



MEETING REPORT



IVCO
BONN 2016

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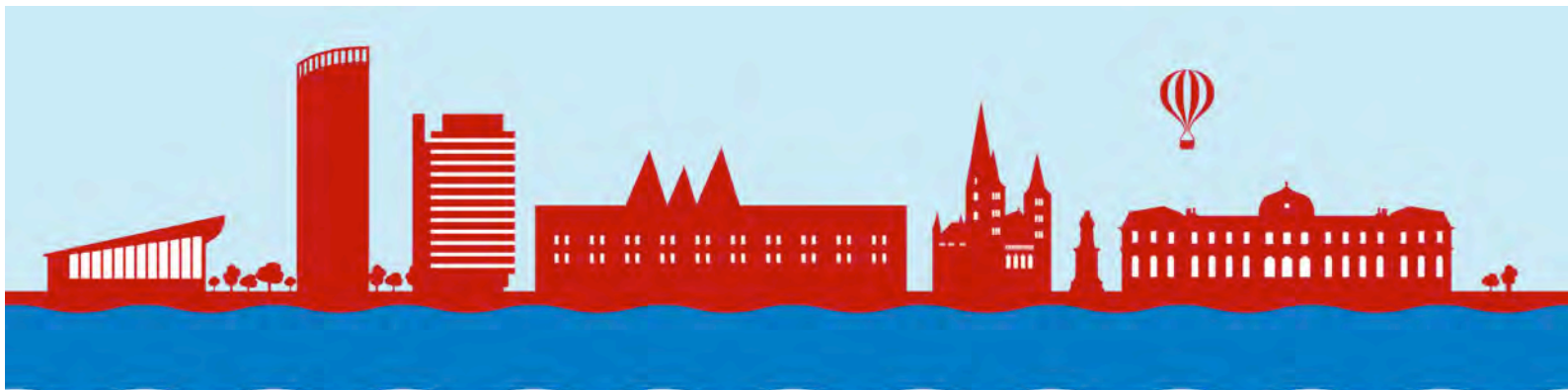
The International Forum for Volunteering in Development (Forum) is the most significant global network of International Volunteer Co-operation Organisations (IVCOs). Forum exists to share information, develop good practice and enhance co-operation across the international volunteering and development sectors. It promotes the value of volunteering for development through policy engagement, mutual learning and by sharing innovative and good practices. Forum is a 'virtual' network, with a global membership that includes a range of organisations involved in international development, including non-government and state organisations.

The United Nations Volunteer (UNV) programme contributes to peace and development through volunteerism worldwide. We work with partners to integrate qualified, highly motivated and well supported UN Volunteers into development programming and promote the value and global recognition of volunteerism. UNV is administered by the United Nations Development Programme (UNDP). In 2015, UNV deployed 6,976 UN Volunteers in support of the development and peace interventions of the United Nations and other partners. These UN Volunteers came from 153 countries, while 82 per cent of them were from developing countries. Of these, 57 per cent were men and 43 per cent were women. Some 1,598 were below 29 years of age, and 435 were deployed under the youth volunteer modality. UN Volunteers made key contributions in 122 countries around the world. Additionally, over 11,000 UN Online Volunteers conducted 15,000 assignments over the Internet to bolster peace and development activities of United Nations entities, governments and civil society organizations.

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is a global service provider in the field of international cooperation for sustainable development. As a public-benefit federal enterprise, GIZ supports the German Government – in particular the Federal Ministry for Economic Cooperation and Development (BMZ) – and public and private sector clients in around 130 countries in achieving their objectives in international cooperation. With this aim, GIZ works together with its partners to develop effective solutions that offer people better prospects and sustainably improve their living conditions. One way of achieving this aim is the deployment of development workers. Being volunteers with a professional background, development workers advise government institutions and organisations from the private sector and the civil society at local and municipal level. Their advisory service focuses amongst others on the improvement of management skills, organisational excellence and skills-based training in the fields of democracy and education, promotion of economic development, employment, rural development, efficient health care systems, renewable energy, climate change and civil conflict transformation. Fostering widespread resilience within communities is another key aspect of many development workers' assignments.



INCREASING RESILIENCE OF COMMUNITIES THROUGH VOLUNTEERING



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Foreword

A number of risks have emerged in the recent decade that are changing the global peace and development agendas: new and persisting conflicts that cause migration, climate change, natural disasters, and pandemics. These risks and the related challenges affect *all* countries.

Volunteers can help create resilience at the individual, community, regional, national, and international level. They can help people and communities to be better prepared for crises and to overcome them faster. The international volunteering sector is key in ensuring that people have the capacity to better absorb, anticipate, and adapt to shocks and stresses which in turn helps protect development gains and ensures sustainability of their surroundings.

People all over the world engage in volunteerism for a great variety of reasons: to help eliminate poverty and to improve basic health and education, to tackle environmental issues, to reduce the risk of disasters or to combat social exclusion and violent conflict. In all of these fields, volunteerism makes a specific contribution by generating well-being for people and their communities.¹

The conference IVCO 2016 (IVCO: International Volunteering Cooperation Organizations) therefore focused on the theme ***Increasing Resilience of Communities through Volunteering*** and was jointly hosted by the United Nations Volunteers (UNV) programme and the Deutsche Gesellschaft für internationale Zusammenarbeit (GIZ) GmbH—both members of the Forum for Volunteering in Development (Forum). IVCO is an annual conference led by Forum—the most significant global network of IVCOs—and represents a unique opportunity for information exchange, networking and advocacy work in this sector.

IVCO 2016 provided an opportunity for participants, in particular heads of agencies and senior management, for in-depth discussions and development of solutions that can be applied to their organizations and their development practice.

Beyond that, IVCO 2016 suggested solutions that can help stakeholders engage in volunteerism more effectively moving forward. The conference also celebrated the importance of international volunteering by showcasing volunteer voices from all over the world.

¹ <https://www.unv.org/volunteerism/power-volunteerism>

Acknowledgements

This report would not have been possible without the essential and varied contributions of many individuals.

UNV is especially grateful to the IVCO 2016 Coordinator, Susann Tischendorf, Volunteer Knowledge and Innovation Section, UNV, for guiding the conceptualization, direction and development of the report.

This report has undergone a thorough review by a number of dedicated staff members of UNV and GIZ, notably Amanda Khozi Mukwashi, Chief, Volunteer Knowledge and Innovation Section, UNV, Maggie Carroll, Deputy Division Chief, Volunteer Knowledge and Innovation Section, UNV, Suzanne Gentges, Head Development Workers Section, GIZ, Constanze Majer, Manager Development Workers Section, GIZ, and Tabea Kalb, intern Development Workers Section, GIZ.

We would like to particularly thank Marguerite Minani, who went far beyond the call of duty to support in various ways, stepping into all the gaps in times of crisis and picking up responsibilities to enable the work to go on. Also, UNV is especially grateful to the IVCO 2016 core organizers (See Annex C, page 57). The conference and the report would not have been possible without them.

Summary

At the IVCO 2016, 138 delegates from organizations engaged in national and international volunteering met on the UN Campus in Bonn from October 9-12th to debate the role volunteers play in increasing the resilience of communities. The participants from 24 countries and diverse sectors, such as civil society, government, UN bodies, academia and the private sector, shared the common goal to contribute to the achievement of the Sustainable Development Goals (SDGs).

Acknowledging the fact that volunteerism is an agent of change in a changing world, the conference highlighted key areas where IVCOs can make a contribution. Against this background the delegates discussed the relevance of their actions and ways to measure impact, the necessity for strategic relationships and the scope of interaction between international and national volunteers.

Over the course of three days, inspiring talks, provocative discussions, and in-depth learning sessions helped participants to better understand:

- Why resilience building matters for the international volunteering community - both in host and home countries - and how it relates to the SDGs;
- How international volunteers can create lasting impact in a changing global development context;
- What strategies can be developed to reduce risk and measure progress;
- What structures need to be in place for volunteering interventions to be most effective;
- How international Volunteer Cooperation Organizations (IVCOs) can build a body of knowledge on the added value of international volunteering.

In addition, IVCO 2016 gave volunteers, especially from the Global South, the opportunity to actively contribute to the debate. Participants also highlighted the importance of volunteers in fragile contexts.

Acknowledging the importance of global and local partnerships, the conference strongly focused on creating space for collaboration among IVCOs. Relevant research was discussed during the conference and made available on the conference website.

At the end of three days of in-depth panel discussions and dialogue sessions, IVCO 2016 attendees committed to continue working together to strengthen the diverse contributions of volunteer sending organizations and to demonstrate accountability, ultimately aiming to achieve greater visibility, recognition and resourcing of volunteering. As a result, a Call to Action was proposed that aims to help achieve the SDGs and build more resilience against global risks - at the individual, community, and organizational level.

Introduction and Background: Resilience Building in the Context of International Volunteering

As evidence shows, the vision set out in the Sustainable Development Goals (SDGs) - for people, the planet, prosperity and peace—will inevitably fail if shocks and stresses are not addressed. The topic of 'resilience' cuts across the SDGs and highlights the urgent need for vulnerable communities to be made more sustainable: up to 325 million extremely poor people are likely to be living in the 49 most hazard prone countries by 2030 and over half of those living on less than \$1.25 per day will be living in fragile states by 2030.² Against this background resilience building has become increasingly important to the international community.

What is resilience? The sector-wide concept of resilience is rooted in material sciences and ecology³ but has also been applied in various social disciplines and psychology. It typically relates to the ability of systems to respond and adapt effectively to changing circumstances. In concrete terms, it is the ability of critical physical infrastructure to absorb shocks⁴. From a more psychological point of view, it is the process of adaptation and a set of skills, capacities, behaviors and actions in order to deal with adversity.

Resilience building aims to strengthen the self-help capacities of people, but also looks at processes, i.e. legislative and political contexts, as well as relevant frameworks.

Traditionally, much of the humanitarian effort focuses on immediate life saving responses to disasters or crises. At the same time, individuals and communities facing simultaneous or repeated shocks, such as economic crises, disease epidemics, or natural disasters with destruction of shelter or productive assets, are better supported when humanitarian action also addresses the underlying vulnerabilities and builds capacities to better cope with future shocks⁵

In this context, volunteerism is the key to building resilience. It contributes to both the humanitarian action necessary to respond to immediate post-crisis needs and addresses the underlying causes of vulnerability.

In this new reality, global partnerships and resilience planning are becoming more important. A systematic and collaborative approach in strengthening resilience can support necessary reforms of governance at all levels. This was recently underlined at the United Nations [World Humanitarian Summit](#) where it was emphasized that resilience building can be adequately addressed only through the collaboration of national governments, civil society, people affected by crises, the private sector, national and international organizations.

² <https://www.odi.org/sites/odi.org.uk/files/odi-assets/publications-opinion-files/9780.pdf>

³ UNICEF humanitarian action for children, 'Fostering resilience, protecting children: UNICEF in humanitarian action', www.unicef.org/hac2011

⁴ Institute for National Security and Counterterrorism, Project on Resilience and Security, 'Resilience in Post-Conflict Reconstruction and Natural Disasters' Workshop Report, Syracuse University, 9 March 2009.

⁵ [http://www.ifrc.org/PageFiles/96178/1224500-Road%20to%20resilience-EN-LowRes%20\(2\).pdf](http://www.ifrc.org/PageFiles/96178/1224500-Road%20to%20resilience-EN-LowRes%20(2).pdf)

Volunteering and volunteerism are diverse phenomena—as is resilience. IVCO 2016 therefore did not offer universal definitions of the term 'resilience' but embraced the diversity of opinions on the topic.

However, the discussion of the notion of resilience in the international development context showed an agreement on the following:

- Resilience building, e.g. in cases of natural disasters through climate change needs to focus on the individual, personal, community, regional and national level. It addresses institutions, structures, the academia, the media, and the digital world. It helps people and communities to be better prepared and deal with crises.

Participants agreed that to be effective in building more resilient communities, IVCOs have to complement each other's work more, build sustainable partnerships and be more accountable in terms of measuring impact.

Overall, IVCOs still have problems in finding effective strategies in building resilience of local communities - therefore this years' conference was key for IVCOs.

This was echoed by the conference outcome document—the **Bonn Call to Action**—that stated: "The Bonn conference demonstrated the power of volunteerism in strengthening individual and community resilience in order to adapt to change, build back better, and so achieve sustainable development. We therefore call on local and national governments, the High-level Political Forum of the United Nations and other major stakeholders to make volunteerism key to the achievement of the SDGs." (See Annex A, page 54).



