



International  
Association for  
Volunteer  
Effort

# VOLUNTEERING TOGETHER

*Making a difference to  
people and communities.*

**SPECIAL ISSUE:**

# 25TH IAVE WORLD VOLUNTEER CONFERENCE

A complete recap  
of the 2018 IAVE  
World Volunteer  
Conference & news  
about upcoming  
IAVE convenings for  
2019 & 2020!

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# Welcome

In October, IAVE held its 25th World Volunteer Conference. Think of that...an unbroken string of conferences dating back to 1970. Most kept to the biennial even year schedule. Two were different – the 2000 conference was held in January 2001 in Amsterdam as the kickoff event of the International Year of Volunteers (IYV); and the 2010 conference was held in January 2011 in Singapore to begin IYV+10, the 10th anniversary of IYV.

I am very proud to say that my first IAVE world conference was in Switzerland in 1980 and that I have not missed one since – and, God willing (in whatever you may say that in your tradition), I have a few more in me.

In that time, I have learned that there is no such thing as a “typical” IAVE conference and that there is no way to determine which has been “the best.” Each is unique, a product of the wide diversity of people who attend, who speak from the plenary podium, who present in forums and workshops. We have evolved a more or less standard format but deviated this year with our first ever participatory plenary.

We also marked our return to continental Europe after an absence of 14 years (Barcelona in 2004) and were thrilled to work in partnership with the local Volunteer Center in Augsburg, Germany, one of the smaller cities to host an IAVE world conference.

This year we welcomed some 726 participants from 78 countries. The conference featured 5 plenary sessions, 12 forum sessions and 32 breakout sessions, from over 165 presenters.

As you will see from this report, we worked hard to ensure that the all regions of the world were represented on stage at some point during the conference. We hope we succeeded to bring together the great diversity of the global volunteer community.

Now...it is on to 2020 and our 50th anniversary world conference in Abu Dhabi! So, mark October 2020 on your calendars and watch for our announcement coming soon of the exact date. Our goal is to make it one of the biggest conferences ever with a target of representation from 100+ countries.

**Kenn Allen**  
Interim Executive Director



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*Conference participants network and get to know each other at the Opening Gala of the 25th IAVE World Volunteer Conference (October 17, 2018)*



# 726 PARTICIPANTS FROM OVER 78 COUNTRIES WORLDWIDE

The 25th IAVE World Volunteer Conference welcomed hundreds of volunteers from all regions of the world to Augsburg Germany.

**B**orn from the vision of IAVE's founders that volunteers from throughout the world could come together to share their experiences, to learn from one another and to build bridges across cultural, political and linguistic barriers. Since its inception in 1970, IAVE has convened during its biennial World Volunteer Conferences.

The structure of the conferences always includes plenaries with challenging and inspiring speakers; forums that dig deep into challenging issues confronting the field; workshops that are designed to present new ideas, expose highly effective practices and stimulate participant dialogue; and, ample time to meet informally and to learn about the host country. In 2018, IAVE convened for its 25th World Volunteer Conference in Augsburg, Germany.

The 25th IAVE World Volunteer Conference was designed for everyone who, whether in volunteer or paid roles, give leadership for volunteering in their organization, in their community or at a national or global level. This year's conference welcomed 726 participants from 78 countries in Africa, Asia-Pacific, the Arab Nations, Europe, Latin America and North America.

Over 380 companies, NGOs and government agencies were represented at this year's world volunteer conference. The great diversity at the conference provided participants with a broader worldview from peers around the world. Over 96% of conference participants reported that they were satisfied to highly satisfied

with the global diversity and the networking opportunities.

"For me, the networking was the most valuable element of the conference. The chance to meet people from so many different contexts and parts of the world made the whole experience worthwhile," said Amanda Bowman, Partnerships Director at Emerging Worlds, UK.

Another conference participant, Carmen Milena Delgado Lara, General Coordinator of the University of Magdalena described the event as "...a wonderful experience to exchange knowledge and have the opportunity to meet very prominent people in the international volunteer sector".

This year's conference program featured 5 plenary sessions, 12 forum sessions and 32 breakout sessions. It featured over 165 presenters and 37 moderators from over 59 countries. We received overwhelmingly positive responses from the presenters, with positive feedbacks from 100% of survey respondents.

One presenter reflected, "I was able to connect with individuals who are interested in knowing more about my research and obtaining ideas to impact their organizations as well as expanding opportunities for growth in my career".

With the collected feedback, we hope to continue to improve our programming to bring participants an even greater conferences in the future. Thank you to all the attendees and presenters for your participation!



NORTH AMERICA  
10%

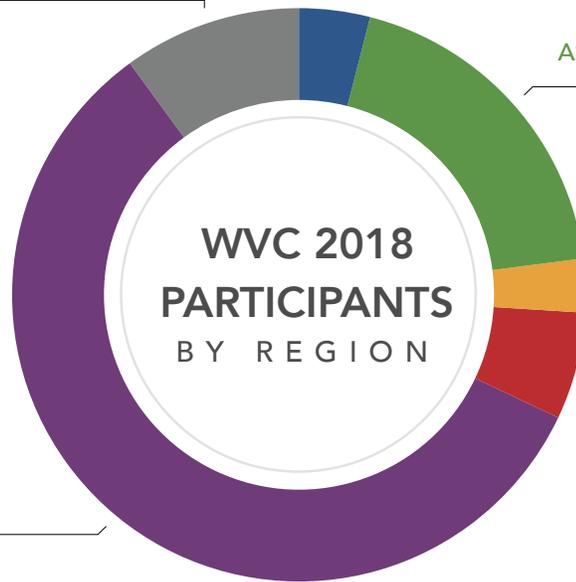
AFRICA  
4%

ASIA-PACIFIC  
19%

ARAB NATIONS  
3%

LATIN AMERICA  
6%

EUROPE  
58%



## ORGANIZATIONS & COMPANIES REPRESENTED

"la Caixa" Banking Foundation  
Abia State Environmental Protection Agency  
Accenture  
ACORVOL  
ADIB  
Afghans for Progressive Thinking (APT)  
Agence Nigérienne de Volontariat pour le Développement  
Agency for Volunteer Service  
Airbus Foundation  
AKLHÜ  
Alaya SA  
All-Russian Public Movement of Medical Volunteers  
Allgemeiner Deutscher Fahrrad-Club e.V. (Bundesverband)  
AMEVOL  
anakonde GbR  
Anglo American  
ANVT  
Aqaba for Cultural and Youth Creativity Forum  
ArbeiterKind.de gUG  
Ardoch  
ASB Zeitspender Agentur Hamburg  
ASI  
Asociacion de guias scout de Guatemala  
Association of Volunteer Centers  
ASVOLH  
Audi  
AVCRF  
AVSM  
AWO Berlin Kreisverband Südost e.V.  
BAGFA  
BAMF  
Baptist Oi Kwan Social Service  
BASF SE  
Bayerische Versicherungskammer Stiftung  
Bayerisches Staatsministerium für Familie, Arbeit und Soziales  
Bayerisches Staatsministerium für Umwelt und Verbraucherschutz  
BBB Korea  
Be Collective  
Benevity, Inc.  
benevol  
Bertelsmann Foundation  
Bezirksamt Lichtenberg  
Bundesanstalt Technisches Hilfswerk (THW)  
Bundesnetzwerk Bürgerschaftliches Engagement  
Bürgerinstitut e.V.  
Bürgerstiftung Holzkirchen  
BUS gGmbH  
C&A Foundation  
California Association of Hospitals and Health Systems

Caritas Bosnia and Herzegovina  
Caritas der Erzdiözese Wien – Hilfe in Not  
Caritas Freiwilligen Zentrum München West  
Caritas Georgia  
Caritas Moscow  
Caritas Switzerland  
Caritas Ukraine  
Caritasverband für Chemnitz und Umgebung e.V.  
Caritasverband für die Diözese Augsburg e. V.  
Caritasverband für die Erzdiözese Bamberg  
Cemefi  
CEMEX  
Center for Frivilligt Socialt Arbejde  
Center for Youths Mental Health & Drug Abuse Prevention Nigeria  
Centro de Voluntariado Guatemalteco  
Centro Nacional del Voluntariado CENAVOL Peru  
Centrum für bürgerschaftliches Engagement e.V.  
Chain Reaction Foundation  
Charities Aid Foundation Southern Africa  
Chester Zoo  
Children's Hospices Across Scotland (CHAS)  
Christian Aid  
Citizens Of Shalom Trust  
City of Augsburg  
City University of Hong Kong  
CJ  
Clean Games  
Comité de Damas de Solca Machala  
Conexão Trabalho  
Credit Suisse  
Croatian Volunteer Development Centre  
Curtin University  
Cuso International  
De Groene Motor  
Dell  
Democracy Education Center  
Der Paritätische in Bayern  
Der Paritätische NRW  
Deutsches Komitee für UNICEF  
Deutsches Rotes Kreuz  
Development Society  
Discovery  
Dubai Cares  
Dublin City Volunteer Centre  
Dumfries and Galloway Council  
Durham University  
Ecovoluntariado Nassf Travel  
EDP Energias de Portugal  
EDP Produção

