



EUROPEAN VOLUNTEER CENTRE

General Assembly

“Equal opportunities for all - Volunteering and Diversity”

Budapest, Hungary
27-29 September 2007

Participants' pack



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Practicalities

Money: Hungarian Forint (HUF); **250 HUF is approximately 1 EUR.**

Venue: European Youth Centre Budapest (EYCB)
Zivatar utca 1-3
H-1024 BUDAPEST
Tel: +36 1 438 1030
Fax (for staff): +36 1 212 4076 Fax (for guests): +36 1 212 4107

The EYCB is located quite centrally in "Buda".

How to get there: <http://www.eycb.coe.int/eycbwwwroot/eng/HowtGetTo.asp>

When arriving by PLANE

The easiest way to get to any place in Budapest is "**AIRPORT MINIBUS**". You can change money in the arrival hall. Pick up your luggage, and pass through customs. You will find a desk for the LRI Airport Passenger Service in the meeting area of the airport. Give the person the address of the EYCB. The fare is HUF 2.300 per person (one-way ticket); HUF 3.900 for return. Wait until a driver of a minibus calls the address you gave.

This is cheaper than a taxi and avoids getting ripped off. You might, however, need to wait 10 or 15 min. until a minibus goes into your direction.

The overall journey to the conference venue / hotel will take around 45 minutes, the airport is quite far away from the centre.

When arriving by TRAIN

A. Arrival at Nyugati pu. (Western Station):

Take the bus number 91 just outside the train station. It will cross the Margit Bridge, and start its ascent up a hill. Get off the bus at the third stop after this bridge, cross the road, walk on downhill until you find Zivatar Street on your right. The Centre is further up the street, to your left.

B. Arrival at Keleti pu. (Eastern Station) or Déli pu. (Southern Station):

In both cases, take the metro (red line) to "Deák tér" (junction of all three metro lines); change to the blue line of the metro, go until the stop marked "Nyugati pu.", then proceed as in point A. above.

Taxi Fares:

There are different companies asking different prices. **The cheapest is 6x6 taxi or Főtaxi. Buda taxi, City taxi, and Tele 5 taxi are more or less reasonable as well.** With **6x6 taxi** you can expect to pay approximately the following, with the other companies it will be at least HUF 100 more:

From	Price
Airport transfer	HUF 4.200
Déli pu (Southern Railway Station)	HUF 1.200
Keleti pu. (Eastern Railway Station)	HUF 1.800
Nyugati pu. (Western Railway Station)	HUF 1.400

How to get from Hotel Budapest to the EYC:

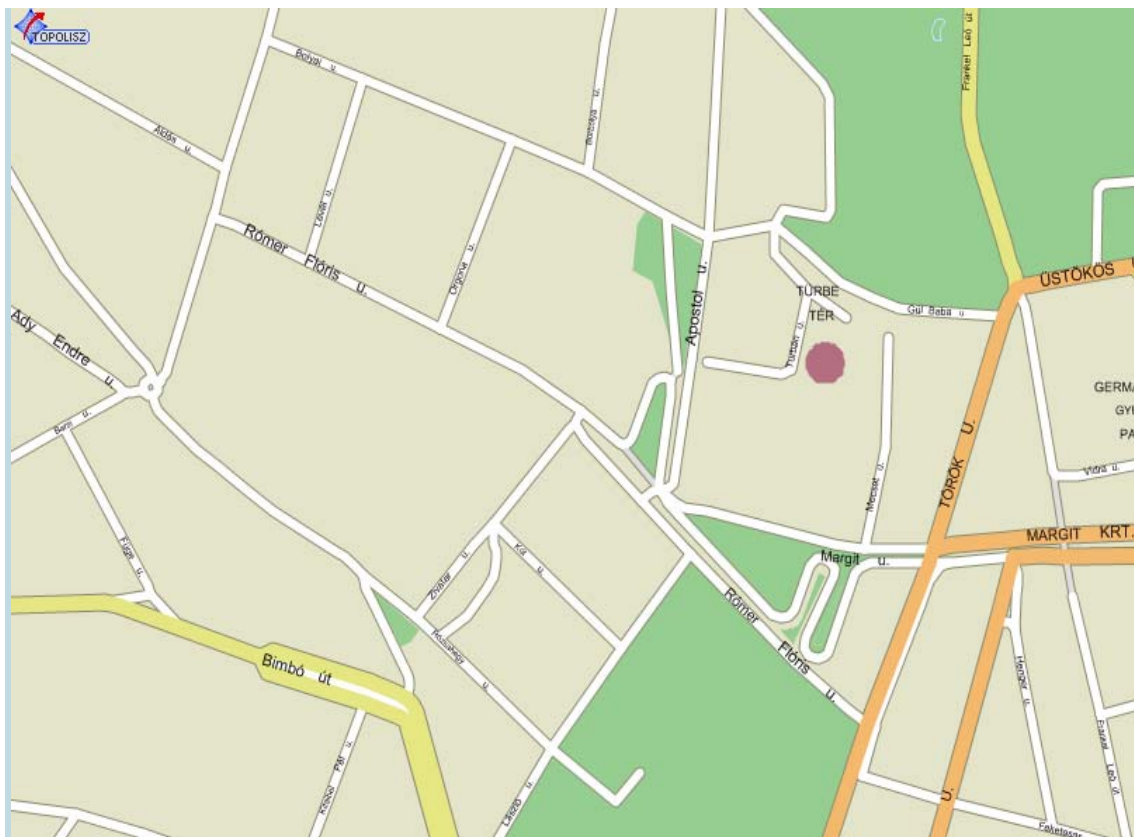
- ➔ You can access maps for how to get from your hotel to the venue etc “google maps” <http://maps.google.com/> (“Get directions”)

For Friday evening’s dinner:

ÖKA would like to invite you for a dinner on the evening of the conference day (28th of September). Please find the information that is necessary to find the place of the dinner. The restaurant where it will take place is just a few minutes walk form the venue of the conference.

