Chairperson’s Report

“A.G.M time signals the fact that another year is fast coming to an end and simultaneously presents me with the opportunity to speak to you again. It has been an absolute pleasure to serve you as chairperson for the past three years. Much has happened during that time and I am happy to announce that the Volunteer Centre is developing in leaps and bounds.

This year have seen us continue to develop our mission of giving only the best possible service to our country. I wish to start by thanking the Director - Deline Van Boom and each employee of the Volunteer Centre for all their hard work during 2008. Not many people would be aware of the sacrifices you have made in the interest of the organisation.

Volunteerism is the foundation on which we build the future of this centre. By ensuring that your fellow men and women lead fulfilling lives and contributing positively to the development of our people, the province and our country, you are not only performing your social responsibilities but you are also taking serious action to lighten the burden of others. The songwriter echo’s these sentiments by saying “If I can help somebody as I pass along, if I can bring back beauty to a world up-wrought…then my living shall not be in vain.”

As you round off 2008 jam-packed with many schedules, looking back, you owe yourselves a pat on the back for a job well done.

When I reflect on the past year, I am struck by many events e.g. the devastating effect the changing weather patterns have around the globe, the senseless loss of human lives and the subsequent pain and misery, violence, war and terrorist attacks bring to peoples lives, regrettably the effect, tribalism, prejudice, racism, gender inequality and the greed for power still have on us. I am struck by the recent xenophobic attacks, violence against women and children, I cautiously watch the effect political differences have on this beautiful country.

So I can go on and on, but I am most of all struck by the pressure the current economic situation have on the majority of our people. For many people life is not easy. They suffer silently under the many challenges poverty presents. The social consequences thereof are vast and shocking.

Despite everything mentioned above, I am consoled by the fact that there are people in life who are irreplaceable. The service rendered by volunteers is one of them. It is a very powerful human contribution and creates the opportunity to bring hope and make a difference to the lives of many people. So every volunteer out there, who have made a difference I salute you and wish to express my sincere gratitude. It is not always easy or possible to say exactly how I feel towards you for sacrifices you have made in humility and without any personal or financial gain. You have served your country and people well.

I trust that this will not be the last of your efforts but that you would continue to be kind and compassionate.

The success of the Volunteer Centre regarding the growing demand for its services and the establishment of many partnerships is evident in its expansion over the past few years. Since 1983 when this centre first became a registered welfare organisation, it slowly but surely positioned itself firmly as a leader in the development of volunteering, both nationally and internationally.

As our primary focus we presently have the desire to do things differently. We have identified the need for genuine and constructive change.

It was Albert Einstein who once said: The definition of insanity is to do the same thing
over and over again but yet expect different results.
I am extremely proud to announce that the process of transformation within the centre finally got off the ground.

What started off as an idea waiting to happen towards the end of 2007, germinated and grew so rapidly during 2008, that we are now in a position to harvest the first fruits of our labour come January 2009. This process has been diligently driven by a very dedicated and motivated team of board members who supported me and believed in the fact that what we are doing is right and most of all in the interest of the community we serve. The successful implementation of our brand new strategic plan depends on the co-operation of the entire team, to accomplish the objective of creating a peoples centred organisation of volunteer excellence.

This is certainly not a one man show and therefore I am humbly indebted to so many good men and women who have worked tirelessly in an effort to meet the needs of the Volunteer Centre.

I am extremely grateful for the addition of four new members onto the board. I wish to thank Mrs Fawzia Cader, Miss Eunice Mathe, Ms Nzwaki Qeqe and Mr Sikhumbuzo Rolosi, for the way in which they have adapted to the ideas and vision of our strategic planning and for the competencies and capabilities they have brought on board.

Mr Max Raizenberg, despite his recent illness which prevented him from attending some meetings, he showed tremendous interest in all the activities of the Volunteer Centre.

To Sandy Fouché, the vice chairperson, and Bonakile Busika, the minute secretary for their commitment, advice, support and for being on the forefront in assisting me to galvanize the idea of transformation in the organisation.

To Mike Moses the honorary treasurer and Mike Kronenberg from the accounts and admin department for the manner in which the two of you carried out your duties in order to maintain a sound financial position and to establish firm financial discipline.

To all our affiliated organizations - I once again express my sincerest appreciation for your confidence in us. Without you it would be impossible to continue the work we are doing. Volunteering offers us a great opportunity to serve you. Despite the many challenges we face we seek to foster an even better relationship with you in the future. Last but not least, all our sponsors - as we continue along the road of volunteerism, I plead that you would continue to support us to enhance the potential of this centre to contribute further to greater volunteering opportunities.

We also humbly and gratefully acknowledge that the contributions made by volunteers extend way beyond the actual financial and economic input we make.

Having taken stock of where we are right now, the Volunteer Centre is looking forward meeting the challenges of the New Year. Our priorities will be to attract, train, place and retain even more volunteers next year.

In order to achieve this we need to provide a constructive environment with incentives for our staff to perform and to ensure that they do not stifle transformation but rather contribute towards it.

With a well structured organisation, with a clearly defined mission and vision, competent staff, clear protocols and guidelines for operational execution we are definitely in a better position to respond to the challenges that awaits us.

In closing, I leave you with the words of John Wesley:

Do all the good you can
By all the means you can
In all the ways you can
In all the places you can
At all the times you can
To all the people you can
As long as ever you can

God bless you all

Bernard Pather
Chairman 2008
During the past year the Volunteer Centre has celebrated the role which “Ordinary People - Everyday Heroes” play in our communities. In this Annual Report we have tried to capture the essence of ordinary volunteers - sharing their stories, their success, hopes and dreams.

We are often challenged by those who say “South Africans are no longer volunteering... Unemployment is too high ... times have changed... communities are indifferent”. I need to commend the staff of the Volunteer Centre who, on a daily basis, combat these myths when they engage with volunteers who are seeking skills, fulfillment and a window of opportunity.

These volunteers are found in various guises - as concerned friends and neighbours - the invisible thread that binds our communities - the local Forums - the school committees - they are the busy professionals - the corporate executives - the young (or not so young) unemployed - the foreign student - the local activist - the committed sports coaches - they can be found combating fires on our mountains and in our informal settlements - they are building homes for others - in summary - volunteers are those Ordinary People who make a difference.

Volunteering provides the opportunity for development to happen in a way where there is mutual giving and receiving of gifts and talents in a way that builds networks and ties of solidarity and care amongst diverse groups.

**Volunteer Management**

The lack of volunteer management skills in organisations and the policy and legislative vacuum around volunteering means that most volunteers work without enough support, quality control or sufficient risk management. Volunteer programmes are rarely catered for in organisational budgeting as it is considered to be “for free”. Hence without proper planning, it is difficult for volunteering to deliver the kinds of benefits that can be derived from it.

It is assumed that NGOs would be the natural champions of volunteers seeing that many NGOs started off as volunteering organisations with no paid staff. However, many are reluctant - some have genuine, well founded concerns regarding control when using volunteers in their service delivery. In many NGOs the motivation to work with volunteers has been in their efforts to maximize their programme outputs at minimum financial cost.

