

A top-down view of several people's hands reaching towards the center of a wooden table. They are holding various colored puzzle pieces (yellow, green, blue, teal) as if they are about to assemble them. The background is a light-colored wooden surface.

**Volunteer
and GO!**

Vol'Go!

PR1

**–State of the Art
Final Report**

“Erasmus+” Programme’s Strategic Partnerships project

Volunteer and Go! | Vol'Go!

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Contents

1. INTRODUCTION	5
2. CYPRUS	6
A Brief Overview Of Inclusive Volunteering In Cyprus.....	6
The Theoretical Background Of Inclusive Volunteering In Cyprus.....	6
Brief Description Of Significant Case Studies In Cyprus.....	7
Cyprus Marathon – Everyone can run for a very good purpose	7
Cyprus Peace Council - Peace and equality for the world	7
Youth’s Parliament – Including youths in political life	8
Youth Volunteer Team - Youth Board.....	8
Institutions And Volunteering Support Services Involved In Regional Or National Systems And Legislation In Cyprus.....	8
Inclusive Volunteering Opportunities In Cyprus And Beneficiaries	9
Field Research in Cyprus.....	10
General information on inclusive Volunteerism	10
Ideal practices for youth work and volunteerism	10
Weaknesses and misconceptions	11
Institutions and NGOs focusing on Inclusive Volunteerism	11
3. FINLAND	12
A Brief Overview Of Inclusive Volunteering In Finland	12
The Theoretical Background Of Inclusive Volunteering In Finland	12
Brief Description Of Significant Case Studies In Finland.....	13
Arvokas (Valuable) – a program for equality and a right to participate.....	13
The national level Coordination of Supported Volunteering at Lahti Diaconia Institute (Dila) started in January 2022	13
ESR-funded Accessible volunteerism.....	14
Institutions And Volunteering Support Services Involved In Regional Or National Systems And Legislation In Finland.....	14
Inclusive Volunteering Opportunities In Finland And Beneficiaries	15
Field research in Finland.....	15
General information on inclusive Volunteerism in Finland	16
Ideal practices for youth work and volunteerism	17
Communal meeting places/communities.....	18

Other good practices for youth-inclusive volunteerism:	18
Weaknesses and misconceptions	19
Institutions and NGOs focusing on Inclusive Volunteerism	20
4. PORTUGAL	21
A Brief Overview Of Inclusive Volunteering In Portugal	21
The Theoretical Background Of Inclusive Volunteering In Portugal	21
Brief Description Of Significant Case Studies In Portugal	22
Sancriis - Santa Cristina De Malta’s Social Solidarity Association - Municipality Of Vila Do Conde.	22
Valongo’s Municipal Library - Municipality Of Valongo	22
S. João Da Foz Do Sousa Parish Social Centre - Municipality Of Gondomar	22
Pcpa - Porto Cerebral Palsy Association.....	23
Education And Rehabilitation For More Included Citizens Cooperative) - Municipality Of Espinho. Cerci.....	23
Musical Street Theatre Show “Um Porto Para O Mundo” (A Haven For The World) - Municipality Of Vila Do Conde	23
Dar E Receber Club - Municipality Of Vila Do Conde.....	23
Educasom - Arts And Culture Association Municipality Of Valongo	24
Intelectual - Movement For The Support Of The Mentally Ill) In Vila Do Conde - Municipality Of Vila Do Conde.	24
Soutelo’s Social Centre Municipality Of Gondomar.....	24
Maia’s Social And Parish Centre Municipality Of Maia.....	24
Muro De Abrigo - Social Solidarity Association Of Muro, Municipality Of Trofa.	24
Institutions And Volunteering Support Services Involved In Regional Or National Systems And Legislation In Portugal	25
Inclusive Volunteering Opportunities In Portugal And Beneficiaries.....	25
Field Research Portugal	25
General information on inclusive Volunteerism	25
Ideal practices for youth work and volunteerism	26
Weaknesses and misconceptions	26
5. SLOVENIA.....	27
A Brief Overview Of Inclusive Volunteering In Slovenia	27
The Theoretical Background Of Inclusive Volunteering In Slovenia	27
Brief Description Of Significant Case Studies In Slovenia	28
Slovenska filantropija, making it matter – the impact of volunteering on social inclusion.	28

Ljubljana Pride - Inclusive Organisations	28
ŠENT - Slovenian Association for Mental Health, and Ozara Slovenia, the national association for quality of life	29
PUM-O, Project-based Learning for Youth	29
Institutions And Volunteering Support Services Involved In Regional Or National Systems And Legislation In Slovenia	30
Inclusive Volunteering Opportunities In Slovenia And Beneficiaries	31
Field research in Slovenia	31
General Information On Inclusive Volunteerism	31
Ideal Practices For Youth Work And Volunteerism	32
Weaknesses and misconceptions	33
Institutions And NGOs Focusing On Inclusive Volunteerism	34
6. Conclusion	35
Comparing different approaches in this field of inclusive volunteerism	36
Final Thoughts	37
7. Bibliography.....	37



1. INTRODUCTION

In a nowadays society that is based on individualism and activity, it can be surprising how few genuine opportunities for participation and influence are still offered to youngsters, that are marginalized for one reason or another. It is frequently observed that youngsters with different social problems and reasons for exclusion, e.g. mental health issues, are not economically contributing members of society, and are therefore not the first target group for getting resources for personal development, even if they are young and have their entire lives ahead of them. These young individuals still have a lot of potentials; it simply has to be harnessed with assistance from experts. Giving people the opportunity to participate, express themselves, and engage in activities is one of the finest methods to motivate them. When a person's inspiration comes from the inside, it will carry them far and last a long time. Volunteering is all about doing that. In a two-way process, both the volunteer and the person receiving the volunteer work develop their capacities and utilize their inherent potential. Therefore, in the Vol'Go project the partner organizations will make desk and field research and development methodology and guidelines as well as a mental health sensitive handbook to enhance young adults' possibilities to volunteer in the EU area.

There will be four Project Results for The Vol'Go!, including research (PR1), a methodology and guidance for inclusive volunteering (PR2), and a handbook about the mental health sensitive approach to use as a tool for organizing and participating in inclusive volunteerism for the youth. (PR3). In PR4, these are combined into a larger visually appealing combination about How to Volunteer and go! and translated (in Finnish, Slovene, Greek, and Portuguese) for dissemination. This material combination includes the methodology, guide for youth inclusive volunteering, a handbook about mental health sensitivity, and training materials that are piloted and tested in all multiplier events throughout the project. The trainings will increase each participant's capacity-building. The project will have a website, a printed guide, and a handbook, and all of the materials will be provided on the web to facilitate familiarization, ensure sustainability, and allow free distribution of the results for everyone now and in the future.

This State-of-the-Art report is extremely valuable since it serves the basis for other Project Results (PR2, PR3). The data collected will be used to determine the needs of youth/youth workers, as well as best practices in the field of inclusive volunteering. The State-of-the-Art -report will enable us to investigate the current situation. Based on this information, a high-quality guide in the form of a handbook in PR2 will be created to improve young people's volunteering skills, empower youth workers, and full fill their identified needs. The State-of-the-Art Report will be a combination of field and desk research that will assist us in determining and analysing the necessities of youth/youth workers and collecting best practices from around Europe.

One of the simplest ways to explain inclusive volunteering is to describe a game played by children of various nationalities, genders, ages, and abilities. If we were to apply the definition of inclusion as it is commonly used in an educational setting to volunteering, then inclusion would be the participation of a person with a disability or other difficulty that limits their participation in mainstream volunteering. Volunteering opportunities that are accessible to all individuals, regardless of age, culture, gender, sexual orientation, ethnicity, religion, social status, or disability, are inclusive. Of course, across Europe, the term Inclusive Volunteering (IV) varies based on different experiences and practices.

It is frequently observed that individuals with mental health issues are not economically contributing members of society and are therefore not the first target group for getting resources for personal development, even if they are young and have their entire lives ahead of them. These young individuals still have a lot of potential; it just sometimes simply has to be harnessed with assistance of experts.

Giving people the opportunity to participate, express themselves, and engage in activities is one of the finest methods to motivate them. When a person's inspiration comes from the inside, it will carry them far and last a long time. Volunteering is all about doing that. In a dialogue two-way process, both the volunteer and the person receiving the volunteer work develop their capacities and utilize their inherent potential. Therefore, in Vol`Go project the partner organizations will make desk and field research and develop methodology and guidelines as well as a mentally sensitive handbook to enhance young adults' possibilities to volunteer in the EU area.

2. CYPRUS

A Brief Overview Of Inclusive Volunteering In Cyprus

Volunteerism in Cyprus is presented to citizens from an early age as a way of living your life with selflessness, values, and virtues. In a magazine that is given to students, it is described as an investment in social solidarity and cohesion that promotes the active participation of citizens and develops new competencies and skills of the volunteers. It also offers experience, knowledge, and new content to people's lives and it contributes to tackling social, economic, and environmental problems. Furthermore, it offers job opportunities, combating unemployment (pp. 92-94). But is it inclusive? According to the Declaration of the "Rights and Responsibilities of Volunteers of the Republic of Cyprus, "Access to volunteering and active citizenship opportunities is a right, not a privilege. Everyone has the right to volunteer wherever they choose." For many volunteers in Cyprus, IV is not something that can be recognized as a different form of Volunteerism. The philosophy for some is: "if you are a volunteer then you should be ready to accept everyone who is fighting for the same cause."

The Theoretical Background Of Inclusive Volunteering In Cyprus

Inclusive volunteering in Cyprus is not institutionalized separately from the basic principles of volunteering. On the contrary, it is part of the philosophy of volunteering and this is expressed through the proclamation of the rights of volunteers. In order to promote a culture of participation, personal and responsible development, and active citizenship in Cyprus, citizens must be given access to and encouraged to participate in voluntary activities. However, first and foremost, volunteers should be empowered with rights that correspond to their needs and duties. Volunteering needs a dynamic and enabling environment. Full and effective implementation rights and obligations in this document will improve conditions for volunteers and their volunteering.

Declaration of the "Rights and Responsibilities of Volunteers of the Republic of Cyprus" has some articles to offer in order to present the level of inclusiveness in the overall volunteering body. Some that refer to inclusion are:

Article 1: "Every citizen who contributes to a voluntary activity has the right to have the status of "volunteer", for as long as she or he wishes. The volunteer must then have all the basic rights, such as mentioned in the Declaration."

Article 3: "Every citizen has the right to equal access to volunteering opportunities and protection against all forms of discrimination, such as discrimination on the grounds of age, gender, sexual identity, race, color, language, disability, religion, political or other beliefs" national or social origin, religion, political or other beliefs, national or social origin, religion or belief origin, ethnic minority, birth, and shall not be discriminated against on the basis of past or beliefs."

Article 3: No one shall be restricted by law or any other regulations from participate in a voluntary activity of his or her choice, provided that the voluntary activity is conducted with respect for human rights and contributes to the common good

Article 33: Voluntary organizations shall put in place equal and inclusive recruitment procedures for voluntary activities. They should identify barriers and develop measures to address them in order to involve diverse groups of civil society.