Egyptian Refining Company  
Ehrenamtsakademie der EKHN  
EJY  
Emergency ONG Onlus  
Emerging World  
Emirates Foundation  
Empowering Life Network  
ENGIE  
Environment Climate Change and Social Development Initiatives  
Erzbistum Hamburg / Freiwilligen Zentrum Hamburg  
European Volunteer Centre (CEV)  
Evang. Kirche von Kurhessen-Waldeck  
EVPA  
FADM  
Federal Agency for Youth Affairs  
Federal Ministry of Labour, Social Affairs, Health and Consumer Protection  
Federal State Institution Russian Children and Youth Centre  
FirstRand Limited  
FÖBE  
Forum  
Foundation Krila nade  
France Bénévolat  
Freiwilligen Zentrum Augsburg  
Freiwilligen Zentrum Fürth  
Freiwilligen\_Agentur Tatendrang  
Freiwilligen-Agentur Bremen  
Freiwilligen-Agentur Leipzig e.V.  
FreiwilligenAgentur Heidelberg  
Freiwilligenagentur KELLU  
Freiwilligenagentur Landshut (fala)  
Freiwilligenagentur Magdeburg e.V.  
Freiwilligenagentur Marburg-Biedenkopf  
Freiwilligenagentur pack má's; Hans Lindner Stiftung  
FreiwilligenAgentur Regensburg des Paritätischen  
Freiwilligenagentur Stadt Maintal  
Freiwilligenagentur Stuttgart  
Freiwilligenzentrale Hagen  
Freiwilligenzentrum Chemnitz  
Freiwilligenzentrum Offenbach  
Freiwilligenzentrum Salzburg  
Freiwilliges Ökologisches Jahr  
Frivilligcentre og Selvhjælp Danmark  
Fundación Catalunya Voluntaria  
Fundraising Verband Austria  
Future Team  
FwA Spremberg, Volksolidarität, LV Brandenburg e. V., VB Lausitz  
Gangnam-gu Volunteer Center  
Gardens by the Bay

Gemeinsam leben  
 Ghadan  
 Ghana Health Service  
 Gift Yourself  
 Girl Scouts of the Philippines  
 Global Peace Foundation Kenya  
 Good Deeds Day  
 Google  
 Government of Makueni County, Kenya  
 Habitat for Humanity Armenia  
 Habitat for Humanity Asia/Pacific  
 Habitat for Humanity Deutschland  
 Habitat for Humanity Europe, Middle East and Africa  
 Habitat for Humanity Great Britain  
 Habitat for Humanity International  
 Habitat for Humanity Latin America  
 Habitat for Humanity Macedonia  
 Habitat for Humanity Northern Ireland  
 Habitat for Humanity Poland  
 Hac Southern Darfur  
 Halton-Bridge  
 Helping Hand  
 Hertie School of Governance  
 Humanitarian Aid Commission  
 Hungarian Council of the Saint Martin European Cultural Route  
 IB Südwest gGmbH  
 Ibedrola España  
 IBM Corporation  
 Ibv  
 IKEA Services AB  
 International Association for Volunteer Effort  
 International Federation of Red Cross and Red Crescent  
 International Talent Hub  
 International Union of Websites  
 Internationaler Bund e.V.  
 ISKA gGmbH  
 Islamic Relief Worldwide  
 Island Health  
 Italian Red Cross  
 iVolunteer  
 Jeff Hoffman & Associates  
 Jesh Foundation  
 Jugend-und Familienzentrum  
 Kenyan Red Cross  
 KOBE – Landratsamt Weilheim-Schongau  
 Kölner Freiwilligen Agentur e.V.  
 Korea National Park Service  
 Korea Volunteer Center  
 Korean Association of Volunteer Center  
 LAG PRO EHRENAMT e.V.  
 lagfa bayern e.V.  
 LAGFA Niedersachsen  
 Landesbund für Vogelschutz in Bayern e.V.  
 Landeshauptstadt München  
 Landkreis Rottal – Inn  
 Landratsamt aichach-Friedberg, Freiwilligenagentur  
 Landratsamt Landsberg  
 Laura Hamilton  
 LBE Bayern e.V.  
 le collectif Marocain du Volontariat  
 Lebanese Maronite Order/Y4P  
 lernen in Europa e.V.  
 Let's Do It! World  
 Lets Do It Kenya  
 letsact  
 LOC 2018 FIFA World Cup in Russia  
 Lokale Agenda 21 Stadt Augsburg  
 Lutheran Church of Finland  
 Madinah Volunteer Work Center  
 Makueni County Government  
 Malteser Germany  
 MAN Energy Solutions  
 Mapo-gu Volunteer Center  
 Market Agency  
 Marsh & McLennan  
 Media Mission The Messengers  
 Medtronic Foundation  
 Mercer  
 Mesa De Concertacion Del Adulto Mayor-Arequipa-Peru  
 MGN  
 Mido  
 Ministerio de Desarrollo Social  
 Ministry for Demography, Family, Youth and Social Policy  
 Ministry of Culture, Community and Youth  
 Ministry of Economic Cooperation and Development  
 Ministry of International Affairs of the Russian Federation  
 Ministry of Public Administration  
 MISEREOR e.V.  
 Mission of Love Ministries Worldwide  
 Motiv  
 Movisie

MSD  
 Municipalidad de Santiago de Surco  
 National Association for Education Development «Notebook of Friendship»  
 National Council of Social Service  
 National Forum for Advocacy, Nepal (NAFAN)  
 National Institute Of Mental Health And Neuro Sciences  
 National Research University Higher School of Economics  
 National Volunteer Center  
 Nativa Solutions  
 NCVO  
 Nepal Adoptive Families Association  
 nettekieler Ehrenamtsbüro  
 New Balance Athletics, Inc.  
 New Volunteers Charitable NGO  
 Norwegian Cancer Society  
 NOV  
 NPO "Goodsurfing"  
 ONG Parceiros Voluntários  
 Osmijeh  
 PAS  
 PatientInnenhilfsteam Rudolfstiftung  
 Plant-for-the-Planet  
 Pocheonsi Volunteer Center  
 Points of Light  
 Power Minds Youth Organisation  
 Pro Vobis – CNRV  
 Provincie Zuid-Holland  
 Puertas de Emergencia  
 PYXERA Global  
 Rahim Green  
 Randstad nv  
 Red de Voluntarios  
 Regens Wagner Holzhausen  
 RENN.süd – LBE Bayern e.V.  
 RENOVABIS  
 Responsible Business Forum  
 Ring Österreichischer Bildungswerke  
 Robert Bosch Stiftung GmbH  
 Ruach Tova  
 Russian managers association  
 Sage  
 Saint Anthony Convent  
 Samaritan Austria  
 Sanofi Espoir Foundation  
 Sanofi-aventis Groupe  
 SAP SE  
 Scholz & Friends Reputation  
 Schweizerische Gemeinnützige Gesellschaft  
 Schweizerisches Rotes Kreuz Kanton Zürich  
 Seniorenamt Stadt Nürnberg  
 Seoul Volunteer Center  
 ShanShuiFoundation  
 SHIP – Stiftung Haus im Park Hamburg-Bergedorf  
 Siemens AG  
 Simpel en Duidelijk (Clear and Simple)  
 Sistema Nacional de Voluntariado  
 SKFM Gemersheim  
 SKM gGmbH Düsseldorf  
 Slovene Philanthropy, Association for promotion of voluntary work  
 Social Innovation Institute, MacEwan University  
 Social Welfare Department  
 Socialstyrelsen  
 Sociopreneur Indonesia  
 South Western Sydney Local Health District  
 SPES – Associazione Promozione e Solidarietà – Centro di Servizio per il Volontariato del Lazio  
 Spiratio  
 Stadt Augsburg  
 Stadt Bonn freiwilligenagentur  
 Stadt Celle  
 Stadt Sundern (Sauerland)  
 Stiftung Haus im Park  
 Stiftung Unionhilfswerk Berlin  
 Student Volunteer Army  
 Sudanese Red Crescent  
 Swire Properties Ltd  
 Swiss Red Cross  
 Sydney Local Health District – Palliative Care  
 Taiwan Coast Guard  
 Tata Sons Limited  
 Technische Hochschule Nurnberg  
 TECHO International  
 Telefónica Foundation  
 Thammasat University  
 The Association of Junior Leagues International, Inc. (AJLI)  
 The Chinese University of Hong Kong  
 The Coordinating Committee for International Voluntary Service (CCIVS)  
 The Gambia Volunteers  
 The Norwegian cancer Society

The Source  
 The University of Hong Kong  
 The University of Queensland  
 The Volunteer Center of Trinidad & Tobago  
 Travelynn Consulting  
 Treffpunkt Ehrenamt Cham  
 Tulip Foundation  
 ULF – Unabhängiges LandesFreiwilligenzentrum  
 United Nations Volunteers (UNV)  
 United Way Worldwide  
 Universidad del Magdalena  
 University Higher School of Economics  
 University of Minnesota Center for Youth Development  
 University of Minnesota Extension Center for Youth Development  
 University of Texas – Arlington  
 UPS Foundation  
 V2V  
 Vancouver Island Health Authority  
 Verbund Freiwilligen-Zentren im Deutschen Caritasverband  
 VIS a VIS Beratung  
 Volkshilfe Wien  
 VOLUNTARE  
 Volunteer Center of Trinidad and Tobago  
 Volunteer Community FSU  
 Volunteer Involving Organizations Society  
 Volunteer Ireland  
 Volunteer Now  
 Volunteer Saint Lucia  
 Volunteer Spirit Network  
 Volunteer Vision GmbH  
 Volunteering Australia  
 Volunteering Connected  
 Volunteering Culture Korea  
 Volunteering Korea  
 Volunteering Matters  
 Volunteering New Zealand  
 Volunteering Queensland  
 Volunteering SA&NT Inc.  
 Volunteering Taiwan  
 Volunteers of Victory  
 Volunty Corporate AG  
 VSB  
 VSO  
 WinWin Freiwilligenzentrum Nürnberger Land  
 World Renew  
 World Vision México  
 Yayasan Salam Malaysia  
 Yayasan Sukarelawan Siswa  
 Year of volunteer in the Russian Federation  
 Yong-in Volunteer Center  
 youngcaritas Ulm  
 Youth Development Administration, Ministry of Education  
 Youth Volunteer Service for Eco-Friendship  
 Youth Volunteers Without Frontiers  
 Zentrum Aktiver Bürger Nürnberg  
 Zentrum für nachhaltige Kommunalentwicklung in Bayern  
 Zimbabwe National Council for the Welfare of Children  
 Zuid-Hollands Landschap



# OLIVIER ADAM

Executive Coordinator  
of United Nations  
Volunteers

The following are remarks  
made by Olivier Adam,  
Executive Coordinator of  
United Nations Volunteers  
(UNV), at the 25th IAVE  
World Volunteer  
Conference.