Focus Day One: Towards More Resilience – Monday, 10 October 2016

How Volunteers Can Create Lasting Impact in a Changing Global Development Context



Opening Panel Discussion: **Volunteering in an Increasingly Fragile Development Context**

The IVCO 2016 opening panel discussion introduced participants to the conference. Panelists explained how resilience building relates to the SDGs, and pointed out why it matters to IVCOs. The topic was addressed at the strategic level and lessons to larger policy implications were identified. The conference also started with volunteers who spoke about their motivation to volunteer, setting up the scene for the 3 days.

Panelists

Philip Goodwin, Chief Executive, Voluntary Service Overseas International (VSO)

Richard Dictus, Executive Coordinator, United Nations Volunteers (UNV) programme

Hans-Joachim Preuß, Managing Director, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Key Take-Aways

- **Fragile states are the furthest from achieving the SDGs**; making them a priority matter.
- ‘Resilience’ is **more than just a ‘buzzword’** for the international volunteering community.
- Resilience building is becoming **more and more important** for the international development community.
- The World Humanitarian Summit was an important place to start the debate around resilience building but **much remains to be done**.
- **Organizations still have problems in finding effective strategies in building resilience** of local communities; this is why this year’s conference is key for IVCOs.
- A **more risk-based approach in development programming is emerging** due to an increased need to counter today’s changing development context; it requires a focus on finding ways to build resilience in local communities.

In opening the discussion **Philip Goodwin** looked back at IVCO 2015 and the **Tokyo Call to Action** that was signed by representatives of international volunteer cooperation organizations and volunteer-involving organizations at last years' conference in Japan. It committed signatories to actively contribute to the achievement of the SDGs. Mr Goodwin highlighted that VSO is picking up on the goals set out in the document through action at the local, national and global level.

VSO is witnessing a shift toward a more risk-based approach in development programming. This changing approach is a result of the increasing need to counter today's changing development context. It requires a focus on finding ways to build resilience in local communities, partially due to a current breakdown of trust of the people opposite their governments that are not putting the right structures into place to widen volunteer engagement. Mr Goodwin described that this requires an active investment into local social fabrics and local capacity. He highlighted the case of Sierra Leone when facing the Ebola crisis: new hospitals with Ebola facilities are not resilience-driven. They will fail for all other things that are not in place or not in existence.

Hans-Joachim Preuß expressed that fragile states are the furthest from achieving the SDGs and GIZ has therefore made them a priority of their work. He outlined that volunteering in such contexts has to take place at the local level to be impactful but needs to be interlinked with a strong cooperation with national governments, civil society, and other relevant stakeholders. GIZ is therefore actively partaking in the German Civil Peace Service (CPS) - a programme delivered through volunteers (development workers) that operates in post-conflict societies and/or states with volatile peace, but never in a conflict as such. Mr Preuß further pointed out that in GIZs efforts to support disaster relief the organization strongly relies on seconded and national volunteers, as well as international solidarity.

Richard Dictus highlighted that volunteers are motivated by values like those of justice, equality and freedom as expressed in the United Nations Charter. A society that supports and encourages different forms of volunteering is likely to be a society that also promotes the wellbeing of its citizens. Mr Dictus pointed out that the risks that have emerged recently bring about the need to build more resilient societies. UN Volunteers are truly dedicated to building resilience: 2300 are engaged in UN peacekeeping missions. Volunteers are a key value added within UN - they are the human side of UN as an otherwise anonymous supranational entity. Yet, their visibility needs to be enhanced. He pointed out that resilience building is becoming more and more important for the international development community but actors still have problems in finding effective strategies in doing so. Although the World Humanitarian Summit was an important place to start that debate, much remains to be done. This is why this years' IVCO 2016 conference is key for IVCOs.

In closing, all panelists highlighted that to be effective in building more resilient communities, volunteer involving organizations have to complement each other's work more, build lasting partnerships and be more accountable in terms of measuring impact. Clear policies that help coordinate global interventions among all stakeholders should be put into place. This requires openness and learning from success and failures through clear knowledge management and sharing.



Moving-Forward

- **IVCOs should integrate resilience building into their work**, including approaches on how to measure it.
- To be effective in building more resilient communities, **IVCOs have to complement each other's work more**, build lasting partnerships and be more accountable in terms of measuring impact.
- **Volunteering in fragile contexts has to take place at the local level** to be impactful but needs to be interlinked with a strong cooperation with national governments, civil society, and other relevant stakeholders.
- An active investment into local social fabrics and local capacity is needed to build resilience.
- **'Cooperation' instead of 'competition'**: IVCOs could build resilience more effectively if they pooled their common knowledge and expertise, i.e. by implementing the following:
 - **Comparing best practices, policies and regulations**: i.e. policies relating to emergency and risk situations (disaster response policies, evacuation plans, personal safety plans).
 - **Sharing innovative solutions and failures**: i.e. text messaging systems; digital mapping of the situation in risk areas.
 - **Developing a holistic approach for capacity building**: in a language that people in communities understand; by tapping into traditional knowledge on resilience building (also builds **social trust**); by involving all different local partners, i.e. there could be an international conference on volunteering in fragile contexts to address issues together).

Morning Dialogues: Ways IVCOs Can Help Create Resilient Societies

The objective of the dialogue sessions was to deepen the understanding of key aspects that cause fragility and identify ways for IVCOs to strengthen resilience in these areas. The thinking and policy processes at the international volunteer sending level in building resilience were pointed out.

<p>▶ 1. How Can National and International Volunteers Work Together to Optimize Impact in Fragile Communities? Presenters:</p> <ul style="list-style-type: none"> • Raj Kumar Gandharba, Regional Policy and Advocacy Advisor, Voluntary Service Overseas International (VSO), Nepal • Simona Achitei, Senior Manager, Volunteer Programme, Scope Global, Australia • Moderator: Mark Cumming, Head, Comhlámh <p>Room 2105 (21st floor)</p>	<p>▶ 2. How Can IVCOs Help Mitigate Climate Change Risks? Presenters:</p> <ul style="list-style-type: none"> • MaryEllen Miller, Assistant Secretary, Department of Foreign Affairs and Trade, Australia • Kessy A. Reyes, Senior Programme Officer, Japan International Cooperation Agency (JICA), Philippines • Moderator: Gill Greer, Forum Board member / Chief Executive Officer, Volunteer Service Abroad <p>Room 2112 (21st floor)</p>	<h2>Key Take-Aways</h2> <ul style="list-style-type: none"> ➤ In the context of resilience building, positive change takes time. ➤ Volunteers bring expertise and innovation, offer locally owned solutions and connect local communities to stakeholders outside. ➤ In the case of disasters, coordination with all support organizations is one of the biggest challenges. ➤ Natural disasters and climate risks are a cross-cutting issues that needs to be addressed through volunteer work in various sectors, i.e. emergency response, disaster preparedness, and disaster management. ➤ Volunteers act as catalysts for change in local communities. Yet, locally, building resilience often means “to maintain the structures that are desirable”. This needs to be balanced well. ➤ The distinct advantage of international volunteers is their technical know-how, but local volunteers have local knowledge. In the end, both are needed to work well in fragile communities as they lack clear structures and institutional support.
<p>▶ 3. How Can IVCOs Leverage Local Solutions that Lead to Sustainable Development? Presenters:</p> <ul style="list-style-type: none"> • Daniel Schönig, Chairperson, Schutzwaldverein e.V., Germany • Birendra Poudel, Founder/ Chairperson, Nepal Friendship Society, Nepal • Moderator: Behi Barzegar, PhD Research Candidate, The Open University <p>Room 2116 (21st floor)</p>	<p>▶ 4. How Can IVCOs Create Inclusive Environments that Help Empower Marginalized Groups, especially Women and Youth? Presenters:</p> <ul style="list-style-type: none"> • Rawan Barghouth, Programme Manager, Palestine Vision, State of Palestine • Geoffrey D. Prewitt, Chief, Development Programming Section, United Nations Volunteers (UNV) programme • Moderator: Ted Adams, Programme Specialist, National Service and International Volunteering, Office of Strategic Partnerships & Intergovernmental Affairs, Peace Corps <p>Room 2712 (27th floor)</p>	

In discussing **how national and international volunteers can improve cooperation in order to achieve higher impact in fragile communities**, **Raj Kumar Gandharba** highlighted VSO's post-earthquake response in Nepal. The organization supported the local community by working with the government in bringing synergy, coherence and standardization to coordination and information management systems for post-earthquake response. Volunteers were involved in bringing in expertise and innovation, supporting locally owned solutions, and in connecting local communities to stakeholders outside of Nepal. By integrating local and international volunteering models, VSO established temporary learning centers, provided psychosocial and medical support, and mobilized youth. The coordination with all support organizations, aiming at preventing further duplication of programmes and services, remained the biggest challenge. For this reason, VSO established a coordination mechanism to increase dialogue with other organizations and different government agencies. **Sagun Bista** from Uniterra described that the organization was particularly focused on providing relief and reconstruction but was facing difficulties in supporting international and national volunteers when staff members themselves were traumatized from the impact of the earthquake in Nepal.

Simona Achitei described how Scope Global provided disaster relief in the Philippines following Typhon Haiyan in 2013. The reconstruction efforts of her organization took place over nine months with international volunteers. The volunteers were recruited as a team, each one having a different background, among them an engineer, an architect, and a communication professional. This team effort caused high impact and the close cooperation with the local partners lead to immediate local ownership. Scope Global invests much into impact-based monitoring and constantly evaluated the mission. The volunteer team developed a “build back better operation manual” in cooperation with the municipal staff. The approach also included recommendations for capacity development and information exchange initiatives. Local government officials quickly took up ownership of the manual and were implementing it one year later. Ms Achitei pointed out that volunteers should work with clear assignments, in teams and in close collaboration with the local community and local stakeholders to ensure resilience building.

In discussing the distinctive contribution of bringing national volunteers and international volunteers together, Ms Achitei, Mr Gandharba and Ms Bista highlighted that governance is key to effectiveness. For example, in the Philippines there is now a governmental agency that coordinates all volunteer assignments. Such institutions help national volunteers and international volunteers to build each other's capacity and find better ways to involve community leaders and local governments in their work. It was also emphasized that the distinct advantage of international volunteers is their technical know-how and innovation, but to be effective, they need to cooperate with local volunteers that have the networks and relevant local knowledge. In the end, both are needed to work well in fragile communities as those often lack clear structures and institutional support.

Also, the speakers highlighted that the local communities should be integrated into planning, discussion and implementing as well as capacity development in order to ensure the sustainability and continuity of interventions. Furthermore, strong training programmes should be developed to ensure ownership and rollout of lessons learned from international volunteers among local stakeholders.

IVCO 2016 participants were also exploring **ways to help mitigate climate change risks**.

Kessy A. Reyes described how JICA's Disaster Risk Reduction team in the Philippines works in addressing those risks. The organization aims at strengthening the resilience of local communities by integrating volunteers into JICA's disaster risk reduction programmes. Given that climate risk is a cross-cutting issue, Japanese Volunteers have worked in various sectors since 2013, e.g. in community and policy development. Mr Reyes recommended that IVCOs should work closely with development agencies in providing knowledge and expertise to address climate change risks. He pointed out that information on assistance conducted by national governments should be shared with each volunteer so that volunteers can adapt it to the local realities. Furthermore, IVCOs should engage with the private sector in finding innovative ways to help mitigate climate change risks and invest in training and capacity building to better involve local volunteers into mitigation projects.

MaryEllen Miller described how the Government of Australia is supporting Pacific Island countries in building resilience against extreme weather events, such as tropical cyclones, typhoons, and floods, through the Australian Volunteers for International Development (AVID) programme. AVID Volunteers work in different sectors, i.e. emergency response, disaster preparedness, and disaster management. Ms Miller highlighted how volunteers help forecast extreme weather events using an innovative data collection mechanism that combines climate indicators and traditional knowledge: using a survey format people are being asked questions about how they use plants, animals, clouds, waves and stars to predict changes in climate and weather. This traditional knowledge from all islands gets stored in a data programme for future generations to access. After collecting knowledge from different communities a monitoring form is made for testing the reliability of the traditional knowledge. After the monitoring phase, the traditional ways of predicting weather and climate will be incorporated into current forecast methods. The combined forecast is then communicated back to communities.

