



Kennis en advies voor
maatschappelijke ontwikkeling

mantelzorg

kwetsbare groepen

vrijwillige inzet

huiselijk en seksueel geweld

leefbaarheid

Successfully constructing and supporting a sustainable volunteer infrastructure in the Netherlands.

Malmö, October 15th 2009

Sandra Kamerbeek

Introduction

What?

How?

Who?

Introduction

What?

How?

Who?

Sandra Kamerbeek

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Volunteering in the Netherlands

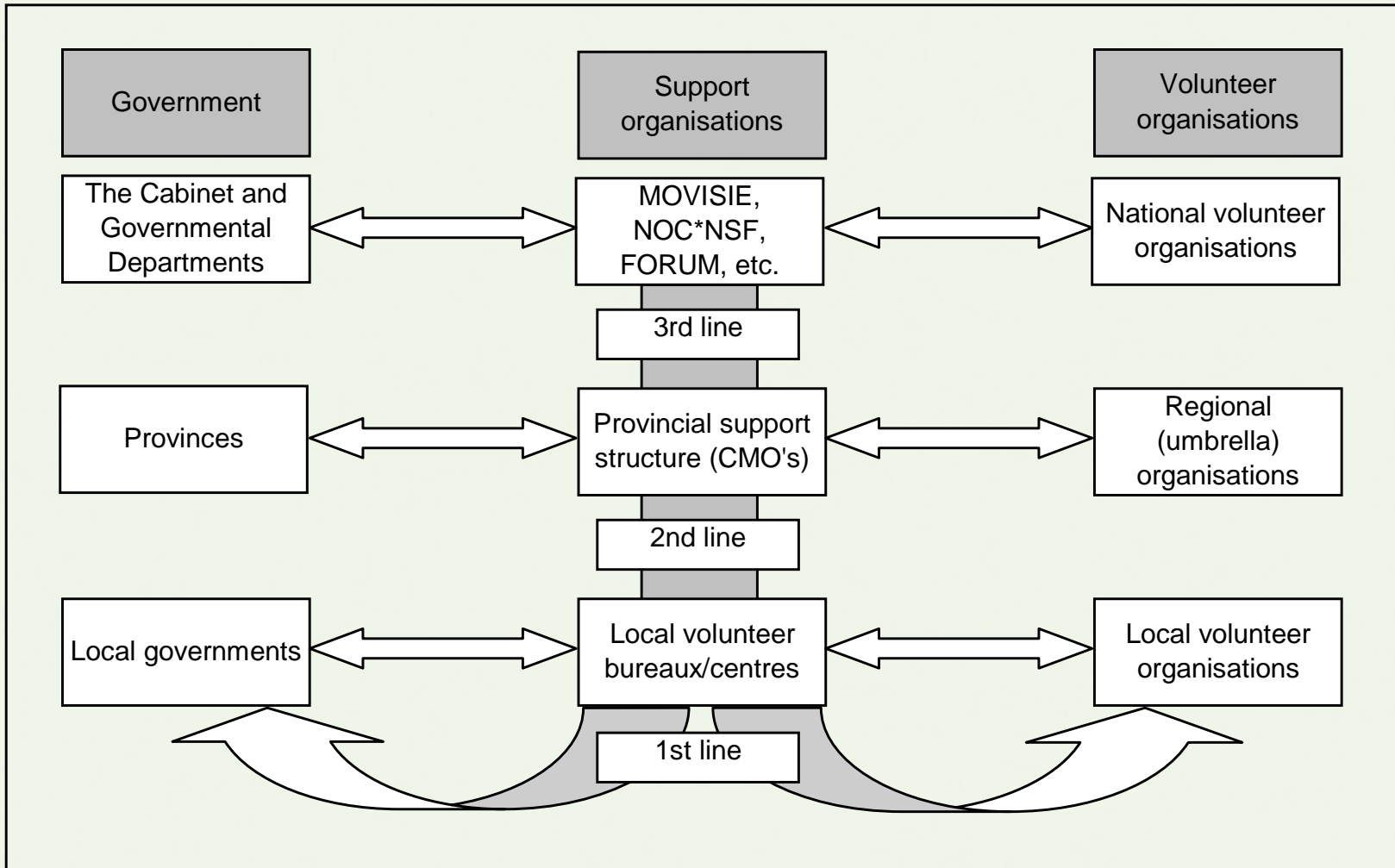
Facts & figures

- 5,3 million volunteers
- 42% of adult population
- 3 – 3,5 hours a week (average)
- 49% female, 51% male

CBS, april 2009



Volunteering infrastructure



Volunteer infrastructure

Local Volunteer Centers

- 220 local volunteer centers
- Approximately 30 specialized centers
- Focus on the local level
- Financed through local government and funds
- 80% affiliated to welfare organization

Local Volunteer Centers

Affiliated to local welfare organization

- 80% local volunteer centers
- Limited autonomy
- Clear vision, budget, and culture

