



GRAD  
SISAK

# The City of Sisak Volunteering Development Program

2023. - 2027.

The City of Sisak recognises the unequalled value and contribution of volunteers to our society. It is the warp and weft in weaving the life of our communities.

# **VOLUNTEERING DEVELOPMENT PROGRAM OF THE CITY OF SISAK, 2023. – 2027.**

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Any gender-specific expression used in this manual shall also be deemed to refer equally to both feminine and masculine gender.

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The content of this text is the sole responsibility of the City of Sisak and can in no way be taken to reflect the official opinion of the European Union.

Sisak, June 2023.



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# 1. Introduction

The purpose of the Volunteering Development Program is to recognise, provide support and promote the unique value and contribution of volunteers in our community. The Program creates an opportunity to the City of Sisak to recognise and emphasise the importance of volunteering for the overall welfare of citizens and the society in general.

The City of Sisak initiated the process of designing the Volunteering Development Program for the City of Sisak, 2023. – 2027., in collaboration with the Local Democracy Agency Sisak (Volunteer Centre Sisak<sup>1</sup>) as the coordinator of the Volunteering Development Committee for development of volunteering of the City of Sisak. Starting point for producing the Program include The Volunteering Policy of the City of Sisak 2015 – 2020 (Extended to 2022)<sup>2</sup>, The Volunteering Act (OG 58/07, 22/13, 84/21)<sup>3</sup>, Volunteer Code of Ethics (OG 55/2008)<sup>4</sup> and Blueprint for Volunteering in Europe 2030<sup>5</sup>.

The City of Sisak intensively works on the promotion of active citizenship and participation of citizens in decision making and building of the local community. Volunteering is one of the methods available to citizens that enables them to assume an active role in the society and contribute to positive changes. It gives citizens the possibility to demonstrate their talents and skills as well as to express their interests and participate actively in solving local issues, thus improving the quality of life.

Historically, Sisak is a city that has so far faced many challenges, including natural disasters like the recent devastating earthquake. Such events often induce solidarity and the need to help the community. Volunteering enables the citizens to get involved and provide support to those who need it the most, which contributes to strengthening of the feeling of belonging and takes off a part of the burden of the local institutions.

However, it also creates opportunities to gain new skills, knowledge and experience. The City of Sisak recognises the importance of the lifelong learning and personal development and therefore supports volunteering as a platform for development of these competencies. Volunteers are given the opportunity to acquire new skills, like teamwork, project management, communication skills and time management, which can also prove useful in their private and professional lives.

Additionally, volunteering can serve as a means for social inclusion and integration of various social groups in the society. The City of Sisak is aware that volunteering can also have a positive impact on the economic development of the city. Active volunteering can contribute to better quality of life, raising the service quality level and attracting tourists. In the case of the City of Sisak, it can be used for development of tourism resources, promotion of cultural values and attractions and inducing sustainable development.

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<sup>1</sup> <http://vcs.lda-sisak.hr/> [8 April 2023.]

<sup>2</sup> [http://vcs.lda-sisak.hr/ea/wp-content/uploads/2016/03/volonterska-politika-gs\\_2015-2020.pdf](http://vcs.lda-sisak.hr/ea/wp-content/uploads/2016/03/volonterska-politika-gs_2015-2020.pdf) [8 April 2023.]

<sup>3</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2021\\_07\\_84\\_1558.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2021_07_84_1558.html) [18 April 2023.]

<sup>4</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2008\\_05\\_55\\_1915.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2008_05_55_1915.html) [18 April 2023.]

<sup>5</sup> <https://www.europeanvolunteercentre.org/bev2030> [18 April 2023.]





At this point, it is clear that volunteering can be versatile, both formal and informal, and that it ranges from offering help to the engagement contributing to building a better society. The nature of volunteering has been changing and we must provide the system and space for response and support. Although volunteering is a crucial part of a community and non-profit sector, it also has potential in other sectors and the opportunities should be sought in cooperation and joint actions.

This Volunteering Development Program relies on the voluntary engagement of citizens in strengthening the local democracy and offers equal opportunities to all citizens by enabling them to participate actively and to contribute to development of their community in the relevant economic, social and cultural activities. It encompasses public, private and business sector, encourages cooperation and cross-sector partnerships.

The Volunteering Development Program of the City of Sisak, 2023. – 2027. was prepared in a participative planning process with local shareholders that was facilitated by DKolektiv<sup>6</sup> in the period from March through June 2023.