How to find the restaurant **Menta-terasz**

If you go out of the building turn right walk till the end of **Zivatar utca** (street), at the end of the street turn right, walk down on **Rómer Flóris utca** till the end of the street where you can see the tram line. Cross the road (**Margit krt**) turn left and walk some meters till **Menta-terasz** (2nd district, Margit krt. 14.) www.mentaterasz.hu



1. Overall overview of the activities 27- 29 September

All activities except Friday dinner will take place in the EYC (see address above).

Thursday, 27 September 2007

14:00 – 17.00 MOVE partner meeting (MOVE partners only)

18.00 – 20.00 CEV Board of Directors meeting (Board members only)

21.00 – After the Board meeting informal get together at EYC

PROGRAMME: Friday, 28 September 2007

09.30 – 18.00

Conference: Equal opportunities for all – Volunteering and Diversity

20.30 – Dinner at restaurant “Menta-terasz”

Saturday, 29 September, 2007

09.30 – 12.30 CEV General Assembly statutory business (CEV members only)

14.00 – 17.00 Task Force meetings (open)

Topics:

- Volunteer weeks/days
- Overview of EU funding opportunities for CEV members
- A European Volunteer Assembly

2. Conference "Equal Opportunitites for all - Volunteering and Diversity" on 28 September

2.1. List of Participants

Please note that this is not the complete list – the Hungarian participants will be added to the list next before the conference.

No.	Surname	Name	Organisation	Contact
1.	ACKERMANN	Ulrico	Verbund Freiwilligen - Zentren im Deutschen Caritasverband, Germany	ackermann@freiwilligen-zentrum-augsburg.de
2.	AGRILLO	Cristina	AVSO, Europe	cristina@avso.org
3.	BERNASCONI	Paolo	UNV Programme UN	paolo.bernasconi@unvolunteers.org
4.	BOLTEK	Marija	National Foundation for Civil Society Development, Croatia	mboltek@zaklada.civilnodrustvo.hr
5.	BRADLEY	Elaine	Volunteering Ireland	elaine@volunteeringireland.ie
6.	CABRE	José	FOCAGG, Spain	focagg@telefonica.net
7.	CASELLI	Rossana	Centro Nazionale Volontariato, Italy	info@turismoesolidarieta.it
8.	CERNA	Lenka	Dobrovolnicke centrum Usti nad Labem, Czech Republic	lenka@dcul.cz
9.	CICAK	Branka	CEV, Europe	assistant@cev.be
10.	COLCEAG	Carmen	Pro Vobis Volunteer Center, Romania	comunicare@provobis.ro
11.	COLLINO	Maria Teresa	CSV Friuli Venezia Giulia, Italy	sergio@friuldata.com
12.	DANCKAERT	Wouter	Het Punt, Belgium	w.danckaert@pwc.be
13.	DELLA PORTA	Nicki	BITC, UK	Nicki.Della-Porta@BITC.ORG.UK
14.	ENGLES	Kate	Volunteering England, UK	kate.engles@volunteeringengland.org
15.	GEUDENS	Tony	SALTO Inclusion Resource Centre, Europe	tony.geudens@jint.be
16.	GIEDRAITIENE	Nijole	The Volunteer centre Lithuania	info@savanoris.lt
17.	GRAMBERG	Anna	Tartu Volunteer Centre, Estonia	anna@vabatahtlikud.ee
18.	HALLEY	David	BITC-ENGAGE, UK	David.Halley@BITC.ORG.UK
19.	HAMBACH	Eva	Vlaams Steunpunt Vrijwilligerswerk, Belgium	eva.hambach@vsww.be
20.	HAMILTON	Patrick	Volunteering England, UK	gilly.glyn@volunteeringengland.org
21.	HELD	Markus	CEV, Europe	cev@cev.be
22.	HUGHES	Alison	University of Liverpool, UK	ajhughes@liv.ac.uk
23.	JANSSEN	Silvie	MOVISIE, the Netherlands	S.Janssen@movisie.nl
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25.	LUCKE	Gisela	ARBES, Germany	jogi.lucke@T-Online.de
26.	LUNAS	Maria Rosa	FOCAGG, Spain	focagg@telefonica.net
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28.	MARTI	Lluc	Barcelona Voluntaria, Spain	projectesbv@gmail.com

29.	MCKENNA	Yvonne	Volunteer Centres Ireland	yvonne@volunteer.ie
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38.	PIETROWSKI	Dariusz	Centrum Wolontariatu, Poland	pietrowski@wolontariat.org.pl
39.	PIRES CHAMBEL	Elza Maria	National Council for the Promotion of Volunteering, Portugal	ELZA.m.chambel@seg-social.pt
40.	PLAVSA-MATIC	Cvjetana	National Foundation for Civil Society Development, Croatia	mboitek@zaklada.civilnodrustvo.hr
41.	PROCA	Roxana Maria	CEV, Europe	communication@cev.be
42.	PSYCHAS	Spyros	ARSIS - Association for the social support of youth, Greece	info@arsis.gr
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45.	RAZZANO	Renzo	SPES, Italy	presidenza@spes.lazio.it
46.	REGER-BEAU	Nicole	Agence du Benevolat, Luxemburg	benevole@pt.lu
47.	RIGMAN	Cristina	Pro Vobis Volunteer Center, Romania	provobis@provobis.ro
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52.	STUBBE	Wendy	MOVISIE, the Netherlands	W.Stubbe@movisie.nl
53.	SUBIELA	Maria Jose	BITC – ENGAGE, UK	Maria-Jose.Subiela@BITC.ORG.UK
54.	SZABO	Suzanna	France Benevolat, France	suzanna.szabo@ces.fr
55.	VALADŽIJA	Đurđica	Volunteers' Centre Zagreb, Croatia	vc@zamir.net
56.	VAN GRINSVEN	Saskia	MOVISIE, the Netherlands	S.vanGrinsven@movisie.nl
57.	VARGA	Zsuzsana	Volunteering Ireland	zsuzsana@volunteeringireland.ie
58.	VILÀ I MIRAS	Maria	Federació Catalana de Voluntariat Social, Spain	internacional@federacio.net
59.	WIELOCH	Joanna	CEV, Europe	intern@cev.be
60.	WILLIAMS	Sarah	Volunteering Ireland	sarah@volunteeringireland.ie