A man with glasses and a dark suit is shown in profile on the left side of the image, appearing to be speaking at a podium. The background is a blurred image of another man in a suit and tie, also in profile, looking towards the right. The overall scene suggests a formal event or conference.

## Remarks delivered to the gala opening dinner, October 17

It is my great privilege and pleasure to say a few words of welcome on behalf of the United Nations at the 25th IAVE World Conference, taking place in UN Volunteers' home country of Germany.

I thank our hosts, Kylee, Kenn and team, for bringing us together here, and of course the city of Augsburg for hosting us this week.

IAVE conferences are important because they connect diverse actors, building a joint vision to see people at the heart of development processes. In recent times, when the world sometimes seems ever more polarized, we should not forget the responsibility that we all have to keep these conversations going.

In that spirit, just over one thousand days into the implementation of the 2030 Agenda, this meeting is an important opportunity to take stock of how our respective constituencies – and the 1 billion volunteers globally - can support countries to deliver on their commitments to eradicate poverty and to ensure lasting peace and a sustainable planet.

2018 is an important year for volunteerism at the UN. The triennial Secretary-General's report on Volunteering was presented on 2 October at the General Assembly.

With inputs from many of you here in the room, the 2018 report shows the vast array of contributions that volunteers are making, everywhere and everyday across all Sustainable Development Goals.

The report also shows that Governments and others increasingly recognize and respect the contribution of citizens through volunteering. Twenty-nine countries, or over 60% of reporting countries, mentioned volunteers in their national reviews presented to the UN in July this year. This has increased from only two countries mentioning volunteers in 2016, and seventeen last year.

But there is much more that needs to be done. A new resolution on volunteering at the current General Assembly, sponsored by Brazil and Japan, sets out the arrangements for the Plan of Action to Integrate Volunteering into the 2030 Agenda. You will hear much more about this in the coming days, and it is critical that the Plan of Action process is able to benefit from the collective knowledge in this room.

By working together to share, document, and assess the impact of volunteering in different contexts, as a sector we can ensure that Governments and their partners are well-equipped to support the critical work of volunteers for peace and development. If we get it right, the Plan of Action will allow us to go further with the recognition of volunteer contributions in development discourse, to expand our strategic partnerships and ultimately, to ensure that people's agency and ownership are embedded across the work of the sustainable development system.

So, in short, very exciting times for us all.

I would like to take this opportunity to commend IAVE and its members for their continued commitment to the promotion of volunteerism for peace and development and for providing the space for us to reflect and to plan together. I look forward

## Speech at the opening keynote plenary, October 18

When I joined UN Volunteers as Executive Coordinator, I was told by one volunteerism expert that there can be a tension between civil society organizations and volunteer-involving organizations. Civil society tends to see volunteering as apolitical, and aligned with the status quo, in contrast to its own work for social change.

All too often, perceptions of volunteering are narrow and outdated – focused on international North-South exchange, technical assistance and service delivery. But volunteering is not about maintaining the status quo. It is rooted in people's desire to act and to make change happen.

To take just one example, every year, more than 700 UN Volunteers work as human rights officers in the most difficult contexts. More generally, human rights defenders around the world volunteer their time to protect their communities, often at great personal risk.

In fact, the 2015 State of the World's Volunteerism Report on governance shows that millions of volunteers worldwide play a critical role in making their governments more accountable and responsive to citizens.

Volunteering is a fundamental ability to express one's agency by actively participating rather than passively experiencing development processes. And volunteerism, by bringing people together to solve problems, is the basis for collective action.

This is well-recognized in development thinking. The UNDP Human Development Report, global governance surveys from the World Bank, Gallup and others, the Civicus Civil Society Index, the OECD How's Life? series and many other development reports now include measures on volunteering as a core component of civic action.

So, turning to the question of how volunteering can strengthen civil society:

First, a caveat. Where civil society space is under threat, voluntary action is also likely to be affected. Particularly in less open societies, the State of the World's Volunteerism Report 2015 on Transforming Governance, demonstrates that volunteerism alone is unlikely to be able to change governance rules and mechanisms in the absence of responsive government.

However, there are several ways that volunteering may contribute as part of a mix of approaches to influencing civil society space.

Firstly, a practical focus on voluntary contributions can help positively shape norms around participation and dialogue between citizens and states. Volunteers are working at the grassroots, they are in touch with the real issues on the ground.

Furthermore, volunteers themselves are contributing their time and personal resources. By bringing something to the table, volunteers can frame their feedback in the context of partnership. In less open societies, this can be a useful step for building trust between actors.

Secondly, we know that volunteers can play critical roles as connectors. The 2018 State of the World's Volunteerism Report demonstrates that local volunteerism is largely rooted in strong bonds between persons of the same background. However, combining local volunteerism with other types of volunteer roles – online, international, national - can build new relationships that offer support, resources and foster solidarity across groups. International volunteering, for example, is increasingly a story of South-South cooperation. Last year, 83% of UNV's volunteers came from the global South. In this environment,



volunteer connections across organizations, countries and movements may provide opportunities to strengthen coalitions and to build capacities for change.

Finally, of course, volunteers also fulfil a variety of roles that are directly linked to improving governance, which can shape the conditions for civic action over the longer term. Volunteers play critical roles educating communities on their rights. Corporate employees may provide pro bono legal support and develop strategic litigation. In 2017 more than 2,000 UN volunteers were assigned to UN political and peace-building missions, where they worked with communities to build knowledge and awareness of governance and rights issues, often in the context of elections. Another 2,000 UN Volunteers were placed with UNDP, many of whom will be working to strengthen national and sub-national governance institutions.

Yet we should not be complacent. We do know that volunteering also comes under threat when civil society space is minimized. And volunteers themselves can often bear the brunt of the risk. 70% global volunteer work is done informally, without any organizational support. The Secretary-General's Report on Volunteering 2018 confirms that even organizational volunteers in many contexts lack training, insurance and other forms of support in line with the risks that they take.

So, it is up to us here collectively to also protect the space for volunteering as part of the wider issue of civil society space. Over 90 countries now have policies and legislation on volunteering. Some may enshrine rights and create freedoms to associate, but others may be overly prescriptive in terms of how citizens work together for change.

Ultimately, in a changing world, civil society and VIOs must work together to ensure a beneficial environment for all types of civic action, rooted

in solidarity, ownership and inclusivity. The value and legitimacy of civil society organizations can only be made stronger by recognizing and supporting volunteer-led movements and initiatives, rather than setting up artificial divides. Likewise, volunteering must be about more than functional tasks, but rather shaping norms around people's agency and ownership of development processes. In doing so, together we can work to create the conditions for inclusive and sustainable development.







# THE IAVE WORLD VOLUNTEER CONFERENCE

For the first time in Germany



By Wolfgang Krell, Executive Director, Volunteer Center Augsburg, Host Organization for the 25th IAVE World Volunteer Conference

It was a great pleasure and an honor to be the host of the 25th IAVE World Volunteer Conference, held for the first time in Germany. As we started our planning, it was clearly decided that we wanted to organize the conference with the cooperation of both paid staff and volunteers. As a result, the local organization team comprised of both volunteers and staff, responsible for various tasks.

In preparation for the conference we had two program development sessions, together with national and international experts of volunteering. We had an ongoing discussion about the topics for the conference and the theme, "Our Responsibility for the Global Future". We were able to define 12 main topics on volunteering. We had tremendous success with the call for presenters with over 400 proposals received for breakout sessions. It gave us the opportunity to offer a diverse and comprehensive program. It featured presenters from all over the world, from NGOs, corporations, volunteer involving organizations and government agencies.

Sustainability was and still is the focus of international discussions about the future of global development. We have reflected this concept in our theme, "Our Responsibility for the Global Future". Volunteering is a key factor in the evolution of a more sustainable, more just, and a more peaceful world community.

The diversity and the different point-of-views presented at IAVE's World Volunteer Conferences has always been provided an astonishing experience for me. For instance, the "Volunteering and Policy Making" forum featuring Dr. Konrad Hummel from Germany stressed that government should not over-

influence the civil society community. On the other hand, Governor Kivutha Kibwana of Kenya emphasized that Volunteering Law in Kenya has started to give its citizens communal spaces to engage with one another in their communities. They provided differing views on the same topic.

This year, we did not organize the Youth Conference as a separate conference, but reformatted it as a more intimate preconference convening – the Global Youth Volunteers Forum. Youth participants from the forum were also invited to join us for the main conference. This new structure worked to our advantage as we had 75 young people at the World Volunteer Conference, sharing their learning from the forum. They collaboratively drafted the Youth Declaration on Volunteering during the forum, which they were able to present at the main conference. The youth participants put an emphasis on their demand for more transparency and more cooperation from the volunteer community with young people worldwide. They also asked for more youth representation within IAVE as well. It was wonderful that IAVE's World President, Kylee Bates, promised in her closing speech that IAVE would begin developing a Youth Commission within the IAVE Board as a response to the request proposed by the youth conference participants.