However, the benefits of working with volunteers are such that NGOs should seriously consider this partnership with their volunteers and communities which they serve as a strategic option - acknowledging the enormous value that volunteers bring into organisations. But, like everything else in life - this value does not come free of financial costs.

**Training Desk**

Whilst reviewing our services, the lack of standardization within the training components of the organisation was evident. Despite not receiving a response to our Lotto Funding application of 2007, the Volunteer Centre has nevertheless embarked upon a process of revising and upgrading the various training courses which the organisation conducts, as well as the appropriate staff training and support.

**New Beginnings**

The excitement of our move from Somerset Hospital to Claremont caused minimum disruption to the organisation. In this season of New Beginnings we actioned the feedback of an external audit of the organisation through a process which became known...
as GAPS. Priority action areas were identified and staff team were assigned to conduct peer assessment and assistance to colleagues. I need to commend each and every staff member for their contribution to this 8 week process which was undertaken with tremendous enthusiasm and organized professionalism.

The process served to standardize systems, provide uniform structures, assess community outreach and build team relationships. We are pleased that all objectives were met.

At this stage I need to acknowledge the loyalty and steadfastness which the staff team of the Volunteer Centre has displayed to myself and to their tasks, but most importantly to the volunteers and organisations which they serve. In the true spirit of volunteering the staff have knuckled down and developed team strategies to overcome challenges and to raise the organisation to new heights.

I am often humbled by the energy and initiative of staff members - currently 9 of our staff are under the age of 30 years. The future bodes well for the Volunteer Centre !!

As we move forward
In our effort to continuously grapple with our relevance as facilitators of volunteering and in keeping abreast with the ever changing needs of the volunteering constituency - the staff team of the Volunteer Centre are committed to consulting with communities and adapting our services in an attempt to meet those needs.

I take this opportunity to thank all donors, our supporters and partners, members and affiliates, our Management Committee (Mancom) and volunteers who assist us as we continue to honour, celebrate and promote the volunteering effort that so often goes unnoticed. With your continued support the Volunteer Centre aims to build a legacy by consolidating and developing volunteering into the most important social movement of our time.

The contribution of volunteers remains critical in the sustainable development of our country.

Deline Van Boom
Director - Volunteer Centre
November 2008
Volunteer Centre relocates Head Quarters to Claremont

Volunteer Centre - formerly known at the Voluntary Aid Bureau - began its work in 1979 with a very humble office within the Red Cross Children's Hospital. It then moved to Cape Town and spent many years operating from a small corner on the 3rd floor of George Borwick House, Bree Street, - better known as the offices of Community Chest.

Since 1998, the Volunteer Centre was located on the 2nd Floor of Helen Bowden Building, Somerset Hospital, Green Point. For the past decade, “the office at the Waterfront” served as a hub of activity in volunteering efforts to communities and organisations across the globe.

In 2007 the axe fell on the spacious office, with magnificent views of Table Mountain, Signal Hill, Lions Head and Table Bay - with additional benefits of ample parking in a safe secure environment, excellent maintenance and support services and low budget accommodation !!.

It was time for us to make space for a new road and developments in keeping with preparation for the 2010 World Cup Stadium.

So it was with great trepidation, but a spirit of adventure, that we packed our bags and relocated to the southern suburbs.

1 December 2007 saw the Volunteer Centre officially move to its refurbished premises at 124 Belvedere Road, Claremont. This head office is hosted in partnership with Scouts Association - Cape Western Region and with the kind support of the City of Cape Town.

In our season of new beginnings we need to acknowledge those with whom we have travelled.

The Management & Staff of Somerset Hospital, who were never to busy to provide assistance from fetching our mail to changing a light bulb.

The Staff & Volunteers of SA Red Cross National Office - our neighbours with whom we shared everything - from equipment, to meeting space and even the occasional telephone line in emergencies!

Our new season would not have been possible if it were not for the generous support of the Scouts Association, who with the blessing of the City of Cape Town provided us with access to an abandoned, dilapidated building. Very special acknowledgement needs to be given to one of our committed Board members, Mr Max Raizenberg, who tackled the repairs to the building with the spirit of a true volunteer and who painstakingly restored the facility for our use. Our adjustment was smooth, the staff were as proud as new home owners - and immediately assumed responsibility for the management of our new home - which has affectionately become known as HQ.

We are therefore delighted that from 124 Belvedere Road (the red building on the corner of Queen Victoria) the Volunteer Centre continues to provide a valuable service to organisations by lending their expertise in volunteering related issues; by sharing information on development opportunities and volunteer programs both locally and abroad.

Our new HQ address:
124 Belvedere Road, Claremont, 7708
P.O Box 2549, Clareinch, 7740

A proud Volunteer Centre staff in front of their new Head Office premises
Head Quarters

For the year under review, the Head Quarters has experienced new beginnings, growth & expansion and dramatic changes.

Our statistical report reflects a year of substantial volunteer recruitment and activity.

**Statistical Report**

Volunteer orientations held = 11  
Volunteers registered = 324  
 Volunteer referrals made = 216  
No of office volunteers recruited = 2  
Volunteers recruited for corporate clean-up = 15

**Volunteers Week - June 2007**

The staff creatively came up with the theme “Ordinary People – Everyday Heroes” for Volunteers Week - June 2007.

During this week, (and throughout the year) the office enjoyed exposure on local media through news articles published and radio interviews. Volunteers were encouraged to share their volunteer experiences through the local media. In doing so, community members were made aware of volunteering and so encouraged to volunteer. The week was ended off with an event at the Mitchell’s Plain Satellite Office in appreciation of volunteers and their tireless efforts.

We appreciate the expertise of Cora Owens (volunteer) who has helped us get our Newsletter up and running!

During the research phase, we utilized the opportunity to make contact with our member organisations by profiling them our Newsletters and interviewing volunteers who have gathered years of experience and a life time of compassion for their community. We have designed newsletters for Vredendal, Khayelitsha, Mitchell’s Plain and Beaufort West and have set a quarterly schedule for satellite newsletters in the ensuing months.

**Website**

Our website was launched at our AGM held last year November 2007. The website had been set up a few years back, but it was not user-friendly for staff to regularly update with ease. We called upon the skills and expertise of Frans Kuipers, Volunteer Service Overseas (VSO) volunteer hailing from Holland. Frans had spent about 2 years volunteering in South Africa through, VSO, a close partner of the Volunteer Centre. In the capable hands of Frans and his ongoing support, the website has grown to be a powerful marketing and interactive communication tool with our target audience. There has been an increase of volunteers and organisations coming to know about the Volunteer Centre through the web.

**Youth volunteering...**

Ashley Felix, a 15 year old youth from Kenilworth, attended our Volunteers Week activities in the first week of June.