Brief Description Of Significant Case Studies In Cyprus

House of Cooperation (HOC) - volunteerism house for both Greek Cypriots and Turkish Cypriots in the Buffer Zone

The House of Cooperation has been established by the association for historical dialogue and Research, in 2011, in order to bring together volunteers of both parts of Cyprus. The HOC is one of the very few spaces in Cyprus that accepts people that are Turkish Cypriots to work together with Greek Cypriots in order to achieve a goal. After 2004, the Republic of Cyprus joined European Union using as a master frame the need to solve the Cypriot issue. One of the main obstacles that actors who participated in the solution process faced was the inability of Turkish and Greek Cypriots to work together. There were a lot of reasons for that:

- The memories of the war were still fresh in the minds of both Greek and Turkish Cypriots
- The fear of an unknown 'enemy' who will potentially become a friend
- For Greek Cypriots, it was unquestionable that they couldn't live with the people who 'occupy' their own land

The house of cooperation was created in order to give peace a chance. The common ground was an inclusive space for members of both communities to come together and do joined activities. Never before the NGO's of the two sides were working together. Ten years later the HOC become more inclusive. Events from the LGBTQ community, Feminists, Migrants/Refugees, and more, found a common ground to talk about peace and human rights.

Cyprus Marathon – Everyone can run for a very good purpose

Cyprus Marathon is a practice that takes place in Cyprus every year. Volunteers run for a cause, to collect money for NGOs and institutions that support people in need. What makes this event inclusive is the idea that everyone can participate. Migrants with different statuses, people with disabilities, etc. as far as they are willing to offer to that holy cause.

Cyprus Peace Council- Peace and equality for the world

The Pancyprriot Peace Council was founded in 1949 and was one of the founding members of the World Peace Council, which was established to fight to prevent the risk of a third World War and indeed a nuclear war. In the 60 years that have passed, the Pan-Cypriot Peace Council has written history with mobilizations, collection of signatures, 7 Peace Marches, and active participation in International Peace Conferences and Conferences. The Peace Council has always been an active part of the World Peace Movement, a member of the Bureau of the World Peace Council, as long as the institution existed, and later holds the position of one of the Vice-Presidents of the WPC. Although its central theme is the defense of peace, it has shown brilliant action in matters of human rights, gender equality, and rights

of the oppressed, support for immigrants, re-approach between Greek Cypriots and Turkish Cypriots, and also defense of the rights of oppressed peoples who happen to have found support in Cyprus. For that reason, a lot of its members are part of different social, ethnic, and political spectrums who are seeking peace and equality. Many times in Cyprus' history they joined common actions with other NGO's with their members voluntarily trying to support their cause.

Youth's Parliament – Including youths in political life

For many years youth in Cyprus were complaining about the lack of opportunities for them to join political life. Even though they participated in youth organizations and NGOs, their participation was still in the shadow of the political parties and the governmental mechanism. In 2016 the Cyprus Youth Council and the Cyprus youth diplomacy started the Youth parliament. Youth Parliament is an Erasmus+ action organized by Cyprus youth Council and Cyprus youth diplomacy Ngo's. During that project youths around Cyprus have the opportunity to take the role of a parliamentary representative for a few days. The results of this process are sent to Parliament, where elected representatives discuss them and share their opinion with their youth counterparts. The results of the project and decisions get published to the politicians with decision-making positions, pushing them to at least discuss them and possibly adopt them. In 2021 the Youth parliament reach its 5th year of running with more and more youths interested to be part of it and showing their intentions for the future of the country.

Youth Volunteer Team- Youth Board

Volunteering is essential for the personal development of youth as well as the cultivation of collective consciousness and social cohesion. Therefore, the Youth Board of Cyprus has created the "Young Volunteers Group" to encourage youth volunteering. The Youth Board encourages young people to join the "Young Volunteers Group" and gain valuable experience and benefits. Young Volunteers Group participate in Youth Board's actions and projects, supporting local youth and society to develop their personality and enhance their confidence by supporting other people, their community, and the society as a whole to gain new knowledge and experience to meet and interact with new people, having a pleasant and creative free time to enrich their curriculum vitae with new knowledge and experience that will be beneficial to their future professional development.

Institutions And Volunteering Support Services Involved In Regional Or National Systems And Legislation In Cyprus

Cyprus Youth Board. The Cyprus Youth Board was established in 1994 as a public legal entity under the Youth Board Law of 1994 (.33 (I)/94), which was passed by the House of Representatives unanimously. The organization has provided young people with numerous opportunities for active participation in social activities in Cyprus and abroad since its inception on June 2, 1994, when the first Board of Directors was appointed. The organization's primary function is to provide advice, but it also undertakes youth-related projects with the approval of the Council of Ministers, either during the approval of the organization's annual budget or under another special decision. The Board of Directors, as an advisory body, makes recommendations to the Council of Ministers, via the Minister of Education and Culture, on the formation of a comprehensive and specialized youth policy.

Cyprus youth Council. The Cyprus Youth Council (CYC) was established in 1996 as a non-profit, volunteer-run organization. Its goal is to promote dialogue and cooperation among young people in

Cyprus, as well as to connect them with young people throughout Europe and the world. The European Youth Forum and CYC have been working together for a long time. Human rights and equality, employment and social issues, active citizenship and life-long learning, non-formal education, and youth policies are all areas of interest for me. The CYC aspires to serve as a platform for exchange and communication among all youth-serving organizations in Cyprus. As a result, the CYC hosts events, seminars, workshops, and activities that give its members the opportunity to share best practices, interests, and experiences on any youth-related topic. In addition, the CYC provides a platform for its members to participate in European projects.

Pancyprian Volunteerism Coordinative Council. In 1973 the Pancyprian Welfare Council (PBC) was established, when the need for coordination of voluntary organisations, policy making in the field of voluntary social welfare, and responsible cooperation with the competent services of the Republic of Cyprus in the formulation and implementation of the social policy of the state was identified. The substantial contribution of the PSC in matters within its competence led the State to provide it with the necessary legal status to exercise its role more effectively through the enactment of the 'Pancyprian Welfare Council Law' (152/89). The continued success of the PSC and its vision for the continuous upgrading of the functioning of the voluntary sector indicated the need for further upgrading of the PSC to enable it to fulfil its role and responsibilities more effectively. Therefore, in 2006, the 'Law 61(I)/2006 on the Pancyprian Coordinating Council for Volunteerism' was passed, by which the Council was renamed the Pancyprian Coordinating Council for Volunteerism and acquired a new dimension, a new operational framework and new responsibilities

Inclusive Volunteering Opportunities In Cyprus And Beneficiaries

Volunteer Centre member. The Volunteer Centre is Cyprus' official coordination center for volunteerism promotion. It encourages, organizes, and coordinates volunteerism while also matching needs and supplies. The Volunteer Centre, which was established in 1991, operates in all districts under the direction of the District Volunteerism Coordinative Councils and under the overall supervision of the PVCC.

Youth Volunteers Group. Volunteering is critical for young people's personal growth as well as the development of communal consciousness and social solidarity. As a result, the Cyprus Youth Board established the "Young Volunteers Group" to encourage young people to volunteer. The Youth Board encourages young people to join the "Young Volunteers Group" and obtain valuable experience and advantages.

"Young Volunteers Group" participants will have the option to:

- to take part in the initiatives and projects of the Youth Board, which promote local youth and society,
- to boost their confidence and build their personality by assisting others, their community, and society as a whole
- to expand one's horizons in terms of knowledge and experience
- meeting and interacting with new people, as well as having a fun and creative spare time
- to add fresh knowledge and experience to their curriculum vitae that will help them advance professionally in the future

The Cyprus Youth Board provides a Participation Certificate to active members of the "Young Volunteers Group." The certificate serve as documentation of informal and non-formal learning, and it will enhance the young volunteers' employability and access to scholarships and awards, among other things.

Field Research in Cyprus

Field Research acts as a complementary to the desk research and was conducted to identify elements of participatory volunteering such as

- To carry out the field research, the representatives of each country participating in the project were asked to get in touch with six professionals in the field of youth (through interviews or focus groups).
- Discover the elements which are not detected during the Desk research
- Data comes from sources who live the subject of the research from the front line
- Interviewees/Participants are given the opportunity to refute the literature that may ignore elements of the local application of IV

General information on inclusive Volunteerism

The interviewees in Cyprus believe that volunteerism by its nature should be inclusive. They said that the stakeholders and youth workers in general don't really focus on the idea that a unique independent form of volunteerism is considered as inclusive. Even though, they feel that a lot of NGO's, activities, and volunteerism actions can be considered inclusive. For Cyprus inclusiveness is not only focusing on individuals with a social differences (health issues, olds and young, gender, racial) but also on the political spectrum of the Cypriot issue solution (pro-federation, con-federation, Turkish Cypriot friendly, Turkish Cypriot hate, etc). One of them mentioned that including in the same action Turkish and Greek Cypriots after the long story of conflict and antagonism is the absolute form of inclusiveness while one other mentioned in the trials of the last years to include migrants and refugees to the volunteering organisations.

Ideal practices for youth work and volunteerism

The interviewees mentioned some examples that were not included in the desk research such as:

Aeriko. in Galata is an environmental group who is focusing on the environment. Started its activities in 2019 and welcomes members from different backgrounds. According to the interviewees they have members from different backgrounds who share the same ideas for environmental protection, equality, and human rights.

Aequitas. is a Pan Cyprian human rights NGO. Organization accepted members who are willing to support human rights, gender equality, homosexuality, migrants, and fighting against hate speech. Its members are usually members of different communities and are always try to protect minorities and individuals who don't have the opportunity to speak. According to the interviewees, the biggest support they give is the opportunity the offer to them to be included as members of the NGO.

United Cyprus. is another example of the Greek Cypriots and Turkish Cypriots trying to unify the country. According to one of the interviewees, the organization is not only focusing on those two communities but on every community

Weaknesses and misconceptions

In terms of Inclusive Volunteerism, Cyprus still has to develop a variety of plans. First, the definition of "volunteering" should be made explicit. Unfortunately, ordinary volunteering and inclusive volunteering are currently blended together. To establish this distinction, specific actions must be taken. Participants stated increasing awareness is really difficult. Budget and finance issues are yet another negative impact. Stakeholders and youth workers in general don't really focus on the idea that a unique independent form of volunteerism is considered as inclusive. Since Cyprus has a long history of conflicts (between the Turks and the Greeks), NGOs are primarily focused on solving contemporary issues of division and creating campaigns, and raising awareness in an effort to inspire a culture of peace. As a result, volunteering and inclusive volunteering weaken. Even though it is growing slowly pace and has limited funding, there has been a significant amount of effort put towards promoting volunteerism.

Institutions and NGOs focusing on Inclusive Volunteerism

Ministry of education. It is responsible for the project "I am also volunteer – altogether we can do better". In this project, all Students can participate to learn the main aspects of volunteerism and share their experiences with other students. The main fields of this volunteerism project are Schools, People with disabilities, Neighborhoods, Cyprus, Europe for all, World for all, and Active Citizenship. According to the Interviewees, many youths in their school life join the project of the ministry and everyone is getting accepted ignoring any possible difficulties or differences.