During the conference, participants were able to showcase their local projects during breakout sessions and during the volunteering projects prior to the opening gala. Some notable projects included the "Change In" youth program, which targeted students between the ages of 14-15 years old, and the "Helping Circles" training project, which was geared towards refugees. They both were great examples of local engagement of active citizens.

As a small local organization, we were very



pleased to be able to host such a large international conference. It wouldn't have been possible without the support of the government (local, state and national), foundations and corporations. Additionally, thank you to the IAVE team for their wonderful support. And we cannot forget the 150 volunteers who played an integral role with their dedication and open-minded spirit to make this conference a reality. I believe we have presented our city and Bavaria in a positive way and that the participants will be left with wonderful memory of the 25th IAVE World Volunteer Conference – especially of the amazing Bavarian evening in the beer tent!

Let us never forget that active citizens play a crucial role for the development of local communities all over the world: Volunteering makes the world go round!

# THE VALUE OF CONVENING – OR WHY DO WE FLY AROUND THE WORLD?

By Alexander Thamm, Master of Ceremonies  
at the 25th IAVE World Volunteer  
Conference in Augsburg, Germany

For a whole week in October 2018, I was privileged to serve as the Master of Ceremony (emcee) of the IAVE World Volunteer Conference as well as the World Youth Forum in Augsburg Germany.

I was able to meet outstanding personalities from around the world: Austin from South Africa, advocating the needs of youth with diabetes; Ciara and Jennifer from Canada, developing new ways of involving volunteers in health care; Aarathi from the IFRC, forecasting our future of volunteering. Just some names, many more could be mentioned.

The “IAVE WVC in Augsburg” as we called it, had been my first international act as an emcee. But in my career as NGO Manager and moderator, I had attended or managed many of these gatherings before: with the OSCE in Vienna, conferences for civil society activists from the US and Europe, NATO Summits and other major conferences including international study tours. I had always believed in the importance of convening people from different corners of the world. More than ever, it seems, we need these in order to tackle the problems of our age. Multilateralism needs our support. But also, we have to be more aware and accountable, why we make people travel around the world, for ecological reasons, to name just one. The footprint of our activities, relationships and results at these conferences has to be bigger than our carbon one.

But these days in Augsburg reminded me why I believe in these meetings. The more we work and live online, the more we need to be connected “one

*"We have to offer open and transparent places for hidden champions, develop inclusive formats and think of smart technological solutions to guarantee sustainability."*

to one" in real places. The mutual support felt in Augsburg hopefully helps the ones fighting for values like freedom or solidarity back in their countries like Afghanistan. The power of civil society activists has to be strengthened through their international cooperation like IAVE. And the power of innovation, the willingness to really make the world a better place, was felt at every corner in the city of Augsburg.

To illustrate, let me name some special memories that will still with me from these warm October days:

- The power of youth: My role as emcee was empowered by moderating the World Youth Forum the days before WVC. Such powerful voices, energy and willingness to change the world gathered in one room. To watch these young people develop self-confidence, trust and solidarity within days impressed me.
- A proud city and a warm host: Augsburg and the Volunteer Centre with all its partners embraced their international guests with open hearts. The people of Augsburg, the city of peace, welcomed their IAVE guests with pride, happy faces and open arms. And the WVC left the Conference venue and went out to the city, met people, felt the vibe.
- A small organization can move so much: Looking at the IAVE secretariat, I was impressed how a small group of people can get such an event on the go. This is due to

high energy and professionalism, but also because they trusted in their local hosts.

Looking back at my experiences in Augsburg, here are some thoughts on the future of WVC and others international convenings of our times:

- As the IAVE WVC conference series continues its journey through the world, IAVE should be strong enough to be able to modernize some formats, serve as a strong consultant to the local host and guarantee hereby the values IAVE is standing for.
- You can't leave globalization and multilateralism to governments and elites and their standards of doing things. We have to offer open and transparent places for hidden champions, develop inclusive formats and think of smart technological solutions to guarantee sustainability.
- The before and after of a conference becomes more important – and doable! Hosting organizations should make sure, that the high ecological cost of flying people around the world has a lasting impact on their relationships.
- We communicate worldwide, but do we understand each other? Intercultural understanding remains a major challenge when the world meets.
- In times of endangered freedom, activists need spaces of peace, trust and solidarity.
- Always think of yourself as elite, therefore taking the responsibility to include and to guarantee diversity at your meetings, conferences and summits.

I sincerely hope, that my journey with IAVE and its community of global changemakers has only started in Augsburg. And I am looking forward already to hear the ringing of the IAVE bell in Abu Dhabi 2020.



# VOLUNTEERING IN A CHANGING WORLD

Below is the speech from Dr. Dhananjayan Sriskandarajah, Secretary General of CIVICUS, presented at the Opening Plenary of the 25th IAVE World Volunteer Conference.

**G**reetings from Johannesburg where I am this week. I really wish I could be with you in person for the World Volunteer Conference. I know that you have an exciting and important agenda this week, and I want to send my apologies that I can't be there in person. I have to be here in Johannesburg for some very important internal meetings that we couldn't move away from this week.

CIVICUS, as I hope some of you will know, is a global alliance of civil society. We were created 25 years ago as a membership body, a platform, an umbrella at the global level to strengthen citizen action and civil society. Our responsibility is to help make the argument again and again for why civil society is an integral and critical part of any good society.

**A healthy democracy needs a healthy civil society.** Sustainable development needs civil society. Happiness needs civil society, because at the end of the day we as human beings are social animals. We connect with each other in so many different ways. Sometimes we connect because we have to, because the state compels us to, because we are obliged to. Sometimes we connect in the market place because we are transacting business, trying to make money.

**But so much of what it means to be a human is about connecting in what we often call “the**

**voluntary sector”, the sector that doesn't need to exist.** It's not compelled by government or the market but instead is about people coming together in community, in organizations, through collective action. It is this form – or these multiple forms – of civil society that are at the heart of the good life and, of course, fundamental to all of that is the notion of volunteering.

I wanted to talk about three important things from the CIVICUS experience that I hope will help shape your discussions during the conference: **civic space, building blocks, and building bridges.**

On **civic space**, we live in some really worrying times, from my perspective. I've been in this job for six years, and when I started as Secretary General of CIVICUS I thought that we had won the argument for why civil society mattered. There was agreement after agreement at the international level and at the national level that protected our fundamental freedoms, and yet over these six years my colleagues and I have been documenting an ever worsening trend almost in every country in the world when it comes to civic space. We live in a dark and dangerous era when it comes to civic freedoms.

If you look at our tool, The CIVICUS Monitor, you will see that many, many countries around the world have worsening conditions when it comes to the three basic civic freedoms – the freedom of assembly, the freedom of

association, and the freedom of expression.

In fact, several billion of us live in countries where we believe civic space is repressed or closed. In more than 100 countries last year, including in some very mature democracies, we have had conditions for civil society deteriorating. We have seen direct attacks on citizen activists, especially those who are protecting the environment, speaking out on land rights, promoting gender justice. Those who speak truth to power are being attacked and killed in many parts of the world.

We are also seeing organizations in civil society having their life made much more difficult through regulation and bureaucracy, government introducing measures that are aimed at slowing down life in civil society, or in many cases, closing down the access to resources, particularly foreign funding, which has become a popular restriction for many governments around the world. And, of course, we are also seeing in many parts of the world the demonization of civil society, particularly the civil society that is involved in advocacy or campaigning.

And so for all of these reasons I think we live in an era when we have to think about how are we going to push back to make the case for why an independent, vocal, resilient civil society is incredibly important. I think we are seeing this global emergency on civic space and the onus is on us, including all of you at the conference, to think about what can we do to push back, to promote civic space, to protect civil society and our fundamental freedoms.

The second thing I want to talk to you about links very closely to the first, and that is going back to the fundamental building blocks of citizen action. At CIVICUS we work a lot with civil society organizations, particularly those who have formal registration, who have paid staff, who have complex bureaucracy and in many cases large brands. When we work with our partners, my observation is that sometimes we end up forgetting about the importance of volunteer citizen action, but actually it is important to talk about what happens in the meeting rooms or the board rooms, but it is equally important to think through how we support



citizen action in the communities, on the streets. We need to, in fact, connect these two very coherently going forward if we are to push back on civic space and strengthen citizen action.

I think this is the time when we need to support all of the diversity of civil society. Of course, we need to protect the enabling environment for civil society organizations but we also need to protect the environment for citizen action, including for volunteering.

Now that involves, for example, thinking about how we make sure that the fundamentals of voluntary action are protected and not simply coopted by governments who in times of austerity see volunteers as a cheap way of doing things. We also have to protect voluntary action from being coopted by the bigger more resourced bits of civil society, nonprofits who see volunteers as an extension of their organization.

We have to see voluntary action and citizen action as a good in itself and in fact if we want to protect civil society, we have to promote the rights, the freedom, the environment, the confidence that we all have to take voluntary action and to use that as a building block, not just in our resistance but in building a more vibrant civil society around the world.

And of course it goes without saying that the sort of conversations you are having at the World Volunteer Conference are going to be critical to thinking through what those building blocks are and how we connect, how we bridge the gaps between the big and the small, the better resourced and those who don't need resources, and, of course, between North and South and different parts of the world.