The Program was translated into Ukrainian, Persian, Arabic and English to enable active inclusion of foreigners that have and that will find their new life in the city of Sisak.

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<sup>6</sup> [www.dkolektiv.hr](http://www.dkolektiv.hr) [11 April 2023.]

## 2. Situational analysis

The analysis of the development of volunteering in Croatia could provide insight in the achievements, challenges and potentials as well as help in specifying areas of further improvement and strengthening the volunteering sector. The Republic of Croatia has a legal framework that supports volunteering and volunteering is recognised as such and regulated by the relevant legislation.

The **Volunteering Act of the Republic of Croatia** has been in force since 2007 and it provides the following definition of volunteering: “Volunteering is a willing investment of one’s own time, effort, knowledge and skills used for services or activities aiming at welfare of other persons or community provided in the manner stipulated by this Act and without any financial reward or claiming any other compensation for their volunteer service.”

Besides the principles integrated into the definition, the Volunteering Act defines additional basic principles of volunteering that also include: non-discrimination of volunteers and beneficiaries of the volunteer service, protection of beneficiaries of the volunteer service, prohibition of misuse of volunteers, protection of minor volunteers, education encouraging volunteering, inclusive volunteering, free volunteering, voluntary nature of volunteering and solidarity in volunteering, mobility of volunteers.

Besides the Volunteering Act, there are also other regulations on volunteering that jointly create the national volunteering development policy. The **Volunteer Code of Ethics** introduces a range of values and codes of conduct for volunteers, organisers of volunteering actions and beneficiaries in accordance with the volunteering principles regulated by the Volunteering Act. **Certificate of Competencies Acquired Through Volunteering**<sup>7</sup> is an official instrument for the recognition and confirmation of competencies acquired through volunteering that was prepared and issued by the ministry competent for the segment of volunteering in order to provide support to volunteers in recognising their competencies (knowledge, skills and responsibilities) acquired through their volunteering experience aiming to enable their presentation to third parties. **The National Volunteering Award**<sup>8</sup> regulates the awarding process, award categories, selection criteria, award layout and the award ceremony.

The institutional framework for volunteering development comprises the public sector as well as various authorities and organisations that are responsible for easier monitoring of the implementation of rules, measures and standards stipulated by the above-mentioned legislation.

**The National Volunteering Development Committee**<sup>9</sup> is the advisory committee of the Republic of Croatia that operates publicly and that implements measures and activities aiming at promotion and further development of volunteering.

<sup>7</sup> <https://mrosp.gov.hr/istaknute-teme/obitelji-i-socijalna-politika/socijalna-politika-11977/udruga-humanitarni-rad-i-volonterstvo-12006/volonterstvo-12023/potvrda-o-kompetencijama-stecenim-kroz-volontiranje/12062> [11 April 2023.]

<sup>8</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2021\\_10\\_109\\_1921.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2021_10_109_1921.html) [18 April 2023.]

<sup>9</sup> <https://mrosp.gov.hr/istaknute-teme/obitelji-i-socijalna-politika/socijalna-politika-11977/udruga-humanitarni-rad-i-volonterstvo-12006/volonterstvo-12023/nacionalni-odbor-za-razvoj-volonterstva-12027/12027> [11 April 2023.]



Besides the Committee, the key shareholders include public sector organisations, **Office for Cooperation with NGOs**<sup>10</sup> and the **National Foundation for Civil Society Development**<sup>11</sup>.

The Croatian Volunteer Development Centre (CVDC) is a civil society organisation whose mission is to be the leader when it comes to volunteering development and to provide support in strengthening resources required for affirmation and development of volunteering in the Republic of Croatia. CVDC continually works on raising the quality of volunteering programs in Croatia and gathers the network of regional and local volunteer centres.

**The volunteer centres**<sup>12</sup> (regional and local) are civil society organisations who are expert in volunteering development and who act as community centres that serve as agents in managing the volunteer supply and demand. They also keep the relevant data volunteer databases, databases of volunteering organisers and their interests. A volunteer centre reacts to the needs and interests of volunteers and volunteering organisers, but it also contributes to raising the quality of volunteer programs by means of education and counselling, promotion of the volunteering concept and its values, and recognition of volunteers and organisations that engage volunteers and increase their visibility in communities.

The regional volunteer centres also play the role of mentor organisations and resource centres for local volunteer centres. At the moment, there are 4 regional and around 30 local volunteer centres all over Croatia.