Together Cyprus. It is an active network of volunteers since 2017 and they are mostly focusing on active citizenship, environment, and other social issues. It seems that the include volunteers with many different backgrounds and beliefs.



3. FINLAND

A Brief Overview Of Inclusive Volunteering In Finland

In Finland, the idea and concept of volunteering have expanded in the last decades from altruistic helping to one's right to be an active citizen and to lead a meaningful life and participate, regardless of different difficulties or challenges in one's life. The concept of inclusive and supported volunteering is about enabling volunteering that offers flexible tasks, and about encouraging and providing well-being through participation for people who need extra support to act as volunteers. Inclusive volunteering makes it possible to use one's skills on an individual level since every person has individual potential that sometimes just needs a little bit of help and support to be recognized and lured out. The situation is improving constantly, with articles and activities from NGOs and organizations (like the case of Citizen Forum) focusing on youth volunteerism. People already working in the networks understand the field and also talk about important phenomena of the field together and solve obstacles.

The Theoretical Background Of Inclusive Volunteering In Finland

The need for developing Finnish materials about inclusive and supported volunteering arose in the networks of voluntary work coordinators a few years ago. Inclusive volunteering has huge potential and joint structures and methodology were missed. The first Finnish publication about inclusive volunteering came out in 2017. Translated, the title is 'Supported volunteering – a key to participation'. In the publication, there are some good examples and practices about supported volunteering written by different professional coordinators, for example, models of supported volunteering for immigrants and people with disabilities. (Rajala&Nieminen, ed.)

One model example in the *Supported volunteering – a key to participation* is the culture house model, which is used in the culture houses of the Finnish partner Sosped-foundation. In the culture house model, young people with mental health challenges and problems are trained to volunteer as peer group leaders. The model doesn't concentrate on finding similar problems between the young peer participants, but the common and shared skills and interests. Professionals are supporting the peer tutors, who lead the groups about different cultural themes for other young people with mental health issues recovering in the culture house. The community is based on equality, activity, peer support, and volunteering, it is a discrimination-free zone that builds a safe place and space for young people recovering from different mental challenges. Inclusive volunteering as cultural activity leading peer tutor is a tool in the recovery process while being part of a community and taking an active role in one's own life increases social skills and the feeling of self-capacity. (J. Raivio, M. Raivio, A. Purola. etc. ed.)

In 2020 different providers of inclusive volunteering built a network around the theme. The members of the network decided to open the concept of inclusive volunteering by using the Finnish word for support instead of the term inclusive. Now in 2022, the name of the network has still changed: now it is related to the network of accessible volunteering.

The train of thought when discussing and deciding this development of terminology has been that the word inclusive still includes the idea of a special group inside a group. The network of coordinators` in Finland decided not to highlight the special needs of others but to open the idea of support already in the term itself. Now the final name change to a *Network of accessible volunteering* aims at fading the role of the professional, the "supporter" in the process, and opening instead the idea of low threshold accessible participation possibilities. At the moment, the network is collecting the best practices in their own NGOs. So, the joint development of the terminology, methodology, and building structures is now actively in process in Finland, and the network is also interested in creating the Finnish

terminology and sharing expertise together at the same time the network of the coordinators create the methodology in Vol'Go in international partnership.

In addition to the publication mentioned above (Rajala & Nieminen ed.) the research on inclusive and supported volunteering in Finland is still mostly divided into different project reports, articles, and regional development projects, that have been temporary and in different regions. There are also some interesting theses written about supported volunteering in Finland, like Lehtikoinen Nina's Volunteering is a civil right - Special groups motivation in supported volunteering (Lehtikoinen 2020).

To help coordinating, collecting, creating and disseminating the best practices of inclusive/supported volunteering in Finland, there is nowadays also a national-level Coordination of Supported Volunteering at Lahti Diaconia Institute (Dila).

Brief Description Of Significant Case Studies In Finland

Arvokas (Valuable) – a program for equality and a right to participate

Arvokas funding program (2018–2021) aimed at a more equal Finland where everyone can be a significant part of the community and society. There were 25 projects engaged in the Arvokas program. All of them created a variety of opportunities for inclusion and a strong sense of community and thus reduce inequality in Finnish society. The target group of the Arvokas program was vast as the projects involved e.g. immigrants, unemployed, long-term prisoners and young people living in foster families. The Arvokas program was co-ordinated by the Finnish Federation of Settlement Houses and was supported by the Funding Centre for Social Welfare and Health Organisations (STEA).

The national level Coordination of Supported Volunteering at Lahti Diaconia Institute (Dila) started in January 2022

There was an ESF-funded project Supported Volunteering in the town of Lahti, which led to another Tukea vapaaehtoisuuteen -project (Supported volunteering) years 2018-2021. The funding for the second project came from The Funding Centre for Social Welfare and Health Organisations (STEA) which is a state-aid authority operating in connection with the Ministry of Social Affairs and Health. STEA is responsible for the preparation, payment, monitoring, and impact evaluation of funds granted to social and health organizations. Now the funding for the coordination is permanent, so the meaning and potential of supported volunteering and joint methodology is recognized also at the state and governmental level.

The focus of the coordination is to promote supported volunteering in Finland and improve the volunteering possibilities for those who feel unable to attend volunteering despite their interest. The coordination aims at making volunteering more accessible by creating greater opportunities to act and empowering people with additional needs to strengthen democracy. One way to add possibilities is to provide support for associations and not-for-profit organizations to engage people who want to volunteer but need more support in getting started. It is important to encourage associations to invite those who have experienced health issues like mental illness, has low confidence levels, or a disability to find a voluntary role for themselves. The coordination at Lahti Diaconia Institute also engages a small number of volunteers who might experience barriers in traditional volunteering. The key is to make a difference by inviting people who for some reason struggle to participate and have doubts about their performance. Planning volunteering projects based on individual skills and interests and doing it together in a dialogue solves many of the challenges that people face. The role of the

coordinator in supported volunteering is to enable volunteering, seek opportunities, and offer encouragement to people who need extra support to act as volunteers.

ESR-funded Accessible volunteerism

In the Supported Volunteering Activity Project, they created a supported volunteering model. The main goal of the project was to strengthen participation. By promoting participation they were able to make active human agency possible for their participants based on individual strengths, hopes, and needs. The project focused on individual support and encountering the volunteers.

During the Supported Volunteering Activity Project, the team developed volunteering practices to enable volunteering for people who need extra support in their lives and to volunteer. The project was especially targeted at immigrants, people recovering from mental illness, the long-term unemployed, people with disabilities, young people, and others who need support and are trying to find their own path in life and for the future. The aim of the project was to build and support people with these individual paths toward future goals such as volunteering activity, activity in general, work experiments, education, or working life.

The center of the project was an intense and smoothly running two-way network cooperation (system) / cooperation network. To start with, the network made it possible for the participants to find supported volunteering activities and secondly, enabled wide and inclusive volunteering activity, work experiments, education, and working life possibilities for them. There were overall 51 participants in the project. 85 percent of the participants reached the goals they had set for their individual paths for the future. For the participants, the Supported Volunteering Activity Project has given experiences of community and participation. Through strong support, they also gained self-confidence, faith in the future, new social connections, and new perspectives on their lives and society. The project team has been able to make these experiences possible by strengthening participation in Dilablock and other places that enable volunteering activity. The key is to create an inclusive culture by engaging people.

Institutions And Volunteering Support Services Involved In Regional Or National Systems And Legislation In Finland

The Funding Centre for Social Welfare and Health Organisations (STEA)

Non-profit organisations can apply for grants from the Funding Centre for Social Welfare and Health Organisations (STEA) for their work that promotes health and social welfare. Organisations receive grants for general or targeted activities, investments, development projects, introductory projects and other projects with a defined purpose. An assessment and grant division will be established under the Ministry of Social Affairs and Health. The division will prepare grant proposals and the Ministry will decide on the allocation of grants. STEA is funding several volunteering development projects and activities.

Citizen Forum

Citizen Forum is a social advocacy organization for volunteering and the only Finnish organisation that promotes the interests of all volunteers and organisations offering volunteering opportunities in Finland. They create conditions for increasing the volume and quality of volunteering opportunities. They aim at improving the accessibility, diversity, innovativeness, and visibility of voluntary activities. Citizen Forum makes noticed that volunteering is important because it has a positive effect on the well-

being of people and society. Volunteering increases the possibility to make a change and grows mutual trust. Civic engagement is at the core of Citizen Forum's work, and they organize both vibrant local activity and larger national events. The innovations of the future are co-created when volunteers, volunteering networks and organizations, cultures, and other sectors meet with each other. Citizen Forum cooperates with the Finnish Parliament's Support Group for Voluntary Work, the Advisory Board on Civil Society Policy (KANE) appointed by the Government, and the NGO sector to clarify the legislation and make volunteering more accessible. Their media and campaign work aims at improving the visibility of voluntary activities in the national and local media and their goal is to enhance the appreciation of volunteering in Finnish society. Citizen Forum has yearly campaigns such as Volunteer Day and Volunteer of the Year. Citizen Forum coordinates the volunteer coordinator network Valikko. The network aims at improving the quality of volunteering opportunities. Volunteer coordinators of the Valikko network develop their professional know-how, receive peer support from others, and plan together information on and marketing of volunteering. The network of accessible volunteering is also part of Valikko networks since 2022.

Finnish Development NGOs Fingo

Fingo is a network of 280 development CSOs acting for a fairer world. The Network believes that each person can influence the future today. That is why the Fingo network says "looking for solutions together". The NGOs in Fingo work on a very wide range of issues in the arena of development cooperation, global citizenship education, and sustainable development. They all share the same dream: to make the world a more just and fairer place – for everyone.

Inclusive Volunteering Opportunities In Finland And Beneficiaries

The NGO's active in the network for accessible volunteering, are listed on the webpage of the Citizen Forum. They share and implement information about accessible and inclusive volunteering activities nationwide. On supporting webpages like <https://vapaaehtoistyö.fi/en> one can find and submit volunteering tasks around Finland. One can fill in their municipality or city and choose from different possibilities. There is no separate search engine for inclusive volunteering, all the tasks are under the same page, which is also available in English. Another server like this is <https://www.lahella.fi/> (page unfortunately only in Finnish and Swedish). These are the member organizations of the network for accessible volunteering in Finland linked to their own pages. They all provide inclusive volunteering possibilities and have an online-meeting once a month.

The Evangelical Lutheran Church of Finland has also long traditions in organizing volunteering. It's the church of almost four million people, who are members of the parish of their hometown. They describe themselves as a church for all people – regardless of background – so everyone is welcome to attend their activities. Volunteers play an important part in the essential, but often unnoticed, diaconal work of parishes. One can e.g., offer to assist people whose mobility is limited by age, illness, or disability. There is no need for any prior experience: parishes train and support volunteers and offer advice on dealing with different personalities. Volunteers in churches and parishes offer companionship and practical assistance to people at home, in hospitals, and other care facilities.

