



Guidelines for **ORGANISERS**

The aim of this document is to inform and guide you throughout your collaboration with Voluntiera Malta. This policy also outlines the commitment that Voluntiera Malta has towards volunteers.

About the Programme

Voluntiera Malta is the volunteer programme founded in February 2019, as part of the legacy of Valletta 2018 – European Capital of Culture run by Malta Council for the Voluntary Sector. Voluntiera Malta started its work developing from Tal-Kultura, expanding to the areas of environment, social issues and more.

Tal-Kultura was the volunteer programme for Valletta 2018 being managed by SOS Malta. The aim of the programme was to mobilise active citizens and build a large network of people from all sectors of society who were interested in volunteering for the Cultural Programme and its affiliated activities. One of the main aims of Tal-Kultura was to create a legacy of volunteering within the arts and culture sector in Malta.

Tal-Kultura volunteers had a once in a lifetime opportunity to participate in various events and activities organised by Valletta 2018, and had the opportunity to meet new and exciting people as well as acquire unique and transferable skills and knowledge.

The vision was to become a leading national volunteering platform for civic engagement in the arts and culture sector. The mission was to mobilise active citizens to volunteer within the Valletta 2018 cultural programme, and contribute towards the creation of a legacy of volunteerism within the local arts and culture sector.

What is a Voluntiera Malta Volunteer?

A volunteer is a person who freely performs needed services for the Voluntiera Malta without financial remuneration.

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Non Discrimination Statement

Voluntiera Malta shall not discriminate on the basis of race, colour, religion, gender, gender expression/identity, age, national origin, disability, marital status or sexual orientation in any of its activities or operations. We are committed to providing an inclusive and welcoming environment for all our volunteers.

All Voluntiera Malta volunteers are obliged to wear uniforms during events. Uniforms include a T-Shirt, a rain jacket, a cap and a bag. The T-Shirt must be worn at all times when on duty. In colder weather, volunteers can wear a plain long-sleeved T-Shirt under the T-Shirt or the raincoat over thicker clothing. They will be provided with an ID badge. ID badges should be worn at all times when on duty.

Dos & Don'ts

- In case you need help from the volunteers, it needs to be requested minimum 4 weeks prior to event by contacting the Volunteer Manager; Information you need to provide should include exact dates and times of volunteer shifts, location/venue, roles and all other relevant information.
- Volunteers must have access/free entrance to events they are volunteering.
- Volunteer shift cannot be longer than 6 hours.
- Refreshment for volunteers should be provided by the organizers.
- Many times the biggest precursor to issues with volunteers at events is weak communication between organizers and volunteers. It is important for organizers to contact volunteers as soon as they are given the schedule even if it's just to introduce them and reiterate what they will be doing.
- Avoid situations where volunteers have little or nothing to do at events. Many volunteers express frustration here.
- Volunteers have reacted well to being given responsibility during an event as this makes them feel valued. On the other hand, this can backfire when volunteers show a lack of commitment. A balance must be struck here.
- The Voluntiera Malta management need to communicate with the person from the organization team who will be in contact with volunteers. This will give a better understanding of what is needed and it will give the opportunity to explain how the process will work.

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- Volunteers should never be left solely in charge of an event/activity. This level of responsibility is too high for a volunteer and they cannot be held accountable should things go wrong.
- There needs to be direct communication between volunteers and their contact persons on site, and beforehand, to help avoid confusion on the day.

Prior to the event they've signed up for; they must be trained or briefed by you. This can either happen right before the shift or a few days prior.

Complaints

Should you wish to file a formal complaint about the Volunteer Programme, you can send an email addressed to the Volunteer Programme Manager on teresa.borg@gov.mt

In case your complaint involves the Volunteer Programme Manager and you wish to address the matter further, kindly refer to the Malta Council for the Voluntary Sector at m cvs.miwv@gov.mt

We appreciate all of our volunteers' time and effort to participate in events so we kindly ask you to respect their efforts and time given to you for free.

We trust you now have a better idea of the volunteering process. However, should you need any additional clarifications or have any special requirements we should know about, please do not hesitate to get in touch directly with us.



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