be a volunteer or to be engaged in some of the local associations in Skövde is a very common activity in the local society. In Sweden the civil society has had a very strong influence on democracy and social life. During the 20th century movements of civil society grew and

expanded through the union movement, together with religious, health-and -sober life, sports and leisure and culture movement. These strong movements spread out among the Swedish people and the influence on politics and democracy in Sweden was high.

In 2014 the Volunteer square started. The Volunteer square is a non-profit organization and like an umbrella organization who has a coordinating function. They coordinate and simplify meetings between people who wants to become volunteers with potential associations. The Volunteer square has no members of its own and is almost 100% financed by Skövde municipality.

Cervia Municipality - Italy

The Municipality of Cervia (about 30,00 inhabitants) is located between the Adriatic Sea (on the East side) and the cities of Ravenna (North-West), Cesena (West) and Cesenatico (South). Cervia is famous for being an important touristic resort for the Emilia-Romagna Region coast, but first of all it is very well-known as an ancient salt town.

Even if salt production does not represent anymore the most important source of income for the town, the salt pans of Cervia still play a fundamental role in the development of the naturalistic, historical and cultural tourism both at local and



Cervia Municipality - Italy

Liiveri Association - Finland

Liiveri is a local action group (LAG) for rural development operating in province of South Ostrobothnia in Finland. The aim of Liiveri's development program is to increase the competitive capacity of the area to make the region more attractive living environment, especially for young people. To maintain the vitality of the region, Liiveri offers partial EU-funding for enterprises and development projects. The members of the association are active private people, representatives of associations, enterprises and public communities. Liiveri's operations are open to everyone and are politically and religiously independent. Anyone can participate to the rural development by fulfilling a project, by being part of it or by becoming a member

national level.

Moreover, the city is rich in natural beauties (pinewoods, a natural park, etc.), traditions, culture, history and hospitable places and its territory provides many attractions for tourists looking for wellness, entertainment and relax. More than 5000 people living in Cervia are active in volunteering sectors and since the town is a destination for many economic migrants, there are some associations founded by them (e.g.: people from Senegal, Albania, Romania). People with different ethnical origin are also involved in the areas of sport and civic support.



Liiveri Association - Finland



VSG Linz - Austria

Arts, Linz is constantly in motion. The contemporary Creative City by the Danube demonstrates visionary, progressive thinking. It all began with the shipping industry and the horse-drawn railway, which made Linz a trading venue, followed by the only shipyard by the Danube and the best steelworks in the world, voestalpine. There are seven universities and universities of applied sciences with various faculties ranging from medicine to technology, economics, health, law, education and theology. The municipality has more than 14.000 companies. Linz is also a social city with a high level in the fields of childcare, living for the elderly and social residential building. The engagement of the employment service to support people on their way into the labour market is high.

In 2009 Linz was the European Capital of Culture. With the most modern music theatre in Europe, the Linzer Klangwolken, the Ars Electronica Festival, the Bruckner Festival, the museum Lentos Linz plays an important role in the international cultural policy. Since 2007 the Center of Volunteering ULF has been developed as a competence center for volunteering in the social field. In cooperation with the social ministry of Austria and Upper Austria ULF has been developed common guidelines and quality standards for volunteering, programs for volunteer coordination, workshops for volunteer training and valorization and the organization of local, international and international events. A monthly newsletter and an interactive homepage inform the 400 organizations and the 1.800 volunteers about current offers. The

of the association. Liiveri itself is also an actor of local development and participation.

In Finland there are about 130.000 associations. In Liiveri's region there are about 2.700 associations on different themes, like sports, villages, youth, elderly people, culture etc.

Village associations are very active. They organize happenings, sports events, dinner happenings, amateur theater etc. A lot of voluntary work is done connected to different music events in the area. There is an active and strong tradition of voluntary work in Liiveri's area.

VSG Linz - Austria

The City of Linz is the capital of Upper Austria and located 180 kilometres away from our capital city Vienna. It has 200.000 inhabitants. As a UNESCO City of Media

work of ULF focuses on: matching of volunteers and social organizations; coaching of organizations to develop concepts for volunteering and helping organizing social days, coaching of volunteers.

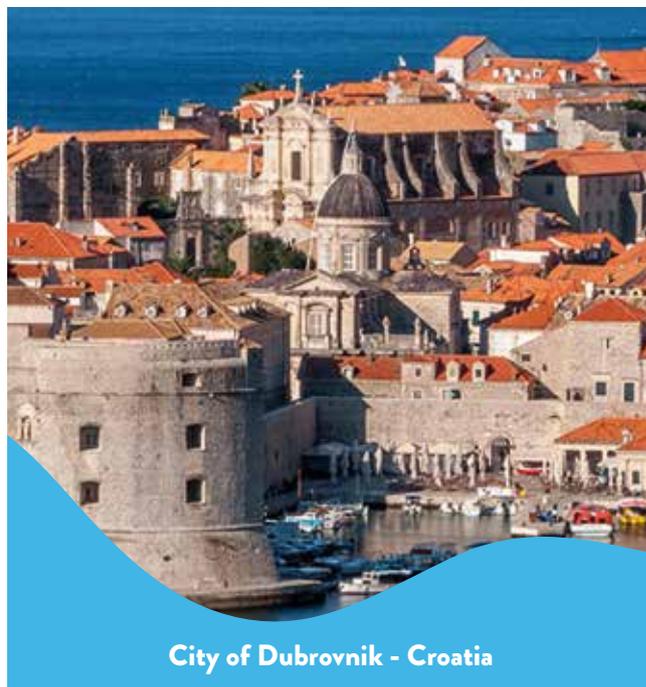
City of Dubrovnik - Croatia

Dubrovnik is a Croatian city located on the Adriatic Sea, in the southern part of Dalmatia. With a population of around 42.700 inhabitants, the City is one of the most outstanding tourist destinations in the country. It is also part of the UNESCO list of World Heritage Sites since 1979, thanks to its impressive defensive walls in Old Town, the characteristic Baroque houses with red roof tops and many Gothic-Renaissance palaces.

DURA, the City of Dubrovnik Development Agency, is a professional and non-profit organization established by the City of Dubrovnik, whose primary aim is to prepare and implement EU-funded projects. DURA is committed to the city and its citizens. The social involvement is in its core, carrying out different activities in which volunteers and NGO are always active participants. DURA offers individual advisory services for the preparation of projects covering broad fields, such as: tourism, SME's, civil society, culture, energy efficiency, sustainable mobility and environmental protection. The agency offers a link between the city government and other institutions, organizations, volunteers and NGO working on sustainable local development.

The City of Dubrovnik continuously and strategically is developing local civil society organizations through different levels. It supports organizations through yearly grants that fully support local, regional and national development strategy, it provides organizations and volunteers with Youth Center physical space where volunteering activities can actualize and grow within a safe and open environment, it is being a good civil society partner continuously trying to adapt to new needs and trends that organizations are facing.

Through City of Dubrovnik Development Agency DURA it provides full support through several guidance and counselling services that are completely free of charge for all civil society organizations that are involved with/ for volunteers.





Visit our website

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