Field research in Finland

Field Research acts as a complementary to the desk research and was conducted to identify elements of participatory volunteering such as:

-To carry out the field research, the representatives of each country participating in the project were asked to get in touch with six professionals in the field of youth (through interviews or focus groups).

- Discover the elements which are not detected during the Desk research
- Data comes from sources who live the subject of the research from the front line
- Interviewees/Participants were given the opportunity to refute the literature that may ignore elements of the local application of IV

General information on inclusive Volunteerism in Finland

The quality of volunteerism organized in Finland is high and the networks of coordinators are many and wide. Voluntary work has strong traditions in Finland since it is a country that has strong traditions of caring for and helping others. Building a society in the cold north would not have been possible without teamwork. It is well recognized in the NGOs that professional volunteerism coordinators can guarantee quality and make sure that the responsibility load of the volunteering activity stays reasonable, introduction to the tasks has good quality, and make sure that differences between paid labour and voluntary activities are recognized.

Citizen Forum is a social advocacy organization for volunteering and promotes the interests of all volunteers and organizations offering volunteer opportunities in Finland, and cooperates also with the government of Finland, which has a parliamentary support group for voluntary activities. The Funding Centre for Social Welfare and Health Organizations (STEA) is a state-aid authority operating in connection with the Ministry of Social Affairs and Health. STEA is responsible for the preparation, payment, monitoring, and impact evaluation of funds granted to social and health organizations, and they are among others funding several projects in the field of inclusive volunteering. Also, not-coordinated civic activism is increasing, for example through social media, when people want to influence societal phenomena, they feel are important and just start acting for it. Awareness of more accessible/inclusive/supported voluntary activities is still lower amongst the wider public in Finland. Also, people who have worked in the field of inclusive volunteerism for a shorter time, tell that when they were familiarizing with the theme of inclusive volunteering, they felt the information was scattered in different project results and publications, and collecting best structures, practices, and networks seems to need more attention.

The situation is improving constantly, also at the moment, there is coming a new article publication by Citizen Forum about youth volunteerism. People already working longer in the networks understand the field and also talk about important phenomena of the field together and solve obstacles. The awareness also depends on the region and area, bigger cities have more possibilities and services than peripheries. But overall awareness of the basic need that everyone regardless of their background, mental health issues or disabilities, etc. have different abilities and skills and a right to participate in society in their own way, and awareness of the meaning of participation and thereby also of inclusive volunteering is clearly rising. It is also better understood, that e.g., youth participating in inclusive volunteerism is a kind of preventive youth work action, because it gives young people meaningful life content and communities to belong to, and increases their well-being and capacity building. One important idea of inclusion is to fade the roles of different target groups and help people act equally together regardless of their backgrounds. So, the images of “helpers” and “those getting helped” should fade too, so that it would leave only a community, where every member is giving something and getting something. That maybe affects the public’s awareness of inclusion, because if it works perfectly, people wouldn’t even notice there is “inclusion” happening, for everyone is then treated equally.

The desk research and the field research show the same kind of results and ideas. Some of the interviewees had worked in the field of inclusive volunteering only for a few months, some many years. The ones who are new hadn't found all the joint information and networks yet and happily reacted to the Vol'Go -interview invitation to get information and reach networks through this as well as the more experienced professionals who felt it important to share their expertise and information. Also, there were interviewees, who have been creating the activities and networks from the beginning. Vol'Go is on an international level based on the joint developing, collecting, and sharing of the best practices of inclusive volunteering and creating methodology and new networks that are taking shape in the LTTs and also already while making these interviews. This project is part of this very important development work of inclusive volunteerism methodology and structures, that will also help professionals in Finland in their work. In the field research, the answerers work with young people who have mental health issues, learning and/or intellectual disabilities, or asylum seeker background. Inclusion and a participant-orientated approach are essential in all of the NGOs and communities, activities, and projects, interviewed here. The operating methods are very much the same, regardless of what the exact target group is.

Ideal practices for youth work and volunteerism

Organizing inclusive volunteerism needs orientation and target group awareness from professionals. Map out what kind of need for activities your target group has. Get information about various functional challenges and phenomena and apply them in practical forms of support. Be respectful, and don't assume things about participants' feelings or needs. Consider equality and accessibility (inclusivity) thinking already in the planning phase. That is, for example, splitting and reshaping volunteer tasks. Involve young people/target groups in planning and community building already at the beginning of the process. Make sure that orientation and support for the voluntary tasks are available in different forms and throughout the duration of the task. The introduction and role of the professional are important, but the people volunteering should be in focus.

Set up quality criteria, an equality plan, and clear goals for the activity, and do follow-up and evaluation of the effectiveness of the inclusive volunteerism actions to justify the need for funding. Give attention to the participants' experiences and bring them to the attention of other organizations offering inclusive volunteering and peer activities. Many people in different target groups suffer from a feeling of not being heard in the system, being bullied because of mental issues or disabilities, having an immigrant background, traumas, and other difficult life experiences, so safe space guidelines and community rules created with participants are recommended when structuring inclusive volunteerism. Everyone should have the right to participate in their own way, to speak but also to participate in the activity in other ways.

Keep the low threshold, and if young people show interest in inclusive volunteerism, invite them to participate and listen to their ideas, give possibilities, and be encouraging when the motivation is there. Also, be sensitive and remind the volunteers that they can also take a break from activities if their life situation changes or they need rest. Don't demand actions but support activity.

Communication is an essential part of accessibility in inclusive volunteering. Participants need guidance in their inclusive volunteering activities for different reasons. Many have a strong feeling of being an outsider and not belonging. They might have learning disabilities or other disabilities, mental health problems, lack of language skills or social skills, etc. It is therefore important to use plain language, recognize the means of communication of your target group and explain why and how everything is done. Use picture cards and/or a communication interpreter to help interact if needed.

Be present but let the volunteers as individuals decide what is the best task for them. Don't do things ready for people, let them learn how to do the things ready themselves and have their own experience of success. Keep in contact with volunteers through emails, messages, meetings, etc. Inform the volunteers also about other participation possibilities in your society, and encourage people to participate in other activities as well, go with them. Help create equality and inclusivity by blurring the differences and dividing lines. Highlight the meaning of the role of volunteerism as civic action. Treasure diversity. Shape tasks individually, be clear about your expectations and always be available for questions and dialogue, show appreciation. Provide information and support also to the entities offering inclusive volunteer activities.

Co-operation

- The synergy between small organizations and projects and e.g. public actors enables bigger visibility, resources, and larger events. There have been good experiences, for example, from events organized in cooperation with the city's cultural services and inclusive volunteering organizing NGOs.
- Networks and sharing best practices, data banks

Communal meeting places/communities

The feeling of belonging to a group or community is very important, and a communal meeting place is important also for young volunteers. The space should be physically accessible and also close to public transportation. Building the space together with the participants creates the experience of ownership. The interviews described e.g. Living room activities and "second home" when talking about meeting places. There was mentioned a Friend cafe, a Craft cafe, and a Cultural cafe, all of which had the unifying factor of being a safe and inspiring environment for every participant regardless of their starting point. Coffee and tea and a homelike environment seem to support the feeling of commonality. Being free of charge and providing tools and space for creativity and activities is important. Experts by experience and peers remind nobody is alone with their challenges.

The meeting place can also be built as a pop-up -activity in connection with an event e.g., it is a good practice to share that you can bring the activities there where the people are instead of expecting the youth to find you in your working place.

Other good practices for youth-inclusive volunteerism:

- One good practice that did not come up in the desk research is the Equal friend (Yhdenvertainen kaveri) -activity, which is organized by the Inclusion Finland KVTL. The activity is for people with disability who are over 16 years of age. The activity offers, for example, the opportunity to act as a friend/support to another person, live or via the internet. The activity also offers accessible pop-up volunteering, such as event planning and implementation tasks. Young people and adults get to plan and organize events for themselves and others. Young people and adults with disabilities and those in need of similar support (autism spectrum, neuropsychological challenges, learning difficulties, etc.) perform exactly the same tasks as others.
- Educational institution cooperation works in such a way that the student participates in voluntary work in an organization and receives credits for their school in return.
- Encourage, give positive feedback, and make even the smallest successes visible. Give thanks every time. An opportunity for discussion and guidance with a professional should always be offered to a volunteer after the completion of an inclusive volunteering task.

- Some inclusive volunteering providers and especially some volunteers feel it is important that they have clothes or other badges that tell about their volunteering. That kind of "uniform" lifts up the role of inclusive volunteers and increases their self-confidence in some cases.
- In inclusive volunteerism activities in which two participants meet somewhere else than in the communal meeting place, it is a good practice that communication takes place through an employee of the organization so that the support relationship does not start to unduly burden those participating in volunteer activities, e.g. in the evening or night time when other person feels anxiety. The employee arranges the meetings and takes care of communication-related to volunteer tasks.

Weaknesses and misconceptions

- There is still a long way to go before accessible volunteerism is recognized and used in all organized activities. People whose ability to function in society is reduced for different reasons are not necessarily seen as active citizens. This can be a barrier to youth participation as well, and that is common for people who need more support to act in various volunteer roles and different tasks, for example in social and health organizations. One big weakness is fear of diversity and differences, e.g. a target service won't accept an inclusive volunteer because their physical or psychological condition has not always been good, and there is a risk of some kind of collapse of strength. Also when talking about youth who need support, the parents might be overprotective because of the fear something would happen to their child or that they wouldn't be accepted the way they are, and also then the fear becomes a barrier to participation.
- Sometimes people who would actually need help instead/before the activity also apply for volunteering. It's hard to reject someone else's offer of help and volunteer, but sometimes you have to respectfully address difficult situations. There have been volunteers who don't recognize their challenges or even say they've been cured of intellectual disability. Or they don't bring their challenges up at all, but the employee suspects that there might be some challenges in the background. The dialogue must then still be very sensitive and respectful.
- Sometimes a person may get exhausted after taking too many volunteer tasks, or when something unpleasant happens in other parts of their lives. The professional's important task is to help the inclusive volunteers regulate their own resources and take care of their well-being. The participants' cultural perceptions, worlds of values, sense of time, or ability to cope are individual, so general operating instructions do not always work or challenges may arise even if everything is carefully planned.
- Getting funding and resources. Organizing inclusive volunteering needs employees to ensure continuity and contribute to the quality of voluntary activities. Sometimes financiers, action plans, and expectations also define too much the activity, which should be very reactive, participant-oriented, and flexible.
- Recruiting new volunteers can be difficult sometimes.
- Stigma and prejudices continue to affect how, for example, young people undergoing mental health rehabilitation and people with developmental disabilities are treated in society. We think that, for example, open youth work is open to everyone, but then in practice, it is not like that, some youth still need more individual support so that the opportunities are equal.
- The lack of language skills sometimes prevents even the most motivated volunteer candidate from participating. With special groups, the volunteer is often expected to have Finnish language skills so that communication can be successful.