The volunteering organisers are a keystone of the volunteering infrastructure. Although, a new trend has been present in the past couple of years, and the number of people active in the informal citizens' initiatives has increased, a majority of the volunteer positions is still provided by the formal, registered non-profit organisations and public institutions in Croatia. Their volunteer programs give meaning to the efforts of all other stakeholders that have been mentioned here. The volunteer activities in Croatia are versatile and include a great variety of areas, such as social welfare, culture, education, environmental protection, health, sports etc. There are efforts to increase the quality of the volunteer engagement and effect on the overall social development that include training for volunteers and volunteering organisers, standards of quality for volunteering programs and volunteer centres, mentor support and impact assessment methodology. These efforts help in securing the quality of volunteering activities and raising the awareness of the importance of volunteering.

The existing collaboration between the civil society organisations, public and private sector promotes volunteering and creates synergies. It can include financial support, partnerships in implementation of projects and campaigns and joint promotion of volunteering values. Although the volunteering in Croatia is a growing concept, there are still challenges that include lack of financial support, insufficient level of awareness of the importance of volunteering, lack of coordination between organisations as well of insufficient level of recognition and appreciation of the volunteer engagement.

The **Volunteer Centre Sisak (VCS)** was organised as one of the programs of the Local Democracy Agency Sisak in 2011 and it has been active ever since. The Centre has received a quality label<sup>13</sup> in accordance with the standards of quality for the local volunteer centres.

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<sup>10</sup> [www.uzuvrh.hr](http://www.uzuvrh.hr) [8 April 2023.]

<sup>11</sup> <https://zaklada.civilnodrustvo.hr/> [8 April 2023.]

<sup>12</sup> <https://www.hcrv.hr/centri-heading/volonterski-centri> [27 April 2023.]

<sup>13</sup> <https://www.hcrv.hr/centri-heading/standardi-kvalitete> [27 April 2023.]

VCS is a social infrastructure that is available to all community stakeholders and that is focused on the community development and achievement of social cohesion through volunteering. The Local Democracy Agency Sisak initiated a procedure of preparing the first Volunteering Policy of the City of Sisak by gathering representatives from 20 institutions and civil society organisations as participants who produced the Policy draft. After the public consultation, the Policy was submitted to the City Council as an adoption proposal.

In 2015, **the City Council of the City of Sisak** passed a decision on the adoption of the Volunteering Policy of the City of Sisak 2015 – 2020 that defines the priority areas for promotion of volunteering: social welfare, upbringing and education, youth welfare, protection of the natural environment, culture and tourism. Based on the Volunteering Policy, a Volunteering Development Committee was established. This made Sisak the first and the only city in the Republic of Croatia with a volunteering policy and a committee responsible for the development of volunteering.

According to the research on needs for the volunteer support of the non-profit legal entities and citizens of the Sisak-Moslavina County and conclusions of the conference of the volunteering organisers from the Sisak-Moslavina County<sup>14</sup>, the fact that the number of citizens who would like to volunteer is larger than the number of volunteering jobs offered by the volunteering organisers has been recognised as one of the challenges in the development of volunteering.

The reasons for this are multiple: from insufficient support by the decision makers, insufficient or non-existent funding of volunteering activities, insufficiently recognised impact of the volunteer engagement to the improvement of the quality of life and sometimes exaggerated formalism to insufficient investment in people and development of a larger number of volunteer programs that respond to the growing negative trends – increase in inequality, poverty and violence and mental health issues. There is also a highlighted need for support in providing and fitting of the appropriate premises required for the implementation of the volunteering activities; in particular after the earthquake since the majority of public spaces and spaces used by NGOs are still rendered unserviceable.

The opportunities for the development of volunteering has been continuously growing in the past 13 years since VCS offers its services to the volunteering organisers in the Sisak-Moslavina County and when it comes to organisation of public events that serve as a networking platform for initiation of new cross-sector collaborations.

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<sup>14</sup> Raužan, P. (2023.), Volunteer Network: A collection of positive cases of how volunteering influenced the development of solidarity in the community of the Local Democracy Agency Sisak [online] is available at [https://lda-sisak.hr/wp-content/uploads/2023/02/Publikacija\\_Volonterska\\_mreza\\_2023\\_compressed-compressed.pdf](https://lda-sisak.hr/wp-content/uploads/2023/02/Publikacija_Volonterska_mreza_2023_compressed-compressed.pdf) [24 April 2023.]