“I read about the Volunteer Centre for the first time in a local newspaper and wanted to check it out as it sounded like fun.” says Ashley. It was the first time he had heard about the Volunteer Centre. This was an opportunity to learn more about volunteering, he thought. At that time Ashley felt that he wanted to do something meaningful in his spare time and the Volunteer Centre had created that opportunity. “When I came to the Volunteer Centre, I received a warm welcome as I entered the building. I didn’t expect that it would be mostly ladies working at the centre.” he chuckles. Some of the tasks that Ashley and youth volunteers did for the week was helping with preparing meals at Rosedon House, Rondebosch. “At St Anne’s Homes our team of volunteers helped with clearing the garden and beautifying the play area for the children. It was great!” Ashley has dreams of becoming an engineer or a plumber and he knows that he has to work hard to reach those dreams. “I will reach my dreams one day but for now, it’s good to know that I can do something good for other people by volunteering.”
Feeling valued, enabled me to discover my power>
Four years ago, I was unemployed and at an all-time low. I was painfully shy, lacked confidence and felt worthless. I had to rely on my parents for financial assistance.

Then I heard about the Volunteer Centre, an organisation in Cape Town that coordinates volunteers and the NGO’s that need them. At the time, my self-esteem was almost non-existent. I was too timid to talk to strangers, so I was surprised and delighted when my application to volunteer at the Centre was accepted. In the past, I had been very talkative and my family knew me as outgoing.

But because of my personal circumstances, I had lost my inner strength. Before joining the Volunteer Centre, I was fearful and unsure about what life had to offer. But the more involved I became in my work, the more my self-esteem grew and a self-assured me started to emerge. I love people, talking and being sociable. Being appreciated and seeing how my work has had a positive impact on people’s lives has given me a sense of place in this world, and that has allowed me to be who I really am. I am now fully employed as the Khayelitsha Satellite Office Co-ordinator.

When people offer us their services, I tell them my story: about how being a volunteer gave me the confidence to look life in the eye.

Nombini Stemela, Khayelitsha Satellite Office Co-ordinator

The Volunteer Centre’s satellite office in Khayelitsha has been a great support to the International Youth Exchange program which was based in Khayelitsha during 2007/8. The Centre continues to cultivate networks and linkages among organizations in serving their volunteering interests. Organisations who are interested in becoming members of the Volunteer Centre are encouraged to call our Satellite Office Co-ordinator - Nombini Stemela for more information.

The following statistics are presented as a brief summary of the services rendered for the year under review:

- Recruited volunteers: 153
- Volunteer Referral: 39
- Volunteers Placed: 99
- Volunteers who found employment: 2
- Volunteers still awaiting placement: 23
- CORE youth exchange participants: 16

New Paid Up Members = 6
1. Nonceba Family Counseling Centre
2. Abaphumeleli Orphanage
3. Sisonke
4. Khumbulani Orphanage
5. African Leadership
6. Noluthando Training Industries

Information & Orientation sessions held = 13

The following organisations were visited and consulted with:
Community Bible Society; Zakhele Clinic; Without Walls; PPSSA; Khayelitsha Police Station; Youth Centre; South African Red Cross Society; Lunka Gallant; Mustadafin Centre; Learn 2 Earn; Lifeline; St Kizito Children’s Programme; Abaphumeleli Orphanage; Ilima Labantu; SANCA; Khayelitsha Community Health; SACLTA; Siyanceda Workshop; Sisonke; Umzi Kantu; Yabonga; Umthombo woluntu ; Empilweni; Abigali Women’s Movement; CWD; Elukhuselweni; Hope World Wide; Laphumilanga; TAC;
Office Volunteers are an essential support to the Satellite Office Co-ordinators. They keep office going whilst staff members attend meetings and are working in the community. Office volunteers, in turn, benefit from various training opportunities which enable them to gain confidence, work experience and the contacts through which they may be able to access employment opportunities.

We need to acknowledge the support of the following Office Volunteers during the past year:
1. Thumeka Menzeleleli
2. Sibongile Mkontshwana
3. Lizeka Mahote
4. Nomsa Mshiqa
5. Gloria Mngcayi

Our Community Consultative Committee members are:
Prince Mdazuka - Citizens Advice Bureau (Chairperson); Ntsiki Dwangu - CWY (Vice Chairperson); Mhlangabezi Masizana - Hope World Wide (Secretary); Themba Njambathwa (Resigned); Thembela Mgedezi (Simameleni); Witness Matshobongwana (Siyayolisa Youth Club); Nozuko Conjwa - Nonceba Centre (member)

Volunteer Policy Consultation visits to organizations
PPSSA; Child Welfare; St Kizito Children; TAC; Empilweni Counseling Centre; Khumbulani; Abigail’s Women Movement; SHAWCO

When asked about her dreams for the Khayelitsha Satellite Office - Nombini optimistically replies:
- An office situated on a busy road, where many people will walk pass......
- Big notice boards - where everyone will know about the Volunteer Centre.......
- Increased community involvement, through an active committee (CCC).......-

- More staff - more funds - to do all the work that needs to be done in the area.......
Mitchell’s Plain Satellite Office

“Mitchell’s Plain satellite office has indeed been a hub of activity for the last financial year!”

Shahida Dudley, Mitchell’s Plain Satellite Co-ordinator

Shahida Dudley, Mitchell’s Plain Satellite Co-ordinator, discovered the value of personally visiting organizations in order to meet with them on a one-on-one basis, but more importantly to identify their needs and services. During this time the office was able to forge lasting relationships with regard to providing a holistic service to the community of Mitchell’s Plain. Of the 65 organisations serviced, 11 are paid up members and the rest are pleased to be affiliates of the Volunteer Centre, however, we are certain that with further interaction they will become members of the Volunteer Centre.

Efficient output at the office was improved with initial consultations taking place via telephone followed up by fax and e-mail and finally but more importantly, a one on one visit. Telephonic consultations were mainly the route taken by organisations wanting to make use of our services for the first time or to request training for volunteers. Improved IT connections also resulted in dealing with an increased amount of enquiries via e-mail and improved the information sharing and follow-up calls of placements.

Mitchell’s Plain satellite office enjoyed media exposure on community media. “We have had 6 radio talks on Cape Community FM, Voice of the Cape, Radio 786 and Bush Radio - as well as 6 articles published in People’s Post and Plainsman.” reported Shahida.

Governance

A milestone for the satellite office was our very first general community meeting held in February 2008 - where a new Community Consultative Committee (CCC) was elected. The CCC is representative of the organisations and community which we serve. Meetings take place monthly and the 9 members have committed their skills and time to supporting the Volunteer Centre. The outgoing Chairman, Mr Bernard Page, needs to be acknowledged for his contribution to the growth of the organisation in Mitchells Plain.

Mitchell’s Plain - Building international bridges

This Satellite Office has also benefited from the support of ICYE French volunteer Julie Marchand whose skills and input added a new dimension to the office. We were pleased to have facilitated Milla Puharinen, the ICYE Finnish volunteer placement at the Beaconvale Educare and Heaven’s Shelter in Beacon Valley for the majority of her stay in South Africa. The satellite office also had the opportunity of hosting various visiting delegations from Africa and Europe - as the Volunteer Centre continues to forge links with a broad spectrum of International volunteer organisations.
Special Assignments

One of the team building/staff development processes during the past year was the short term relocation of staff members into satellite offices in other areas. Shahida Dudley provided support and mentorship to office volunteers at the Beaufort West and Vredendal Satellite Offices. In this way she was able to impart her skills and upgrade the administrative systems at these offices.