Institutions and NGOs focusing on Inclusive Volunteerism

- The Network of Accessible Volunteering
- The Ministry of Education supports youth work and cultural activities, some of which can be counted as inclusive voluntary activities (e.g. scout activities for disabled youth)
- Funding Centre for Social Welfare and Health Organisations STEA
- European Social Fund



4. PORTUGAL

A Brief Overview Of Inclusive Volunteering In Portugal

In Portugal, Inclusive volunteering doesn't exist, at least in a formal way. There are some entities and volunteer coordinators that do it, but it's not a recognized practice at a higher level. Pista Mágica is one of the entities promoting the concept in Portugal since 2019 in a more active way, and they have been trying to create methodologies to do it, collecting good practices and developing projects that promote this type of volunteering. IV in Portugal has been getting increased recognition as a pathway toward a more committed and responsible volunteer culture. There is still, however, a long way to go, in particular regarding IV, which is still mostly practiced in an informal manner by promoting organizations. Some of the greatest barriers to more organized (inclusive) volunteering are, undoubtedly, the task accumulation from most field officers

The Theoretical Background Of Inclusive Volunteering In Portugal

According to the Survey on Volunteer Work, in Portugal, in 2018, 695 thousand people participated in volunteering activities, which is, 7.8% of the population. If we succinctly and sociodemographically profile the pool of volunteers, we conclude that, in the formal volunteering sphere, young, unemployed, highly educated, female, single individuals stand out, whereas, in informal volunteering, older, highly educated, unemployed, female, divorced or separated individuals stand out (SP, 2019:1-2).

Given this profile, the debate and reflection on the under-representation of people with lower levels of education and the lack of more indicators that measure and promote inclusion become urgent. For example, how many people with disabilities volunteer in Portugal? How many children? How many people with mental health problems?

With this in mind, volunteering should be a place of inclusion and not segregation. For that to be true, the existing structures must adapt, extending the responsibility of inclusion, placing it not only in "what someone can do to include themselves", but also what "the «place of inclusion» does to include them"(Rodrigues, 2014).

The term "Inclusive Volunteering" (IV) is many times associated with a type of volunteering that benefits people in a situation of exclusion, or even with the inclusion of people with disabilities, since they are part of a community excluded from its exercise, or, at least, not actively encouraged to participate in it (Miller et al., 2002:248). However, there are other groups composed of individuals who are generally perceived as recipients or beneficiaries of volunteering actions and not as active agents in practice. This is the case for groups such as children, seniors, homeless people, and ex-inmates. With this in mind, the concept of Inclusive Volunteering may have a broader meaning, including not only the people with disabilities but also every group who lives on the fringe of society that can take advantage of the health and well-being benefits inherent to the practice of volunteering (Linning & Jackson, 2018). Following the European project 'Volunteering as a Tool for Inclusion', Inclusive Volunteering is the "participation of a person with disabilities or any other problem that restrains their opportunities in doing conventional volunteering work", which can be defined as "the volunteering opportunities available for all people, no matter their age, gender, culture, sexual orientation, ethnicity, social status or degree of disability." The project, which lasted two years, also allowed pointing out two common types of Inclusive Volunteering: "- Projects and programs targeted at a specific socially marginalized group (e.g. homeless people, migrants, the unemployed, and people with health and mental problems);

- Volunteering carried out by people that previously attended specific services (e.g. blind people that used to attend an institution for visual impairment and became volunteers in that institution; or people that used to attend a daycare center for individuals with mental health problems which can allow them to become a volunteer in that center and help others).” Eugénio de Almeida Foundation, 2016:9

Adopting a concept proposed by the project mentioned above, Volunteer Scotland, the only national center for volunteering in Scotland, materializes, in greater detail, the people who they consider are at risk of experiencing exclusion and, therefore, are part of the population to whom the Inclusive Volunteering opportunities should be targeted at. One example is people with mental health problems or some kind of disability or special need, seniors or young people, victims of abuse or violence (in particular women and refugees), people in poverty, or other situations that put them at risk of social exclusion (Volunteer Scotland, 2015:1).

Brief Description Of Significant Case Studies In Portugal

Sancris- Santa Cristina De Malta’s Social Solidarity Association- Municipality Of Vila Do Conde. SANCRIIS takes in elder volunteers who, through peer interventions, are involved in Community Centre activities and contribute to the reduction of their own and other beneficiaries’ social isolation. The key to SANCRIIS’ success, according to the entity, is the ability that all human resources (volunteer or paid) demonstrate by embracing and integrating themselves into the organizational culture. When Pista Mágica's team visited this entity, the good environment and the organizational alignment were palpable. This was also very noticeable in the coordination and the volunteers. A volunteer named Celeste (88 years) says - “Everything sails smoothly here. I never had any problems. The other volunteers are great, and the girls that work here are also impeccable. This is like a family”.

Valongo’s Municipal Library- Municipality Of Valongo

The Municipal Library has developed a repository document management project in which the volunteers with disabilities are responsible for tasks like checking the existing publications and sorting them all, checking the existing or missing publications in the online catalog, listing the non-incorporated publications, handling their packaging for subsequent archival treatment, and ensuring other occasional situations that are inherent to the proper functioning of the library at a document level. The library has a person who is responsible for volunteer management, who dedicates about 10 hours/week to their roles. A Strategic Planning document was also approved by the Mayor of Valongo. This document mentions volunteering and has been made known to all the library’s organic units.

S. João Da Foz Do Sousa Parish Social Centre- Municipality Of Gondomar

The Centre takes in seniors and disabled volunteers. The volunteering manager, Joana, mentions that in the upper part of Gondomar County, there is no local response, especially for people with disabilities, to keep them busy and acquire skills. In terms of Organisational practices, the entity has a Volunteer Management Handbook where Inclusive Volunteering is addressed. Strategic Planning also addresses inclusive volunteering in the Investment, Development, and Innovation axis. The entity has formalized Interview, Matching, Preparation, Monitoring, and Evaluation practices. The manager also adds that Planning and Organisation tools help a lot, “, especially the Handbook. There are a set of rules and written orientations related to clothing, attendance, and conflicts... I think it is very important to have a written basis that grants us security. We then voice the more specific rules with the heads of each department.”. In the process of implementing the Handbook and the new rules she acknowledges that she took special care of former volunteers: “we tried to involve them and get their views so that they wouldn't feel like the rules were being imposed on them without their knowledge”. She also adds that, despite the “special attention” they give to inclusive volunteers, “volunteering management ends up being very similar comparing to mainstream volunteers.

Pcpa- Porto Cerebral Palsy Association

The Association has a Volunteer Management Handbook which specifies the admission criteria for volunteering in PCPA, which includes rules such as: not being a customer of the service, not being related to a customer of the service for which you're applying to, and if you're underage, having the consent of the candidate's legal guardian. In their practices it is also reflected the non - discrimination between volunteers, meaning that, the volunteer's application for the position in question is always considered, "regardless of their condition". There are role profiles according to the needs of each service, that are adapted to the specific conditions of each person, upon evaluation and orientation from each head of the service. All the needs that are substantiated in activity profiles presuppose a supplement to PCPA's mission in each service: supporting life projects. Anyone applying to be a volunteer is invited to take part in a matching interview, in which their interests, experience, motivation, and expectations for doing volunteer work are explored. The interviews can be individual or in a group, and people can count on the presence of, at least, two elements of the service to which they're applying.

Education And Rehabilitation For More Included Citizens Cooperative)- Municipality Of Espinho. Cerci

Espinho established that their Inclusive Volunteering Programme is part of their fundraising strategy (with specified activities along those lines) and it is a visibility mechanism for disabled people and the promotion of their rights. For that reason, they integrate disabled volunteers in positions such as the "Pirilampo Mágico" (Magical Firefly) Campaign, joining groups that sell campaign materials; the "Janeiras" (a Portuguese tradition after Christmas), an initiative to demonstrate musical skills and raise funds; among other more occasional ones. All these roles also serve the purpose of demonstrating to the community the skills and abilities of disabled people, as well as the importance of defending their rights. The inclusive volunteering program is deeply associated with some organization services and therefore, highly planned and identified as an activity within the customers' participation in the organization's life. For that reason, it is reflected in the entity's Annual Activities Plan.

Musical Street Theatre Show "Um Porto Para O Mundo" (A Haven For The World)- Municipality Of Vila Do Conde

This event is a street show of community action of the municipality of Vila do Conde. A "Haven for the World" project intends to inscribe the wooden shipbuilding technique in the Portuguese National Inventory of Intangible Cultural Heritage, to ensure the appreciation, preservation, and dissemination of local historical heritage and memory. Volunteers are part of the cast of the show, mainly in the interpretation, namely, singing, dancing, or just figuration; in which sometimes they provide support to the event production teams, in the creation of costumes/props and scenography. The municipality, which recognizes the importance and mobilization of this event to the community, integrates it into its annual cultural activities plan, therefore developing communication and dissemination actions for that effect, not only at the recruitment stage but also at the moment preceding the live sessions. The initiative also has a Management Handbook, and the activity is part of the Strategic Planning of the Municipality

Dar E Receber Club- Municipality Of Vila Do Conde

The Dar e Receber (Give and Receive) Club is an initiative of Vila do Conde's D. Pedro IV School Group, created 11 years ago, whose goal is to promote volunteering and solidarity in a school context, as an educational project. Currently, the club already has 21 member schools (among them pre-school entities), which were recruited for the project through contact with teachers and educators of those same educational institutions. The club's functioning includes the creation and promotion of monthly and annual volunteering campaigns, which are disseminated to every teacher and to the community

through the Dar e Receber Club's Facebook page, via e-mail, posters, and others... Schools and teachers that decide to join, pass on the information, engage and participate, involving their students as volunteers.

Educasom- Arts And Culture Association Municipality Of Valongo

The entity promotes the *Metamorfose_Sementinhas de Voluntariado* project, in which volunteers give support in the preparation of artistic, recreational, and sports activities included in the OTL Especial @rtevacations' program, a free time occupation project, aimed at disabled people in which the magic word is ART. During the volunteer interview, the entity opts for a more "relaxed" conversation format, in order to understand the volunteer's expectations, fears, ambitions, and personal identity at various levels. This is particularly important for the project's reality given that many potential volunteers were participants in the vacations program too, that is, people with some kind of limitation that know the project's reality from a beneficiary perspective. Some potential volunteers are also forwarded by institutions with ongoing intervention and rehabilitation projects, that is, beneficiaries from other projects who don't have a deep knowledge of the vacations program.

Intelectual- Movement For The Support Of The Mentally Ill) In Vila Do Conde- Municipality Of Vila Do Conde.

The ValorIN initiative has taken in people with disabilities and impairments, in integration processes for employability, since 2016. Two years ago, the project's team created a more concrete idea for Inclusive Volunteering, which was reflected in an application to the Social Innovation Portuguese grant: involving the elderly in initiatives to accompany the productive, personal and social development activities of the beneficiaries attending the Project.

Soutelo's Social Centre Municipality Of Gondomar.