2.2. Programme of the conference

CEV, European Volunteer Centre, General Assembly

Equal opportunities for all – Volunteering and Diversity

28 September 2007, Budapest, Hungary

Objectives and expected outcomes

The General Assembly aims to discuss the question on how volunteers help to ensure equal opportunities of disadvantaged groups of society (volunteering for equal opportunities) and how people from disadvantaged groups can be better involved in volunteering (equal opportunities within volunteering). We want to give an overview of good practice examples where volunteering proved to be an instrument to help to ensure equal opportunities – and to discuss the challenges of bringing diversity into volunteering and of involving and empowering disadvantaged groups through volunteering in order for them to be themselves the actors of change in their communities. The presentations, workshops and discussions will focus on the following fields:

- Volunteering of different (often disadvantaged) target groups such as disabled people, (long-term) unemployed people, people experiencing poverty / homelessness, ethnic groups / minorities, people living with HIV/AIDS, etc. – challenges while trying to achieve diversity in volunteering;
- Volunteer's role in promoting and ensuring equal opportunities and fighting prejudices through advocacy, awareness rising, social service provision, etc.;
- Social inclusion, empowerment and active participation of disadvantaged groups through volunteering;
- Collaboration between different stakeholders such as volunteer centres, specialized organisations of / for disadvantaged groups of society, employment agencies / public or private social services / educational institutions, etc.

Furthermore, an open space session will provide the environment for all participants to discover and liaise with each other in a different interactive way – leaving space for your to address your own topics, issues, and ideas for exchange and for future cooperation.

9:00 – Registrations

9:30 – Opening plenary

Welcome

- **Andras F. Tóth**, Director ÖKA National Volunteer Centre, Hungary
- **Eva Hambach**, CEV Board of Directors, Director Vlaams Steunpunt Vrijwilligerswerk, Belgium
- **Mr. Gábor Csizmár**, State Secretary, Ministry of Social and Employment Affairs

Keynote speeches and round table, Chair: Markus Held, CEV Director

- **Katalin Levai**, Member of the European Parliament:
 - *Equal opportunities for all in Europe - Vision or reality? The EU's role in promoting active citizenship as a tool towards equal opportunities*

- **Tony Geudens**, SALTO Inclusion Resource Centre, Belgium:
 - *SALTO Inclusion's experience and resources for volunteering*
- **Spyros Psychas**, ARSIS, Greece:
 - *Volunteering for and of people experiencing poverty*

10:45 – Coffee Break

11:15 – Open Space: Discover your CEV fellows from around Europe

13:15 – Lunch

14.30 – Workshops (WS) – Good practice session I

- **WS 1) Volunteering England**
 - *Volunteering and diversity in England – an introduction to 'breaking down barriers' and being more inclusive in volunteering*
- **WS 2) France Bénévolat:**
 - *Initiatives taken by member associations of France Bénévolat to involve disadvantaged groups of society in volunteering*
- **WS 3) United Nations Volunteers:**
 - *Greater Involvement of People with HIV/AIDS in Viet Nam*

16.00 – Coffee Break

16:30 – Workshops (WS) – Good practice session II

- **WS 4) Volunteer Centre North Lanarkshire, Scotland:**
 - *ACERISH: Promoting the independence of disabled persons through standardisation of competencies of support workers at European level*
- **WS 5) Volunteering Ireland**
 - *Equality, Diversity and Social Inclusion*
- **WS 6) ÖKA**
 - *Raising the opportunities of young, disadvantaged people, through VPL/APL within the national, long-term "ÖTLET" program*

18:00 Final plenary: Conclusions of the day, Chair: Marijke Steenbergen, CEV Vice-President

Ceremony: Márta Sebestyén, Ambassador of CEV in Hungary, receives acknowledgement for her support

20:30 Dinner

3. Workshop templates

14:30 – Workshops (WS) – Good practice session I

WS 1) Volunteering England (England)

Volunteering and diversity in England – an introduction to ‘breaking down barriers’ and being more inclusive in volunteering

1) Project details

1.1. Organisation Name and contact details of project manager:

Volunteering England
Kate Engles, Information Officer, Information Team
Email: [T kate.engles@volunteeringengland.org](mailto:kate.engles@volunteeringengland.org)
Office telephone: 0044 207 520 8913
Mobile telephone: 0044 7780 701837 (private number, for emergencies)

1.2. Name of workshop:

Volunteering and diversity in England – an introduction to ‘breaking down barriers’ and being more inclusive in volunteering

1.3. **Target group** of the projects / initiatives featured in the workshop

- Disabled people
- (Long-term) unemployed
- People experiencing poverty
- Ethnic groups / minorities
- Other (please specify)

(a number of recent projects working with different target groups will be discussed during the workshop)

1.4. Main **focus** of the projects / initiatives featured in the workshop

- Volunteers working to ensure equal opportunities of disadvantaged groups of society
- Involve disadvantaged groups of society in volunteering (– most of the projects discussed will address this focus, but some will cover both)
- Other (please specify) _____

1.5. Objectives of the project / initiative:

This workshop will look at how we can involve volunteers from a broad variety of backgrounds by removing or reducing potential barriers to their volunteering. Firstly, we will look at different types of practical and psychological ‘barriers’ which can put off potential volunteers. How can organisations try to be more welcoming and attractive by looking at things from a different perspective? Secondly, we will look at how ‘Volunteering England’, the national infrastructure body, supports organisations to be inclusive in their work with volunteers and how the Information Team adopted an Accessible Information Policy in 2006 to support the work of their specialist information service.