### 3. Vision and goals of the program

The vision of this Program by which the City of Sisak wants to give its contribution is a community where citizens feel free, encouraged and supported to give their contribution to the community.

General goals of the Program:

1. Promotion of the idea of volunteering and equal volunteering possibilities;
2. Establishment of a system of the institutional volunteering support, a stimulating environment for the development of volunteering, the increased number of volunteers, the increased number of volunteering organisers and the appropriate support to the volunteer engagement for the social welfare;
3. Provision of support to the concept of volunteering in the educational system;
4. Increasing the number and quality of the volunteering programs;
5. Development of partnerships with local organisations and institutions in order to increase the impact of volunteering in various sectors.



4.

Strategic  
goals and  
measures



## Strategic goal 1.

To improve volunteer engagement of citizens by raising the awareness of the benefits of volunteering, by providing support and strengthening

Volunteering creates opportunities for individuals to contribute to their communities in a positive way. Raising the awareness of the benefits of volunteering could encourage a larger number of people to take part in volunteering activities. Informing the public of various volunteering opportunities, benefits of volunteering and the positive impact that volunteering has on both individuals and communities can increase the interest for volunteering.

It is important to provide support to individuals who are willing to volunteer.

This support can be in the form of information on various volunteering possibilities and volunteer organisations, directing volunteers towards the appropriate volunteering activities according to their interests and skills as well as provision of mentor support to new volunteers. A structured support would help individuals feel safe, motivated and supported when performing their volunteering tasks.

### The owner:

The City of Sisak

### Key stakeholders:

The Local Democracy Agency Sisak / Volunteer Centre,  
volunteering organisers,  
educational institutions

### Measures:

- Organisation of informative and educational material on the values of volunteering and values promoted by volunteering;
- Promotion of benefits of volunteering through public events and targeted social campaigns;
- Provision of continuous support to volunteers by sharing information, education, counselling and mentoring programs;
- Provision of support to volunteering actions, camps and other public events that enable positive and motivating experience;
- Provision of support to new, innovative models of volunteering.



## Strategic goal 2.

### To improve the concept of equality of opportunity, the inclusive society and social cohesion

The promotion of the idea of the inclusive society and volunteering sends a strong message on the importance of equality, respecting diversity and promotion of rights of all people. This means that every person, regardless of their personal characteristics or difficulties has the right and opportunity to contribute to the community and to utilise their talents and skills. Inclusion of vulnerable groups<sup>15</sup> into volunteering activities and strengthening of such groups through volunteering can reduce social exclusion, discrimination and inequality.

When it comes to inclusive volunteering, diversity becomes a resource of social engagement used for solving common social issues and creating a better community. This contributes to strengthening of social cohesion and solidarity.

In the light of the increased migrations, it must be highlighted that volunteering can be perceived as a bridge that connects people of different social groups and creates a sense of belonging and union. The participation in volunteering activities enables refugees and migrants to take an active part in the local community, meet new people and strengthen their position in the society.

This contributes to building of trust, development of multiculturalism, interculturalism, integration and sense of belonging.

#### The owner:

The City of Sisak

#### Key stakeholders:

The Local Democracy Agency Sisak / Volunteer Centre, volunteering organisers, civil society organisations specialised in human rights and working with minority and vulnerable groups

#### Measures:

- Raising the awareness of the importance of equal opportunities and inclusion in volunteering;
- Provision of support to volunteering programs that target at motivation and inclusion of vulnerable, underrepresented and marginalised social groups;
- Development of inclusive and approachable volunteering programs by means of the adjusted support and resources for volunteers by providing information, mentoring, adjusted volunteer engagement as well as any other support in accordance with individual needs;
- Ensuring integration in volunteering by removing obstacles and inducing volunteer engagement of refugees and migrants;
- Improving the collaboration with organisations specialised in human rights and working with minority and vulnerable groups, equality and inclusion with the purpose of joint actions towards the affirmation of the volunteering concept;
- Promotion of positive examples of volunteering in order to improve the perception and understanding of the strength of the community contribution.