Over the years Soutelo's Social Centre has taken in various volunteers in a situation of vulnerability and social exclusion with special emphasis on young people with cognitive disabilities and mental illness. Frequently, the young people taken in, have no access to activities that enable them to develop their civic and social participation and they have difficulties accessing the labor market. This way, the integration of these youngsters at the Centre has as its purpose not only promoting their social and occupational integration but also supporting the development of personal, social, and technical skills which favor their future professional integration (responsibility, autonomy, conflict management and specific aspects of jobs in which they've shown interest in). Volunteers carry out social support activities, integrating themselves into the typical social responses (supporting the daycare centre activities, educational activities meant for children or supporting services).

Maia's Social And Parish Centre Municipality Of Maia

The Volunteering Programme takes place in Nazaré's Retirement Home, where volunteers give support in the beneficiaries' occupational activities. The entity takes in people with physical and mental disabilities, as well as elderly, retired, and unemployed people within Inclusive Volunteering.

Muro De Abrigo- Social Solidarity Association Of Muro, Municipality Of Trofa.

The volunteers collaborate in the entertainment and socialization activities aimed at the elderly that occur inside the institution (namely religious holidays, choir, etc), as well as in outdoor activities and exchange activities with other institutions. They also help in the transportation services by driving the Association's vans. The volunteers in this context are mostly elders, which promotes a peer-to-peer dynamic. After the integration phase, where the candidate's availability in terms of tasks and schedules is analysed, and in which the operating rules are explained to understand if the availabilities match, the process of Monitoring begins. During the initial phase, the volunteers are very closely monitored

by professionals of the institution and, according to their adaptability and autonomy, some tasks are handed out to them in a more independent way.

Institutions And Volunteering Support Services Involved In Regional Or National Systems And Legislation In Portugal

Portugal does not have entities providing support to inclusive volunteering organizations besides Pista Mágica.

Inclusive Volunteering Opportunities In Portugal And Beneficiaries

Some Municipal movements also some projects are promoting inclusive volunteering opportunities, as explained (Significant Case Studies section). Besides them, it is known that there are other entities, but since entities are not formalized, and also not communicated in a formal way it is very hard to track and claim as an opportunity.

Field Research in Portugal

Field Research acts as a complementary to the desk research and was conducted to identify elements of participatory volunteering such as

- To carry out the field research, the representatives of each country participating in the project were asked to get in touch with six professionals in the field of youth (through interviews or focus groups).
- Discover the elements which are not detected during the Desk research
- Data comes from sources who live the subject of the research from the front line
- Interviewees/Participants are given the opportunity to refute the literature that may ignore elements of the local application of IV

General information on inclusive Volunteerism

Participants have discussed the pathway being undertaken by IV in Portugal and concluded that there is more awareness of IV now than there was a few years ago. Field officers, in particular, have a clearer understanding of the needs of people at risk of social exclusion and have been working (mostly through informal means) to include them in volunteering activities, considering it to be a tool for social inclusion. Regarding this, participants have mentioned that there is a need for decision-makers to also start working on it, creating procedures that can be followed in the field.

Participants have confirmed that there is yet a lot to explore and materialise when it comes to IV in Portugal, given that not even the national statistics on volunteer work seem to provide information on it. The lack of more indicators that measure and promote inclusion came up for discussion. For example, how many people with disabilities volunteer in Portugal? How many children? How many people with mental health problems? The debate confirmed, thus, that the existing structures have still to adapt, extending the responsibility of inclusion, placing it not only in “what someone can do to include themselves”, but also what “the «place of inclusion» does to include them” (Rodrigues, 2014).

Capacity building on volunteering in Portugal has been getting increased recognition as a pathway towards a more committed and responsible volunteer culture. There is still, however, a long way to go, in particular regarding IV, which is still mostly practiced in an informal manner by promoting organisations. Some of the greatest barriers to more organised (inclusive) volunteering are, undoubtedly, task accumulation from most field officers.

Ideal practices for youth work and volunteerism

Participants corroborated everything the desk research contained. However, participants have determined that, in order for IV opportunities to be fully inclusive, they need to not only take into consideration what the organisation needs but, most importantly, be built upon the volunteer's competencies, needs, and aspirations. That is, according to the participants, what can give the origin of an ideal practice. Participants also underlined the importance of capacity building being undertaken not only by volunteers but also by those who are promoting IV opportunities, so that all parties can be fully aware of the responsibilities as well as rights their roles imply.

In Portugal, as in other countries, people who are at risk of social exclusion are seen as mere beneficiaries of volunteer actions and not as its own agents. Most of the social answers that exist towards these people do not consider their individuality but, instead, mirror the idea of 'one size fits all'. For volunteering to be truly inclusive, however, a paradigm shift is necessary: we need to start perceiving all people as talented and capable of committing to their communities, in their own unique way, that deserves an individualised approach.

Weaknesses and misconceptions

Participants mentioned as a challenge the acceptance by the family, considering the attribution of new responsibilities (families tend to protect the inclusive volunteers) and also the decrease in the time availability of these volunteers. For example, the elderly that do volunteer work are less available to take care of their grandchildren. Involving the family and their cooperation in the integration process is also a challenge mentioned.

Participants also said that these inclusive volunteers can also be very volatile, and give up very easily. Finding ways and strategies to keep them engaged and motivated is also a difficulty entities face. Considering possible solutions to overcome challenges, participants mentioned they often limit the workload of volunteering in order to avoid burnout and ensure that volunteers do not perform functions within their professional area (except for seniors), in order to avoid generating bad expectations.

Participants mentioned the need to appoint an employee responsible for the volunteer to support the execution of the tasks is something crucial for the success of the inclusive volunteering programme, but is hard to achieve considering the lack of human resources that social and public entities face in Portugal. This need for constant attention/supervision that inclusive volunteers demand makes these human resources issue even more fundamental. Considering that all the volunteer tasks need to be adapted in a very personalized way, which is also a very time-consuming task, the need to have human resources dealing with these volunteers again reinforced.

Considering possible solutions to overcome challenges, participants mentioned: Promoting work capacity and reinforcing the importance of maintaining a focus on inclusion/integration, more regular follow-up with volunteers and their families, adapting the volunteer's tasks to their individual characteristics, and doing more volunteer empowerment actions in order to empower volunteers to overcome their limitations/disabilities. Volunteering and Inclusive volunteering are not a priority for the majority of social and public entities in Portugal. That's why there is a lack of investment and human resources in that area.

5. SLOVENIA

A Brief Overview Of Inclusive Volunteering In Slovenia

In Slovenia inclusive volunteering is still at an early stage of development, but this does not mean that many organizations do not implement it in their work, planned or unplanned. The research of various materials has shown that inclusive volunteering or its development and promotion is mainly carried out by organizations, institutions, and associations whose predominant target groups are vulnerable target groups and those from the margins - marginalized people (children and adults with special needs, migrants, LGBTQIA+ persons, socially disadvantaged children, and young people, Roma, young people with fewer opportunities). The research has also shown that the main target groups are vulnerable target groups and those from the margins - marginalised people. Awareness of inclusive volunteerism is high but there is no literature on the subject and very few good practices. It was again revealed that youth workers involve many young people with fewer opportunities or socially excluded young people, but there are no support programs to educate and support youth workers.

The Theoretical Background Of Inclusive Volunteering In Slovenia

Slovenia has a long tradition of volunteering. In particular, volunteering is the basis for the work of fire brigades, pensioners' associations, youth organisations, mountaineering and sports clubs, the Red Cross, Karitas, self-help organizations, and many other humanitarian, cultural, and sporting organizations. Voluntary activities have deep roots in Slovenian society and are particularly used to tackle the most difficult social problems and to expose the difficulties of individuals and groups where state institutions are not yet involved or have ceased to be involved. Voluntary work is mainly carried out by non-governmental organizations such as associations, private institutions, and foundations, but also by some public institutions (in the fields of health, social security, and education).

In 2011 Slovenia passed a Volunteering act which is a general act about volunteering and it provides a definition of volunteering, organized voluntary work, organizations involving volunteers, and long-term volunteering. It also focuses on the basic principles of organized voluntary work (anti-discrimination rules, protection of minors, users, and transnational activities). It defines the rights and responsibilities of the volunteer and voluntary organization, as well as basic issues that must be defined in voluntary work. It recognizes some benefits for voluntary organizations, sets a system of collecting data and obliges the state to have a national strategy for the development and promotion of voluntary work. The Act defines volunteering as unpaid work of social benefit, and volunteers are to receive a certificate for the skills they have acquired. The Volunteering Act does not mention specifically disadvantaged youth. However, there are some important aspects of the Act relevant to youth. The first one is that there is a principle of no discrimination. It means that disadvantaged youth have the same rights to be included in voluntary work as other youth. Organizations can still refuse individual volunteers if a volunteering opportunity requires special conditions. There is also a limit to what kind of voluntary work volunteers under 18 years of age can do: voluntary work should be appropriate to their age and psycho-physical development. Mentors should also supervise their voluntary work. One of the obligations of organizations is to provide mentorship and training on all voluntary activities that require it, or if volunteers ask for it.

The main informal framework for volunteering in Slovenia is the Code of Ethics for Organised Volunteering. The Code sets out, in particular, the organization's responsibilities for admission,

training, and monitoring. It encourages the volunteer to work seriously and responsibly, respect the users, respect the rules of the organization, and sets out the procedure to be followed in the event of breaches of the Code. The Code provides the most general basic guidelines for good organization and works in the most general principles of good volunteering practice that should be followed by volunteer organizations and defines the foundations for the work of volunteers and voluntary organizations.

Notwithstanding EU strategic frameworks and recommendations, practices vary across different organizations and there are not many national documents specifically dedicated to volunteering for young people with fewer opportunities. There are also too few mechanisms developed specifically to promote and support the involvement of young people with fewer opportunities in volunteering or to encourage and support youth organizations to develop inclusive programs. In youth work, inclusive volunteering practices can be seen through the involvement of European Solidarity Corps volunteers. During the covid-19 crisis, youth centers and other NGOs involved Slovenian volunteers, young people with fewer opportunities, through the ESC program. This was a good opportunity to build the competencies of all those young people who wanted to get involved in international volunteering but, due to various circumstances, had not been able to do so before.

Brief Description Of Significant Case Studies In Slovenia

Slovene philanthropy, making it matter – the impact of volunteering on social inclusion.

The project reviewed existing policies at the national level of the partners involved, as well as at EU level, which promote the inclusion of young people with fewer opportunities through volunteering. Based on the findings of the research, recommendations were made to increase the social inclusion of young people with fewer opportunities through volunteering and a tool was developed to measure the impact of volunteering on social inclusion.

Recommendations:

- Remove psychological and physical barriers,
- Develop a support system,
- Strengthen national volunteer organisations and volunteer centres,
- Monitor impacts and shows what they mean,
- Together we are stronger.

Ljubljana Pride- Inclusive Organisations.

Promotion of the concept of inclusiveness with a focus on inclusiveness within the youth field. In 2017, five organisations from five countries working with marginalised groups of young people established a partnership to address a growing need in youth work across Europe: to respond to hate speech and hateful behaviour in youth work directed against marginalised groups of young people.

Aims:

- to raise public awareness about peer violence,

- raising the level of quality of youth work,
- creating safe spaces,
- sharing good practices between organisations.