Thirdly, we will discuss how existing projects in England are proactive in recruiting and working with volunteers from disadvantaged groups in society.

1.6. Activities of the project / initiative to achieve objectives:

1.7. Outcomes achieved by the project / initiative (if already available):

National Activities by Volunteering England

This section of the workshop will look at Volunteering England's work on promoting equal opportunities for all and diversity in volunteering. In particular, it will focus on several publications and projects from 2006.

1) Volunteering England has published a range of volunteer management publications on good practice in working with different groups such as asylum seekers, older volunteers and volunteers with mental health problems. In 2006, Volunteering England produced three new specialist publications in collaboration with other charities which represent disadvantaged groups.

2) Volunteering England has a specialist information service on volunteering issues. It provides information by email, telephone, website, in print and at workshop presentations. In 2006 the Information Team developed an Accessible Information Policy. The policy aims to make sure that the information service is accessible to everyone who uses it.

Outcomes of Volunteering England's recent work on diversity and accessibility

1) Three new specialist publications on good practice were published in 2006 and have been widely circulated to Volunteering England's members, via partner organisations and as downloads on the internet.

- Volunteering for Everyone - A guide for organisations who want to include and recruit volunteers who have a learning disability, co-published with Mencap
- Involving Ex-offenders in Volunteering, co-published with Nacro
- Working with Volunteers: A management guide for refugee community organisations, co-published with the Evelyn Oldfield Unit

Further information

- Copies of these three publications can be downloaded from <http://www.volunteering.org.uk/Resources/publications/freeguides.htm#gp>
- Information about other publications mentioned above is available at www.volunteering.org.uk/publications

1) Volunteering England's Information Team

- Adopted an Accessible Information Policy and Plan in 2006
- Took part in a website usability audit in 2006 and re-designed website resources to improve accessibility and usability

2) Volunteering England's Information Team

- Undertook a pilot project to produce a sign language video for the national Volunteering England website
- Researched case studies about deaf volunteering

These initiatives have improved the team's knowledge and understanding of diversity and accessibility issues, which can be communicated to anyone who uses the service. When responding to enquiries on volunteer management or developing new information resources, the Information Team place a great emphasis on promoting volunteer diversity and equal opportunities.

The sign language video aims to present a simple introduction to Volunteering England's website and has been praised by deaf organisations for setting a good example in promoting inclusion.

Further information

- A copy of the Accessible Information Policy is available at <http://www.volunteering.org.uk/Resources/information/Accessible+Information+Policy.htm>
- The Information Team's website resources and Good Practice Bank are available at www.volunteering.org.uk/information.
- The sign language video can be viewed at <http://www.volunteering.org.uk/bslvideo>
- The case studies on deaf volunteering are available at <http://www.volunteering.org.uk/Resources/information/bsl/casestudies/Case+studies.htm>

Local activities by other organisations working with volunteers in England

This section of the workshop will aim to showcase some projects in England which actively try to recruit or work with volunteers from different backgrounds. The presenter will provide paper examples or case studies which the participants can discuss in groups.

Some examples which could be discussed include (*)

1. A recruitment leaflet which targets older people (by an advice organisation in York)
2. Translated letters and forms to recruit asylum seekers, refugees or speakers of community languages (by a refugee and asylum seeker project in Sheffield)
3. An 'easy-read' website which includes simple text and pictures for people with learning disabilities (by a Volunteer Centre in Suffolk)
4. An expenses policy for reimbursing volunteers' out of pocket expenses which aims to enable a wide number of people to volunteer (by a hospital in Yorkshire)
5. An organisation which uses current volunteers as 'volunteer champions' to appeal to others in their community (by a community project in the Tees Valley)

(*) Please note that the exact number and choice of examples will depend on the audience who attend the workshop. If this workshop is chosen for the CEV conference, I will ask the organisers for advice on what would best suit the audience.

2) Making the project work

2.1. What do you consider to be the good practice components of the project / initiative; What did make this project a success?

a) Seeking opportunities to work with external organisations which represent disabled people or other disadvantaged groups was very important to all these projects

- 1) The three new specialist publications were all co-written with national or large charities with expertise in their field. This meant that we could combine Volunteering England's knowledge on volunteering with their specialist knowledge on other areas. It also meant that we could promote the finished publications to a much wider audience. The publications were distributed to Volunteering England's members and via the partner organisations. The publications were also co-branded with both organisations' logos, which gives them a wider appeal to anyone seeking authoritative information.
- 2) We commissioned a local disability charity to carry out an audit of the information service. They also gave training to the Information Team in disability equality issues and provided a constructive review to help us develop the Accessible Information Policy. The same charity also carried out a website usability audit which involved ten users from different impairment or disability groups.
- 3) We commissioned a national Deaf charity to produce the sign language video for Volunteering England's website. We particularly wanted to work with a Deaf-led organisation, so that the finished video would directly cater for Deaf people's information needs. We also wanted to learn more about the practicalities of working together on a joint project of hearing and Deaf people.

b) Learning opportunities for Volunteering England's staff

Firstly, the opportunity to collaborate with other specialist organisations and benefit from their

knowledge was very valuable. It helped us to look at volunteering from new perspectives and to identify possible future projects to take the work further.

Secondly, the projects really increased our knowledge-base on the themes of volunteer diversity and accessibility. We aim to promote volunteer diversity in all our information services and responses to enquiries, even when the original enquiry concerns technical matters and doesn't directly refer to equal opportunities.

Thirdly, we have been able to share our learning with colleagues in other teams at Volunteering England. Most importantly, we can share good practice information with greater confidence and enthusiasm.

c) Identifying future areas of work

The publication on involving ex-offenders as volunteers has prompted us to think about further work we can undertake to support ex-offenders into volunteering. For example, we are thinking about developing more support for Volunteer Centres and links with prisons.