And that brings me to the third thing, the importance of building bridges. I know that at the heart of the IAVE is the notion of building bridges across the world. Here we are in 2018

once again needing to pay attention to how we build bridges between communities, between countries, because as we see the retreat into nationalism, the retreat into populism, the support – the growing support – for extremist visions of our society in our communities for those divisions that we are seeing across many countries around the world. I think it is the responsibility of us in civil society to build bridges to protect against division, to provide a touch of healing, to connect people, to convince people that we are in this together, that we cannot divide our society, cannot divide our communities.

And all of the research that we have done, that many others have done, suggests that civil society holds the key to building those bridges. At the smallest level, civil society action, community organization, voluntary action that binds communities together that allows people to talk about – sometimes argue about – their vision of the future; but in doing so building the social capital that keeps us together. And of course at the complete other end of the spectrum, when it comes to the big global challenges that face us, whether it's growing economic inequality, the fight to protect our planet from dangerous climate change, or a whole range of other global challenges, we are not going to have any chance of addressing those successfully unless we build citizen action in support of those, that we build from below but beyond borders so that we can have concerted popular pressure to take constructive action on those fronts and to stop this retreat into nationalism.

So I hope you can spend some of your time thinking through how we go back almost to those founding principles of the IAVE and how we can make sure that through voluntary action, through civic action, we can make sure that we can build positive bridges across people, across communities, across countries in

a way that binds us together and solve some of those global challenges around the world.

So those are the three themes that are important, certainly to the life of CIVICUS, protecting civic space, insuring that we get the building blocks of citizen action right, and that we can build bridges towards progressive internationalist constructive solutions to the challenges that we see around the world.

Let me finish by inviting you to have a look at the resources that CIVICUS has. We produce a lot of research like the CIVICUS Monitor or indeed lots of reports that look at questions like how to produce an inclusive vision of the world or indeed our latest report on reimagining democracy and how we have the opportunity here to think through a democracy that puts citizens at its heart, how we can build an everyday liquid democracy for the 21st Century that starts with civic action and citizens and then builds a new set of institutions around them, because at the end of the day I think that the rest of the 21st Century will be the Century of the Citizen.

It might not feel like it when we look at what's happening around the world, the decline of democracies, the attacks on civic freedoms, the rise in populism; but I am convinced that we have the tools, we have the techniques, **we have the need for us to build this progressive internationalism that can make this the Century of the Citizen.**

For most of humanity, we were subjects, put and treated by those in power – the chiefs, the kings, the queens – as simply subjects. For the last few hundred years we have moved to think of ourselves as consumers, slave often to the market and where our consumer identity we've been told is what is most important. But we see where that is getting us now, the trouble that we find ourselves in. I think that the logical conclusion is that the next few decades need to be about the Century of the Citizen.

**We need to reclaim democracy.** We need to put designed political institutions and civic institutions that put citizen action at their hearts and so, as you are discussing over the next few days, and having very important debates, I hope you don't forget that your struggle – that our struggle – is to make this the Century of the Citizen. It is no less important than that.



# CRISTINA RIGMAN, PRESIDENT OF CEV

Below is the presentation from Cristina Rigman, President of European Volunteer Center (CEV), presented at the Response Panel Discussion of the 25th IAVE World Volunteer Conference.

I have to confess that this is my first IAVE conference, although I have been around the volunteering movement for about 15 years now. I am here on behalf of CEV, the European Volunteer Center, which is a network of over 80 national and regional volunteer centers and developing agencies across Europe. CEV has been working for the past 25 years as the voice for volunteers in Europe, working to grow and support volunteering. The most recent program by which we do this is the European Volunteering Capital Competition, a project that rewards municipalities who are supportive of volunteering.

I will try to give some responses to the challenges that have been presented to us so far and I will also add a few other challenges relevant for the local level. There is a lot of talk about the global changes and it is true that they are affecting us all. My question is if we can do anything about it. How are these trends reaching and affecting us? Is there anything we can do to make things better for the organization, for the community, and for our volunteers and our beneficiaries?

I think there are many things that we can do, but it takes a lot of work and it takes a lot of awareness. So I will try challenge and inspire you to take action. Hopefully you will feel both challenged and inspired to keep the discussion going and act when you go back home.

We were told that "people can get organized on line now; maybe we don't need organizations any more". Hmm, maybe we don't. But maybe we need to be ready to respond and clarify our role in organizing citizens and in supporting their action. Digitalization has brought us a lot of challenges. People are more mobile now; people are working from home, or are volunteering online. We have to adjust to the needs of the new type of volunteer.

But how far do we want to take this? Is our role to meet the needs of the individual volunteer or to focus on meeting the needs of the community and beneficiaries? How far do we go with adjusting our opportunities to the expectations of volunteers and



how do we assure that these opportunities remain relevant for the needs of the community? After all, this is the purpose of volunteering. Of course we should not ignore the individual needs of those who volunteer, but our mission is linked to the needs of the community. The big challenge here is find the right balance.

Another challenge that was put on the table of volunteer organizations was the demographic challenge, the fact that the world is changing, the population is changing, people are moving around for labor, and volunteers can do many things to facilitate immigration.

We have argued and argued very loud and very powerfully and passionately that volunteering can do so many things, and when the crisis came and budgets were cut off, everything was laid on our table. We need to challenge this expectation. Yes, volunteering could do many things, but only if some enabling conditions are in place. We focus on what we can do and the conditions that we need to make it happen.

This has a lot to do with revising the regulations that were mentioned before. Regulatory frameworks keep being changed, so we have to really think and work to include in such frameworks provisions that ensure the balance between what volunteers can achieve and what it takes to achieve this. We need an enabling environment to do what is expected.

The shrinking space for civil society is another challenge. Some of us live in countries where we are somehow far from the shrinking space, but if we look around there are countries really affected by this. I would really like to challenge you to think if there is something we do, as organizations, to feed this shrinking space trend. Is there something that we could do different so that governments would not feel legitimate and empowered to shrink our space?

I think there are many things we could do. One



of them is good governance. When people talk about good governance, they think about government. I am talking about organizations. How is your Board of directors doing? How active is your Board? How is your connection with your members, your community, your stakeholders? How transparent are you? Do you feel comfortable when people ask you "How much is your director paid?" Will you be willing to disclose this information? We need to think and rethink who we are, what we stand for, and how far do we blame the government and how far do we take responsibility to change ourselves. Because there are many things we can do, and sometimes change has to start from the bottom up.

Of course, a panel of distinguished specialists would be very welcome to talk about the shrinking space, but what is it that we can do in the meantime? Because it is going to take five years for them to meet, discuss and reach a conclusion. What do we do in the meantime at



*"We all live in a community. That is where the change can start. As long as we remain dedicated to its mission of providing public good and enabling citizens to give from what they have to those who are in need, volunteering will survive and we will just exist, regardless of how the space is shrinking."*

the local level?

We can continue our work. We can empower our volunteers. We can serve our communities. We can be transparent and modest. We can dissociate ourselves from other organizations that do wrong. Because there also are organizations doing things wrong. Do we have the power to say "That is not okay, we are not like you." Or we just try to pretend that some of these things never happened because we are so busy doing the good things? It's good to do the good things, but we need to be aware of the big picture. So there is a lot we can do.

One last point I want to make is about professionalization because what I can see now is that we have the big organizations with huge organogram and hundred staff, and the small organizations trying to make a difference at the local level. Professionalization is expensive and changes the way you operate. But you have to choose at some point. Do you want to be professional? You have to take the cost and assume the risk. If you want to stay at the local level, then you have focus on the important things for the community, for the volunteer, for your mission, for your service.

We all live in a community. That is where the change can start. As long as we remain dedicated to its mission of providing public good and enabling citizens to give from what they have to those who are in need, volunteering will survive and we will just exist, regardless of how the space is shrinking. Maybe we won't be allowed to call ourselves volunteers anymore, but we will still do the volunteer work that serves our community.

I hope you will take some of these ideas into the discussions in the next days and next time we meet, hopefully at another IAVE or CEV conference, we can take this discussion forward and see how we are going to further shape volunteering.

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**PRESENTING THE  
2018 IAVE  
GLOBAL CORPORATE  
VOLUNTEERING  
AWARDS**

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★ 2018



IAVE presented the  
2018 Global Corporate  
Volunteering Awards to 7  
companies with exceptional  
volunteering initiatives.

International Association for Volunteer Effort presented the 2018 IAVE Global Corporate Volunteering Awards at the 25th IAVE World Volunteer Conference in Augsburg, Germany on October 19, 2018. The Global Corporate Volunteering Awards, established by IAVE in 2012, are the only global awards to formally celebrate excellence in corporate volunteering.

Four different categories of corporate awards are presented biennially at IAVE's World Volunteer Conference. Presenting the awards was Diane Solinger, Director of Communications and Culture, SumUX Google, and Chairperson of the Global Corporate Volunteer Council. Also on hand was Kylee Bates, World President of the International Association for Volunteer Effort. "We are proud to present these awards to truly outstanding corporate citizens, whose employees are doing incredible work in their communities around the world," said Ms. Bates.

The Global Volunteer Program Award recognized a global company that shows an exemplary overall approach to global corporate volunteering – with a well-thought-out strategy that fits their values, priorities, and culture; an understanding and appreciation of global issues and local realities; and activities that thoughtfully address serious problems. The 2018 Global Volunteer Program Award was presented to the Tata Group. Ajit Chaudhuri, AVP Community Services, and Kinjal Jain, Deputy Manager Volunteering, both of the Tata Sustainability Group, were present to accept the award on behalf of the Tata Group.

The Inspiring Practice Award recognized global companies that have created high impact volunteer initiatives designed to meet specific community or societal needs. This award is about tangible outcomes that resulted from a specific volunteer-based strategy to



## From Tata Group, Recipient of the Global Volunteer Program Award

"Volunteering is one of the key mechanisms to channelize our most valuable assets, our people, towards societal good. To encourage collaborative volunteering across companies and leverage the combined power of over 700,000 employees across the globe, the Tata group introduced a group-level volunteering platform, Tata Engage in 2014.