In another dialogue session, participants discussed **ways for IVCOs to leverage local solutions that lead to sustainable development**.

Daniel Schönig highlighted how volunteers act as catalysts for change in Ecuadorian mangrove communities. He described the long-term cooperation of the organization Schutzwaldverein with communities in mangrove areas in the Gulf of Guayaquil. The organization sends six volunteers to Ecuador every year; all positions are unremunerated. The Gulf of Guayaquil is entirely managed by local communities and has undergone a massive transformation over the past 100 years due to an aquaculture boom that caused families that traditionally lived on boats, cutting and selling trees, to start fishing and selling shrimps. Due to their higher incomes, the local population settled down but was dependent on selling their fish, which caused social and economic problems. In 1999 when shrimps died due to a disease it hit these communities extremely hard. In 2001, an idea came up to manage the area collectively in order to ensure that the mangrove forests are not overused. Mr Schönig described that in this context building resilience means "maintaining the structures that are desirable". To help the local community in this effort, volunteers work on all levels taking into account the complexity of the fragile system. Volunteer activities are developed with regard to the needs of the community, e.g. as teachers or in water allocation projects. In closing Mr Schönig highlighted that volunteers have to respect and

support local structures to increase adaptive and transformative capacities. They furthermore can contribute to resilience building and innovation by deepening and widening local and regional networks.

Birenda Poudel described the social impact of volunteerism for community development in Nepal. He focused on the example of waste reduction. In the country, waste is dumped at river banks and illegal dumping sites as there is a lack of infrastructure, ownership, and resources to provide services for waste management and reduction. The Nepal Friendship Society therefore started a programme involving local volunteers to clean up the waste, targeting especially school children and students to ensure that they learn to take responsibility and carry on the knowledge into their families. In addition, composting projects, plastic bag replacement projects, and tree planting projects have been conducted involving local volunteers. As a result, public awareness was built towards ways to counter illegal waste and the community was empowered through their collective volunteering work. Mr Poudel highlighted however, that positive change takes time. A national clean-up project has therefore been planned for 2018. But in this field, without the government, change is not really possible; eventually the top-down policy has to fit, i.e. by offering a waste infrastructure.

In tackling the question **how IVCOs can create inclusive environments that help empower marginalized groups**, especially women and youth, **Geoffrey D. Prewitt**, underlined the importance of addressing volunteerism through equal and constructive exchanges that contribute to gender equality. He cited the UN My World survey as an example of giving voice to those otherwise unheard: It was conducted by volunteers in remote areas and was a small yet critical way to focus the attention on the opinions of marginalized communities.

Minas Rajaba (who presented in the name of Rawan Barghouth) described how Palestine Vision (PalVision) is working in the State of Palestine to encourage Palestinian youth to take an active role in community development. The organization was established by a group of young Palestinians in 1998 and arose as a response to an urgent need for Palestinian youth to have an outlet through which they could express themselves. The organization targets youths between 13 and 30 years from marginalized communities in the West Bank, including Jerusalem. In its programs and projects, PalVision applies a dynamic and sensitive approach that integrates youths from different geographical areas, age groups, gender and with different socio-economic backgrounds in order to contribute to social cohesion and empower youths to take collective action toward socioeconomic development. According to Ms Rajaba the model of youth-led community development has proven to be effective and sustainable in activating the Palestinian youth. Among the positive outcomes are an increased self-awareness, self-esteem and self-efficacy of youth, a feeling of greater connectedness with peers and a sense of stronger belonging to their communities as well as strengthened engagement as active citizens, resilient in coping with the difficulties of daily life.

Moving-Forward:

- **Engagement with the local community is very important:** volunteers have to respect and support local structures to increase adaptive and transformative capacities; volunteer activities should be developed with regard to the needs of communities; local communities should be integrated into planning discussions and project implementation plans to ensure the sustainability and continuity of projects; strong training programmes should be developed to ensure ownership and roll-out of lessons learned from international volunteers among local stakeholders.
- To help empower marginalized groups, especially women and youth, **volunteerism should be addressed through equal and constructive exchanges that contribute to gender equality;** a **sensitive approach that integrates youth from different geographical areas, age groups, gender** and with different socioeconomic backgrounds is very important to contribute to social cohesion.
- To address climate change risks, **IVCOs should work closely with development agencies** as they provide knowledge and expertise on the topic.
- **Governance is key to effectiveness, e.g. through** governmental agencies that coordinate all volunteer assignments. Ideally, volunteers should be integrated into existing national and local disaster risk reduction programs.
- In the context of resilience building, **volunteers should work in teams and with clear assignments.**

Afternoon Dialogues and Panel Discussion: Drivers for Creating More Sustainable and Resilient Communities

In four dialogue sessions, speakers highlighted key aspects that impact the sustainability of communities: social wellbeing, economic empowerment, quality of education, peace and security, and good governance. Speakers pointed out what business models and frameworks contribute to the development of more resilient communities.

<p>► 5. Social Wellbeing Presenters:</p> <ul style="list-style-type: none"> • Stacey Adams, Chief Executive, Raleigh International • Agnès Golfier, Programme Manager, France Volontaires • Moderator: Natchawi Wadman, Asia Pacific Youth Programmes Specialist, Voluntary Service Overseas International (VSO) <p>Room 2105 (21st floor)</p>	<p>► 6. Peace and Security Presenters:</p> <ul style="list-style-type: none"> • Jürgen Deile, Coordinator, Personnel Secondment Programmes, Bread for the World, • Ibrahim Turay, UN Volunteer with the UN Support Office in Somalia • Moderator: Andrew Webb, Director of Business Development, Voluntary Service Overseas International (VSO) <p>Room 2112 (21st floor)</p>	<h2>Key Take-Aways</h2> <ul style="list-style-type: none"> ➤ Volunteerism is a crucial driver for creating sustainable and resilient communities. ➤ IVCO research evidences the positive impact of volunteering, especially the long-term social value of in-country volunteering. ➤ The social wellbeing of volunteers translates far beyond them: it can cause volunteers to become active citizens and contribute to a life-long journey of volunteering. ➤ Volunteers are an important linkage between civil society and policy-making.
<p>► 7. Economic Empowerment and Quality Education Presenters:</p> <ul style="list-style-type: none"> • Claude St-Pierre, Director, Volunteer Programme, Oxfam-Québec, Canada • Gerald Guskowski, Head, Global Sport for Development programme, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH • Moderator: Susann Tischendorf, IVCO 2016 Coordinator, United Nations Volunteers (UNV) programme <p>Room 2116 (21st floor)</p>	<p>► 8. Good Governance Presenters:</p> <ul style="list-style-type: none"> • Silke Hattendorff, Advisor, Cross-sectoral Programme "Realizing human rights in development cooperation", Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH • Arsalan Malik, UN Volunteer with the UN Office on Drugs and Crime in Pakistan • Moderator: Paul Bird, Chief Executive Officer, AVI <p>Room 2712 (27th floor)</p>	

In discussing the importance of **social wellbeing** for building sustainable and resilient communities, **Stacey Adams** showcased pilot research into the long-term socio-economic impact of in-country youth volunteering. The research is focused on identifying the socio-economic impacts of in-country alumni that volunteered for Raleigh International. The results evidenced the positive impact of volunteering, especially the long-term social value of in-country volunteering. Also, significant and sustained increases in soft skills and civic responsibility were identified complementing the added values of international learning, reflection, and overall alumni engagement that Raleigh emphasizes. Ms Adams highlighted the importance of the study given that existing research in the area of volunteering is sparse, yet crucial to shape effective organizational strategies.

Agnès Golfier described how volunteers can act as agents of social cohesion by highlighting the example of the "European Open Source Humanitarian Aid Volunteers" (EUROSHA) that involves local and international volunteers in disaster preparedness processes. Volunteers act as agents of social cohesion as their volunteering experience provides them with additional social skills and gives them a better understanding of the meaning of resilience in the local context. Ms Golfier pointed out that social wellbeing is important not only for the societies the volunteers work in but also the communities they belong to themselves, i.e. it helps volunteers understand the complexities of migration better. France Volontaires is therefore keen on supporting initiatives of former volunteers and sharing experiences of organizations and local authorities in supporting former volunteers. At the volunteer level this can lead to shared values beyond nationalities. At the community level, it can encourage participation of communities and create ownership. At the project level it can lead to improving knowledge-sharing and increasing efficiency. The social wellbeing of volunteers therefore translates far beyond them. It can cause volunteers to become active citizens and contribute to a life-long journey of volunteering.

Jürgen Deile pointed out the importance of **Peace and Security** in building sustainable and resilient communities. He described how the Civil Peace Service (CPS), a personnel seconding service for peace and civil conflict transformation agreed between the Federal Ministry of Economic Cooperation and Development, civil society, GIZ and church-based organizations, contributes to the creation of a more just and peaceful world. Today, nearly 300 CPS volunteers are working in 39 countries. Since its foundation in 1999, more than 1000 volunteers were seconded to partner organizations in 50 countries in Africa, Asia, Latin America, the Middle East, and the Balkans. Mr Deile emphasized that the organization creates safe environments for volunteers by focusing on carefully selecting them, employing them into long-term service, and conducting rigorous risk analysis, health and safety regulations, and individual coaching. Mr Deile furthermore described that the dialogue with partner organizations is at the core of tackling security questions as local partners are oftentimes more informed than embassies.

Ibrahim Turay, UN Volunteer with the UN Support Office in Somalia, outlined volunteer contributions to the development of peaceful and secure environments, i.e. education and youth employment initiatives (including gender campaigns/workshops). He also highlighted the opportunities and challenges UN volunteers face in this context.

Claude St-Pierre stressed the importance of **economic empowerment and quality education** for building sustainable communities, illustrating a case study from Southern Honduras. Oxfam-Québec works in the country's watersheds of the Nacaome and Goascoran rivers to support food security initiatives. In the area, severe droughts are common, leading to low yields on a regular basis. The project aims at improving agriculture productivity and food security of 3,000 rural families in 11 municipalities. The project developed replicable strategies in sustainable agricultural growth and improved the technical and entrepreneurial competences of rural entrepreneurs, in particular women and youths. Creating awareness toward climate change and strengthening the competences of local administrative and financial institutions were made a priority as well. As a result, higher production yields led to food security and increased income in the region, hence economic empowerment. Social arts and education were used to raise awareness to climate change and risk management. The economic changes also brought about changes in behavior, i.e. reduced violence against women.

Gerald Guskowski presented the Sport for Development Programme which is implemented by GIZ on behalf of the BMZ. The programme is an innovative initiative using sport as a tool to achieve sustainable development and contribute to the achievement of the SDGs. Sport is deeply rooted in societies and brings people together. It is therefore an ideal tool for community engagement and empowerment and contributes to resilience building. The programme therefore goes far beyond promoting sport but uses it as an active tool for education: For example, female sport teachers educating girls or local sport initiatives bringing together refugees with community members to learn about each other. Other Sport for Development initiatives include sport programmes with disabled people in South Africa and Brazil.

Silke Hattendorff explained how **good governance** cooperation contributes to the creation of resilient and sustainable communities. Talking from her experience as an advisor to GIZ's cross-sectoral programme "Realizing human rights in development cooperation", Ms Hattendorff pointed out that volunteers can contribute to the creation of resilient and sustainable communities by following a human-rights-based approach, such as focusing on universal and legitimate frameworks, inclusive development, training on marginalized groups and human rights standards. Ms Hattendorff described that to promote safe and enabling environments for civil society, it is key to: enable communities to articulate their views and access professional support, promote trust and constructive cooperation, advise on participation and accountability mechanisms, advise on access to information, and support advocacy for the creation of an enabling environment. Capacity building for civil society organizations entails: organizational development, support to advocacy, monitoring, human rights training, and community development, financial support, and networking at the international level. Resulting lessons learned for other IVCOs include: placement of volunteer within partner organizations and on-going support, good needs analysis of partner organizations required, training volunteers on human rights-based approaches, establishing/strengthening linkages among different levels and having volunteers promote dialogue between government and civil society.