The publication on supporting volunteers with a learning disability has led us to think about improving publicity and advertising for supported volunteering schemes run by England's network Volunteer Centres. We hope to develop the Volunteer Centre finder map on our website to include information about supported volunteering programmes.

The audits of our information service and website taught us a lot about accessible information provision, both for specialist audiences and the general public. They have also helped us to identify gaps in our information provision, which we hope to fill.

The sign language video project taught us a great deal about the practicalities of working together on a joint project of hearing and Deaf people. We are investigating the possibilities of organising sign language training for staff who meet members of the public.

2.2. Who were the key partners and why / how were they involved in this project / initiative?

Please see section a) of answer above on the main key partners for each project.

Another key partner was our funding source:

The three specialist publications were funded by a national government grant called "ChangeUp" aimed at strengthening the support and assistance available to voluntary and community organisations.

Some of Information Team's work was funded by this grant and some was funded by Volunteering England's core budget.

2.3. What were major barriers to involve people from disadvantaged backgrounds in volunteering? How were they overcome?

Luckily, cost was not a major barrier because we secured the funding at an early stage. On the whole this meant that the projects ran quite smoothly and helped us to develop partnerships, because our partners were keen to benefit from the funding we had secured. However, cost could be a barrier in developing similar projects in the future, or in developing follow-up projects.

It is a little difficult for us to assess the success or reach of these projects. For example, from the demand for copies of the publications, it is clear that hundreds of organisations have used them. However, while we are sure that there is a need for such good practice guides, it is difficult to capture detailed information about how many organisations put the information into practice and how many volunteers this has helped.

For the sign language video project we had to address a number of communication issues in person and via telephone and email. At times, this did delay the project, but it also gave us a

useful insight into the practicalities of working together on a joint project between hearing and Deaf people.

2.4. Is it the role of volunteer organisations to invest in diversity? What were according to your experience the benefits from investing in diversity?

We believe it is particularly important for volunteering organisations to invest in diversity, because it enables them to reflect the sector they work in. Most charitable or not for profit organisations aim to help the disadvantaged or those at risk of social exclusion in some form or other. We feel that volunteering organisations should make every effort to reflect their general aims in their volunteer involvement by drawing potential volunteers from a broad range of groups in society.

Within Volunteering England, these projects have encouraged us to work with partner organisations in new ways. As a national volunteering agency, we have also found new ways to spread good practice in volunteer diversity so that isolated projects can share their ideas, for example through the Good Practice Bank on Volunteering England's website.

Above all, our work on volunteer diversity has really increased our passion and enthusiasm for what we do!

Local activities by other organisations working with volunteers in England

This section will highlight some good practice elements and success factors for the examples and case studies discussed (*).

The presenter will aim to show how the participants in the workshop can adopt a similar approach to thinking about potential barriers and adopting proactive methods in order to reach new volunteers.

(*) Please note that the exact number and choice of examples will depend on the audience who attend the workshop. If this workshop is chosen for the CEV conference, I will ask the organisers for advice on what would best suit the audience.

3) Workshop questions

3.1. Which are three questions you would like to discuss with the audience of your workshop?

What reactions have you had from organisations when you've offered to volunteer for them, and what could this show us about how organisations recruit volunteers?

What challenges do individual organisations face when trying to achieve diversity in volunteering?

What can we do at European level to create equal opportunities for all?

WS 2) France Bénévolat (France)

Initiatives taken by member associations of France Bénévolat to involve disadvantaged groups of society in volunteering

1) Project details

1.1. Organisation Name and contact details of project manager:

Jean Bastide
France Bénévolat
127 rue Falguière, Hall B - 1
75015 Paris, France
Phone: +33140610161
Fax: +33145679975
e-mail: international@francebenevolat.org

1.2. Name of project / initiative:

Presentation of experiences of member associations of France Bénévolat (Secours Catholique – Secours Populaire - Fédération Nationale des Associations d'Accueil et de Reinsertion Sociale (FNARS) to involve those who benefit from their social action in volunteering as an efficient first step towards reintegrating society.

1.3. **Target group** of the project / initiative (**please tick**):

- Disabled people
- (Long-term) unemployed
- People experiencing poverty
- Ethnic groups / minorities
- Other (please specify) _____

1.4. Main **focus** of the project / initiative (**please tick**):

- Volunteers working to ensure equal opportunities of disadvantaged groups of society
- Involve disadvantaged groups of society in volunteering in the framework of non-profit associations
- Other (please specify) _____

1.5. Objectives of the project / initiative:

To gather information on practices/ methodologies used by these member associations of FRANCE BENEVOLAT in order to facilitate the involvement of disadvantaged groups in volunteering.

1.6. Activities of the project / initiative to achieve objectives:

Compile the experiences of member organisations

1.7. Outcomes achieved by the project / initiative (if already available):

Not yet available.

2) Making the project work

2.1. What do you consider to be the good practice components of the project / initiative; What did make this project a success?

Raising awareness in member organisations about the importance of involving those who are being helped materially in a volunteering process that turns them into partners for the benefit of all.

2.2. Who were the key partners and why / how were they involved in this project / initiative?

The above mentioned associations provided information. France Benevolat will continue to compile concrete experiences for internal use and eventually for publication.

2.3. What were major barriers to involve people from disadvantaged backgrounds in volunteering? How where they overcome?

Cultural attitudes.
Raising awareness in associations and providing ongoing training as well as contact opportunities between different categories of members; allocating funds and human resources to this end.

2.4. Is it the role of volunteer organisations to invest in diversity? What were according to your experience the benefits from investing in diversity?

Investing in diversity means widening the organisation's horizons, its membership, its capacity for renewal.

3) Workshop questions

3.1. Which are three questions you would like to discuss with the audience of your workshop?

How to overcome the gap between the declared values associations and their actual practices?

What are the best ways of integrating the disadvantaged in the organisation that helps them?

Training methods.