Tata Engage brings together over 60 operating Tata companies on a common volunteering platform, includes employees' family members and retired Tata colleagues in the fold, and encourages inter-company collaboration, enabling employees from different Tata companies to come together to tackle societal problems.

The IAVE Global Corporate Volunteering Award has recognized the effort of thousands of Tata volunteers and thereby encouraged us to continue enhancing our programme to connect more and more volunteers to social causes. The award also brought us in touch with organizations leading in corporate volunteering globally, with whom we have much to share and learn. I am sure these connects could transform into successful collaborations in the future, as we look to make our programme wider in reach, and truly global in nature."

**Ajit Chaudhuri, AVP Community Services, Tata Sustainability Group**



**From Merck, Sharpe and Dohme Corporation, Whitehouse Station, NJ, USA, Recipient of the Inspiring Practice Award**

“The MSD Fellowship for Global Health is built on the notion of partnering to strengthen the capacity and reach of nonprofit organizations which, in turn, will ultimately solve some of the world’s greatest healthcare challenges. The work of our Fellows helps to amplify the incredible work of our nonprofit partners while at the same time, helping our employees to grow and develop.

We are humbled to receive the IAVE Innovative Practice Award as it recognizes the impact that the MSD Fellowship for Global Health has on improving the health and well-being of people in under-resourced communities.”

**Christine Funk, Associate Director, Corporate Responsibility, MSD**

meet a particular need. The 2018 Inspiring Practice Award recognized four outstanding global corporate volunteer programs.

Merck, Sharpe and Dohme Corporation, Whitehouse Station, NJ, USA, received an inspiring practice award for its MSD Fellowship for Global Health. Christine Funk, Associate Director of Corporate Responsibility, accepted the award on behalf of MSD.

Telefónica accepted an inspiring practice award for its use of digital strategies in combination with employee volunteering. Francisco Moro Gutiérrez, head of international volunteers for Fundación Telefónica accept the award on Telefonica’s behalf.

The Ritz-Carlton Company also received an inspiring practice award recognizing the global

scope and innovative local implementation of the company’s Community Footprints program. Christian Fomm, General Manager of the Ritz-Carlton Wolfsburg, was present in Augsburg to accept the award.

GSK was recognized for its PULSE program. Bettina Brennecke, Vice President, Government Affairs, Market Access & Communications, GSK Germany, was on hand to accept the award on behalf of GSK.

The German Volunteer Program Award was presented this year in recognition of the host country of the World Volunteer Conference. The Berlin Social Academy, a collaboration of B.Z., Scholz & Friends, Scout24, and Zalando, applies the expertise of their employees to help build the capacity of civil society organizations in Berlin. Dr. Norbert Taubken, Scholz & Friends



## From Telefônica, Recipient of the Inspiring Practice Award

“For the past sixteen years, the Telefônica Volunteers Program has been growing and maturing achieving a consolidated corporate volunteering program with special characteristics. It has created a community of volunteers of more than 40,000 people with shared values and a common trajectory, which gives them an entity of their own with great pride of belonging to a company with an important social commitment.

Within this community, there are more than 1,000 leaders committed to social causes who, together with those responsible for the program in the 17 countries, identify and define corporate volunteering projects, collaborating in the management of activities and encouraging the participation of other volunteers.

The volunteering activities that the Program develops always seek to make the greatest impact in the community. Telefônica’s technological knowledge and the innovation capacity of its volunteers is allowing the development of platforms where volunteer activities can be shared and the communication potential of social networks can be used. The actions of Telefônica’s Volunteers are becoming a reference that inspire many people to carry out collaborative actions and encourage the dissemination of good solidarity news.

The Inspiring Practice Award is an honor for Telefônica and for our Volunteering Program, encouraging us to keep looking for innovation in the corporate volunteering work of Telefônica Group. For the Telefônica Volunteers Program, it is very important to be part of the IAVE Global Corporate Volunteer Council, as a space in which to share best practices in corporate volunteering and be able to lead the social transformation with other global corporations. Receiving this award from IAVE is recognition of the innovative work of the Volunteers Program, especially in Digital Volunteering, something that is very strategic for the Program. The Game do Bem (Game For Good), an initiative implemented in 2015 by Telefônica Foundation in Brazil, is a game platform that encourages Brazilian employees to carry out digital volunteering and promotes social inclusion with technology for social development. This initiative provides an innovative experience of citizenship making volunteering more available to all employees of the company.”

**Carmen Morenés Giles, Global Head of Volunteering, Telefônica Foundation**

## From GSK, Recipient of the Inspiring Practice Award

"GSK is a science-led global healthcare company with a special purpose: to help people do more, feel better, live longer. To us, this means that we are actively leveraging our resources and talent to bring about positive change to communities and global health while providing individual development to our employees. For more than a decade, we have pioneered pro bono fellowships, through our flagship PULSE program - sending highly skilled employees on 3 to 6 month assignments full-time to increase the capability of organizations in underserved communities while building global, empathetic, highly effective leaders in the process. We have long believed in the power of partnerships to solve global healthcare challenges and we are thrilled to be recognized for our impact through IAVE's Inspiring Practice award."

**Manu Juneja, Head of Employee Volunteering, GSK**



Reputation Business Director accepted the award on behalf of the Berlin Social Academy.

A new award, the **Disaster Volunteering Program Award**, was inaugurated this year to recognize a company that has led in all phases of disaster response-building resilience, responding in the immediate aftermath of disasters, and helping communities recover – all with the use of employee volunteers. This award was given to UPS and Eduardo Martinez, President of the UPS Foundation, and Chief Diversity Officer, UPS, was present to receive the award.

To qualify for the global corporate volunteer, inspiring practice and disaster volunteering awards, companies may be headquartered anywhere in the world but must have significant operations in at least three regions of the world:

Africa, the Arab Nations, Asia-Pacific, Europe, Latin America, and North America. Their employee volunteer efforts must be equally global. Applicants were scrutinized using four main criteria: globalization of approach and perspective, partnerships and collaboration, impact on communities, employees and the company, and processes for continuous improvement. A panel of six judges from around the world, all with expertise in corporate volunteering, evaluated nominations and helped to make the final selections.



# Sozialer Zusammenhalt in digitalisierter Welt

Was sind die wirkungsstärksten Impulse für Berlin?

Markus Sauerhammer, Social Entrepreneurship Netzwerk Deutschland e.V.

Astrid Aupperle, Microsoft Deutschland

N. Eiseberg und Friedemann Walther, Senatskanzlei von Berlin

R. Lorenz, Allianz Stiftungsforum

## From Berlin Social Academy, Recipient of the German Volunteer Program Award

"The Berlin Social Academy (BSA) provides valuable capacity building to non-profits in the wider Berlin area - especially to those who might otherwise not be able to access specific expertise that is crucial to drive and extend their positive impact on civil society. It's these synergies emerging from the value of collaboration, dedicated professionals and great ideas that ultimately make the Berlin Social Academy inspiring and meaningful. From the perspective of the partner structure, the BSA-approach demonstrates that we can achieve a significantly higher impact by embracing collaborative approaches in a post-competitive environment. Furthermore, the BSA format could be used as a role model for hands-on corporate volunteering on a regional level.

Receiving the IAVE award has been a great honour for the Berlin Social Academy and its corporate partners. Even today, we all are thrilled by this appreciation on an international level! What's more, the award helps us to scale-up the BSA by helping attract other corporate partners. It also helps us to convince our executives to continuously invest into the BSA."

**Dr. Norbert Taubken, Reputation Business Director, Scholz & Friends, Berlin Social Academy**

## From The Ritz Carlton Company, Recipient of the Inspiring Practice Awards

"Community Footprints is dedicated to serving with purpose in 3 focus areas: Hunger and Poverty Relief, Environmental Responsibility, and Child Well-Being. Community Footprints teams are responsible for identifying and partnering with local community partners and nonprofits by leveraging the human capital and expertise of each property to initiate and support diverse projects.

Over the past couple of years, we've also aligned our citizenship efforts in support of the UN Sustainable Development Goals, ensuring that our ladies and gentlemen can document, measure and report how the brand is making progress to support the Global Goals."

**Shilpa Nadhan, Global Manager, Community Footprints, Marriott International**

## From UPS, Recipient of the Disaster Volunteering Program Award

"We're honored to receive the award," said Eduardo Martinez Chief Diversity Officer and President of The UPS Foundation, "but more importantly, we're humbled by the many UPSers who contribute their time, expertise and energy to help those in our communities when they need us most."

The UPS Foundation with UPS, its NGO and United Nations partners operate one of the most engaged private sector humanitarian and disaster relief programs in the world. As an example, The UPS Foundation maintains a team of 30 trained UPS responders called the Logistics Emergency Team (LET), that are ready at a moment's notice to fly anywhere in the world to leverage our logistics expertise and shipping resources, bringing much-needed supplies to disaster ravaged areas. UPS has deployed LET volunteers since 2007, providing aid and assistance all over the world.

It is a privilege for UPS and The UPS Foundation to be able to utilize our company assets and resources and bring the powerful volunteer spirit of UPSers to help our communities in times of great need."