Arsalan Malik, UN Volunteer with the UN Office on Drugs and Crime (UNODC) in Pakistan, described field-based technical cooperation projects that enhance the capacity of member states to counteract illicit drugs, crime and terrorism, ultimately contributing to **good governance**. The projects entail research and analytical work that help increase the knowledge and understanding of drugs and crime issues and expand the evidence-base for policy and operational decisions. Furthermore, the UNODC team assists states in implementing international treaties and domestic legislation on drugs, crime and terrorism. Ultimately, the work aims to reduce/prevent organized crime and drug trafficking, drug abuse, corruption, and terrorism.

Mr Malik highlighted the challenges of his work in Pakistan, i.e. culturally sanctioned practices of trafficking for bonded labour and domestic servitude. Also, he pointed out the impact of human trafficking and migrant smuggling: 20 million people are victims of this crime around the world. Globally this generates over US\$32 billion annually, \$927 million are generated in profits by criminal syndicates in Pakistan (Feb 2015). During his work in Pakistan, Mr Malik drafted laws for the Government of Pakistan considered in line with the UN Model laws on human trafficking and migrant smuggling. As a result, a National Strategic Action Framework was developed addressing the growing challenges of human trafficking and migrant smuggling. He and his team also aim to create public awareness across Pakistan by developing knowledge tools and delivery trainings. Mr Malik emphasized that volunteers can contribute towards improving governance related challenges. To do so, volunteerism should be mainstreamed into all organizational levels. Good governance is also important to support resilience building.

Moving-Forward:

- **Innovative ways to involve volunteers**, i.e. in social arts, can help raise awareness for global risks and empower marginalized groups. Such initiatives **can also lead to an increase in community engagement and contribute to resilience building** as the example of sport for development shows: sport is deep-rooted in society and brings people together.
- Good governance is important to support resilience building. Volunteers can contribute towards improving governance related challenges. To do so, **volunteerism should be mainstreamed into all organizational levels**.

Strategies for IVCOs to be Most Effective



Inspirational Talk and Panel Discussion: Security, Protection, and Well-Being of Volunteers

The second day of IVCO 2016 was focused on discussing strategies for IVCOs on how to be most effective. The day opened with an inspirational talk and a panel discussion that outlined issues that impact the safety, security and wellbeing of volunteers. A strong focus was put on local volunteering.

Inspirational Speaker and Panelists

Tanja Kasten, former development worker in Guatemala with Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Geri Lau, Acting Manager, Inclusion, Protection and Engagement at the International Federation of Red Cross and Red Crescent Societies (IFRC)

Achaleke Christian Leke, United Network of Young Peacebuilders

Ibrahim Hussein, Senior Portfolio Manager, Peace Programming Section, United Nations Volunteers (UNV) programme

Key Take-Aways

- Young peacebuilders are particularly motivated and often welcomed by local communities but a **lack of governmental support** is making it hard for them to work in conflict-prone environments
- UN Volunteers working in fragile contexts and post-conflict situations are not UN staff members and may therefore be more vulnerable both due to their assignments and their access to systems of support; **creating awareness** of the security context is therefore key to addressing related challenges.
- Both the volunteer sending organization and the volunteers need to ensure they are **voicing security concerns** so that they can be addressed effectively.

Tanja Kasten, former development worker with GIZ in Guatemala, shared insights and lessons learned from working in fragile communities with local volunteers. She had just returned from the country where she worked with the Red Quiché Network in conflict resolution. Ms Kasten outlined that in Quiché the land rights are complicated and farmers had to flee from their land during the war. The Red Quiché Network, comprising state and civil society representatives, offers support, e.g. through talks in villages, and helps settle land disputes and family conflicts. The network also offers support for young people through workshops and seminars to develop their skills and prevent violence against women, another problem in the region. Ms Kasten outlined that while her work was very challenging at times, especially when confronted with the violence against women, she felt taking the risk of offering support was definitely worth it for her personally. She is still in contact with the network and her newly gained experience will also help her in future assignments in the area of conflict resolution.

In the following panel discussion **better solutions for enhancing the security, protection and wellbeing of volunteers** were discussed.

Geri Lau described how the International Federation of Red Cross and Red Crescent Societies (IFRC) contributes to creating structures that help protect volunteers. The Red Cross Red Crescent works within local communities organized through National Societies that mobilize local people to respond to their own needs, through local branches and units. These call upon the services of millions of volunteers with many different types of skills. At the same time, each National Society has a unique, long-established and legally-defined auxiliary partnership with its government. This gives the National Society a privileged place at decision-making tables and access to resources to address national vulnerability.

In terms of resilience building, the organization works across a multitude of programme areas to enable communities to become stronger and safer. The organization committed to a global initiative, the **“One Billion Coalition for Resilience”** — to help at least 1 billion people over the next decade to reduce the risks that affect their lives and their vulnerability in the face of adversity. Ms Lau underlined that more advocacy is needed to further advocate for effective support structures that protect the volunteers. For example, international organizations could support the local volunteer to advocate for government support of volunteerism. In Kenya, this strategy worked. In the country, a new policy has recently been introduced that supports volunteers with insurances.

Achaleke Christian Leke described the security challenges of members of the United Network of Young Peace builders. He explained those young peace builders that are oftentimes working in challenging environments to reach out to young people that are oftentimes not educated and are living on the streets. He highlighted that the energy of young people needs to be channeled into volunteering programs. From his experience, young volunteers are valued by the help-receiving community and are expected to change something. He highlighted that lacking government support is still a key cause for the security challenges of young volunteers. For example, in Nigeria, volunteerism is not supported by the government making it very difficult to strengthen capacities of volunteers. This problem is not rare in Africa. Mr Leke therefore suggested the international community could offer support and help, i.e. by creating institutions dedicated to volunteerism in African countries.

Ibrahim Hussein outlined the main challenges for UN volunteers. Often, they work in fragile contexts and post-conflict situations being covered by UN agreements.

Creating awareness of the security context is key to addressing challenges. Mr Hussein underpinned that security starts with the awareness that UN volunteers are the owners of their own security and that they should undergo training to be well prepared for working in conflict situations. Mental health support systems are therefore very important and should be further strengthened, i.e. UNV counselling of volunteers.



In closing, Mr Hussein underlined that both the volunteer sending organization and the volunteers need to ensure they are voicing security concerns so that they can be addressed effectively. Ms Lau added to this that sending organizations should offer alternative career paths, such as online volunteering and digital logistics before the volunteers go on a mission.

Moving-Forward:

IVCOs could help create safer environments for the work of volunteers by:

- Making **in-country risk-analyses** available and share them with others;
- Contact other IVCOs which are already working in the country and **share plans** or work them out together;
- **Have health and safety management regulations** in place; train volunteers accordingly;
- Work on having volunteers seen as **integrated peace workers** not as external advisors;
- Place a stronger focus on **networking**; liaise all the time with local partners;
- Have – where possible – a **staff welcome** and a staff council **committee** in place;
- Be **open minded** – try to make a difference through your work, but have realistic expectations; security measures might compromise the actual outcome of activities;
- **Involve governments to help create joint bodies** (see example of local peace network in Guatemala: innovative composition of network comprising state and civil society representatives; the local volunteers are not paid).

Morning Dialogues: Structures that Help Widen Volunteer Engagement

The objective of the dialogue sessions was to discuss structures that open up new possibilities for volunteer engagement and action items that help improve the safety, protection and well-being of volunteers. The focus was on the role of local volunteering and its connection to international volunteering.

<p>► 9. Policies and Legislations that Enable Volunteering</p> <p>Presenters:</p> <ul style="list-style-type: none"> • Attilio Ascani, Managing Director, FOCSIV – Federazione degli Organismi Cristiani Servizio Internazionale Volontario, Italy • Lauren Mumford, Programme Manager, Cuso International, Colombia • Moderator: Agnès Golfier, Programme Manager, France Volontaires <p>AAH, Upper level</p>	<p>► 10. Better Standards on Health and Safety</p> <p>Presenters:</p> <ul style="list-style-type: none"> • Sol Eggers-Mancera, Project Manager, Community Health & Emergency Care, Health Department, International Federation of Red Cross and Red Crescent Societies (IFRC) • Kai Leonhardt, Psychologist, Team leader COPE (Psychosocial Support Unit), GIZ Medical Service, Germany • Moderator: Barb Hogen, Senior Programme Advisor, World University Services of Canada (WUSC) <p>AAH, Lower level</p>	<h2 style="margin: 0;">Key Take-Aways</h2> <ul style="list-style-type: none"> ➤ Divisions within society endanger the resilience of communities. Resilience building is dependent on breaking down these existing societal divisions. ➤ Encouraging diverse forms of volunteering for people from different groups of society (i.e. elderly and disabled) is therefore key to building resilience. ➤ Recently, volunteerism has become more interesting for the private sector as it represents a new platform to implement projects. ➤ Multi-stakeholder partnerships that include the private sector are an essential ingredient for the achievement of the SDGs. ➤ The private sector is both an enabler and expander of individual volunteer engagement and involvement
<p>► 11. Schemes and Networks that Allow for More People to Volunteer</p> <p>Presenters:</p> <ul style="list-style-type: none"> • Elise Bouvet, Manager, Online Volunteering service, United Nations Volunteers (UNV) programme • Susanne Nonnen, Chief Executive, Senior Expert Service, Germany • Moderator: Felicity Morgan, Director, International Citizen Service, Voluntary Service Overseas International (VSO) <p>Room 2116 (21st floor)</p>	<p>► 12. Approaches to Be Most Effective when Working in Marginalized Communities</p> <p>Presenters:</p> <ul style="list-style-type: none"> • Christine Messier, Deputy Head of Programmes, West/Central Africa, Cuso International, Cameroon • Simona Achitei, Senior Manager, Volunteer Programme, Scope Global, Australia • Moderator: Mwangi Waituru, Africa Policy and Advocacy Advisor, Voluntary Service Overseas International (VSO) <p>Room 2105 (21st floor)</p>	
<p>► 13. Strategies to Best Involve the Private Sector and Change Makers</p> <p>Presenters:</p> <ul style="list-style-type: none"> • Christine Johnston Foster, Director of Project Management and Global Initiatives, Realized Worth, Canada • Kylee Bates, World President, International Association for Volunteer Effort, Australia • Moderator: Michel Chaurrette, former Director of Uniterra (World University Service of Canada, WUSC-CECI) / member, IVCO Working Group <p>Room 2112 (21st floor)</p>		

In the dialogue session “**Policies and Legislations that Enable Volunteering**” participants discussed ways for public authorities to encourage volunteering and methods to ensure volunteers are being protected, i.e. via legal reforms.

Lauren Mumford presented a case study of national volunteer programmes in Colombia. Cuso International supported interested local partner organizations by placing international volunteers. Corporate and humanitarian volunteerism are present in Colombia because policies and legislations that support structures to widen volunteer engagement are in place, such as the Colombia Law 720 (2001) which recognizes, promotes and regulates volunteer activities. Volunteers contribute to these structures by strengthening the volunteer sector in Colombia through non/government initiatives, by supporting the National Volunteering System through technical capacity building, and through strategic planning and visibility. Recently, volunteerism has become more interesting for the private sector as well, as it represents a new platform to implement projects. However, coordination of efforts remains a problem.

Attilio Ascani introduced the Italian youth volunteering programme of FOCSIV. The organization has partnerships mainly with South America and Sub-Saharan Africa. Since 2001 FOCSIV has sent volunteers to Ecuador, inspiring and supporting local volunteers and contributing to national volunteering policies in Ecuador, that were inspired by the Italian volunteer framework. The FOCSIV volunteering experience thus is a positive model for Ecuador. It has a strong impact on people. Volunteers bridge the gap between the European Civil Society and other countries of the world. The new challenge is reciprocity in the exchange of volunteers between the global North and South.

In the following discussion the issue of reciprocity was brought up. Mr Ascani pointed out that FOCSIV is trying to realize the project of Ecuadorian volunteers coming to Italy, but that there is a lack of resources at the moment. The next question tackled the strong control by governments on civil society organizations and possibilities to prevent this control. Mr Ascani agreed that there are restrictions and threats for international and local CSOs and in general for human rights defenders. According to him, CSOs are actors for change and pressure is usually applied by governments not wishing change.

The last question regarded the issue of inclusion. Ms Mumford pointed out, that the National Volunteering Service is an inclusive system. In Colombia the vast majority of volunteers are women. Mr Ascani stated that in Italy as well the system is quite inclusive as volunteerism is related to education. That factor makes sure that particularly the youth is well involved in volunteering.