Challenges

“I’m compelled to make mention of the one of the challenges the Mitchell’s Plain Satellite Office weathered” writes Shahida. During March 2008 our telephone cables were stolen in the area leaving the Mitchell’s Plain area destitute to the world of advanced communication. We were cut off of access to internet, telephones and fax lines. However, during this time the Mitchell’s Plain Satellite office rose to the challenge and continued with its daily tasks with traditional means of communications.”

Statistical Report

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<thead>
<tr>
<th>RECRUITMENT &amp; REFERRALS</th>
<th>ORIENTATION &amp; TRAINING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total = 240 volunteers</td>
<td>Total = 10</td>
</tr>
<tr>
<td>Male volunteers = 14%</td>
<td>28 Group Orientation sessions</td>
</tr>
<tr>
<td>Female volunteers = 86%</td>
<td>280 individuals reached</td>
</tr>
<tr>
<td>TRAINING</td>
<td>OFFICE VOLUNTEER TRAINING</td>
</tr>
<tr>
<td>Total = 6 EVM sessions</td>
<td>Total = 1 combined with Khayelitsha</td>
</tr>
<tr>
<td>31 organisations reached</td>
<td>7 participants from Mitchell’s Plain</td>
</tr>
<tr>
<td>115 individuals reached</td>
<td></td>
</tr>
<tr>
<td>MOTIVATIONAL TALKS</td>
<td></td>
</tr>
<tr>
<td>Total = 3</td>
<td></td>
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</tbody>
</table>

A word of thanks from a member organisation

Over the past 6 months, help2read has trained and inducted a number of volunteers referred by the Volunteer Centre. These volunteers are working in local schools and their support not only enables the children to learn to love reading but significantly increases their levels of confidence and self esteem.

Early in the year staff and volunteers from help2read attended a two-day Effective Volunteer Management Training facilitated Shahida Dudley from the Mitchell’s Plain Volunteer Centre. The volunteers were delighted at the opportunity to attend the workshop and gain new skills and knowledge. The workshop also facilitated constructive dialogue between staff and volunteers regarding the running of our programme. Staff and volunteers alike found the workshop very interesting and relevant to the work of help2read. help2read has truly benefited from partnering and information exchange with the Volunteer Centre. Thank you!
Intergenerational Program

The Intergenerational Program provides an opportunity for those rich in experience and knowledge to share with the younger generation. The Intergenerational Program should be a two way exchange which confirms the dignity of seniors through sharing of skills, story telling and friendship and in so doing it serves to connect with the youth.

The Project Co-ordinator, Karen Mentor was appointed in May 2007 and soon recognized that the ongoing motivation of youth was integral to the success of this project.

For the last year, the Intergenerational Program presents the following statistics:

Youth Volunteers
- Skills training = 47
- Heritage Programme = 10
- Adopt-a-grandparent = 10

Number of senior beneficiaries
- Beaconvale Senior Service Centre = 15
- Mitchell’s Plain Service Centre = 25
- Masibambani Service Centre = 20
- CWD Service Centre = 20

Training held
- Candle-making
- Soap-making
- Heritage/ interview workshops
- Hand and Foot Care
- Basket making

Heritage Program

During this phase, the co-ordinator, Jill Williams, has confirmed that there exists a strong sense of identity in youth although at times they struggle with a cultural identity crisis, to build self confidence and a sense of community. There has however, been an increase in interest in cultural festivities, intercultural exchanges and artistic interpretations.

Activities which participants were involved in included:
- Discussions on identity of self and community
- Creating a Memory Box to store memorabilia
- Self reflection/ research on past joyful and painful events
- Collage work in representing identity
- Exploring stories of unsung heroes and heroines
- Sharing experiences during Apartheid era
- Introductory Interview skills for interviewing an elder

“Ordinary People - Everyday Heroes”

Nomzamo Maqajama
- Intergenerational Youth Volunteer

My name is Nomzamo Maqajama. I am 22 years old and joined Intergen in 2007. I am an active volunteer at the Masibambani Service Centre in Samora Machel. I have enjoyed the opportunity of attending various skills training workshops attended by youth and seniors since April 2007. I applied to participate on the international youth exchange programme to take place from September 08 - Feb 09 next year. I am proud to be a volunteer and plan to make my family and community proud on the international youth exchange program.

Aunty Charlotte
- Intergenerational Senior Volunteer

It is true that woman go through many seasons in their lives, seasons of plenty and seasons of scarcity, yet through it all, they are willing to give and willing to learn new things.

One such woman is Charlotte Dick or fondly known as Aunty Charlotte. Aunty Charlotte is a senior and has been a member at Mitchell’s Plain Service Centre in Portlands for the past three years. She has enjoyed participating in the Intergenerational Program.

“Through the Intergenerational Program, I have a chance to share my wisdom but also learn something new along with the young people.” says Aunty Charlotte.
Central Karoo Satellite Office

The relocation of the Central Karoo Satellite office, from Murraysburg to Beaufort West was finalized during 2007. Rev Eugene Le Fleur, the Chairperson of the Community Consultative Committee, provided able support to Isaac Dokter, the Satellite Office Co-ordinator. We also acknowledge the continued role which the District Office of the Dept Social Development has played in providing guidance and assistance to staff members.

EVM COURSE

During July 2007 an Effective Volunteer Management (EVM) course was conducted at St Francis Centre where 45 managers and supervisors of volunteers grappled with the benefits, challenges and efficient utilization of volunteers in the Central Karoo. This course was followed by a highly successful Office Volunteer Training (OVT) which exposed young unemployed volunteers to skills and attitudes needed in the workplace.

After the resignation of Isaac Dokter in February 2007, the support of our office volunteers Duval Johnson and Phumeza Octavia Thiyiwe. We also need to acknowledge the vital role which Volunteer Centre staff from other areas played in sustaining, stabilizing and expanding the work of the organisation through this time. 339 local volunteers were recruited and placed with various projects and events throughout the District and the implementation of a regular Info Hour in the outlying areas provided organisations with an opportunity of being updated and supported Volunteer Centre. Areas which have been visited include: Nelspoort, Murraysburg, Merweville, Laingsburg, Leeu Gamka, Prince Albert and of course, extensively in Beaufort West.

We are proud of the organisation’s extensive network in the Central Karoo which includes: Khomanani; Nelspoort Bakkery; NAAG; MAAG; Nicro; Famsa; Badisa; Christ Church Home Based Care; Karoo Resource Centre; Karoo Gender Forum; Kindersorg (Laingsburg); various Government Departments; Local Networks & Development Forums; Faith Based groups and churches; individuals - across the age spectrum.

We are pleased to report that the Volunteer Centre has become recognized as one of the steadfast organizations in the community of Vredendal.

Carine Cloete, the office co-ordinator from February to October 2007, developed a useful network of volunteers and she became known for her fierce lobbying for the rights of community volunteers. During this period a strong relationship developed with Matzikama HIV Aids Initiative and local ECD facilities.