WS 3) United Nations Volunteers

Promoting Greater Involvement of People Living with HIV/AIDS (GIPA) in Viet Nam

1) Project details

1.1. Organisation Name and contact details of project manager:

GIPA/Vietnam Women's Union
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UNV Programme Officer
United Nations Volunteers
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1.2. Name of project / initiative:

Promoting Greater Involvement of People Living with HIV/AIDS (GIPA) in Viet Nam

1.3. **Target group** of the project / initiative (**please tick**):

- People living with disabilities
- (Long-term) unemployed
- People experiencing poverty
- Ethnic groups / minorities
- Other (please specify): People living with HIV

1.4. Main **focus** of the project / initiative (**please tick**):

- Volunteers working to ensure equal opportunities of disadvantaged groups of society
- Involve disadvantaged groups of society in volunteering
- Other (please specify): Promote voluntary involvement of PLHIV in HIV initiatives

1.5. Objectives of the project / initiative:

The project aims to increase voluntary participation of people living with and affected by HIV/AIDS in the planning and implementation of HIV/AIDS activities and other efforts to improve their lives, families and communities.

1.6. Activities of the project / initiative to achieve objectives:

For National UN Volunteers:

- Training and Mentoring (English language, communication, IT, HIV prevention and treatment, GIPA concept, training of trainers, interpersonal, leadership, management skills etc.) as well as informative updates on issues such as care and treatment.

- Regular psychological support
 - Exchange visits to and information sharing with UNV and other GIPA initiatives in the region (e.g. Laos, Cambodia,)
- For PLHIV (People Living with HIV/AIDS) groups:
- Training (behavioural change communication development, treatment literacy, human rights, communication skills)
 - Refer PLHIV to existing income generation and vocational training schemes

1.7. Outcomes achieved by the project / initiative (if already available):

- Participating in the SHGs (Self Help Groups) helps create a common voice; share experience and emotion; enhance knowledge on HIV, treatment, and organizational and communication skills.
- Lessons learnt so far:
- Listening, integration and solidarity are three important factors for success
 - There is a need to strengthen collaboration with different sectors in AIDS work
 - Need to promote information sharing and approach more funding sources

2) Making the project work

2.1. What do you consider to be the good practice components of the project / initiative; What did make this project a success?

- Reduction of stigma and discrimination by using PLHA perspectives and experiences
- Strategic involvement of PLHIV on a voluntary basis in planning, advocacy and implementation of HIV/AIDS activities
- Most project activities are educational in nature and therefore enabling capacity development without creating dependence
- Project will empower the PLHIV by developing their capacity of sustaining themselves physically, psychologically and economically
- PLHIV groups and networks receive training in areas such as fundraising and management in order to increase their sustainability allowing them to continue to provide opportunities for PLHIV to engage in HIV/AIDS activities on a voluntary basis
- Formation of more than 30 SHGs involving PLHAs
- Provision of access to treatment services for PLHAs
- Bringing together people from the 4 project sites
- Support for better HIV/AIDS policies
- National and international partnerships (implementation by Vietnam Women's Union ensuring local ownership of the project, as well as UNAIDS technical assistance)

2.2. Who were the key partners and why / how were they involved in this project / initiative?

- Vietnam Women's Union (VWU): Has a strong background in implementing projects and a wide network from central to community level to reach a wide range of communities and populations with health and social messages. It has participated in HIV/AIDS prevention and control structures for more than ten years and gained much experience in this area (in particular they have established a network of over 100 Empathy Clubs). VWU is responsible for the planning, management and implementation of project activities, the provision of office space, financial and administrative support, introducing the project to the target provinces, helping to disseminate the project results within the VWU itself and within the Party structure and the Government, as well as helping the project to reach out to as many other organizations as possible. In addition, VWU is part of the Project Steering Committee (PSC).

- **UNAIDS:** Coordinates the HIV/AIDS activities of the different UN Agencies in the country. It has built international as well as in-country HIV/AIDS related expertise and in-depth knowledge, and provides technical and strategic support to UN Agencies. UNAIDS is therefore positioned as key player in the project to oversee the technical implementation of the project. It provides technical backstopping and initial supervisory during the project set up. Specifically, UNAIDS offers technical guidance and advice on program management to the general project coordinator. In addition, UNAIDS facilitates the coordination of the project with other HIV/AIDS interventions in Vietnam. It is also part of the PSC.
- PLHA representatives (also part of PSC)
- Local institutions such as provincial AIDS Bureau and VCT Centers, the media

2.3. What were major barriers to involve people from disadvantaged backgrounds in volunteering? How were they overcome?

Internal:

- Lack of PLHA knowledge on treatment
- Weak volunteer management skills from WU
- Lack of enthusiasm on the side of the PLHA
- Lack of coordination within and among groups
- Insufficient skills for establishing, sustaining and developing the group model
- Difficulties in accessing HIV information and health services
- Number of SHGs still too limited, many PLHAs not able to access them
- Lack of understanding of the GIPA concept within implementing partner

External:

- No legal framework for voluntary self-help groups of PLHIV
- Serious stigma and discrimination of PLHA in Vietnamese society
- Donors do not trust in SHG capacity
- Local authorities do not pay due attention and do not provide timely support to SHG activities
- Weak civil society structures

Measures to overcome the barriers:

- Involve PLHAs into SHG activities
- Replicate successful SHG models
- Enhance capacity for PLHA
- Strengthen solidarity within and between groups
- Improve quality and effectiveness of SHG activities
- Provide technical and financial support for groups and clubs
- Mainstream GIPA concept in all WU GIPA initiatives

2.4. Is it the role of volunteer organisations to invest in diversity? What were according to your experience the benefits from investing in diversity?

Yes, there is an important role for volunteer organizations in this. Namely the one of facilitating the recognition and integration of PLHIV into mainstream society through legitimising their social status and cooperating with concerned stakeholders to raise awareness on equal opportunity rights. Interventions at the local level help build trusting relationships between government and PLHIV as well as foster a constructive dialogue between the communities, government and civil society organisations.