The more detailed objectives of the programme are:

- empowering organisations to implement the principle of inclusiveness at the level of the whole organization,
- raising the quality level of youth work,
- involving young people with fewer opportunities in the creation and implementation of programmes of youth organisations in the Municipality of Ljubljana,
- sharing good practices between (youth) organisations.

ŠENT- Slovenian Association for Mental Health, and Ozara Slovenia, the national association for quality of life

Project KO-PROSTO, Strengthening volunteering to increase the professionalization of NGOs, funded by the Ministry of Public Administration of the Republic of Slovenia. A manual was created - Volunteering in the field of mental health. The publication provides an overview of volunteering activities within the NGO sector, which is encouraging in itself, as it shows that there are active sources of people-to-people support in Slovenia. It highlights the value of voluntary work in helping people in mental distress and points to the need for greater professionalization and support from the state. The illustrations, suggestions, and appeal contained in the publication are particularly welcome at this time. It also offers some brief but very important guidance in cases where the more pronounced symptoms of the disorder make it difficult to work together. Crucially, it reminds volunteers in several places that they should not take on the tasks and responsibilities that should be borne by the professionals of the organisations. A special chapter is also devoted to the covid-19 pandemic, which has been intensively dictating the pace of life everywhere in the world for the last two years.

PUM-O, Project-based Learning for Youth

This is not a case study but it is a significant government-aided program for young people with fewer opportunities that haven't finished formal educational programs and face unemployment. PUM-O is an officially recognized non-formal education program for unemployed young people aged 15-25 who lack vocational qualifications or competences and experience a social void resulting from a lack of support and assistance. The main purpose of the program is to help young early school leavers without vocational qualifications to overcome social exclusion by encouraging them to re-enter the education system in order to obtain qualifications for the target level of education. The program also equips young people with the skills and competences to find work and enter the labor market. Project-based Learning for Young Adults (PUM-O) is a publicly recognized general education program adopted by the Ministry of Education, Science, and Sport in July 1999. PUM-O is one of the first public programs for general adult education to be developed in line with curriculum reform. It is delivered by public and private institutions registered as providers of publicly recognized adult education programs. Providers must meet the requirements for a sufficient number of active tutors. The PUM-O program is currently

supported by the Ministry of Labour, Family, Social Affairs, and Equal Opportunities and is implemented by 12 organizations nationwide.

The basic aims of PUM are:

- a) to encourage personal growth,
- b) to fight social exclusion,
- c) to enable basic education,
- d) to form a professional, social and cultural identity.

ERASMUS+, European solidarity corps

In youth work, inclusive volunteering practices can be seen through the involvement of European Solidarity Corps volunteers. During the covid-19 crisis, youth centres and other NGOs involved Slovenian volunteers, young people with fewer opportunities, through the ESC programme. This was a good opportunity to build the competences of all those young people who wanted to get involved in international volunteering but, due to various circumstances, had not been able to do so before. Youth centres have adopted this and are supporting it in this time after covid-19 lockdowns as it is a way of also building the resilience of young people with fewer opportunities, youth centres and youth work in Slovenia.

Institutions And Volunteering Support Services Involved In Regional Or National Systems And Legislation In Slovenia

The Slovenian Office for Youth. It is the main government actor in the field of youth in Slovenia and oversees the preparation of the National Youth Programme. The Programme is based primarily on inter-ministerial cooperation and an integrated approach and addresses poverty reduction and social inclusion of young people in a number of policy areas, including employment and the labour market, education, housing, and health.

In 2022, The EU year of youth, the National Youth Programme 2023 – 2032 is in preparation. To this end, the Slovenian Youth Office and the **MaMa Youth Network (Mreža MaMa)** are holding regional Structured Dialogue events with young people to ensure that the key challenges facing young people today are included in the strategy. Volunteering, supportive volunteering and the recognition of competences acquired through voluntary work in non-formal settings are important themes at the regional events.

The Youth Council of Slovenia (YSC). It is an umbrella association of youth organisations operating at the national level, bringing together organisations with different interests, views, or political orientations. The YSS is also the national representative of young people at European level - it has been a member of the European Youth Forum since its foundation in 1996.

Movit. It has been the National Agency for European Union (EU) youth programmes since May 1999, when Slovenia joined the Youth for Europe III programme, which was followed by the Youth Programme (2000-2006), Youth in Action (2007-2013) and Erasmus+: Youth in Action (2014-2020), and

in 2018 the new European Solidarity Corps programme. In the new programming period 2021-2027, it continues to manage the Erasmus+: Youth and European Solidarity Corps programmes. In addition to its role as a national agency, Movit also runs Eurodesk, the European Commission's free information service for young people providing European information. It is aimed both at young people themselves and at those who deal with young people and their issues in their daily work - counsellors, teachers, youth workers, information officers, and others. For help finding information, you can always contact Eurodesk Slovenia or one of the regional partners in the Eurodesk network.

Slovene Philanthropy. It is a national organisation that promotes and develops voluntary work in Slovenia is providing support to all volunteers and voluntary organisation. The organisation is also active in developing voluntary work for disadvantaged youth.

Inclusive Volunteering Opportunities In Slovenia And Beneficiaries

NGO Slovene Philanthropy. It has developed and is a supporting volunteering platform, where one can search for volunteer opportunities that volunteering organisations have submitted across Slovenia. It's also a source of volunteering organisations one can contact in their local community.

Field research in Slovenia

Field Research acts as a complementary to the desk research and was conducted to identify elements of participatory volunteering such as:

- to carry out the field research, the representatives of each country participating in the project were asked to get in touch with six professionals in the field of youth (through interviews or focus groups),
- discover the elements which are not detected during the Desk research,
- data comes from sources who live the subject of the research from the front line,
- interviewees/Participants are given the opportunity to refute the literature that may ignore elements of the local application of IV.

General Information On Inclusive Volunteerism

Awareness of inclusive volunteering is high, but little is known about its actual implementation. Much more literature and good practices are available in the field of education and social inclusion of people from different vulnerable groups. Interviewees highlighted an increased awareness of the topic of inclusive volunteering, which each organisation and each youth worker implements in its own way, without specific guidelines. In such conditions, it is difficult to talk about any quality of work in the field of inclusive volunteering, which is why youth workers and other professionals from other fields of work need some common guidelines, policies, and working methods that support the inclusion of young people with fewer opportunities. For now, each organisation is left to itself, to its own motivation and ingenuity, and to the possibilities of networking with other organisations in their local communities. In every organisation the team of colleagues adapts and develops ways of working with volunteers and integrating them into the work of the organisation according to the needs of the individual volunteer and the experience of the organisation.

Most of the youth workers interviewed experience volunteering as something common and ordinary, as a "national sport" as volunteering is widely spread in Slovenia (volunteer work is promoted through the education process and at the time of entering the labour market when volunteering experience makes it easier to get the job you want. Adults and older people tend to get involved in various solidarity actions - collecting aid, distributing aid, blood donations, etc.). Often youth workers do not distinguish between "ordinary" and inclusive volunteering. They involve volunteers in the work according to their abilities, the skills they have, and the resources available. It was also mentioned that sometimes the distinction between social inclusion and inclusive volunteering is hard.

According to the desk research, Mreža MaMa team did not obtain any significant new information. Interviewees mentioned the Volunteering Act, which provides a basis for organisations carrying out volunteering activities, including inclusive volunteering (even if the phrase inclusive volunteering is not used). Inclusive practices in the involvement of volunteers are evident in the European Solidarity Corps programme, which already includes *inclusion in the projects* section in the project documentation. Funding is one of the main problems of inclusive volunteering in Slovenia so Erasmus+ European solidarity corps is the only programme that financially supports it. Youth workers express the need to develop professionally in terms of knowledge on the topic of inclusion, more funding and more time they could dedicate to inclusive practices in volunteering.

The involvement of volunteers in the work of the organisation in Slovenia is common. Given this fact, the interviewees are surprised that inclusive volunteering is not yet developed. Good practices have been developed by organisations working with marginalized people, who are less visible in public life and therefore go undetected. The lack of promoting inclusive volunteering is also obvious. Awareness of inclusive volunteerism is high but there is no literature on the subject and very few good practices. It was again revealed that youth workers involve many young people with fewer opportunities or socially excluded young people, but there are no support programmes to educate and support youth workers.

Ideal Practices For Youth Work And Volunteerism

The interviewees mentioned the good/ideal practices that the Mreža MaMa team has already described in the desk research, which are Slovene Philanthropy (working with migrants and old people) and Movit (National Agency for European Union) with its Erasmus+: Youth and European Solidarity Corps programmes. A new good practise that was not included in the desk research is Living library (Živa knjižnica). This method is used in different local communities in Slovenia for talking about discrimination based on gender, sexual orientation, nationality, disability, mental illness and other exclusions imaginable.

Living library is a method of which the main purpose is raising awareness and educating on values and human rights and stimulating a discussion on prejudice and stereotypes in society. The difference between a living library and a regular library is in the fact that the books here are people. These are individuals from diverse social groups with interesting life stories that often face discrimination and are ready to share their life stories with the visitors of a living library through the establishment of a dialogue we call reading. (Tanja Veber (2016) *Živa knjižnica: izzivi metode*. Diplomsko delo.)

In the interviews, youth workers gave examples of good practices, mainly from their local environment, and examples where they had involved young people with fewer opportunities in volunteering activities.

Examples of good practices from local youth centres involving young people with fewer opportunities in volunteering activities:

1. Inclusion of an ex-prisoner in the organisation of concerts in the local youth centre;
2. Inclusion of an ex-drug abuser in programmes of youth centre;
3. Inclusion of a long-term unemployed young woman - preparation and implementation of holiday activities for children;
4. Inclusion of a young woman with mental illness in the design of a youth exchange, participation in a youth exchange;
5. Inclusion of a disabled young person in a wheelchair who gave lectures in the youth centre (in addition to support, physical adaptations of the space, access were also provided);
6. Inclusion of older immigrants with Slovenian language skills in learning support activities for other immigrants who are still learning Slovenian;
7. A young person with mental health problems joined the youth centre as a participant and then as a volunteer who developed and implemented his own project.

Youth workers express a strong need for training, developing competencies in working with vulnerable groups of people and methods for working with volunteers who need additional support. The interviewees also suggest that good practices should be compiled in a handbook (including working methods and suggestions on how to address different types of disadvantages). They consider it important to have networking between organisations in local communities, which would allow for a better transition of volunteers between organisations. This could also be a good space for the development of inclusive practices, as more organisations are better able to support a volunteer in need of additional support. In terms of social inclusion, the networking between organisations at the local level is good, as confirmed by the interviewees. However, to develop inclusive volunteering, it is necessary to go a step further and enable individuals with any kind of disadvantage to actively participate and work within their abilities.