When Carine moved, on her place was taken by Magrieta Swanepoel - who has proved to be committed, reliable, well known and respected by all in the community.

We need to acknowledge the role which Ms Rhyni Van Niekerk played in steering the ship during some difficult times in 2007 and we thank the incoming Community Consultative Committee (CCC) for their willingness to assist the Volunteer Centre in meeting their objectives in the Matzikama District.

Fifteen participants from 10 local organisations benefited from attending the Effective Volunteer Management Course. Mr Josef Cloete - of All Pay - said: “the EVM course has opened my eyes to the role which volunteers play in communities, it has taught me the importance of drawing volunteers into the planning processes of our programmes.” He confirmed. He thanked VC for their perseverance in maintaining an office in the area and continuing to believe in the people of Vredendal.

The Office Volunteer Training Course was well received in Vredendal and 22 volunteers from 9 organisations participated in the four day training programme.

Volunteers from the Matzikama District also participated in two Consultative Workshops which provided them with the opportunity of providing input on the 3rd draft Volunteer Policy.

203 volunteers in Vredendal were recruited and utilized in various projects, events and local activities.

The following organisations were visited and consulted with:
The Herald; All Pay, Lutzville; MADA; Jakkerland; Sonskyn; Fairyland; Qhayisa Info & Resource Centre; Vergenoeg; Feetjeland; Vredendal North Primary; W C Nacosa; Speelk ring; Dorcas; Dept Correctional Services; Dept Social Development Dept Forestry and Water Affairs; Heavenly Promise; Klawer Advies Kantoor Matzikama Youth Forum; Project Hope

Community Meeting

A Community meeting was held on Saturday 2nd February - and we were so pleased that, despite temperatures in excess of 40C deg - those who attended were enthusiastic in their support of the Volunteer Centre. Proceedings was conducted by Mr Lincoln Wildschutt - member of the CCC and various speakers inspired those present. Mr Andrew Julies of Project Hope and previous CCC Chairperson, urged those present, “moenie net gemeenskappe ophef nie - ontwikkel hulle”. He reminded us not to only uplift communities, but to develop them. He encouraged the staff of Volunteer Centre in their efforts to bring about a lasting change in the lives of communities.
Special mention was made of committed volunteers, such as those at Lutzville, who loyally served their community on days when Social Grant payments were made.

Volunteers - Elizabeth Philander, Lorna Cloete, Felix Fiphaza were acknowledged for making a special effort to travel to this meeting.

In depth assessment of the functioning of the office undertaken in June and August produced reports which indicated the need for updated Standard Operation Procedures to provide additional guidelines for staff at satellite office level.

During the “GAPS process” at the beginning of 2008, several staff members from Cape Town assisted the then office volunteers in repositioning and marketing the organization in Vredendal.

In our continued efforts to upgrade and professionalise our services, two posts were advertised and we are delighted that, at the end of the period under review, Ms Magrieta Swanepoel was officially appointed as Field Worker and Mrs Lenie Januarie as the part time Office Manager.

We do, however, need to be mindful of the numerous challenges still to be overcome, including - mobilizing ALL communities - working across political, historical and geographic boundaries, motivating apathetic young people, networking with agencies for skills development opportunities - thereby providing more effective impact throughout this huge geographic district.

Die Hart van ‘n Vrywilliger

Magrieta Swanepoel het begin met vrywillige werk by die Vrywillige Dienstsentrum, Vredendal in Desember 2006. Haar eerste geleentheid was met die Waterweek- projek, waar sy saam in ‘n span vrywillige werkers, seep en pamflette aan die publiek uitgedeel het.

Die volgende projek wat sy aangepak het, was ‘n navorsingsprojek waar sy ‘n opname gedoen het om te bepaal hoeveel kinders werklik skool toe gaan in die kontrei. Ander vrywillige werk ingesluit was kort termyn take vir die plaaslike Maatskaplike Dienste, waar sy ook baie te sien gekry het van die groter Matzikama Distrik.

Magrieta het ’n passie vir jeugdiges en veral kinders. Vir haar is dit belangrik dat kinders en jeugdiges tyd afgestaan moet word deur ouers of ouer persone om in die gemeenskap vrywilliglik betrokke te raak en so dus leer om vir hul medemens om te gee.

Sy meen dat ‘n groot deel van die kind en jeugdige se ontwikkelingsproses deur positiewe bekragtiging gedoen moet word. Daar is verskeie programme in die gemeenskap waar jeugdiges betrokke kan raak en ook op so ‘n manier positiewe bydraes te maak terwyl hulle waardevolle lewens-ervaringe opdoen. Dit is ‘n belangrike stap om deur welwillendheid te ervaar dat wat jy positief gee, jy ryklik terug sal ontvang.

Vir Magrieta het sy baie gebaat deur om vrywillige werk te doen. Sy het meer selfvertroue en selfversekerheid gewin. Sy het later ondervind dat sy baie meer gemaklik met mense kon kommunikeer. Daardie eienskappe was maar altyd in Magrieta, maar dit het sterker navore gekom deur haar betrokkenheid met die Vrywillige Dienstsentrum.

Dit is dus maklik vir Magrieta om jongmense aan te moedig en te motiveer om vrywillige werk te doen.
Training is a core element of the services we offer at the Volunteer Centre.

Our Training department is undergoing a restructuring process. In remaining relevant to the needs of our target market, we have reviewed training materials, course modules and accreditation. Our VSO Volunteer, Bella Ramos assisted with this process and a task team of staff is carrying this forward.

Office Volunteer Training

The purpose of OVT is for young, unemployed volunteers to acquire skills in office management and administration that can be used to market themselves in an effort to find employment.

A profile of Paul Sullivan - an office volunteer

Paul Sullivan participated in the Office Volunteer Training (OVT) course held at the Mitchell’s Plain Satellite Office during 2007. The four day intensive course was presented by staff of the Volunteer Centre. At the time of the workshop Paul was unemployed. During an interview Paul shared that he was one of the many participants who was motivated to believe in himself as a volunteer but also as a potential asset to the workplace.

At the four day training he again realized that volunteers are to be recognized as unpaid staff who go the extra mile. He was especially appreciative that volunteers are being equipped and trained to be employable through training like the Office Volunteer Training course.

A particular highlight for Paul was once again being “refreshed by the value of communication skills”. “Communication is the foundation of an effective workplace and the Office Volunteer Training course is presented in a workshop style where participants are encouraged to actively participate.” Paul said.

Effective Volunteer Management

Organisations realize the importance of empowering volunteer managers with the necessary skills in Effective Volunteer Management. Volunteer Centre continued to present this course. For the year under review, satellite offices in Beaufort West and Vredendal were trained to facilitate the course as a hands-on experience when EVM was presented.

Statistical Report

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2 Hour Workshops - Total No. of Participants = 284
- Volunteer Orientation;
- Volunteer Policy;
- Staff/Volunteer Relationships;
- Overview of Volunteer Management
- Volunteering - Roles & Responsibilities
Staff/ Volunteer Relationships
Best Practice Guidelines

In the Volunteer Centre’s experience of providing training in Volunteer Management, we have found that the root of challenges between volunteers and paid staff is often the inadequate definition of roles, poor communication systems and inadequate supervision.

