

Minutes of the Working Group “Quality in volunteering”

- Volunteer – forced obliged: in Spain – they are forced to work without payment; in Germany – sometimes they are also forced; UK – they are support with internships; we should understand the responsibility of being volunteer – forcing is not really a volunteering
- Is it a duty? – there are people like in Greenpeace who do the voluntary work because they feel they have to do this. Sometimes it is a requirement to get better social position
- If you are forced you are not committed.
- Lack of financial support? – Denmark – lots of people supporting volunteers; past two years in Denmark – they try to find new volunteers and the number is still increasing; they give some benefits to volunteers – they motivate them. In some countries they pay the insurance and travel expenses. Financial support not only form taxes but also from other sources
- Benefits. – advertising in Germany; in Poland – people (from bigger companies e.g. banks) want to help without forcing them to this and they improve also their image by supporting organization
- In Germany demography is changing, but nowadays more older people than younger are involved; Senior citizens are coming and asking what they can do. Trends concerning age – Germany, the UK – the definition of volunteering is different so we cant compare it to each other. New trends in Europe - Many opportunities to become involved as a whole family (people in every age), Latvia – seniors are increasing and youngsters decreasing.
- Denmark – We have changed the obsolete method of recruitment, younger people must be recruit in other way – which activities are suitable for them, and other for older people – thanks to focusing on it the number of volunteers increased – visibility of your work is very important to achieve success – concentrate on social work – focusing on poor people – offering the range of activities such as financial advices.
- Austria “St. Nicholas”
- Recruiting centre – looking for possibility to work with people who are eager to work as volunteer
- People need motivation - being wiling to meet new people, both sides must be happy
- Social market – volunteering while shopping
- Why people do not contribute do volunteering? They were never asked to do this.
- Not many people know that in Denmark they do the volunteer work – so again Visibility is the most significant.
- Why should I do it? Being part of community; Being part of social network, have fun and gain knowledge
- Quality – motivation, competence, happy people
- Cultural background is very important – we want to help from the beginning
- To understand the difference – EU concept P.A.V.E. – not only EU but also wider Europe, 6 working group´s results – their work is not wasted it highlights the differences

- Placing ideas and creating a discourse and framework should be clear to show who we are, what we want achieve. Creating platform – find the wider group of people and give the impression that advocacy work is nice and important
- Local networks should get to know Samaritan International
- What can you done what is your contribution? You have to recruiting face to face because it works
- recruiting volunteers online is more and more important nowadays
- older volunteers must know about recruiting the new ones – to avoid destroying the existing group
- when you are looking for a new target group – preparation is really important
- someone cannot be forced but do his from his free will, they have to know what is the point of doing this, there is a value in both in such a way and that is the key to active, successful volunteering
- preparing activity; working group not too big and not too small; preparing the professionals to wok with them and learn the group something more
- after recruitment we need a plan – how to teach them and also how to say good bye to them – invite them to come back
- Slovakia - they have to offer interesting, attractive work to volunteers to encourage them to cooperate
- They have to be aware of What is exactly the meaning of being a volunteer
- step by step work is crucial in working with volunteers

to sum up:

- interesting activities
- every person is resource – make sure that you approach every people (e.g. age group), everyone is invited to be a volunteer
- recruiting based on activities
- make people conscious of such organization
- being part of the community offers each of us some benefits; sustainability – offering personal development
- preparing both sides to volunteering – e.g. material aspects, teaching new volunteers, support them; preparing existing volunteers´ minds that the new group join them
- being open to volunteers´ ideas