3) Workshop questions

Which are three questions you would like to discuss with the audience of your workshop?

In what ways can volunteers/volunteer projects help to ensure equal opportunities of disadvantaged groups of society? (volunteering for equal opportunities)

How to involve and to empower disadvantaged groups of society through volunteering in order for them to be themselves the actors of change in their communities? (equal opportunities within volunteering)

How to promote volunteerism for equal opportunities through development projects?

16:30 – Workshop – Good practice session II

WS 4) Volunteer Centre North Lanarkshire (Scotland)

ACERISH: Promoting the independence of disabled persons through standardisation of competencies of support workers at European level

1) Project details

1.1. Organisation Name and contact details of project manager:

Volunteer Centre North Lanarkshire, Scotland
Karl Monsen-Elvik
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1.2. Name of project / initiative:

ACERISH: Promoting the independence of disabled persons through standardisation of competencies of support workers at European level

1.3. Target group of the project / initiative (please tick):

- Disabled people
- (Long-term) unemployed
- People experiencing poverty
- Ethnic groups / minorities
- Other (please specify) Workers involved in supporting persons with disabilities

1.4. Main focus of the project / initiative (please tick):

- Volunteers working to ensure equal opportunities of disadvantaged groups of society
- Involve disadvantaged groups of society in volunteering
- Other (please specify) Competency identification for workers supporting disabled persons

1.5. Objectives of the project / initiative:

- To develop a European project (of 7 partners) working in the field of promoting the independence of disabled persons
- To create tools to identify the key skills and competencies that promote the independence of persons with a disability
- To disseminate the findings at the national and European level

1.6. Activities of the project / initiative to achieve objectives:

Activities progressed during 8 transnational partnership conferences:

- Development of a typology and standard definition of disability
- Research into key competencies in the fields of work, learning and life
- Comparison of skills in the disciplines of education, social and voluntary spheres
- Development of a competencies/disciplines "Competencies Cube"
- Creation of a website to host the reports and project findings

1.7. Outcomes achieved by the project / initiative (if already available):

The project is near the end of its operational life, progress so far includes:

- Partnership of 8 created including: France, Spain, Norway, Hungary, Scotland, Bulgaria, Poland & Switzerland
- Completion of the Typologies for each national partner and agreement on a European-wide Typology including a standard definition of disability
- Identification of key competencies from research in each country
- Model for a competency framework agreed by partners in the form of a 3-dimensional cube
- Final conference to be held in Switzerland in October 2007

2) Making the project work

2.1. What do you consider to be the good practice components of the project / initiative; What did make this project a success?

- Good mixture of skills and experiences across the partnership
- Visits to the partners own projects to see their work with disabled person in action
- Central co-ordination by one partner
- Understanding of the individual responsibilities of the partners
- Time for reflection and evaluation given at every partners' meeting
- Acceptance that partners situations are different and the national governments have different ideas of the topic

2.2. Who were the key partners and why / how were they involved in this project / initiative?

- Coordinator: Agora, France
- Contributing partners: All other listed partners except Norway
- Evaluation: Agder University College, Norway
- Website/English Verifier: Volunteer Centre North Lanarkshire, (Scot.)

2.3. What were major barriers to involve people from disadvantaged backgrounds in volunteering? How where they overcome?

This issue was the particular specialist topic of the Volunteer Centre North Lanarkshire and not the other partners, the major barriers as identified were:

- Ideas in society of disability being more about what a person cannot do instead of what they can do
- Disability being described in medical language and not social language

- Regulations giving rights to financial support can have a negative impact on opportunities to volunteer
- Institutions with a support function sometimes use volunteering as a cost-free option for their disabled clients, but this is unrealistic
- Volunteer involving organisations may not have the resources to properly include those volunteers with extra support needs

2.4. Is it the role of volunteer organisations to invest in diversity? What were according to your experience the benefits from investing in diversity?

Many volunteer organisations are established for purposes that include helping others who have some identified need. They recognise that in wanting to provide this help they need to be prepared to make opportunities for clients or members to not only receive help, but also be involved in providing help as far as their capacities allow. This would often include the need to make volunteering opportunities available for people from disadvantaged backgrounds. Also, in some countries, it is a requirement that for charities to be recognised by their government they need to have policies on diversity and equality. Some funding agencies also want to see evidence of diversity.

Organisations that invest in diversity are more likely to have a culture of inclusiveness and be more aware of the needs of those facing disadvantage because of their direct experience of working in that way. Also, volunteering is a very useful way of helping people enlarge their social contacts, gain new skills, build their self-esteem and may be a way for people to move towards employability if that is a longer-term goal.

It should be recognised that there are real cases where volunteer organisations could not realistically be expected to involve certain types of people, for example, in mountain rescue.

3) Workshop questions

3.1. Which are three questions you would like to discuss with the audience of your workshop?

Are there any barriers in different European countries caused by regulations that were intended to help disadvantaged people?

How do volunteer organisations balance the desire to involve volunteers who require extra support with the need to do the actual work of the organisation?

How can strategic volunteer infrastructure organisations influence policies at national level and unify this with practice at local level to aid in the involvement of volunteers from diverse backgrounds?