The dialogue session on **better standards on health and safety** started with a presentation by **Sol Eggers-Mancera** of the Health Department of IFRC. She introduced the Healthy Lifestyle Community platform, a web-based open platform with 10,000 users that has been launched by the IFRC Mexico. The Healthy Lifestyle Community online platform represents an example of innovative, sustainable, low cost and high impact to complement paper-based, face-to-face health prevention tools. It inscribes itself in the healthy lifestyle campaign driven by the IFRC to decrease the global burden of non-communicable diseases (NCD). The Healthy Lifestyle Community aims at the prevention of NCDs by reducing the four main related risk behaviors: tobacco use, physical inactivity, unhealthy diet and excessive alcohol consumption. The online platform consists of a free online course. It also offers an action plan,

dashboard, community forum and social media. The platform tries to keep users captive in order to reach out on a regular basis (online and offline). It works evidence based and with crowd sourced content (e.g. through pictures, videos and testimonials). It is directed at volunteers. Its tools are also adaptable to the needs of specific communities.

In the following presentation **Kai Leonhardt** introduced the psycho-social support unit COPE at GIZ. COPE offers counselling and advice to GIZ staff on issues such as stress, burnout, conflict, violence, intercultural adaption, addiction, personal problems, family issues, mental disorder and mental health problems. It also offers pastoral care and takes over in situations that HR is unable to cope with adequately. Mr Leonhardt pointed out that a crisis support unit is vital in the process of overcoming a crisis. As a strategy to create new standards in health and security for IVCOs he mentioned risk awareness, informed consent, pre-deployment check-up and training, shared responsibility between organization, supervisor, volunteer and host community and support in emergency and crisis. But the volunteers themselves also need to be self-responsible and self-caring, assess risks, prepare for emergency and address health and security issues with the host community and sending and hosting organization.

Dialogue session 11 dealt with **schemes and networks that allow for more people to volunteer**. **Elise Bouvet** (UNV) presented the UNV Online Volunteering service which leverages technology to facilitate volunteerism for all members of society. About 12,000 UN Online Volunteers undertake assignments per year. In online volunteering everything is done without requirement of physical presence. The tasks are extremely diverse. As an example Ms Bouvet spoke about Kirthi from India, a 29-year-old online volunteer who engages in gender issues, human rights, supports UN agencies, NGOs and advocates for causes she is passionate about. In 2013 she created the Red Elephant Foundation (gender and human rights focus) and now involves about 100 online volunteers herself. The reason for the booming of online volunteering is the fact that it is far easier to join for many groups of people (e.g. students, people with disabilities etc.). Also, the technology that is needed is already at fingertips. What often happens in the online volunteering process is that volunteers start from taking action globally, but then move to taking ownership locally. The challenges now are to make online volunteering more known and change its image from "being for tech geeks only" to "no special capacities needed". Ms Bouvet emphasized that it is important to communicate in order not to offer the same service more than once. It should be a common responsibility to only create platforms if there exists an unmet need. Ms Bouvet also pointed out, that teambuilding and communication are important for the motivation of volunteers and to ensure retention. Quality control is ensured through the screening of the organizations and the feedback phase in which the organization and the volunteer provide feedback for each other.

Susanne Nonnen introduced the Senior Expert Service (SES) in Germany. SES provides expert knowledge to boost sustainable economic and social development and to strengthen local skills. The assignments are carried out worldwide by retired experts on a voluntary basis. There are several issues that have to be considered when sending out retired volunteers: the intake of experts has to be managed carefully in order to match the expectations of volunteers with what clients can offer and afford. Also, the tasks must match the volunteer's capacity: volunteers should not compete with local people's jobs, they must

have no executive function in the enterprise, but work only as advisors. The contribution of the client to the assignment costs must be reasonable. And also, a monitoring system is necessary to see where it is safe to place volunteers. It is essential to react immediately when a situation in a country is deteriorating. Ms Nonnen emphasized that there are no age-specific health and adaptability issues at SES. In many developing countries seniors are recognized positively. They transport the image of an active aging senior. There is a good perception of these intergenerational relationships. Also, SES has a well-defined emergency and security management. All volunteers must register to German embassies abroad and there is an international insurance uniform for all volunteers and a network of hospitals.

The dialogue session on **approaches to be most effective when working in marginalized communities** started with a presentation on the impacts of inclusive volunteering by **Simona Achitei**. She introduced Scope Global's strategy for strengthening disability-inclusive development in Australia's aid programme. The objectives of the programme are to enhance the participation and empowerment of people with disabilities, to contribute to reducing poverty among people with disabilities and to contribute to improving equality for people with disabilities in all areas of public life. To achieve this, people with disabilities are included in volunteer programmes, as they can play important roles and give hope for other disabled people. The approach is that disabled volunteers help disabled people in developing countries. Individualized support plans and risk matrices for every person with disabilities are developed to ensure quality and safety. There are of course many barriers such as institutional barriers, access to information, funding and attitude. Also, not only the context of the development country needs to be worked out, but every disability needs to be understood as well. Another challenge is that local staff is confronted with people with various disabilities (e.g. they have to learn sign language). Ms Achitei introduced two case studies: the Disability Initiative Grants and the Disability Empowerment Skill Exchange. In the DESE team deaf and blind people work together. This enhances capacity building, as they first had to find a way to be able to communicate at all. This way, disabled people gain confidence and their attitude changes.

Christine Messier spoke about VOICE, a project of Cuso International to improve the well-being of marginalized communities in 20 countries. In her case study local resilience and inclusive, sustainable economic growth initiatives in Cameroon were supported. The main target groups were rural women farmers and indigenous communities dependent on natural resources. These were supported by partnering with Local Government Councils in rural remote areas of Cameroon and by the contribution of skilled international volunteers, who were locally based in marginalized communities. One project was AKOMII, in which volunteers helped the local council with strategy and management in order to improve the women's business of cassava production. Ms Messier especially emphasized the importance of the volunteers' motivation and assessment thereof to ensure a positive outcome.

In the discussion the term "marginalized" was critically reflected upon. Should it be used? What are the political aspects of the term and process of marginalization? What types of marginalization are there? Another question that was raised regarded the relationship of disabled volunteers and people with disabilities in development countries. Ms Achitei highlighted, that what people with disabilities in development countries gain from disabled volunteers is hope. It shows them what is possible.

The dialogue session on **strategies to best involve the private sector and change makers** started with an introduction of different programs of organizations that involve the private sector. In the following presentation, **Kylee Bates** (IAVE) argued that multi-stakeholder partnerships that include the private sector are an essential ingredient for the achievement of the SDGs. She pointed out that the private sector is both an enabler and expander of individual volunteer engagement and involvement and that it has norms of corporate practice and process that can more effectively leverage volunteer involvement. The private sector puts competition aside - they want to learn from, share and connect with peers. Challenges and opportunities for three groups have to be considered: volunteers, the company and volunteer host organizations. In order to integrate this concept into IVCOs' work, it has to be considered, that the private sector may not speak the language of 'development'. However, they do speak the language of human capability, change and increasingly the SDGs. Partners that can offer the skills needed and the infrastructure to support ongoing engagement need to be searched. In conclusion, Ms Bates argued that corporate (or employee) volunteering has the potential to mobilize and further enable volunteers.

Christine Johnston Foster introduced the global consulting firm Realized Worth. The company has a niche focus on engaging employees in corporate volunteering and giving programs, which includes designing and fully implementing program strategies. The goal is to equip companies to develop their employees into leaders whose decision-making is influenced by their exposure to social issues and societal needs. The belief is that divisions within society endanger the resilience of communities. Resilience - individual, organizational and communal - is dependent on breaking down these existing societal divisions. Corporate volunteerism offers a mechanism to increase proximity between different social groupings, developing increased empathy in employees, which has been found to increase effectiveness and resilience of the employees and the company overall. Volunteerism thus leads to disrupting societal divisions and can increase empathy for others and thereby resilience of the individual and where they live/work. The hypothesis put forth in the case study is that resilience can be created by this corporate volunteering approach (regardless of the activity) at the employee, company and community levels. Breaking down divisions and building societal resilience is integral to achieving the SDGs. Ms Foster emphasized that her organization is exploring ways of how to place the issue of resilience as part of CSR. According to her, it is most important for companies to understand that there can be a return of value, a HR benefit and employee benefit if corporate volunteering programs are offered. Companies are beginning to look for opportunities to engage and look responsible. It is especially important to ensure that employees are partnering with the right organizations. Joint design of projects with corporate partners is very important and fruitful. Ms Foster regretted that at this point IVCOs seem to feel like competitors of the private sector and argued that this is not necessary: it should be more that platforms need to be flexible for the resilience.

Moving-Forward:

- To create **new standards in health and security**, IVCOs should invest in building risk awareness, informed consent, pre-deployment check-up and training, shared responsibility between organization, supervisor, volunteer and host community and support in emergency and crisis.
- **Volunteers themselves also need to be self-responsible** and self-caring, assess risk, prepare for emergency and address health and security issues with the host community and sending and hosting organization.
- The growth in online volunteering is due to the fact that it is far easier to join for many groups of people. Yet, it should be a common responsibility to **only create platforms if there exists an unmet need**.

Afternoon Dialogues and Panel Discussion: Creating a Roadmap for Action Together to Help IVCOs Effectively Contribute to Resilience Building

In the afternoon participants summarized the findings of two days of discussions on how IVCOs can effectively contribute to resilience building. Speakers followed-up on solutions they had already discussed and deepened discussions around them (see text box p.19). A panel discussion followed in which Forum Board members described what they had observed.

Panelists

Gill Greer, Forum Board member / Chief Executive Officer, Volunteer Service Abroad

Suzanne Gentges, Forum Board member / Head of Development Workers Section, Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Jean-Daniel Balme, Forum Board member / Director General France Volontaires

Evelyne Guindon, Forum Board member / Chief Executive Officer, Cuso International

During the panel discussion the following leading thoughts emerged:

Ms Suzanne Gentges pointed out that all volunteers are agents of change and with them IVCOs are in a very good position to build a movement with the SDGs.

Mr Jean Daniel Balme added that national governments are not able to adhere to the changes and objectives of the SDGs alone. Multisectoral partnerships are therefore key for the achievement of the SDGs. He also emphasized that volunteers can make a difference in terms of including and reaching out to local communities. He mentioned that the inclusion of volunteers in the resolution of the UN HLPF opens the doors for volunteerism to furthering their efforts in meeting the SDGs - raising the awareness of citizens to deepen social cohesion and welfare. All the success is due to the IVCOs we have done in creating a space where IVCOs have a role to play. He added that the quality of projects is very important when looking at resilience building. If IVCOs act outside of a partnership they take a risk and that can further weaken resilience.

Ms Gill Greer emphasized the impact volunteerism has in mitigating global risks: volunteers and volunteer organizations are essential to creating vibrant and resilient communities. They help build capacity and activate citizens to trigger the change needed to make the SDGs become a reality. She

added a quote from US president Barack Obama: "We are the first generation to feel the effect of climate change and the last generation who can do something about it."

Ms Evelyne Guindon added that the Agenda 2030 is not an agenda about poor countries but for the poor everywhere. No one should be left behind. IVCOs therefore need to make themselves more resilient, the planet more resilient and countries more resilient. Ms Guindon also mentioned that IVCOs need to expand their partnerships with governments, with the private sector, and with academia as they cannot tackle emerging global risks alone.

Over the course of two days a magnitude of ideas was discussed and noted by conference participants (see examples in the text box below).