**Eduardo Martinez, President, UPS Foundation**



# GLOBAL CORPORATE VOLUNTEER LEADERS MEET IN GERMANY

By Jeff Hoffman, President, Jeff Hoffman & Associates, IAVE Board Member  
*First published by The Conference Board on November 14, 2018*

Every two years, the International Association for Volunteer Effort (IAVE) organizes the World Volunteer Conference. The 25th convening took place in Augsburg, Germany, outside of Munich, where I moderated two panels. Seven hundred delegates from 94 countries participated. Adjacent to the conference was the Global Corporate Volunteer Council (GCVC).

A topic that ran through many sessions, including one that I moderated, was technology. With recent regulations around data privacy, including the General Data Protection Regulation (GDPR), technology was top of mind. In particular, conference attendees asked: How do you have a virtual volunteer program that is global when information needs to cross borders and oceans? Other issues that continued to be central concerns include:

- Youth online protection
- New data protections in contrast with the need for heightened access to tech

- How to use tech more effectively with volunteers.

## Virtual volunteering

Mercy Corps' MicroMentor virtual volunteer program is a great way for business professionals to share their knowledge to help entrepreneurs in the developing world. The organization notes: "One of the most powerful ways of creating economic opportunity is to share relevant knowledge to help entrepreneurs succeed at their business. If you have expertise that would be helpful to a small business, you can connect virtually with thousands of entrepreneurs around the world and start mentoring."

Another interesting virtual volunteering project lets volunteers research accessible buildings with wheelchair ramps and other amenities and then tag them on maps that can be easily used by those with mobility challenges. Also, translating books and articles or digitizing printed materials can be done from anywhere.

WhatsApp continues to amaze me. An economic as well as



technology solution, it's especially important in the developing world to connect people and promote volunteering. For example, a colleague from Sudan uses the WhatsApp to organize regional volunteer coordinators and volunteer projects.

#### Challenges abound for tech solutions

Despite significant advances in tech for volunteering and philanthropy, there continue to be challenges for the technology platforms that run corporate volunteer programs, employee giving and grantmaking, especially with those that seek to make global philanthropy easier. Various regulations around the globe, including the Foreign Corrupt Practices Act (US), Foreign Contribution Regulation Act (India), Anti-Money Laundering (Mexico), Foreign NGO Law (China), and many other regulations, plus currency fluctuations, GDPR and the cost of due-diligence, continue to make giving globally a challenge.

#### SDGs

The world is seeing more religious conflicts, generational differences, new diseases, a greater divide between the haves and have nots, and refugee crises. To counter these challenges, we need deeper and more involved solutions. This is where the Sustainable Development Goals (SDGs) come in. The SDGs were also a central topic at both the IAVE conference and council meeting. Oliver Adams, who leads United Nations Volunteers (UNV), addressed the conference on the progress of the Global Goals and the need to step up our efforts to achieve them by 2030.

The SDGs are informing companies' work by helping them evolve from transactional to transformational initiatives, spark cocreation with multi stakeholders, look at the long term, form collaborative agreements with mutual accountability, become outcomes and impact oriented, and work towards systemic change.

The other session I moderated was called "Taking your volunteer program to the next



level.” We addressed several questions, including:

- Once you have an excellent and engaging employee volunteer program, what else can you do?
- How do you improve the program and take it to the next level?
- How do you create more impact for communities, for employees, and for the company?
- Can you make it transformative?

Employee volunteer managers are now cognizant of transactional costs for NGOs and are helping to reduce them, as companies shift their focus from delivering hours to impact. Companies are also changing the way they design volunteer programs to respond to employees’ views of how they want to reshape the world, rather than the view of the company. Doing this provides the opportunity for sustained engagement.

#### Volunteering with refugees

It was heartening to hear some of the European company representatives talk about their programs to help with the refugee crisis and the new immigrants to their countries. For example, employee volunteers are working to help assimilate refugees by being coaches and mentors, answering questions and directing them to necessary services. In this way, these volunteer projects are similar to a buddy program.

Throughout these convenings, there was a lot of discussion about new challenges and the opportunities they provide to better engage employees in solving critical issues. I left optimistic, having witnessed the movement towards resilient, inclusive, accountable, and successful communities.

#### Some key takeaways

- Ask the employees. The best way to discover what employees will want to participate in is to just ask.
- Create plannable goals. What would we like to achieve? These should mirror the process for financial goals.
- Civic engagement instead of volunteer engagement is a trend.
- Volunteer themes quarterly keeps it fresh. Toolkits around the theme educate and suggest volunteer opportunities.
- Project Management Institute gives skills-based volunteer project managers professional development units (DPUs) to maintain their certificates.



# THE 2018 MARY RIPLEY SCHOLARSHIP

## Afghans for Progressive Thinking

As Founding President of IAVE, Mary Ripley had an indelible impact on our development as a global leadership organization for volunteering. Mary dedicated her life to promoting volunteering in her community, nationally and globally. She was an active volunteer herself for the last 70+ years of her life, focusing on issues related to children and women. At the time of her death, less than a year after we celebrated her 100th birthday, the board of directors of IAVE established the Mary Ripley Scholarship.

The scholarship is to be awarded to an IAVE member who can best demonstrate that attending the World Volunteer Conference will significantly enhance their ability to promote, strengthen and celebrate volunteering within their community, country or region taking into account the relative state of development there.

This year, the scholarship was awarded to Afghans for Progressive Thinking (APT) in Kabul. It assisted three leaders – Mujtaba Arshia, Najibullah Faizi and Homaira Tanha – to attend the 2018 conference. In 2016, they

attempted to join us in Mexico City but were prohibited from boarding their connecting flight despite having the valid travel documents required. We were very happy to welcome them this year.

"It rarely happens to learn and lead at the same time. IAVE 25th World Volunteer Conference provided a unique platform for our team to learn, network and get inspired from world's flagship volunteer leaders. At the same time, it enabled us to lead the dream of creating a volunteering center in Afghanistan and to say that we volunteer though we are not seen as often as others." said Mujtaba Arshia, Co-Founder of APT.

APT is an NGO that works with youth to promote a culture of tolerance, openness, and respect by providing them with opportunities to engage contemporary issues. APT has designed five programs that cultivate those values: debate training and tournaments, leadership development, international exposure trips, media talk-shows, and volunteerism. Among

*"...it enabled us to lead the dream of creating a volunteering center in Afghanistan and to say that we volunteer though we are not seen as often as others."*

*Mujtaba Arshia, APT*

the international organizations with which they have collaborated are the United Network of Young Peacebuilders and Co-Serv.

The APT leaders had four goals for their time at the conference: linking the novice Afghan volunteer community to the world and building network with volunteers around the globe; Increasing their knowledge of the volunteerism values and movements; learning how to initiate and lead a volunteer movement; and, learning how to sustain volunteer movements.





**GALINA  
BODRENKOVA  
RECIPIENT OF THE 9TH IAVE  
LIFETIME MEMBERSHIP**

Longtime IAVE member, Galina becomes an IAVE Life Member



As the global leadership voice for volunteering every so often IAVE identifies an individual who is deserving of special recognition for their role in connecting people and sharing knowledge that supports the development of volunteering worldwide. When we do, we make the decision to award the IAVE Life Membership. During the 25th IAVE World Volunteer Conference, Galina Bodrenkova (Russia) was awarded the 9th IAVE Life Membership Award for her contribution to the development of volunteering.

It is a great honor for me to be awarded the lifelong member of IAVE and to be on a par with great passionate IAVE leaders serving volunteering," said Galina about her recognition, "As a member of IAVE for almost 30 years, I am proud to be a member of IAVE - is a Global Leader in Volunteering. My sincere thanks to IAVE for a huge role in the development of the volunteer movement in Russia, which today has reached the highest level of development and recognition by society and the state".

Galina is a true pioneer leader of "modern" volunteering in Russia. She has been a member of IAVE since 1991 and has been a participant in almost every world conference since 1994. She was the Russian National Representative for IAVE from 1999 to 2015 and a member of IAVE's board of directors from 2008-2012. She has been an advocate for IAVE, constantly seeking or creating opportunities for IAVE to have visibility and engagement in Russia.

Galina's true contribution has been to the development of volunteering and the policies and infrastructure needed to support and sustain its emergence in post-Soviet Russia. She created the Moscow Charity House to serve those displaced by the rapid changes in society, an all-volunteer effort that served as her base. She learned English so that she could learn from her peers around the world. She helped develop local volunteer centers throughout Russia, largely through her personal advocacy and leadership. She has authored books on volunteer management and been an expert consultant and trainer.

Technically retired, she still remains an active leader, often working behind the scenes to prepare and promote others and continues her passion for volunteering and IAVE. Congratulations Galina for your incredible accomplishments and thank you for your contribution to global development!

# REFLECTIONS: OONAGH AITKENS

By Oonagh Aitkens, President, Volonteurope, Conference Presenter  
*First published by Volonteurope on October 24, 2018*

Volunteering Matters and Volonteurope have not been represented at the IAVE bi-annual conference for many years. When we saw the call for presentations this year, we thought it would be a good opportunity to showcase the work of our charity and our European network.

I was privileged enough to go to Augsburg from 17 to 19 October to take part. It is an enormous conference with 95 countries represented. Some of our Volonteurope members were present – Perdita from Gemeinsam Leben und Lernen and Maria from the Tulip Foundation – to name just two. Our colleagues from the European Volunteer Centre were also well represented and some other UK organisations were there – VSO for example.

I met some very interesting people and made some great contacts over the few days.

Volunteering Matters was invited to make a presentation about our Full-Time Volunteering programme – thanks to Gethyn who supplied me with great slides. I also showed our Revolution You video and our film of full time volunteers talking about why it is important to them to volunteer. I was presenting with a number of other organisations who do similar work to us from the Philippines, Hong Kong, Ecuador and Germany.