WS 5) Volunteering Ireland (Ireland)

Equality, Diversity and Social Inclusion

1) Project details

1.1. Organisation Name and contact details of project manager:

Volunteering Ireland
Chiara Magini
Coleraine House Coleraine Street, D7
Dublin, Ireland
chiara@volunteeringireland.ie

1.2. Name of project / initiative:

Equality, Diversity and Social Inclusion

1.3. **Target group** of the project / initiative (**please tick**):

- Disabled people
- (Long-term) unemployed
- People experiencing poverty
- Ethnic groups / minorities
- Other (please specify) elderly people, youth, people homeless, drug-users, people with differing sexual orientation (LGBT), ex-offenders

1.4. Main **focus** of the project / initiative (**please tick**):

- Volunteers working to ensure equal opportunities of disadvantaged groups of society
- Involve disadvantaged groups of society in volunteering
- Other (please specify) To bring about structural change to facilitate and support the input of diverse groups and people excluded

1.5. Objectives of the project / initiative:

- To promote an equal and diverse society in Ireland that values the contribution from all its members through promoting, supporting and facilitating voluntary activity for all.
- To engage marginalized and socially excluded groups and individuals in (and through) voluntary activity
- To challenge perceptions about who can volunteer
- To challenge underlying assumptions about who has a valuable contribution to make in society
- To actively involve volunteer involving organisations in the process of engaging and enabling volunteers who are traditionally marginalized and excluded

1.6. Activities of the project / initiative to achieve objectives:

- Identifying and engaging groups and communities who are socially isolated and/or excluded, through the Volunteering Ireland Outreach Service

- Engaging with and building capacity in volunteer involving organisations to enable the participation of all volunteers
- Developing models of practice that support individuals, groups and organisations
- Action research as a means on-going learning and development

1.7. Outcomes achieved by the project / initiative (if already available):

- Raising awareness of the issues of social exclusion and volunteering
- Successfully challenging stereotypes
- Having a real and positive impact on the lives of individual, groups and organisations (case studies will be used at the workshop to illustrate)

2) Making the project work

2.1. What do you consider to be the good practice components of the project / initiative; What did make this project a success?

- Taking a whole systems approach
- Identifying and engaging with key stakeholders
- Creatively leveraging the expertise of Volunteering Ireland
- Good communication

2.2. Who were the key partners and why / how were they involved in this project / initiative?

- The volunteers themselves (as participants)
- Organisations working with people who are socially excluded (as key stakeholders and experts in their particular area)
- Volunteer involving organisations (providing volunteering opportunities and enabling the participation of volunteers from diverse backgrounds)
- Local area partnership (partners in the project)
- Government (as funders and supporters)

2.3. What were major barriers to involve people from disadvantaged backgrounds in volunteering? How were they overcome?

- Attitudes
 - Issues of self esteem and disengagement from the mainstream by prospective volunteers
 - Negative stereotypes
 - Lack of capacity within volunteer involving organisations to support a diverse volunteer workforce
- Working to overcome these barriers is a long-term goal and on-going process. Volunteering Ireland has had many successes in its work for inclusion, equality and diversity, which together create a momentum for positive change.

2.4. Is it the role of volunteer organisations to invest in diversity? What were according to your experience the benefits from investing in diversity?

We believe that a healthy and vibrant organisation is one that reflects the diversity of the society in which it works. How we organise and run our organisations can reinforce stereotypes.

Where organisations are committed to equality and diversity, investment is needed to ensure that the appropriate structures, systems and processes are in place.

3) Workshop questions

3.1. Which are three questions you would like to discuss with the audience of your workshop?

The value of inclusion, equality and diversity

Turning values into action

Inclusive volunteering as a way of bringing about positive societal change

WS 6) ÖKA (Hungary)

Raising the opportunities of young, disadvantaged people, through VPL/APL within the national, long-term “ÖTLET” program

1) Project details

1.1. Organisation Name and contact details of project manager:

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E-mail: szilardstrenner@yahoo.co.uk

1.2. Name of project / initiative:

Raising the opportunities of young, disadvantaged people, through VPL/APL within the national, long-term “ÖTLET” program

1.3. **Target group** of the project / initiative (**please tick**):

- Disabled people
- (Long-term) unemployed
- People experiencing poverty
- Ethnic groups / minorities
- Other (please specify) post-drug addicted, young people, and people from rural regions

1.4. Main **focus** of the project / initiative (**please tick**):

- Volunteers working to ensure equal opportunities of disadvantaged groups of society
- Involve disadvantaged groups of society in volunteering
- Other (please specify) raising the awareness and further developing the skills and competencies of disadvantaged young people through volunteering

1.5. Objectives of the project / initiative:

To help to reintegrate young people into society.

1.6. Activities of the project / initiative to achieve objectives:

The ÖTLET program is a national framework for young unemployed people to take part in supported volunteer activities between 6 – 10 months. During their projects different volunteering could have been tried by the young people in the capital and 7 regions in the country.

Within the program there was:

Training, personal mentoring system, for the young people

Material support,

Training and support for the staff member,

National framework for the 10 months long program

1.7. Outcomes achieved by the project / initiative (if already available):

The self-confidence and the different skills of the people has raised significantly, most of the young unemployed people, has got a job after project.

Both the volunteers and also the host organisations and the mentors has gained a lot of experience about volunteering and supporting young disadvantaged people.

2) Making the project work

2.1. What do you consider to be the good practice components of the project / initiative; What did make this project a success?

The national support system, and the framework
 The well-trained mentors and the committed staff members
 The clear objectives for the young people
 The proper recruitment
 The valuation of learning process
 The application of experiential learning

2.2. Who were the key partners and why / how were they involved in this project / initiative?

Volunteers
 Personal Mentors project leaders nominated by the local host organisations
 Regional coordinator, who supported, and maintained the overall programme
 Special Mentors, psychologists, who has given support for any partners or volunteer in need
 The volunteers, who were motivated, and committed to the programme

2.3. What were major barriers to involve people from disadvantaged backgrounds in volunteering? How were they overcome?

To maintain the motivation of the volunteers
Conflict management

2.4. Is it the role of volunteer organisations to invest in diversity? What were according to your experience the benefits from investing in diversity?

The issue, viewpoint of diversity was not targeted cautiously. Obviously the young people brought different culture, habits and style to the host organisation, which created a great learning experience for all involved people.

3) Workshop questions

3.1. Which are three questions you would like to discuss with the audience of your workshop?

How can mentors and other professionals support the development of young disadvantaged people?

How can we apply the different VPL / APL tools to raise the awareness and skills, competencies of young people?

How can we prepare the host organisations properly before the volunteer arrives?
And many more questions.