Important topics that came up on Focus Day 1 and 2:

- > Volunteers are actors of change, especially in local communities.
- > Multi-sectoral partnerships are key; there are good partners in the private sector.
- > Link the experience and lessons learned of returning volunteers to the national context! It can foster social cohesion and help with resilience building in both societies.
- > Collective knowledge should be stored systematically involving the knowledge of returning volunteers.
- > Local knowledge needs to be included in preparing global risk analysis, i.e. on climate change.
- > Long-term capacity development requires building resilience of essential services, such as health, education, economic security, that can be provided in times of shocks and stresses.
- > Awareness towards global risks should be created with local communities, i.e. via capacity development of southern partners.
- > Guarantee that IVCOs are accountable for the people that we work with and for.
- > Promote and build on IVCOs role in:

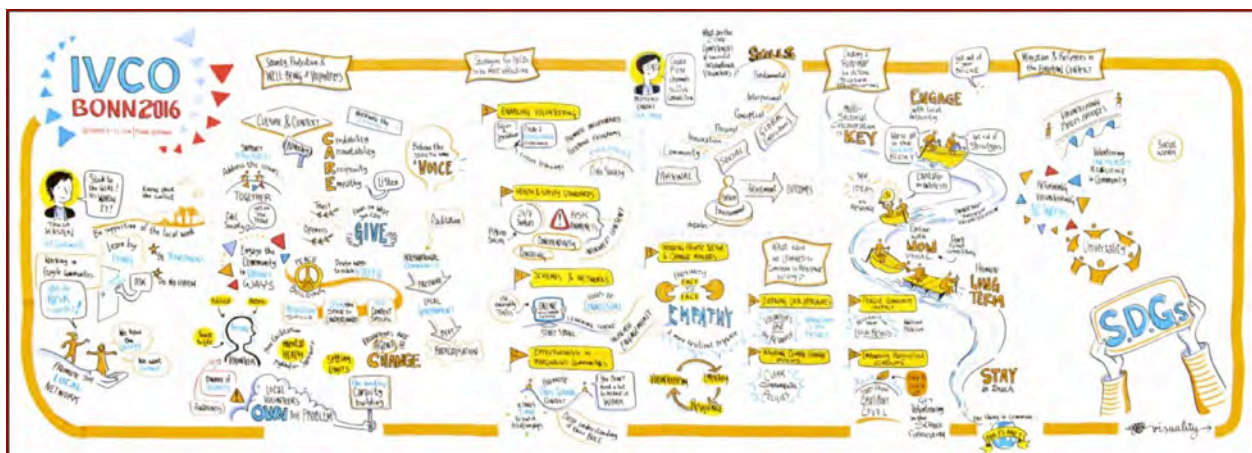
- Strengthening social inclusion, i.e. promoting active inclusion in activities/policies that mitigate shocks and stresses.
- Promote innovation, i.e. by bringing external knowledge in to complement indigenous knowledge in climate adaptation.
- Collaborate to increase social capital, build internal strength of marginalized groups, open new spaces for ideas building social inclusion across groups
- Share/promote effective tools and approaches that enable IVCOs to assess risk, define and identify what support they need to be able to manage that risk, i.e. complementing locally-led risk analysis complemented with regional/national level.

Over the course of the conference, all findings were reviewed and translated into a document – **the Bonn Call to Action** (see Annex A, p. 54) – that aims to commit IVCOs to concrete action steps.

The Bonn Call for Action: key aspects

- Volunteers are uniquely positioned to **reach out to marginalized, vulnerable people and fragile communities**, supporting them to build their resilience and ownership of sustainable people-centred development interventions.
- IVCOs are individually and collectively committed to **achieving the SDGs** in order to eliminate poverty and inequality by 2030.
- IVCOs commit to continuing to work together, **strengthening our diverse contributions, demonstrating accountability, and achieving greater visibility**, recognition and resourcing of volunteering.
- The Bonn conference demonstrated the power of volunteerism in strengthening individual and community resilience in order to adapt to change, build back better, and so achieve sustainable development. IVCOs therefore **call on local and national governments, the High-level Political Forum of the United Nations and other major stakeholders to make volunteerism key to the achievement of the SDGs**.

IVCO 2016 visualization: Increasing Resilience of Communities through Volunteering



OUTLOOK Day: Emerging Issues for IVCOs – Wednesday, 12 October 2016

Finding Innovative Ways to Collaborate and Operationalize Knowledge on Added Value in International Volunteering



Inspirational Talk and Panel Discussion: Ways to Leverage the Current Innovation Agenda

On the last day of IVCO 2016, participants had the chance to learn from best practices about **strategies and tools to better advocate for international volunteering**.

Inspirational Speaker and Panelists

Kylee Bates, World President, International Association for Volunteer Effort, Australia

Paul Bird, Chief Executive Officer, AVI

Kylee Bates, World President, International Association for Volunteer Effort, Australia

Christine Molitor, Chief Executive Officer, Scope Global

Malte Kaßner, Organizational Development Specialist, former development worker, Media Monitoring Project Zimbabwe

Key Take-Aways

- It is the responsibility of IVCOs to enable innovation in communities and encourage volunteers to do so as well, to ultimately bring about **systematic change**.
- IVCOs are committed to the use of new technological tools, partnerships with the private sector, measuring impact, building and sharing knowledge and developing new methods and tools. **Implementation happens step-by-step** and is key to innovation.

In her inspirational talk **Kylee Bates** spoke about the importance of communication for change in international volunteering. After honoring the founding president of IAVE, Mary Ripley, and sharing an overview of the organization's history, she highlighted the essential role volunteerism plays in development work. The SDGs provide a framework and a motivation for volunteer action. Ms Bates declared that IVCOs have already committed to the use of new technological tools, partnerships with the private sector, measuring impact, building and sharing knowledge and developing new methods and tools. What is needed now to bring about change is communication. IVCOs should use the communication technology and tools that are available, e.g. social media, to share their knowledge and experiences. Ms Bates also highlighted the importance of talking and listening to volunteers, but also

reaching out to non-volunteers: "All volunteer voices need to be heard, especially by those who do not want to listen!"

In the following panel discussion drivers for innovation and the need for knowledge management and communication were discussed. **Paul Bird** and **Malte Kaßner** emphasized that an environment has to be conducive for change in order to bring about innovation and that innovation should not happen top-down, but organically and coming from within the organization or community. According to Mr Kaßner the most important part of innovation is implementation, which should happen step-by-step.

All panelists recognized the need for more communication. **Kylee Bates** highlighted the importance of creating space for innovation through networking in conferences and workshops. **Christine Molitor** introduced the innovation lab of Scope Global, where returned volunteers work on their own business ideas. According to her it is volunteers themselves who come up with ground-breaking ideas to change the volunteer program. Mr Kaßner emphasized that an information flow needs to be enabled and innovative ideas have to be documented, singled out and implemented.

Other issues that came up were the resources of in-country-teams, measuring impact, funding and competition. Ms Molitor encouraged IVCOs to influence and challenge the status quo and traditional funding models. Mr Bird argued that a competitive atmosphere can be a driver for innovation. He recognized the potential for systematic change and the responsibility of IVCOs to enable innovation in communities and encourage volunteers to do so as well.

Moving-Forward:

- **Innovation should not happen top-down, but organically;** it needs to come from within the organization or community.
- IVCOs should **challenge the status quo** and traditional funding models to create a competitive atmosphere. Such an atmosphere is a key driver for innovation.
- Innovative ideas have to be **documented thoroughly**, singled out and implemented.
- IVCOs should **use the communication technology** and tools that are available more, e.g. social media, to share their knowledge and experiences in innovative ways.

Morning Dialogues: Building a Body of Knowledge on the Added Value of International Volunteering

In three dialogues, participants discussed strategies and tools to better advocate for international volunteering.

<p>► 18. Mobilizing for Advocacy at the National Level: Strategies and Methods of Implementation Presenters: • Galina Bodrenkova, President, National Volunteer Center, Russia • Gert Danielsen, Portfolio Manager for Latin America and the Caribbean, United Nations Volunteers (UNV) programme • Moderator: Evelyne Guindon, Forum Board member / Chief Executive Officer, Cuso International Room 2105 (21st floor)</p>	<p>► 19. Emerging Trends in Knowledge Management for International Volunteering Presenters: • Simon Lewis, Evaluation and Research Specialist, VSO International, UK • Richard Veenstra, Executive Director, SUCO, Canada • Moderator: Carol Dolbel, Executive Coordinator, World University Services of Canada (WUSC) / Forum Room 2112 (21st floor)</p>
<p>► 20. Theory models: Volunteering for Development; the Environment of Volunteering Presenters: • Yasunobu Okabe, Professor/ Visiting Fellow, Tohoku University/ Japan International Cooperation Agency (JICA) Research Institute, Japan • Benjamin Haas, Research Associate, University of Cologne, Germany • Moderator: Benjamin J. Lough, Associate Professor, School of Social Work, University of Illinois / Forum Research Working Group Room 2116 (21st floor)</p>	

Key Take-Aways

- Persistent and dedicated **advocacy work** is key to making volunteering a government priority.
- A **hybridization of the V4D sector** is taking place. In order to define the pluralism of volunteerism, the following three factors should be taken into consideration: the community (solidarity), the state (hierarchy and redistribution) and the market (reciprocity) level.
- The discourse about volunteerism is often too technical and **social resilience undervalued**.
- **Research** is key to better understand volunteer journeys and their impact; it also enables IVCOs to support volunteers and alumni better.

In the dialogue session “**Mobilizing for Advocacy at the National Level: Strategies and Methods of Implementation**”, **Galina Bodrenkova**, President of the National Volunteer Center (NVC) in Russia, presented a model of a structure that promotes volunteerism at the national level. The NVC was launched in 1991 to develop, support and promote volunteerism in Russia in order to make it an essential component of the Russian society. The Center's advocacy work was successful: volunteering is now included in the development priorities of the Russian government and integrated into a national strategy. It is planned to integrate the SDGs into the national working plan for 2017 as well. Also, the National Council on Corporate Volunteerism was established in 2014 to provide a solid national knowledge system with information on national and international volunteering opportunities. The NVC managed to influence the decision-making at national level through research projects, government proposals and trainings.

According to **Gert Danielsen**, the secret to sustained volunteerism in Peru is the strong network of volunteer organizations. In some Latin American countries, civil society took advantage of filling a gap that opened up for volunteerism as governments ceased being active in the field. A new decentralized network was founded. The member organizations share the same values, but not necessarily the same views. UNV facilitates this network by providing technical assistance and by working with a demand based, trickle-up model ("look sideways, not up"). One important goal of the network is raising awareness toward the SDGs. Mr Danielsen believes, that "if you make yourself relevant - the government will listen to you!"

In his presentation in the dialogue session “**Emerging Trends in Knowledge Management for International Volunteering**”, **Simon Lewis** introduced VSOs contribution to evidencing the impact of volunteerism to development. VSO had already carried out several investigations and evaluations, but the long-term impact of volunteer placements on the communities, the volunteers themselves and their engagement after the placement was still unclear. Therefore, VSO conducted another research consisting of three phases: First, a virtual web-based discussion with 600 participants, second, 63 in-depth qualitative interviews and third, an online survey with 2800 responses. The survey shows that there are four broad levels of impact of volunteerism: the personal impact on the volunteer, community impact, impact of return volunteers within existing organizations/ structures, and impact through new initiatives. Some of the results are: most volunteers are motivated by their wish to make a difference and have an impact. Impact is often generated when there is a challenge for the volunteer. Social, political and community action increases significantly after the placement. And the resilience of volunteers increases during their placement. Mr Lewis emphasized the importance of this kind of research. It helps to better understand volunteer journeys and their impact and enable IVCOs to support volunteers and alumni better.

Richard Veenstra, SUCO, argued that the discourse about volunteerism is too technical and social resilience undervalued. As a reason for this he indicated the shortfall of Results Based Management

(RBM) and the way it is used by IVCOs. To prove his point he described a case study in Nicaragua. The issues in the region were environmental fragility, rural exodus and malnutrition. SUCO volunteers offered trainings, credit programs and business support and built up community infrastructures. As a method they used participatory workshops and structured conversations, asking the partner organizations and community what their understanding of resilience is. Mr Veenstra described the volunteers' influence not as a chain, but as a map, in which all actors influence each other. The results of the case study showed that there are four categories of resilience: human, social, economic and environmental. Mr Veenstra argued that the system of IVCOs must go beyond Results Based Management (RBM) in order to systematize learning, communication and planning. Participatory tools and structured conversations should be included and the discourse should be about the volunteer's specific contribution.

Benjamin Haas, Research Associate at the University of Cologne, introduced a theoretical conceptualization of volunteering for development in the dialogue session “**Theory Models: Volunteering for Development; the Environment of Volunteering**”. Starting point for the concept were current changes in Volunteering for Development (V4D): the conflation of volunteering for development and volunteerism, the engagement of the private sector in V4D, the variety of V4D trajectories, the under-theorization of V4D and the divergence of traditional definitions and the empirical variety. According to Mr Haas a hybridization of the V4D sector is taking place. In order to define the pluralism of volunteerism the following three factors should be taken into consideration: the community (solidarity), the state (hierarchy and redistribution) and the market (reciprocity). Thus, there are differences between formal and informal, non-profit and profit, and public and private actors. Mr Haas described two examples: university programs in Australia and the Weltwärts-program in Germany.