Independent and self-sufficient

- 20% local volunteer centers
- Autonomy
- Limited recognition

Local Volunteer Centers

Average

- | | |
|--|--------------------|
| ➤ Target area | 75,000 inhabitants |
| ➤ Annual turnover | € 80,000 a year |
| ➤ Paid staff | 54 hours per week |
| ➤ Voluntary staff | 36 hours per week |
| ➤ Number of customers
(volunteer organizations) | 60 per year |
| ➤ Number of customers
(volunteers) | 150 per year |

Local Volunteer Centers

Success Factors

- Clear vision and identity
- Core business and focus
- Dynamic
- Innovation
- Entrepreneurship
- Strategic cooperation
- Being involved in the local environment
- 'Familiar face'

Local Volunteer Centers

Trends

- Focus on special projects:
 - social service
 - social inclusion
 - business community involvement
- Matching → Consulting
- Accessible (online) front-office and specialised back-office
- Regional cooperation
- Focus on the 'customer'

Developments in building infrastructure

➤ International Year of Volunteers 2001

- creating awareness
- recognition value of volunteers
- national government started supporting local governments with 2 initiatives:

1. Commission for (local) volunteering policy development
2. Temporary Financial Impulse to build volunteer centres

Developments in building infrastructure

- International Year of Volunteers 2001
- Commission for (local) volunteering policy development 01 – 04
 - theoretical framework for local governments
 - various publications
 - development of volunteering policy for local governments

Local volunteering policy

- Accommodation for voluntary organisations
- Local volunteer centre
- Six functions for volunteer centres
- Guidelines for financial support for voluntary organisations
- Insurances
- Guidelines support special projects related to volunteering

Developments in building infrastructure

- International Year of Volunteers 2001
- Commission for (local) volunteering policy development 01 – 04
- Temporary Financial Impulse (TSV) 01 – 05
 - financial support for creating local infrastructure
 - creating volunteer centres
 - implementation of volunteering policy for local governments

Developments in building infrastructure

- International Year of Volunteers 2001
- Commission for (local) volunteering policy development 01 – 04
- Temporary Financial Impulse (TSV) 01 – 05
- Policy paper Voluntary Effort 2005 - 2008
 - government *slogo*: ‘everyone involved’
 - focus on improving quality and consolidation
 - consultants supporting local infrastructure (AVI 130)
 - ambassadors

Developments in building infrastructure

- International Year of Volunteers 2001
- Commission for (local) volunteering policy development 01 – 04
- Temporary Financial Impulse (TSV) 01 – 05
- Policy paper Voluntary Effort 2005 - 2008
- Consultants supporting infrastructure (AVI 130) 06 – 07
 - support 130 local governments or local volunteer centres
 - both policy and 'hands on'
 - using a pool of 25 consultants from regional support centres
 - sharing of knowlegde and experiences
 - focus on quality and consolidation



Developments in building infrastructure

- International Year of Volunteers 2001
- Commission for (local) volunteering policy development 01 – 04
- Temporary Financial Impulse (TSV) 01 – 05
- Policy paper Voluntary Effort 2005 - 2008
- Consultants supporting infrastructure (AVI 130) 06 – 07
- Social Support Act (WMO) 2007
 - legal framework for Volunteering support for local governments
 - 9 service areas

Social Support Act – an overview

Goal

To help citizens participate in society

Assumption

Participation can be facilitated by giving people more responsibility for their own lives and by stimulating others to help support such participation when necessary

Structure

Nine service areas

Policy change

Local governments charged with shaping policy regarding support for participation and necessary conditions



Social Support Act

Nine service areas

1. Social cohesion and quality of life
2. Preventing action eg. parenting support
3. information, advice and client support
4. Support for informal carers and volunteers
5. Participation by people with disabilities
6. Services for people with disabilities
7. Social relief and prevention of domestic violence
8. Public mental health care
9. Addiction policy

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- Consultants supporting infrastructure (AVI 130) 06 – 07
- Social Support Act (WMO) 2007
- Policy paper Volunteering & Informal Care 2008 - 2011

- designing 5 core functions for local governments



Core functions

Translation

of developments

Connect

local government, volunteers,
organizations, companies in networks
through interactive policymaking

Strengthen

local infrastructure

Share

through promotion and appreciation

Consolidate

knowledge and experiences



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- Policy paper Voluntary Effort 2005 - 2008
- Consultants supporting infrastructure (AVI 130) 06 – 07
- Social Support Act (WMO) 2007
- Policy paper Volunteering & Informal Care 2008 - 2011
- Supporting local governments implement SSA 09 – 12

- volunteering policy scan

- support both policy and 'hands on'



Discussion

Do you have similar experiences in your countries?

Is this good practice transferable to your contexts?

Can this be done without major government involvement?

What can be our common claims towards the EU to develop an enabling volunteering infrastructure?



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