<sup>15</sup> Some people are disadvantaged or more vulnerable than the majority. Their disadvantaged position and vulnerability are often a consequence of the fact that they are deprived of some human rights (in the segment of education, employment, health care), being exposed to a higher risk of poverty, discrimination and violence that they have to deal with. Quite often, they cannot equally participate in the social, cultural, economic or political life of the communities they live in (social exclusion). The groups that can find themselves in the disadvantaged position include: unemployed, children and elderly, physically disabled, intellectually disabled, single parents, migrants and asylum seekers, various minorities, (national minorities, gender minorities), victims of violence, homeless, recovered addicts.  
<https://gradanskiodgoj.rijeka.hr/razliciti-i-jednaki/jednaki-ali-razliciti/razliciti-i-jednaki/>



## Strategic goal 3.

To develop infrastructure that would provide support and sustainability of the volunteer engagement, volunteer programs and enable better collaboration within the community

This goal is achieved by developing the appropriate infrastructure that would support volunteering activities and promote collaboration within the local community.

The development of the volunteering infrastructure includes strengthening of organisational structures that would provide support to volunteers and volunteer programs, such as information on the volunteering opportunities, education and mentoring for volunteers, support to organisations implementing volunteering programs and promoting volunteering in the community.

The development of volunteering infrastructure also needs to induce collaboration between various local community stakeholders.

The collaboration can contribute to sharing of resources, experiences and best practices as well as to facilitate coordination and synergy in volunteering activities.

### The owner:

The City of Sisak

### Key stakeholders:

The Local Democracy Agency  
Sisak / Volunteer Centre,  
the Volunteering Development  
Committee,  
volunteering organisers

### Measures:

- Provision of support to the Volunteer Centre Sisak as a focal point for promotion, coordination, advocacy and monitoring of the volunteering development;
- Provision of a sustainable model of cross-sectoral collaboration through the increased inclusion, diversity of composition and strengthening of the capacities of the Volunteering Development Committee;
- Development of models of monitoring the impact of volunteering to the community development;
- Provision of support to the development of the network platform that would simplify connecting volunteers with organisations and projects as well as harmonisation of the volunteer supply and demand;
- Development of a system of good practices exchange between organisations hiring volunteers;
- Elimination of obstacles for volunteering.





## Strategic goal 4.

To strengthen capacities for the improvement of quality of volunteering and increase the impact of the volunteer engagement to the community development

Volunteering becomes a more efficient tool for achieving positive changes and better quality of life of people in the community by strengthening the capacities that improve the quality of volunteering and increase the impact of the volunteer engagement on the community development.

Education, mentoring and provision of resources for volunteers and organisations that implement volunteering programs improve the skills and knowledge of volunteers as well as their approach to volunteering. This can result in increased volunteering opportunities, more satisfied volunteers, better experience for all involved parties and better contribution to the community welfare through volunteering.

Every sector has its own specific needs and challenges. Therefore, it is important to adjust the volunteering programs to respond to those needs.

### The owner:

The City of Sisak

### Key stakeholders:

The Local Democracy Agency Sisak / Volunteer Centre, the Volunteering Development Committee, volunteering organisers, civil society organisations and organisations specialised in social policies, sustainable development, culture and tourism

### Measures:

- Raising of quality of volunteering by applying standards of quality of volunteering programs, education and training of volunteers, volunteering organisers and coordinators of volunteering programs in order to improve skills and competencies required for successful volunteering;
- Development of partnerships and collaboration in order to work jointly on strengthening of capacities required for development of volunteering;
- Increasing capacities for inclusion of volunteers by providing additional support to non-profit organisations for development of volunteering programs;
- Preparation of guidelines for development of sectoral volunteering programs, i.e. organising volunteering activities and removing obstacles within specific sectors or industries (social welfare and prevention, democratisation, rule of law, education, health, intergenerational solidarity, inclusive society and integration, culture and art, tourism etc.);
- Development of inclusive volunteering programs aiming at inclusion of individuals and groups with reduced capacities (vulnerable, minority, marginalised groups).



## Strategic goal 5.

**To encourage and affirm volunteering as a desirable social activity among children and young people**

By accomplishing this strategic goal among children and youth, volunteering becomes a strong instrument for development of new capabilities, strengthening of the community and creating of a better society. The promotion of the interest for volunteering at this age creates a foundation for long-term development of volunteering and its continuous support to various initiatives and organisations.

Volunteering offers opportunities for personal development, acquisition of new skills, building-up self-esteem and development of empathy. Additionally, by volunteering, children and young can learn valuable life lessons on responsibility, collaboration, solving issues and active participation in the community.

Therefore, it is important to set goals that would encourage volunteering in order to strengthen their capacities and to develop them as future citizens.