In his presentation **Yasunobu Okabe** of the JICA Research Institute spoke about his research on the kinds of change that volunteers can bring for development. He argued that change does not happen as a result of volunteerism. Volunteerism can only bring something leading to an outcome that will result in a change. Volunteers can help people but people might not change. Thus, in order to reach sustainable results people first have to react to the volunteer's actions. According to Mr Okabe international volunteering can contribute to the social capital (SC) formation in local communities and/or workplaces through networking and trust building. Social capital promotes operational activities. Three factors are essential: voluntary actions and responses are realized through dynamic information, thus, the crucial information is produced during the process. Specializations are flexible, meaning that volunteers and the local people can change their roles and occupations. And last, working together and sharing points of view with local people is necessary. IVCOs should help volunteers by providing material and financial assistance and professional/practical advice and by connecting volunteers to local people as well as to other volunteers, volunteer coordinators and IVCOs' local offices.



Moving-Forward:

- IVCOs must **go beyond Results Based Management (RBM)** in order to systematize learning, communication and planning. Participatory tools and structured conversations should be included and the discourse should be about the volunteer's specific contribution.
- **Decision-making at national level can be strengthened** through research projects, government proposals, and trainings.
- **IVCOs need to invest in research** as it helps them reflect on their practices.

Presentation of Forum Research: Measuring the Contribution of Volunteering for Peace and Development

This session built on previous research undertaken by Forum. It addressed why we measure and how that changes over time. Also, it presented findings on research conducted by the Singapore International Foundation (SIF) on how the organizations' programme contributes to the SDGs.

Panelists

Cliff Allum, Chair, Forum Research Working Group

Peter Devereux, Research Fellow, Curtin University Sustainability Policy Institute / Forum Research Working Group.

Benjamin J. Lough, Associate Professor, School of Social Work, University of Illinois / Forum Research Working Group

Jean Tan, Executive Director, Singapore International Foundation / Forum Research Working Group

Key Take-Aways

- Measurement of V4D historically has had different emphases that reflect the different and changing interests of stakeholders. Nowadays, the focus of research is to **measure development outcomes** and the contributions of volunteers to it. As a result, a **stronger relationship between practitioners and academics** is developing.
- There have been **changes to what is being measured**, i.e. international, formal and informal volunteering, volunteering for peace and development, volunteerism.
- The **participatory nature of volunteer placements** is seen as one key difference and advantage. It increases loyalty, commitment, trust and cooperation.
- Volunteers and IVCOs have started to **listen to the voices of the placement community**.

Cliff Allum, Chair of the Forum Research Working Group, presented a summary of his paper "Why measure and for whose benefit?"⁶. The paper outlines the topic of measuring V4D. Measurement of V4D historically has had different emphases that reflect the different and changing interests of stakeholders. Additionally there have been changes regarding what is being measured, i.e. international, formal and informal volunteering, volunteering for peace and development and volunteerism.

In the 1960s what was measured were numbers, i.e. input (How many volunteers are going out?) and what happens to volunteers. Models of economic growth were uncomplicated, there were identified "needs" for large-scale skill and service delivery, there was competition for spheres of influence and an available supply of volunteers. Thus, the legacy of the 1960s are questions with linear solutions.

Then models became more problematic, the terminology changed and the questions turned into: Do mass skills programs work? Is political influence so critical? What is the impact of volunteering? And: Is volunteering worthwhile? Local skilled workforces emerged and the focus shifted to capacity building, rather than service delivery. International volunteering diversified (consultancy, development workers, volunteers) and a new pressure to define "impact" came up. However, the focus was on the changes and benefits for volunteers, not on what they changed in their placement community. It was recognized that there is no automatic positive outcome from volunteer interventions (principle of "do no harm"). Now the focus has shifted to measuring development outcomes and the contributions of volunteers. A stronger relationship between practitioners and academics is developing and volunteers and IVCOs have started to listen to the voices of the placement community.

Mr Allum also discussed measuring distinctiveness: What is the distinctive quality of volunteering for development? What difference does it make to send a volunteer and not paid staff? He emphasized that the distinctiveness and value of volunteering is about social capital and building relationships, not skills.

After summarizing his paper, Mr Allum asked the audience whether IVCOs measure their contribution to the SDGs and what they measure. About 50% of the IVCOs present, measure local partner contributions to capacity building, economic contributions, contributions to specific SDGs etc. Mr Allum concluded that these measurement approaches are no progression model and that the challenge remains, partly because of undeveloped theoretical models and the need for stronger theoretical underpinning.

Benjamin Lough, member of the Forum Research Working Group, presented a report on the impacts of the Singapore International Volunteers (SIV) program⁷. His study has three research aims, which all focus on SDG 17: understanding volunteer contributions to capacity building, the distinctive value add of

⁶ Allum, Cliff. 2016. "Why measure and for whose benefit? Addressing the challenges of measuring the contribution of volunteering for development in a multiple stakeholder environment." International Forum for Volunteering in Development. The paper can be downloaded here: <https://www.ivco-2016-bonn.com/knowledge.html>

⁷ Lough, Benjamin J. 2016. "Global Partners for Sustainable Development: The Added Value of Singapore International Foundation Volunteers." Singapore International Foundation. The paper can be downloaded here: <https://www.ivco-2016-bonn.com/knowledge.html>

international volunteers and ways for international volunteers to be partners for sustainable development. In terms of research approach, he investigated seven research sites, conducted interviews, paper surveys and worked with focus groups. The results show the different activities performed by the volunteers, such as training, communication advice, that volunteers can build partnerships with new national or international people or organizations, and the multiple levels impacted by capacity building (societal, sectoral, organizational, individual). Individual capacity building means, for example, the transfer of technical skills, development of soft skills, the ability to work more effectively and with better results. At the organizational level, volunteers contributed to skills-building, organizational trust, prestige and resources, management procedures and interest in the organization. Sectoral capacity building works through the training of trainers approach and its multiplier effect.

According to the research results, the added value of volunteerism lies in the power of friendship, which increases loyalty, commitment, trust and cooperation. This leads to effective person-to-person teaching and engagement and has instrumental value for capacity development. Also, the participatory nature of volunteer placements is seen as one key difference and advantage.

In conclusion, volunteers are especially valuable for capacity building and building relationships and partnerships. In this sense, volunteerism is unique; this can be "sold" to donors. However, the ways in which volunteer contributions to SDGs and the role of IVCOs in partnership building can be documented are not yet theoretically or empirically well-developed. This study only makes a contribution towards this issue.

The discussion that followed focused on measuring IVCOs' contribution to the SDGs and the need for evidence to demonstrate that volunteers are important means of implementation. It was also suggested that volunteers themselves should be used as evidence for their contributions, that measuring should happen across goals and that the role of volunteers in advocacy (not just service delivery) should be highlighted.

The idea to measure and report collectively came up. It was seen as desirable to develop a way to achieve this; however, collective reporting requires a lot of resources and coordination. Also, it was seen as desirable to come to a collective agreement in committing to SDGs.

Moving-Forward:

- Despite donor pressure, **IVCOs need to learn to value the perspective and voices of the community** more when developing their projects.
- **Measure and report collectively:** IVCOs should develop a way to achieve this even though collective reporting requires a lot of resources and coordination.
- A **collective agreement in committing to the SDGs** remains very important for IVCOs.



Presentation of the UN Plan of Action: Repositioning IVCOs to Integrate Volunteerism into the Sustainable Development Goals

This session started with a Forum Discussion Paper presentation on the interface of national and international volunteering which focuses on the challenges IVCOs need to address to maximize the contribution of volunteering to the SDGs. This was followed by a presentation of the UN General Assembly Plan of Action - a roadmap to integrate volunteering into the sustainable development agenda.

Panelists

Cliff Allum, Chair, Forum Research Working Group

Amanda Khozi Mukwashi, Chief, Volunteer Knowledge and Innovation Section, United Nations Volunteers (UNV) programme

Gill Greer, Forum Board member / Chief Executive Officer, Volunteer Service Abroad

Key Take-Aways

- Upon request by UN General Assembly, the UNV programme has developed a **Plan of Action 2016-2030 to integrate volunteering in peace and development policies and programmes** in the next decade and beyond. The Plan was acknowledged by the General Assembly through a **Resolution on "Integrating volunteering into peace and development: the plan of action for the next decade and beyond"**.
- The Forum paper "The interface between international and national volunteering and the implications for IVCOs (in a universal Global Goals World)" aims to encourage constructive discussion on the **interface between international and national volunteering** and the **opportunities and challenges this provides for IVCOs in a universal Global Goals world**.

Cliff Allum and **Peter Devereux**, members of the Forum Research Working Group presented the discussion paper "The interface between international and national volunteering and the implications for IVCOs (in a universal Global Goals World)".⁸

The paper aims to encourage constructive discussion on the interface between international and national volunteering and the opportunities and challenges this provides for IVCOs in a universal Global Goals world. It does this by following the historical evolution of IVCO activities and philosophy to the present day.

From this base, the paper looks at possibilities for combining national and international volunteering for development, giving two specific examples from the UK International Citizen Service (ICS) and EU Aid Volunteers programs. It then considers the framework of volunteer infrastructure as a vantage point for understanding and promoting volunteering for development through international, national and community volunteering.

The paper concludes by outlining some of the opportunities and challenges when combining international and national volunteering as well as touching on issues of equity and stipends. These can be important issues that are often left unspoken but are best discussed openly to make the best of constructive opportunities for IVCOs by combining national and international volunteering.

Amanda Khozi Mukwashi presented key elements of the UN General Assembly Plan of Action⁹.

Upon request by UN General Assembly, the UNV programme has developed a Plan of Action 2016-2030 to integrate volunteering in peace and development policies and programmes in the next decade and beyond. The Plan was acknowledged by the General Assembly in November 2015 through a Resolution on "Integrating volunteering into peace and development: the plan of action for the next decade and beyond". The Resolution was co-facilitated by Brazil and Japan and counted one of the largest co-sponsorships at the Third Committee during the 70th session of the General Assembly.

The Plan takes into account a variety of inputs and feedback, received from a wide range of stakeholders since the International Year of Volunteers in 2001 and particularly during its tenth anniversary in 2011 and beyond. Partners and stakeholders from across the world have been extensively consulted, offline and online, in 2014-15.

The Plan provides a frame through which civil society, the UN and other stakeholders can support and leverage the potential of volunteerism worldwide; it is built with a strategic and collective long-term approach that matches the period of Sustainable Development Goals (SDGs) implementation.

Moving-Forward:

- The **UN General Assembly Plan of Action** focuses on **three strategic objectives** to integrate volunteering in peace and development policies and programmes in the next decade and beyond:
 - **Strengthen people's ownership of the post-2015 agenda** through enhanced civic engagement and enabling environment for citizen action;
 - **Integrating volunteerism into national and global strategies** for the post-2015 development agenda; and
 - **Measuring volunteerism** to contribute to a holistic understanding of the engagement of people and their well-being and be part of the monitoring of the SDGs.



Closing Panel Discussion on Volunteering for More Resilient Development

In the IVCO 2016 closing panel discussion the audience and panelists reflected on the findings and most inspiring topics of the conference and on what to take back to the work within their own organizations. The conference ended with a sum-up by the volunteers, who spoke about the inspiration they had gained from the conference.

Panelists

Chris Eaton, Chair, Forum Board of Directors/ Executive Director, World University Services of Canada (WUSC)

Richard Dictus, Executive Coordinator, United Nations Volunteers (UNV) programme

Gill Greer, Forum Board member / Chief Executive Officer, Volunteer Service Abroad

Suzanne Gentges, Forum Board member / Head of Development Workers Section, GIZ

Michael Steeb, Chief Executive Officer, Association Learning and Helping Overseas

Moderator: Amanda Khozi Mukwashi, Chief, Volunteer Knowledge and Innovation Section, United Nations Volunteers (UNV) programme

Key Take-Aways to Move Forward

- The way in which volunteers are deployed is changing because of the SDGs; in this context **resilience building could be defined as a process of adapting and adjusting.**
- The diversity of volunteer work needs to be made more visible and a **stronger emphasis must be placed on impact measurement.**
- **IVCOs should reflect on their organizational resilience, challenge themselves and connect with other IVCOs** to build a strong network to effectively address the changes that are currently going on globally.