Weaknesses and misconceptions

Mreža MaMa team did not highlight weaknesses and misconceptions in the desk research so here is the list of the problems that youth workers face in inclusive volunteering. The challenges that youth workers cite are:

1. Prejudice (each individual is burdened with their own prejudice that is hard or even impossible to overcome);
2. Youth workers' lack of knowledge and training in working with vulnerable target groups and individuals;

3. Giving a new opportunity to individuals who have already "wasted" one (In some cases youth workers are faced with unreliable volunteers. That can be the result of not supporting the volunteer enough so a youth worker must be aware of that and be prepared to give "a second chance".);
4. Available time (interviewees express a chronic lack of time to work with volunteers who need additional support);
5. Resources (lack of funds for inclusive volunteering – education, involving other experts);
6. Working conditions (lack of time, lack of employees, inadequate working conditions for inclusive volunteering, e.g. for people with disabilities);
7. Recognizing when inclusive volunteering is not possible for the organisation (differences in values, working methods, inadequate working conditions for inclusive volunteering);
8. Assessment of when and where to refer a volunteer if the original organisation cannot provide an inclusive volunteering environment.

Youth workers also highlighted the fact that volunteers often carry out activities on their own, which is an additional problem in inclusive volunteering. Inclusive volunteering is always carried out with the support of a youth worker, which causes additional difficulties in organisations where there is a shortage of staff. In such cases, organisations prefer not to do inclusive volunteering because it means overloading youth workers. While citing the problems, youth workers also talked about solutions, most of which are linked to more money for volunteering. With more funds youth workers could be trained in the field of inclusion, they would have more time to devote to inclusive volunteering and engaging individuals in volunteering, and they would have the possibility to hire experts to help and support volunteers on an individual basis.

Volunteering is widespread in Slovenia, but inclusive volunteering remains on the margins. As already mentioned, youth workers think of social inclusion rather than inclusive volunteering when engaging young people with fewer opportunities. Volunteering programmes are not specifically funded, so funding for volunteering is a perennial problem. The state financially supports certain social inclusion (and therefore volunteering) programmes, but in most cases, organisations are left to fend for themselves. Traditionally, fundraising for volunteering activities takes place in the event of major natural disasters, but this is not the case for every day, continuous volunteering.

Institutions And NGOs Focusing On Inclusive Volunteerism

Interviewees mentioned two government support programmes for volunteering and social inclusion. Social Work Centres, together with the Employment Service and the provider of social activation activities, implement the active employment policy programme **Social activation**, through which they encourage the long-term unemployed to activate and engage in volunteering activities. Within the programme, individuals take part in volunteering activities in the local environment and are financially rewarded for this. Organisations that accept them as volunteers are not financially compensated for the work they do.

The **Activity allowance** is paid to beneficiaries as part of social support and is referred to in the Social Security Benefits Act as "a supplement to the minimum income of a working single person or an adult

family member, intended to encourage or maintain motivation to work". Its purpose is precise to encourage or motivate people to work. The beneficiaries of the allowance are employed persons, persons engaged in an activity, persons participating in active employment policy measures and psychosocial rehabilitation programmes aimed at employment, and also persons with a voluntary work agreement, and persons performing a voluntary traineeship. The problem with activity allowance is that not all volunteers are entitled to it so it is creating differences between volunteers. No financial support is provided for organisations that involve these volunteers in their activities.

Ministry of Labour, Family, Social Affairs, and Equal Opportunities is creating opportunities for both public institutions and NGOs to obtain funding through various calls for proposals. In the last decade, it has created opportunities for funding social inclusion programmes. The result of this is that some youth centres also provide intergenerational programmes and activities.

The data collected in the desk research was confirmed by the youth workers interviewed. Important actors in the field of inclusive volunteering are the Slovenian Philanthropy and Movit (NA), which are a source of knowledge and working methods, as well as funds for the implementation of inclusive volunteering (mainly Erasmus+ European Solidarity Corps).

The Slovenian Office for Youth, the Youth Council of Slovenia and the MaMa Youth Network are important actors at national level that co-shape policies in youth work.

An important aspect mentioned in the interviews is the promotion of inclusive volunteering and good practices in the field of inclusion and volunteering. Two awards for volunteers were mentioned, one by Slovenian Philanthropy and the other by the Youth Council of Slovenia, sponsored by at the time President of Slovenia, Borut Pahor and current President Nataša Pirc Musar. Both awards are seen as a mechanism to motivate young people to volunteer and to promote the value and importance of volunteering. Each year inclusive practices are rewarded.

Volunteering is part of Slovenian culture and young people are encouraged to volunteer throughout their educational path. Awareness of the need to ensure inclusive practices in volunteering is high, but a theoretical framework and legislation will have to be developed to ensure inclusive volunteering beyond marginalized groups.

6. Conclusion

It seems that the Study of Inclusive Volunteerism in Europe is still fresh. According to the project-related research conducted by the Vol'Go team, the term is still not widely used and is frequently mistaken with social volunteering or is even seen as a necessary component of volunteering (which we found in cases in the research called "ordinary"). In contrast to prior years, inclusive volunteering is now being seen by youth workers and other volunteers, and, despite they believe this new form of volunteering and they are concerned that it is not developing as they expected. The response from institutions and stakeholders has not been as volunteers and youth workers had intended for, despite their best efforts to activate themselves in the consolidation of this form of volunteerism. This appears to be the case for several reasons, the most important of which is the absence of a clear definition of inclusive volunteerism and how it differs from the other types of volunteering that were discussed. The establishment of inclusive volunteerism will encourage more professionals to contribute to its development and consolidation as opportunities and possibly funding will increase.

One interesting finding of the study is that it is difficult to identify those people who are deemed to be excluded from ordinary volunteerism and require a special form of IV in order to participate, both among participants and researchers (see in comparison part for examples). Additionally, it was stated that in order for volunteerism to be inclusive, youth volunteer organizations required to train themselves on inclusiveness and develop the required competencies to deal with any circumstances that might arise. In order to make this possible, training procedures must be established, and youth workers has to be willing to accept innovative, creative approaches. In addition, if the focus of the training requires a lot of time off from people's other activities in a field of action where it is done voluntarily, individuals may eventually get tired or bored. However, it is required for the institutions to give a fund that fulfills the aim in order to develop such programs.

Regarding all who benefit from IV, we reach another interesting conclusion. When vulnerable individuals enter the field of volunteering, their caregivers often feel the urge to be protective and participate in their loved ones' activities. In such circumstances, it is vital to think of a strategy to involve their caretakers in the IV development process as well.

One common outcome for volunteers who attempt to balance their everyday life and their voluntary activities is burnout. Particularly when the volunteers are a part of vulnerable teams, which makes it simpler and easier for them to quit.

Comparing different approaches in this field of inclusive volunteerism

Regarding the responses from different countries and cultures, it was expected that there would be variations in the field of volunteering as a whole. The report indicates several differences but focuses on particular cases as these are the ones that attract people's interest.

The inclusive volunteerism definition. Even if a definition of IV had already been accepted on, it was challenging to locate one that addressed the concerns of all involved countries. In Cyprus, inclusiveness is approached using memories of the conflict and occupation, emphasizing its significance by connecting Greek and Turkish Cypriots. On the other hand, the long history of Volunteerism in Finland gives enough material to reproach the term. What makes Finland's position especially interesting is that both experienced and inexperienced youth workers have the opportunity to discuss both traditional and modern approaches to the process of developing something new. The partner organization from Portugal is writing the "book" of the IV in Portugal. This encourages people even more to learn and discuss concepts for the development of volunteerism in their country. The young workers in Slovenia who are supporting the IV are concentrating on the fields of youth, children, elders, and social minorities who want to get involved (e.g. LGBTQ community).

Case studies from all over Europe. Even though the experts discussed the lack of institutional involvement in the IV development, the case studies Slovenia, Portugal, and Cyprus presented came from different institutional processes. The Finnish partner is more focused on projects that are supported at the level of NGOs. It's possible that the result occurred because the definition of IV is still in process. As a result, youth workers are confused if any of those events and actions can be regarded as inclusive due to the difficulties in defining it.

Ordinary volunteerism. The term "ordinary volunteering" is mentioned in a Slovenian report. Similar to how Cypriot participants believe that it is the essential part of volunteering by nature and difficult to explain the distinctions between volunteering and Inclusive Volunteeris . Finnish and Portuguese partners highlighted the fact that experienced youth workers seek to improve and promote the distinctions between various forms of volunteerism.

Final Thoughts

In general, the youth workers and volunteers getting aware of Inclusive volunteerism and start to discuss the importance of approaching it as a unique form of volunteerism. While that is real, the stakeholders need to do the same, adding the IV to the general framework of volunteerism.

While all that Volunteer and Go project has a major role to play in terms of raising the awareness of the youth workers, volunteers, and stakeholders regarding the IV and also bringing together individuals from different countries to share their experience on the national level and turn them into an international one. The difficulty that some individuals face in order to understand the concept of IV can only be vanished with the cooperation of equals from other parts of the world.

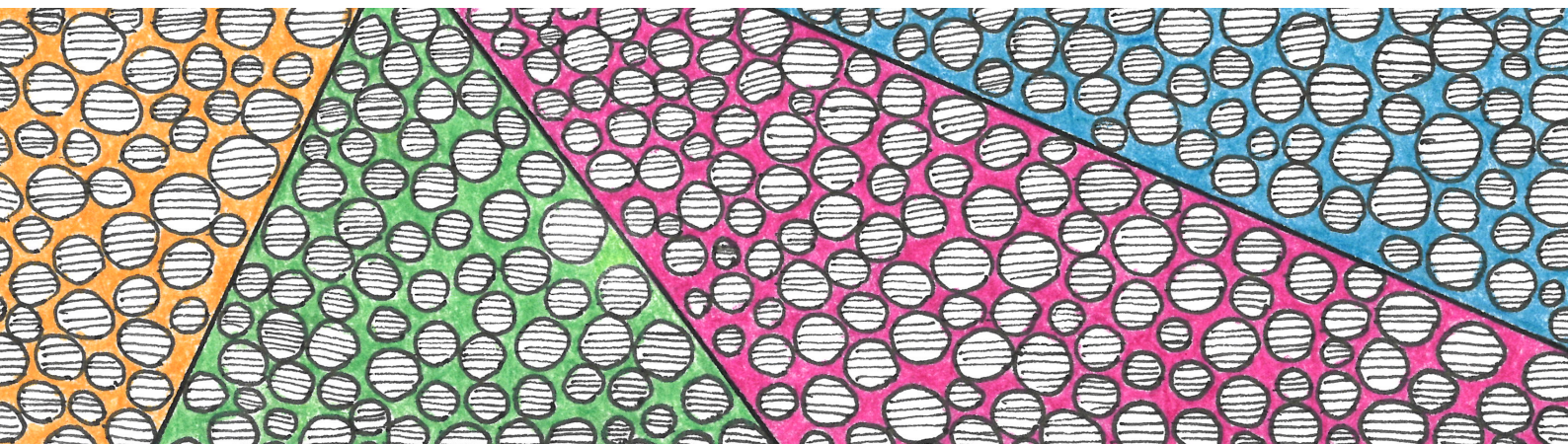
State-of-the-Art report findings will serve as a base and allow us to create a methodology to develop a Guide for Inclusive Volunteering (PR2) and open a pathway for the production of Mental sensitive part of the handbook to provide sufficient support for young volunteering people, their peers, and professionals (PR3).

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