In order to build an effective team in which everyone feels motivated, it is crucial that the organisation as a whole, and all the individuals within it, recognize the importance of equality. True partnership, is when everyone has clearly defined and meaningful role to play. We hope that the following checklist will be of assistance:

- Provide staff with an orientation on volunteerism and the role of volunteers within your organisation
- Give staff and volunteers who supervise other volunteers, training in the supervision of volunteers
- Orientate volunteers to what paid staff do, their skills, demands and pressures
- Ensure that clear, written volunteer task descriptions are available - including clear lines of communication, authority and responsibility
- Assess the volunteer programme annually and involve staff and volunteers in the review of the organisation’s Volunteer Policy and/ or Code of Conduct, as well as the implementation thereof - to ensure

That it remains relevant to your current services
- Provide clear guidelines for dismissing ineffective volunteers as well as an appropriate grievance procedure
- Ensure that volunteers have the necessary skills, and tools for the job
- Recognise good partnerships and strong volunteer involvement
- Encourage organisational recognition be given to staff who have worked effectively with volunteers - and where possible provide joint recognition of volunteers and staff to reinforce the team concept
- Make your personal commitment and dedication to volunteerism evident. Plan events that bring volunteers and staff together
- Provide opportunities both formally and informally for staff/volunteer communication, channels for suggestions, complaints and compliments
- Counter staff fears and misperceptions related to volunteer job placements
Canada/South Africa/UK
Intercultural Youth Exchange Programme

“The program opens the mind of the youth in the community to the reality of cultures and countries other than their own.” says Thandi Mmusi, the Project Supervisor of our Canada/Africa Intercultural Youth Exchange Programme.

North South Exchange 2007-08
Khayelitsha was selected to be a host community to our intercultural youth exchange program from December 2007 - February 2008. This has indeed been a great opportunity for Volunteer Centre’s Khayelitsha Satellite Office to support the program and network with the community on this exciting exchange.

Since 2004 Volunteer Centre has been in partnership with a Canadian based youth organisation - Canada World Youth (CWY). Through this partnership, the Volunteer Centre has been hosting youth exchange programs where a group of Canadians and South Africans between the ages of 18 - 24 years, spend three months in a Canadian and three months in a South African community where they have an opportunity to live with a local host family, volunteer at a local organisation and become involved in community activities.

The group arrived early in December 2007 - fresh from their three month stint in the small community of Mission - north of Vancouver in Canada. It was great to witness the impact which this group, together with their Project Supervisors (Clare Whelan and Thandeka Mmusi) made in the community of Khayelitsha through volunteering their time at the local NGO’s and community projects. They held sports activities every Saturday with up to 100 youngsters aged 6yrs up to 18yrs. The response was always great and they had an opportunity to interact with the young people in the community.

The program design is for the team to go into the community and seek out volunteering opportunities where they can assist or support projects/ NGO’s. The team embraced the opportunity to pick up the paint brush and paint a room and wash windows at Hope Worldwide. They put their hands to good use as they helped with vegetable preparations at a local soup kitchen based at a daycare centre. Furthermore, the team got their hands dirty by helping out in the community garden that provides fresh produce to the crèche. The team attended a rally organized by TAC, where they experienced, first hand, the community response to issues surrounding HIV/AIDS.

The youth participating on the exchange program have made friends and cultivated long term relationships with the Khayelitsha community through living with their host families. In turn, the host family and community have first hand experience of a cultural exchange of overseas youth but also from youth in the Eastern Cape and greater Western Cape, who rarely have the opportunity to be integrated in communities other than their home towns.

“The program opens the mind of the youth in the community of Khayelitsha, to the reality of cultures and countries other than their own.” says Thandi Mmusi, the Project Supervisor who resided with the team in Khayelitsha. “People feel proud that people from other countries come to live and integrate in their own community. They also feel proud to be able to share their lives with them for the time that the group is in Khayelitsha.” she continued.

Impact in Khayelitsha Community

Organisations mobilizing volunteer
Support = 5
Host families = 9
Khayelitsha youth mobilized to volunteer = 100
Aboriginal Television Documentary

During October 11th, 12th and 13th, four of our group members, namely Elisha and Jon Adam from Canada, and Samkelwe and Zintle from South Africa as well as the South African supervisor Thandeka, were selected to be involved in a TV documentary that entails learning about the culture of the First Nations. The group was filmed by the TV crew while participating on a community activity at the wetlands.

On Friday the 12th, the group went to Vancouver to learn about the culture of the Sey’ wetch tribe. Later they went to Xaytem, an Indian sacred site located outside of Mission where they got more knowledge about the importance of culture amongst the First Nations. On Saturday the 13th they continued to Harrison Lake, where they spent their day with the Sasquatch tribe which shared plenty of information about their culture, where it came from, how it still helps them in their everyday life, and why it is important to maintain. It’s quite clear that one should know where they come from, and what they’re about in order to know where they’re going!!

South Africa/UK Intercultural Youth Exchange

Having to supervise a group of 18 young volunteers has been a really challenging experience. I’ve learned not to judge people because of the colour of their skin or their nationality. The program had its ups and downs, but it really made me feel good about myself. When you see people doing small things that they wouldn’t normally do, it revealed respect toward me as their Project Supervisor.

It really felt good to have a group like the one I had and most of all my Counter part (CP) Laura Smith from the UK, has taught me a lot about life and I’m so glad I met her. She has instilled values that I will always carry with me. Truly, she was more like a big sister to me than a colleague.

All I can say is that we need more programs like these, to empower our youth from both advantaged and disadvantaged backgrounds and in this way make them realize what the world and our own country is all about.

Now I know that I can do absolutely anything as long as I put my mind to it. As for me I’ve enjoyed being in the NGO/ volunteer sector and being involved in this kind of work. So much so that, I have actually decided to go back to school and study Community Development, something I never even knew existed, until I walked into the Volunteer Centre.

Ntombi Hashe
Chantél Daniels is the ICV representative in South Africa. The International Conference of Volunteers (ICV) placed volunteers in different organisations for this period. One of the ICV Volunteers, Wesley Arendse, a third year student from the Cape Peninsula University of Technology has been placed at Drug Education Academy (DEA) where he has been involved in various administrative and fund-raising tasks.

**“Big things Begin little”**

One of the ICV highlights were the ‘The Big things Begin little’ - French language project which was piloted through the help of the international volunteer, Ms Julie Marchand at the Aquilla Crèche in Ocean View. This project was birthed at the Migration and Language round table in Geneva - Switzerland and is aimed at teaching Grade R pupils from previously disadvantage communities a new language.

The main objective of this project is to empower the future leaders of South Africa, inspire them to learn a new language, help them to discover another culture and thus breaking down walls of segregation and help ignite the spirit of ubuntu in a global community.

As the co-ordinator of this project, I am really proud to announce that the ‘Big Things Begins little’ project has proved to meet its main objectives successfully.