In the closing panel discussion the moderator, **Amanda Khozi Mukwashi**, UNV, started with several questions to the audience: To her question as to what *assumptions* people had heard during the conference she received the following answers: "We can measure impact, "We have a shared understanding of what resilience is", "Every volunteer is a change agent". These assumptions were challenged by the speakers. To the question regarding innovative things that people had heard during the conference the audience answered: "Trying to track children who are not at school", "Including volunteers with disabilities", "a national volunteering service that works 50% North-South and 50% South-North/ South-South" and "the idea that empathy can unlock resilience". The last question to the audience was whether they had heard anything in the conference that made them think they had to do or change something. According to the answers the most inspiring topics of the conference were: the narrative around national and international volunteering, working with the private sector, Germany's stand-up example in responding to the arrival of new refugees, safety and security issues of volunteers, mental health, mobilization of return volunteers, working with scientific results, visibility of volunteerism and the Plan of Action.

These reflections of the audience were followed by reflections of the panelists. **Michael Streeb** spoke about volunteering in difficult and fragile situations and the importance of acting when there is a need. He also emphasized that measuring is essential to survive in the governmental system.

Gill Greer declared her intention to be rigorous in reporting from now on. She regretted that there is no goal for youths in the SDGs and highlighted once more that volunteering is one of the most effective models for development.

Suzanne Gentges declared her intention to strengthen the development workers' role in building institutional resilience. She argued that impact should be measured by volunteers themselves and that space needs to be created for creativity as innovation cannot happen organically.

Richard Dictus stated that the way in which volunteers are deployed is changing because of the SDGs and that the SDGs themselves will also evolve as time goes on. He emphasized the volunteers' capacity to take action, the importance of visibility and measurement of impact and defined resilience as a process of adapting and adjusting.

Chris Eaton expressed the need to think about organizational resilience, to challenge oneself and connect with other IVCOs to build a network, to clarify the terms that were used during the conference with greater precision, to continue the journey of faith-based volunteering, to deal with the changes that are happening and to get engaged.

Moderator **Amanda Khozi Mukwashi** ended the panel discussion by reading a poem by John D. Rockefeller. After the acknowledgements, the volunteers who had spoken about their experiences in the opening session of the conference expressed their thankfulness and spoke about what inspired them and what they will take away from the conference.

Annex A: Bonn Call to Action

Representatives of organisations engaged in volunteering at home and across borders met in Bonn on 9th-12th October 2016 for the annual conference of the International Forum for Volunteering in Development, focusing on the theme of Increasing Resilience of Communities through Volunteering. Representing civil society, government agencies, UN bodies, academia and the private sector, Forum members work in partnership for a more just and sustainable world.

Volunteers and volunteer organisations are essential to people-centred development and vibrant, resilient communities. Acting alongside local and national governments, multilateral agencies and the private sector, volunteers of all ages build capacity and active citizenship. Volunteers are uniquely positioned to reach out to marginalised, vulnerable people and fragile communities, supporting them to build their resilience and ownership of sustainable people-centred development interventions.

We are individually and collectively committed to achieving the Sustainable Development Goals in order to eliminate poverty and inequality by 2030. We recognise that communities must be at the centre of their own development, and that women and young people must be fully engaged. We commit to continuing to work together, strengthening our diverse contributions, demonstrating accountability, and achieving greater visibility, recognition and resourcing of volunteering. We also commit to:

- Measuring and documenting the individual and collective contribution of volunteerism.
- Demonstrating the value of volunteering as a powerful and cross-cutting means of achieving the SDGs.
- Building and strengthening volunteer partnerships and practice.
- Contributing to the United Nations' plan of action for integrating volunteering into peace and development.

The Bonn conference demonstrated the power of volunteerism in strengthening individual and community resilience in order to adapt to change, build back better, and so achieve sustainable development.

We therefore call on local and national governments, the High-level Political Forum of the United Nations and other major stakeholders to make volunteerism key to the achievement of the SDGs.

To strengthen our collective actions, Forum invites organisations in all sectors to endorse this declaration and support this Call to Action.

See the list of signatories to the Bonn Call to Action here: <http://forum-ids.org/news/bonn-call-to-action-signatories/>

Annex B: IVCO 2016 Programme at a Glance

SUNDAY, OCTOBER 9, 2016 WELCOME Day: On Being Resilient		
11.00 am – 4.30 pm	Registration (mandatory) Altes Abgeordnetenhaus (AAH)	
12.30 – 3.00 pm	Heads of Agencies Working Lunch Langer Eugen, UN Canteen	
6.00 – 8.30 pm	Welcome Reception Old City Hall, Markt 2, Bonn	
MONDAY, OCTOBER 10, 2016 FOCUS Day 1: Towards More Resilience		
8.30 – 10.30 am	<ul style="list-style-type: none"> ▶ Volunteer Voices ▶ Welcome Remarks What Makes This Year's Conference Special ▶ Keynote Speech The Role and Future of International Volunteering in a Changing Global Development Landscape ▶ Panel Discussion Towards More Resilience: What Matters for IVCOs? AAH 	
10.30 – 11.00 am	Coffee Break AAH	
11.00 am – 12.30 pm Parallel Morning Dialogues	How Can IVCOs Help Create More Resilient Societies? Langer Eugen (LEU)	
	1. How Can National and International Volunteers Work Together to Optimize Impact in Fragile Communities? Room 2105 (21 st floor)	2. How Can IVCOs Help Mitigate Climate Change Risks? Room 2112 (21 st floor)
	3. How Can IVCOs Leverage Local Solutions that Lead to Sustainable Development? Room 2116 (21 st floor)	4. How Can IVCOs Create Inclusive Environments that Help Empower Marginalized Groups, especially Women and Youth? Room 2712 (27 th floor)
12.30 – 1.15 pm	Lunch AAH	
1.15 – 2.00 pm	Presentation Understanding the Patterns of Volunteering for Development. A Baseline Survey of IVCOs. AAH	
2.00 – 3.30 pm Parallel Afternoon Dialogues	Drivers for Building Sustainable and Resilient Communities. LEU	
	5. Social Wellbeing Room 2105 (21 st floor)	6. Peace and Security Room 2112 (21 st floor)
	7. Economic Empowerment and Quality Education Room 2116 (21 st floor)	8. Good Governance Room 2712 (27 th floor)
3.30 – 4.00 pm	Coffee Break LEU, 21 st and 27 th floors	
4.00 – 5.00 pm	Panel Discussion What Needs to be Done to Create Lasting Impact? AAH	
6.00 – 9.00 pm	Museum Dinner Dinner and Networking Opportunity LVR-LandesMuseum Bonn	
TUESDAY, OCTOBER 11, 2016 FOCUS Day 2: Ensuring Long-Term Resilience		
9.00 – 10.30 am	<ul style="list-style-type: none"> ▶ Inspirational Talk Working in Fragile Communities: Why the Risk is Worth it! ▶ Panel Discussion The Security, Protection, and Well-Being of Volunteers AAH 	
10.30 – 11.00 am	Coffee Break LEU, 21 st and 27 th floors	
11.00 am – 12.30 pm Parallel Morning Dialogues	Putting the Right Structures in Place to Widen Volunteer Engagement LEU / AAH	
	9. Policies and Legislations that Enable Volunteering AAH, Upper level	10. Better Standards on Health and Safety AAH, Lower level







11.00 am – 12.30 pm Parallel Morning Dialogues	11. Schemes and Networks that Allow for More People to Volunteer Room 2116 (21 st floor)	12. Approaches to Be Most Effective when Working in Marginalized Communities Room 2105 (21 st floor)	13. Strategies to Best Involve the Private Sector and Change Makers Room 2112 (21 st floor)
12.30 – 1.15 pm	Lunch AAH		
1.15 – 2.00 pm	Presentation What are the Core Competencies of Successful International Volunteers? AAH		
2.00 – 3.30 pm Parallel Afternoon Dialogues	Creating a Roadmap for Action Together: What Have We Learned that Will Help IVCOs Effectively Contribute to Resilience Building? LEU		
	14. Solutions for National and International Volunteers to Work Together and Maximize Impact in Fragile Communities. Room 2105 (21 st floor)	15. Solutions for International Volunteers to Help Mitigate Climate Change Risks. Room 2112 (21 st floor)	
	16. Solutions for International Volunteers to Leverage Local Approaches that Lead to Sustainable Development. Room 2116 (21 st floor)	17. Solutions for International Volunteers to Create Inclusive Environments that Help Empower Marginalized Groups. Room 2712 (27 th floor)	
3.30 – 4.30 pm	Creating a Roadmap for Action Together: Regrouping AAH		
4.30 – 5.00 pm	Coffee Break AAH		
5.00 – 6.30 pm Parallel Events	Forum Annual General Meeting AAH		
	Forum Annual General Meeting (for Forum members) AAH, Lower level	Migration and Refugees in the European Context Case Studies from Germany and France AAH, Upper level	
WEDNESDAY, OCTOBER 12, 2016 OUTLOOK Day: Emerging Issues for IVCOs			
9.00 – 10.30 am	<ul style="list-style-type: none"> ▶ Inspirational Talk Communication for Change in International Volunteering: What's needed? ▶ Panel Discussion Leveraging the Current Innovation Agenda AAH 		
10.30 – 11.00 am	Coffee Break LEU, 21 st floor		
11.00 am – 12.30 pm Parallel Morning Dialogues	Building a Body of Knowledge on the Added Value of International Volunteering LEU		
	18. Mobilizing for Advocacy at the National Level: Strategies and Methods of Implementation Room 2105 (21 st floor)	19. Emerging Trends in Knowledge Management for International Volunteering Room 2112 (21 st floor)	
	20. Theory models: Volunteering for Development; the Environment of Volunteering Room 2116 (21 st floor)		
12.30 – 1.30 pm	Lunch AAH		
1.30 – 2.30 pm	Panel Discussion Measuring the Contribution of Volunteering for Peace and Development AAH		
2.30 – 4.00 pm	Panel Discussion Repositioning IVCOs to Integrate Volunteerism into the Sustainable Development Goals AAH		
4.00 – 4.30 pm	Coffee Break AAH		
4.30 – 5.30 pm	<ul style="list-style-type: none"> ▶ Closing Panel Discussion Volunteering for More Resilient Development ▶ Closing Volunteer Voices AAH 		

IVCO 2016 Core Organizers

IVCO 2016 was jointly hosted by UNV and GIZ—both members of the Forum for Volunteering in Development ([Forum](#)), the most significant global network of IVCOs.

Lead organizers were Amanda Khozi Mukwashi, Chief, Volunteer Knowledge and Innovation Section, UNV, and Suzanne Gentges, Head Development Workers Section, GIZ. Susann Tischendorf, Volunteer Knowledge and Innovation Section, UNV, was in charge of coordinating the conference from a content perspective.

Organizational support was provided by the following team members:

	<p>▶ Christina Jenkins Executive Coordinator, International Forum for Volun- teering in Development</p>		<p>▶ Jennifer Stapper Chief, Communications Section, United Nations Volunteers (UNV)</p>
	<p>▶ Constanze Majer Manager Section Development Workers, Deutsche Ge- sellschaft fuer Internationale Zusammenarbeit (GIZ) GmbH</p>		<p>▶ Jan Hola Assistant Coordinator IVCO 2016, Deutsche Gesellschaft für Internationale Zusammen- arbeit (GIZ) GmbH</p>
	<p>▶ Detlev Tenzer Manager Section Development Workers, Deutsche Ge- sellschaft fuer Internationale Zusammenarbeit (GIZ) GmbH</p>		<p>▶ Natalia Spartakova Project Manager Events Organisation, MediaCompany – Agentur für Kommunikation, GmbH</p>
	<p>▶ Marguerite Minani Knowledge Management Associate, United Nations Volunteers (UNV)</p>		<p>▶ Jessica Volk Project Assistant Events Organisation, MediaCompany – Agentur für Kommunikation, GmbH</p>

A number of dedicated interns supported the conference, in particular Asthik Sahakyan (UNV), Tabea Kalb (GIZ), Jayda Bubeloff, (UNV) and Teresa Blachnitzky. (UNV).

The IVCO 2016 host are very thankful to all. IVCO 2016 would not have been possible without them.



IVCO 2016 website: www.ivco-2016-bonn.com