By volunteering, children and young acquire experience of participation in social activities and learn to recognise their role and responsibility in the community.

### **The owner:**

The City of Sisak

### **Key stakeholders:**

The Local Democracy Agency Sisak / Volunteer Centre, the Volunteering Development Committee, volunteering organisers, educational institutions, schools and kindergartens

### **Measures:**

- Development of educational material and activities that promote the relevant values and organisation of volunteering practice in educational institutions;
- Provision of support to the expansion of the network and raising the quality of school volunteer clubs;
- Promotion of good practices and networking of educational institutions with volunteering programs;
- Development of models for identification and recognition of volunteer engagements of children and young;
- Promotion and endorsing of volunteers and programs of the European Solidarity Corps.



## Strategic goal 6.

To increase capacities of the community in order to increase the resilience and effectiveness when it comes to reactions to crisis

Crises often require additional resources and engagement of a large number of people. The crisis volunteering mobilises and activates the volunteer corps of a community. By accomplishing the strategic goal concerning the resilience of the community and crisis volunteering, the community becomes more capable to face challenges of the crises, protect its members and to recover faster from the consequences of crisis.

Development of the community capacities that are relevant for the crisis volunteering enables a fast and efficient reaction to emergency situations like natural disasters, humanitarian crisis or other emergency events. Trained and prepared volunteers are capable of providing emergency aid. Additionally, it is of the utmost importance to develop plans and protocols for crisis situations. This includes creation of a volunteer register, ensuring fast communication and information of volunteers about the needs as well as the coordination of volunteer activities in order to achieve maximum efficiency and support to the community.

Crisis volunteering stimulates coordination and collaboration between different shareholders in the community, including local authorities, civil society organisations, volunteers and other important participants.

### The owner:

The City of Sisak

### Key stakeholders:

The Local Democracy Agency Sisak /  
Volunteer Centre,  
Civil Protection,  
Red Cross,  
Croatian Mountain Rescue Service

### Measures:

- Drafting a volunteering plan for emergency situations and integrate such a plan in the local emergency intervention plans;
- Establishing a mechanism for collaboration and exchange of information, sharing of resources and prevention of duplicate efforts in the segment of emergency volunteering;
- Development of standards and establishment of a system for mobilisation and coordination of volunteers during crisis situations;
- Implementation of preventive measures and preparation of citizens as potential volunteers for emergency situations;
- Development of volunteering recovery programs in the period following the crisis.





## Strategic goal 7.

To collaborate with the corporate sector in development of volunteering in order to achieve synergies and sustainable volunteer engagement

Collaboration with the corporate sector can be exceptionally useful for development of volunteering service.

The workers employed in the corporate sector can be organised and engaged in volunteering activities in the community.

The corporate sector can provide funding, expertise, resources and access to a broad range of shareholders.

### The owner:

The City of Sisak

### Key stakeholders:

The Local Democracy Agency Sisak / Volunteer Centre,  
the Croatian Chamber of Economy,  
the Croatian Chamber of Trades and Craft, companies

### Measures:

- Promotion and endorsing of volunteering programs intended for volunteering of the corporate sector employees in the community;
- Encouraging the corporate sector to provide volunteering services, i.e. to offer the expertise and skills of the corporate sector employees to non-profit organisations;
- Establishing mechanisms for the exchange of resources and knowledge between the corporate, public and civil sector in the non-profit programs of public interest.



## Strategic goal 8.

To promote innovations in the volunteering sector in order to increase its effectiveness and influence

Innovations in the volunteering sector contribute to improvement of the quality of volunteering, increase participation and contribution of volunteers and accomplishing a higher social impact of volunteering programs as well as development of new volunteering models that are adjusted to contemporary requirements and trends.

This can include innovative forms of volunteering, such as virtual volunteering, remote volunteering, volunteering by means of technology etc. The goal is to provide volunteers with more flexible and approachable models of participation. The new models can attract a higher number of volunteers, improve their experience and increase the overall impact of volunteering.

The utilisation of new technologies can facilitate linking of volunteers with organisations, provide tools for monitoring and evaluation of volunteering activities and enable better communication and collaboration between volunteers and organisations. Partnerships with innovative participants can bring fresh ideas, expertise and technological solutions that can improve volunteering activities and their impact on the society.