As the 1st phase of this project has been successfully completed during the period of September 2007 - March 2008, the crèche in Ocean View has already confirmed that they would like for this language project to continue in future.

**European Voluntary Service (EVS)**

In September 2007, the Volunteer Centre in partnership with International Cultural Youth Exchange (ICYE) had the privilege of hosting two fervent volunteers, Milla Puharinen from Finland and Julie Marchand from France.

As it was the 1st occasion that Volunteer Centre received and hosted volunteers from the EVS project, I was selected to co-ordinate this project and ensure that we offer these volunteers a high standard of service.

Julie Marchand
Volunteer from France

While studying at Rhodes University, Julie joined the UN society and worked on the Millennium Development Goals for a year. She specialized in educational goals and therefore visited schools from previously disadvantaged communities and along with teachers tackled the causes of the issues learners and teachers face.

“I want to contribute to building a next generation who will have a responsible behaviour, knowing what they do, what they buy and how they vote can have a positive or negative impact on third world populations. I would like to contribute to building better relationships between the first world population and the third world population so that this distinction can be bridged. I do regret that most of my people only know about Africa through the media, which means that they only hear about famine, wars and wild animals! This is why I wanted to experience life in rural as well as urban areas, meet various people from different backgrounds so that I can learn from them.” says Julie.

For the first three months, Julie was volunteering at the Volunteer Centre Head Office, where she played a pivotal role (in the absence of Ntombi - IT Support/Communications) in launching and updating the website of the office. Her immense computer expertise was extremely beneficial to the need of the Volunteer Centre. Furthermore, Julie started teaching French to all
interested staff. These sessions were a great highlight of the week as it was a fun-filled teambuilding session.

“I started to teach French to pre-school learners in November 2007 in Ocean View at Aquilla pre-school, through the “Big things begin little” project, initiated by Chanté. It was quite a challenge for me since I have never taught a language to people who cannot read or write! The purpose of the course was to also empower them and broaden their cultural horizons aiding them in thinking of themselves as citizens of the world and not only South Africa.” continues Julie.

“In closing, I have been travelling and spending several years abroad before, far away from the people I love, but this time, surprisingly, leaving them all has been even more difficult than any other time before.. Therefore, being welcomed the way we were by Chanté and Deline was really heart warming! I knew that our arrival was really well prepared. The finer touches of receiving presents and the letter waiting for us in the room was something I have never had before, and it’s difficult to find a word strong enough to express how glad I felt.”

Volunteer Centre staff is grateful to the contribution of Julie and look forward to Julie’s next visit to Cape Town.

Volunteer Centre placed me in their member organisations where I could volunteer. I was volunteering in three different organisations namely Beacon Valley Educare Centre and Heaven’s Shelter which are both located in Mitchell’s Plain and Lady Buxton crèche located in Claremont. I really enjoy working with the children and through my different placements, I’ve learned so much - new nursery rhymes, games, ideas and new ways of teaching.

Every now and then I have also been at Volunteer Centre’s Khayelitsha office assisting in special projects, for example the office launch in September 2007 and the arrival of the CWY - participants in December 2007. One of the highlights was the Office Volunteer Training I attended in Beaufort West, which I was fortunate to assist in October 2007. Through my different tasks I’ve been able to see many different cultures in this beautiful country!

Volunteering, especially in a different culture and in a different country than your own allows you to give of yourself. For me it meant sharing my own culture, understanding and learning new things every day, gaining a lot of experience! Volunteering is making a difference - locally, nationally and globally.
This workshop was held within the larger framework of the “European Year of Intercultural Dialogue 2008”.

Participants from Europe (Austria, Belgium, Finland, Germany, Italy and the UK), Africa (Ghana, Kenya, Mozambique, Nigeria, Uganda and South Africa) and Asia (India) comprised of youth workers - and representatives of youth voluntary service organisations within the ICYE global network. They are involved in sending and hosting EVS volunteers under the EC “Youth in Action” programme.

The programme included inputs from Intercultural experts, discussion groups and workshops. Through the various methods used, participants were able to share training methods and experiences while exploring many different aspects of Intercultural Learning including Identity, Culture, the Cultural Adaptation Process, Stereotypes and Prejudices, Communication, Conflict and Conflict Resolution.

Keynote Speaker, Dr Kumi Naidoo of ‘Global Call to Action against Poverty’ and ‘CIVICUS’ provided much food for thought in his presentation on “Volunteerism - the South African Perspective.”

Dr Naidoo’s speech highlighted that one of the many challenges that faces volunteers in today’s world is the false dichotomy between ‘volunteerism’ and ‘activism’.

Taking this into consideration, Dr Naidoo argued that the goal of ‘Thinking Globally, Acting Locally’ should be reconsidered in today’s world, a world where global challenges such as the environment, HIV/AIDS and Trade, borders are becoming less defined and more blurred.

In today’s world, our goal as volunteers, voluntary and charity organisations and members of the human community, our focus should be on ‘Thinking Globally and Locally, Acting Locally and Globally’ and organisations like ICYE are doing a great job to bridge this gap.

On the subject of the role of volunteers in a culturally diverse environment, Dr Sam Kareithi, a development economist, provided an insightful talk focused on how ICYE and other international placement organisations which receive and prepare volunteers, have a responsibility to build capacity amongst leaders and volunteers and help to fit them into a culturally dynamic work environment in order to give their best value during their placements.

Mr David Stephens of the South African Red Cross delivered a presentation on “Marginalized youth in South Africa - the value of volunteerism for local development”. Mr Stephens discussed the importance of organisations like the Red Cross and ICYE looking towards local volunteers to combat the marginalizing of youths in certain countries and individual communities. In this way he argued, youths can see the opportunities that others similar to them have been given through volunteering, and a possible way out of the often drug and violence filled vicious self-perpetuating circles that marginalized youths regularly find themselves in.

The three speakers were highlights for participants, as well as the Intercultural Learning Sessions and methods. All looked forward to taking the ideas and experiences home and utilizing them within their own organisational and volunteer setting.

There was an overwhelming feeling of gratitude toward the Volunteer Centre and ICYE International Office for organizing such a great seminar in such a beautiful city.
International Conferences

I was honoured to be the guest of Canada World Youth (CWY) to participate in a Programme Review Visit (PRV) with the South African/Canadian Group based in Mission, Vancouver, BC. Yet another invitation was extended to attend the ICYE General Assembly in Taipei, Taiwan.

International Volunteer Sending Organisations Annual Conference - Montreal

I was fortunate that my visit coincided with the International Volunteer Sending Organisation’s Annual Conference that took place in Montreal from 16th - 19th September. 85 delegates represented non profit organisations, international humanitarian agencies, public and private sector from 40 countries.

The Conference highlights included discussions on future trends and challenges in international volunteering; new development in programme models and the opportunity to review current best practice models. Participants’ perceptions on social transformation were challenged by a stimulating presentation by Michael Edwards of Ford Foundation and Dr Kumi Naidoo reminded delegates on the importance of their roles in addressing global imbalances through International programmes.