On the second day of the conference, I should have been moderating a session on voluntary sector leadership but late on the first night, I had an email asking if, at short notice, I could speak on a panel about impact evaluation and measurement. Christina came up trumps as usual and sent me a pile of material from which I quickly pulled out the key aspects both of our own framework and from the report that Laura and Louise co-authored on work around the Volonteurope network. It went down really well with the audience; especially the Volonteurope report which contains all sorts of downloadable tools. I was on a panel with VSO, an academic from Syria and a representative of a corporate from Germany.

I only managed to attend one of the break out sessions and I chose well. I was thinking about the work we are hoping to do with Vinspired around promoting volunteering in health settings with young people so I

chose to go to a session on 'Leadership for volunteering in delivering effective health and social care'. The speakers were from Canada, Peru, Finland and the US. The Canadian experience was particularly interesting and I've already been in email contact with the two speakers to organise a zoom call when they are back in BC. I think we can learn lots from their structures and experience.

Of course, there was a social side to the conference and lots of traditional Bavarian music and dancing and for those who like it, lots of typical Bavarian food and beer!

I certainly think we should keep in close contact with IAVE and their activities – it seems to me a great meeting point both virtually and at conferences to exchange good practice and ideas about volunteering and its crucial role in promoting solidarity, active citizenship and social justice.





## INSIGHTS FROM IAVE'S GLOBAL CONFERENCE 2018: NATIONAL LEADERSHIP FOR VOLUNTEERING

By Katie Bruce, CEO, Volunteering New Zealand  
First published by Volunteering New Zealand,  
November 29, 2018

*In this post, Global volunteering – insights from IAVE's global conference 2018, Dr Katie Bruce, Volunteering New Zealand's Chief Executive shares her insights on National Leadership for Volunteering.*

**J**ust a couple of weeks into my new job running Volunteering New Zealand I had the most intense, jam-packed and global job induction imaginable!

From national centres with a dozen or more staff, international research projects and corporate sponsors, to a single volunteer with a passion for volunteer leadership, national volunteer structures are different all around the world.

At the global leadership forum we heard that IAVE looked for national volunteering structures



## WE IDENTIFIED 3 CORE FUNCTIONS THAT NATIONAL LEADERSHIP PERFORMS:

- Advocacy
- Development
- Mobilization

in 182 countries and found examples in 120.

In a survey of 95 countries that is yet to be published they found that formal, recognised and sustained national leadership efforts are essential to creating and sustaining an enabling environment for volunteering.

Volunteering does not just happen. Advocacy for volunteering, removing barriers, promoting inclusiveness and highlighting the need for resources is vital. National leadership also develops capacity in our countries and our sectors to do better. Training, resource development and building networks means that we can facilitate more impactful and meaningful volunteering. These national leadership groups can then facilitate mobilisation of volunteers with the vital support of local volunteer centres, networks and organisations.

In a disconnected world, volunteering connects us. However, in every region of the world national leadership is significantly under-resourced, lacking sufficient sustained capacity to achieve its mission. Financial insecurity, inadequate technology and a lack of recognition for volunteering are challenges faced for national volunteering structures around the world.

Governments around the world seem to be taking a more active role in facilitating, encouraging and resourcing volunteering. For some this is about sparking active citizenship, but for others it seems more about fulfilling the governments' own agendas and structuring 'appropriate' ways for citizens to engage.

In his keynote speech, Dhananjayan Sriskandarajah from CIVICUS said:

"We have to protect volunteering from being co-opted by governments for cheap labour and from being co-opted by nonprofits as an extension of their organisation. Volunteer action is a good in itself". "This needs to be the century of the citizen. We need to reimagine democracy."

That what volunteering is. It is the opportunity to take part, to build community and a sign of a thriving democracy. One thing is clear – an independent voice on volunteering is critical to a healthy democracy so that everyone has the opportunity to participate in their communities in a way that is meaningful to them.

# WATCH ALL THE PLENARIES ONLINE NOW



## MISSED THE CONFERENCE OR WANT TO RELIVE THE MOMENT?

Watch all the conference plenaries, available online today:

### Opening Gala

Featuring Kylee Bates, Lord Mayor Dr. Kurt Gribl, Minister Kerstin Schreyer, Olivier Adam, Wolfgang Krell & Hans-Peter Teufers

### Volunteering in a Changing World

Featuring Dr. Danny Sriskandarajah, Artem Metelev, Helmut Anheier, Cristina Rigman, Olivier Adam, Kenn Allen & Youth Delcaration

### The Future(s) of Volunteering

Featuring participatory session with Aarthi Krishnan & Emma Morley

### Volunteering for Development

Featuring Minister Gerd Muller, Laura Sánchez Gil, Holger Holland, Mujtaba Arshia & Chris Eaton

### Up, up and Awayyyy!

Featuring Dr. Jemilah Mahmood, Lord Mayor Dr. Kurt Gribl, Wolfgang Krell, Kylee Bates & H.E. Minister Hessa bint Essa Buhumaid

WATCH THE RECORDINGS TODAY:  
[bit.ly/2018plenaries](https://bit.ly/2018plenaries)

# JOIN US IN ABU DHABI FOR THE 2020 IAVE WORLD VOLUNTEER CONFERENCE

The International Association for Volunteer Effort is pleased to announce the United Arab Emirates as the host country of the 26th IAVE World Volunteer Conference. After a rigorous selection process, the Emirates Foundation in Abu Dhabi has been chosen as the host organization for this premier global event, to take place in 2020. The 2020 conference holds extra significance as it is also marks IAVE's 50th anniversary, a key milestone for the organization. The conference will take place October 11-14, 2020.

"IAVE is delighted that Abu Dhabi in the UAE has been selected as the location of the 26th IAVE World Volunteer Conference in 2020 and that the Emirates Foundation will be our host organization partner. This will be the first time that an IAVE World Volunteer Conference has been held in the Arab Nations region," said Kylee Bates, IAVE World President. "The city of Abu Dhabi has demonstrated leadership and ambition for volunteering in the region and beyond. IAVE is excited to be partnering with the Emirates Foundation as the host organization to deliver an ambitious conference that we know will both celebrate IAVE's first 50 years and provide significant momentum for the next 50 years."

Commenting on the host city selection, Maytha Al Habsi, CEO of Emirates Foundation said: "We thank the IAVE Board Members for their confidence in Abu Dhabi and our ability to further the mission and objectives of the global volunteering community. We look forward to contributing our voice, as together we share our experiences, challenges, innovations, and means for collaboration around volunteering efforts."





### **ABOUT THE EMIRATES FOUNDATION**

Emirates Foundation is an independent national organization set up by the Abu Dhabi Government to facilitate public-private funded initiatives for the empowerment of youth across the UAE, putting them at the forefront of economic, social and human capital development.

Emirates Foundation is the have empowered and engaged youth contributing towards shaping the future of the UAE. The organization works in partnership with the private and public sectors to encourage social responsibility and enhance youth capacities through programs that meet their needs towards achieving sustainable community development.

The Emirates Foundation has 3 key priorities:

- To develop youth competencies through empowerment and raising awareness
- To encourage social responsibility within the private and public sectors
- To provide all administrative services according to standards of quality, effectiveness, transparency and innovation.



# 2019 UPCOMING CONFERENCES & MEETINGS

- **CORPORATE VOLUNTEERING FORUM: BEYOND PRO BONO**  
London, UK | April 10-11, 2019
- **EUROPEAN UNIVERSITY FOR VOLUNTEERING (IAVE partnership event)**  
Moscow, Russia | May 21-23, 2019
- **SPECIAL NETWORKING EVENT FOR IAVE MEMBERS & FRIENDS**  
St. Paul, Minnesota, USA | June 17, 2019
- **LATIN AMERICA VOLUNTEER LEADERSHIP SUMMIT**  
Lima, Peru | Mid-September
- **16<sup>TH</sup> ASIA-PACIFIC REGIONAL VOLUNTEER CONFERENCE**  
Bangkok, Thailand | November 12-15, 2019
- **4<sup>TH</sup> ARAB NATIONS REGIONAL VOLUNTEER CONFERENCE**  
To be announced
- **5<sup>TH</sup> AFRICA REGIONAL VOLUNTEER CONFERENCE**  
To be announced



**REMARKS FROM  
KYLEE BATES, IAVE  
WORLD PRESIDENT**

At the Closing Session of the 25th IAVE World  
Volunteer Conference, October 20, 2018



**Below from left to right**

**IAVE Board of Director:**  
Yoonae Park (South Korea), Jeff Hoffman (USA), Lucila Ballarino (Spain), Diane Solinger (USA), Osama Suliman (Sudan), Kylee Bates (Australia), Mark Molloy (UK), Agnetta Nyalita (Kenya), Sam Johnson (New Zealand), Iraida Manzanilla (Venezuela),  
*Not shown: Eduardo Martinez (USA)*

**O**n Wednesday night we heard that specially written piece of music '80 days around the world'. I am not sure if anyone else feels the same, but I feel we have been around the world in under 8 days.

Starting with the Global Youth Volunteers Forum, including the National Leadership Organisations for Volunteering and Global Corporate Volunteering Council network meetings and through until today, this has been a truly fantastic conference. And the City of Augsburg put on some great weather to match!

I've learned that while we are all here together the conference experience is a personal one, with each delegate having a different experience depending on the sessions they've attended, the people they have connected with and the things they have learned. At this conference though, the most consistent thing that people have commented on is the high quality of the presentations and the calibre and diversity of the speakers. That is a credit to a great many of you in the room – we thank you for your time and commitment to ensuring that your presentations have added significant value to the experience and learning of others.

# CONFERENCE SPONSORS

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*Making a difference to  
people and communities.*

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