### The owner:

The City of Sisak

### Key stakeholders:

The Local Democracy Agency Sisak  
/ Volunteer Centre,  
the Volunteering Development  
Committee, volunteering  
organisers, companies, faculties

### Measures:

- Implementation of relevant research in the sector of volunteering development;
- Promotion and development of the new volunteering models adjusted to contemporary challenges and community needs;
- Provision of support to the increased use of technology, development of applications, online platforms and tools for volunteering and management of volunteer programs;
- Supporting and stimulating innovative volunteering projects and ideas that can potentially have a positive impact on the community;
- Promotion of creative approach to volunteering; innovation in the segment of volunteering also includes promotion of creative approach; this can include development of new volunteering programs that are focused on specific community needs, implementation of artistic or sports activities as a form of volunteering or involving of volunteers in the process of designing and implementation of projects with the social impact;
- Encourage collaboration with the innovation sector, such as start-ups, technology companies or research organisations;
- Promotion of the constituent element of volunteering in the development of social entrepreneurship.





## Strategic goal 9.

To evaluate volunteering contribution in order to recognise and promote its effect on the individuals, organisations and communities

The valuation of the volunteering contribution helps to raise the awareness and recognise values that volunteers produce for individuals, organisations and communities. This is important in order to emphasise the role of volunteers and appreciate their commitment and engagement as well as to encourage other people to join volunteering activities.

The valuation of the volunteering contribution enables organisations to quantify and assess the impact of volunteers to their activities. Volunteers often contribute to improvement of services, reduction of costs and strengthening of the organisational capacities. Understanding this impact helps organisations adjust and optimise their volunteering programs.

The valuation of the volunteering contribution enables better understanding of how volunteering forms and improves communities. Volunteers often provide support to vulnerable groups, participate in ecological restoration, promote social justice and contribute to the general welfare of the community. Recognising that influence can induce further investment into volunteering programs and initiatives.

This collaboration can contribute to new perceptions, understanding of trends, recognition of the best practices and development of innovative solutions for improvement of volunteering activities.

### The owner:

The City of Sisak

### Key stakeholders:

The Local Democracy Agency Sisak  
/ Volunteer Centre,  
the Volunteering Development  
Committee

### Measures:

- Recognition and monitoring of concrete results and effects of volunteering on individuals, organisations and community; this includes collection of data on the number of volunteers, invested time, achievements, satisfaction of volunteers and beneficiaries and reporting on the results;
- Development of awarding volunteers and good practice examples of inclusion of volunteers;
- Improvement of visibility, quality and impact of the annual volunteering award;
- Promotion of a system of monitoring of competencies that are acquired or developed by volunteering;
- Establishing of collaboration with the academic community and research institutions with the purpose of research, analysis and evaluation of the volunteering impact;
- Promotion and sharing of results of volunteering with the public, decision makers and stakeholders;
- Utilisation of the evaluation results in order to recognise areas of improvement of the volunteering programs;
- Transparent reporting on results and method of use of resources, provision of feedback to volunteers and beneficiaries and establishing of mechanisms for receiving of feedback and proposals for improvement.

## 5. Monitoring and evaluation

The Program provides a framework for development of volunteering in the city of Sisak in the forthcoming period.

The Volunteering Development Committee of the City of Sisak is competent for monitoring the implementation of the Volunteering Development Program based on the principles of dialogue, active participation and collaboration.

The Committee prepares reports on the implementation of this Program and suggests its changes. It is especially active in the segment of promotion of volunteering and improvement of conditions for recognition and awarding of volunteering by suggesting specific measures to organisers of volunteer actions and the City of Sisak. One of the Committee's tasks is the implementation of the procedure related to the annual volunteering awards and setting out the relevant proposal of the Decision on the Annual Volunteering Awards.

The Volunteering Development Committee of the City of Sisak comprises representative of seven organisations that can be volunteering organisers in accordance with the Volunteering Act and that encompass various areas of social action as follows: The Volunteer Centre Sisak, City of Sisak, a social care organisation/institution (1), educational institution (1), cultural organisation/institution (1) and civil society organisations (2).

The members of the Committee are selected in accordance with the relevant Rules of Procedure of the Volunteering Development Committee.

## 6. Funding

The City of Sisak is responsible for funding of the Volunteering Development Committee and awarding the annual volunteering award of the City of Sisak.

Furthermore, the City of Sisak will also be funding the activities contributing to the implementation of this Program in accordance with the possibilities.

Specific goals and measures of this Program can serve as a basis for designing partner programs that can apply for funding from the European Union funds.

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