During my time in Vancouver, I was able to meet with various organisations, including the Vancouver Volunteer Centre and VOLWEB Canada. The time spent in the town of Mission (population 35,000) with our team and some of their hosts was really special.

I need to acknowledge the generosity of my host, Tammy Hoblak (CWY Programme Manager). Her thoughtful planning of my whirlwind trip and the commitment to our programme partnership was deeply appreciated.

All of this is of course made possible through the sponsorship of CIDA (Canadian International Development Agency) in their support of Canada World Youth and its partners throughout the world.

ICYE General Assembly - Taipei, Taiwan

An invitation to attend was extended to the Director of the Volunteer Centre after we had received 2 EVS (European Voluntary Service) Volunteers from France & Finland in September. The objective of the visit was for Volunteer Centre to be introduced to this international network and to explore future partnership opportunities.

The programme of the meeting followed the format of Staff and Board Reports; Finance and Budgets; Strategy Papers; Programmes. I enjoyed participating in the Board of Management (BoM) elections by acting as the “electoral officer”. The incoming (BoM) is drawn from all continents and elected for the next two years.

Meetings with the staff members of International Office provided the opportunity for the confirmation of our partnership and the opportunity to host the Intercultural Dialogue in Cape Town during March 2008.

Outcomes and opportunities which had arisen from this networking opportunity has been numerous and the future bodes well for this new exchange partnership.

Deline Van Boom
A great deal of progress has been made since the inaugural Volunteer Conference Held at Goudini during October 2006.

Recognising that there was a greater need for the “Voice of Volunteers” to be heard, the Project Co-ordinator - Julie Rodgers - embarked on a process of focus group consultation sessions on the 3rd draft of the Volunteer Policy Guidelines with volunteers of various organisations in the Western Cape - hosted in conjunction with our Satellite Offices at Mitchells Plain, Khayelitsha, Beaufort West, Vredendal and Cape Town. Additional sessions were also conducted during other training workshops of the Volunteer Centre.

Direct feedback was received from Volunteers, with regard to:

- Volunteer Rights & Responsibilities
- Supervision & Support
- Working Terms & Conditions
- Recognition & Rewards
- Problem Solving Procedures
- Code of Conduct

During these focus group sessions, volunteers also discussed their understanding of “who is a volunteer?” - Different jargons used in the volunteer sector were unpacked and they were given the opportunity of sharing their personal experiences about why they volunteer and how they benefit from volunteering.

Learnings from these focus groups:

- Volunteers do not always understand what volunteering is all about but are passionate and committed about what they are doing.

Volunteering is often a “resource” support to a programme - as opposed to the development of individual volunteers. This may be due to the lack of a structured volunteer program within organisations.

Interestingly, it was noted that organisations and volunteers in both urban and rural are facing the same challenges in volunteer programs.

Recognition and rewarding of volunteers vary within organisations - but are minimal.

The 4th draft of the policy has been formulated from the information gathered from the consultation sessions. Thereafter, a general feedback was facilitated by the Volunteer Centre.

Representatives of various stakeholders, including Government Departments, organisations who utilize volunteers, local and international volunteers attended the session and the 4th Draft Provincial Volunteer Policy Guideline was discussed in a broader perspective.
Comments and suggestion discussed:

- Implementation of the framework and engagement of the different Government departments using volunteers
- The policy should be positioned across all sectors.
- Recognition should be given to organisations that run efficient volunteer programs - to the mutual benefit of organizations and volunteers.
- Noted that the Working Group should identify champions who will initiate the finalizing of the policy - from to a working document to a legal set of minimum standards for the volunteer sector.

Statistical Report

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Pen Profiles - Staff who have moved on...

Will Bryan... a founder member of the Volunteer Centre became involved in the operations of the organisation as a part time staff member, after retirement. Her experience of the NGO sector as well as supervision of programme staff was of great assistance to the organisation as we developed the staff and services at the four Satellite Offices.

Isaac Dokter... spearheaded the establishment of our pilot Satellite Office at Murraysburg - a town of 7,000 inhabitants which borders on the Northern and Eastern Cape. Isaac’s ability to motivate others to network and pioneer development processes ensured the expansion of the Satellite Office and it’s relocation to Beaufort West.

Carine Cloete... joined the Vredendal Satellite office as a volunteer, after attending the Office Volunteer Training Course in 2006. Her eagerness to learn new skills and her natural ability as a “people’s person” ensured that she quickly gained the reputation as being a fierce protector of the rights of volunteers in the area.

Mulalo ‘Lawrence’ Sadike... from Tembisa in Gauteng has been part of the Volunteer Centre since the closure of VOLSA. Mulalo’s outgoing and gregarious personality resulted in his being an extremely popular Project Supervisor and Programme Officer for several youth exchange programmes. He willingly shared his field experience with incoming staff through ongoing support and mentoring.

Bella “Boody” Ramos - Our Forever Friend
It was my pleasure to work very closely with Bella during her 24 month placement as the first VSO volunteer assignment to the Volunteer Centre from VSO Bahaginan in the Phillipines. During her placement at our organisation Bella provided programme support to all our offices; developed programme guides; drafted training manuals; developed reporting tools; conducted training course; and generally became involved in every aspect of the life of the organisation. Some of the memories of our time with Bella includes:

... Bella enjoyed good food - she loved to cook and share traditional Filipino dishes and learnt to have a deep appreciation for many of our local dishes.

.......Bella worked very hard - she appeared to be permanently attached to her computer and brought a very high work ethic into the organization. She set a very high standard for other volunteers to follow!

....... Bella had a dry sense of humour - we relied on her to see the flipside of any issue and to wryly express her view.

.......Bella was perceptive and supportive of those in need - without intruding on anyone, she gained the trust, respect and friendship of all her colleagues.

.......Bella was deeply spiritual, with strong principles and family values being of utmost importance to her.

.......Bella was wildly adventurous - who else but Bella would travel to Zimbabwe with unreliable public transport at Christmas!

It was my pleasure to pay tribute to Bella at her 50th birthday celebration earlier this year. Who else, but Bella, could arrive in Cape Town in March 2006 - not knowing anyone in our city - but two year later be surrounded by friends and a new family who love her and enjoyed a wonderful evening of eating, dancing and celebrating with her into the early hours of the morning!

We are fortunate that Bella has not been lost to our sector, she is currently based in Johannesburg with the VSO South Africa national volunteering outreach process and we are delighted that she is still able to provide us with training and support.

DELINE VAN BOOM
Treasurer’s Report

“The organization is well placed to finance its projects for the foreseeable future.”
Mike Moses, Honorary Treasurer

The Volunteer Centre’s financial position remains sound with retained income at R948,034 (R870,758 - 2007) of which R411,625 is earmarked for incomplete projects. A surplus of R77,276 (deficit R84,686 - 2007) is reflected for the year under review. This is a result of sound financial management practice despite operating without an approved financial policy for the year in question (an approved financial policy has since been implemented). The organisation is well placed to finance its projects for the foreseeable future.

I wish to express my gratitude to the director, Deline Van Boom and finance department, headed by Michael Kronenberg for their diligence in executing their duties.