Legislation

1. Are there legal regulations regarding volunteer work?

Yes, in Portugal volunteer work is legally regulated since 1998.

2. What are they? (main ideas) Are they enforced?

- Law no. 71/98 of November 3rd: It lays the foundations of the legal framework of volunteering, based on 5 pillars: solidarity, participation, cooperation, complementarity; gratuity, responsibility and convergence.

- Decree-Law no. 389/99 of September 30th: Regulates law 71/98 creating conditions to promote and support volunteering
  - Decree-Law no. 176/2005 of 25 October: changes the first point of article 4 of Decree-Law no. 389/99 of September 30th (regarding the Volunteer Identification Card)
  - Order no. No. 87/2006 of 24 January: approves a model of the Volunteer Identification Card

- Resolution No. 50/2000 of March 30 of the Ministers' Council: Defines the composition and functioning of the National Council for the Promotion of Volunteering

- Decree-Law n. º 40/89 of February 12: Establishes the voluntary social insurance, a voluntary contributory scheme under Social Security, in which volunteers can be framed.

Organizations are often unaware of the laws regulating volunteer work and therefore do not enforce what is legally required. Also, there is no supervision of organizations' procedures and practices regarding volunteer work and therefore there is little motivation to implement regulatory procedures. There are however largely structured and organized volunteer organizations, such as fire-fighters' associations, that tend to comply with the legal regulations.

3. What are volunteers' (in general) rights and duties?

According to the National Council for the Promotion of Volunteering, to intervene with people, families and communities is to establish a reciprocal relationship of giving and taking that demands rights and imposes duties. The following are expected in all types of volunteer work.

RIGHTS OF VOLUNTEERS:

• Develop a job according to their knowledge, experiences and motivations;

• Have access to initial and continuing training programs;

• Receive support in carrying out their work with monitoring and technical evaluation;

• Have a proper working environment with hygiene and safety conditions;

• Participate in decisions that relate to their work;

• Be recognized with accreditation and certification for the work carried out

• Agree with the sponsoring organization on a volunteer program, which regulates the terms and conditions of the work being undertaken.

DUTIES OF VOLUNTEERS:

REGARDING THE BENEFICIARIES:

• Respect the privacy and dignity of the person;

• Respect the ideological, religious and cultural beliefs;

• Maintain secrecy on confidential matters;

• Use common sense in resolving unforeseen issues, informing those responsible;

• Acting in a free and interested manner, without expecting financial or patrimonial compensation

• Contribute to the complete personal development of the recipient;

• Ensuring that the voluntary work is regularly exercised.

REGARDING THE PROMOTING ORGANIZATION:

• Comply with the rules and principles inherent in the activity in question, according to the domains in which the volunteer operates;

• Know and respect the bylaws and functioning of the organization, as well as the standards and regulations of their programs and projects;

• Work diligently, freely and solidarily;

• Ensure the proper use of the property and resources made available to them;

• Participate in training programs for a better performance of their work;

• Settling conflicts in the exercise of their volunteer work;

• Ensuring the regularity of the voluntary work undertaken.

• Refrain from taking on the role of representative of the organization without their knowledge or prior authorization;

• Use properly the identification as a volunteer in the performance of its activities;

• Inform the promoting organization as far in advance as possible whenever there is an intention to interrupt or cease volunteering.

REGARDING THE PROFESSIONALS:

• Collaborate with the professionals of the promoting organization, enhancing their performance by sharing information and following the technical guidelines relating to their field of activity;

• Contribute to the establishment of a relationship based on respect for the work that each one develops.

REGARDING OTHER VOLUNTEERS:

• Respect the dignity and freedom of the other volunteers, recognizing them as peers and valuing their work;

• Fostering teamwork, contributing to good communication and a pleasant working and coexistence environment;

• Facilitate the integration, training and participation of all volunteers.

REGARDING SOCIETY:

• Foster a culture of solidarity;

• Disseminate the practice of volunteering;

•Understand the social and cultural community where they operate as volunteers;

• Complement the social intervention of the organizations in which they are integrated;

• Transmit through their actions, the values and ideals of volunteer work.

Training and learning

4. Does a general volunteer training exist? Is it mandatory?

It does exist; a training for trainers is provided by the National Council for the Promotion of Volunteering and organizations should deliver it directly or ensure it is delivered as initial training for all volunteers. Training is both a right and a duty of volunteers according to Portuguese law, and the National Council for the Promotion of

Volunteering, that has as one of its purposes the qualification of volunteer work in Portugal, edited in 2005 a Training Manual that should be used as the core reference that organizations then should improve and adjust to specific needs and issues.

However, although recommended, this training is not mandatory.

5. Percentage of volunteers that attend general volunteer training

We do not have conclusive data regarding this matter. However, in 2005, the National Council for the Promotion of Volunteering launched a survey among registered volunteer organizations and organizations promoting volunteer work, in an attempt to assess the situation and create a national database.

Out of 6000 organizations contacted, 900 answered the survey providing the following framework:

- 39% of the organizations provide training to its volunteers;

- 17% of this training is general/basic, 14% is initial, 13% is specific and the remaining integrates several types of training.

- 19% of the training was delivered by non-certified trainers while 57% was delivered by certified trainers (the remaining organizations didn't provide an answer for this question)

- 59% of the organizations providing training use volunteer trainers, 13% use paid trainers and 29% use both.

Following the results of this survey, the Council in partnership with field organizations put together a training manual with guidelines for general training to be delivered in this field.

6. Who provides it? What are its contents?

Each organization is free to provide it to its own volunteers and any accredited training entity can provide certified training; however, the National Council for the Promotion of Volunteering (NCPV) provides their own "training for trainers" namely regarding the use of the Training Manual rendered available to organizations. Also, ISU (Institute for University Solidarity and Cooperation) has a special status and is mandated by the Council and others (such as Youth In Action Program) to provide general training in the field of volunteer work.

As an example, here is the referential of the NCPV training:

    Theme 1 - Introduction and Expectations
    Theme 2 - Solidarity: concepts and models

Theme 3 - Inequalities, differences and asymmetries of the world

Theme 4 - Development

Theme 5 - Participation and global citizenship

Theme 6 - Volunteering

Theme 7 - The journey of Volunteering: history and facts

Theme 8 - Motivations for Volunteering

Theme 9 - Responsibilities of the volunteer and institutions

Theme 10 - Presentation of the volunteer program

Theme 11 - Interpersonal Relations

Theme 12 - Teamwork

7. Is there another type of formal or non formal training provided?

Organizations using volunteer work should provide training to their volunteers. Some form of initial training is usually provided, often informally, using shadowing and other techniques. Also on-going formal training is sometimes provided, directly related to the roles of the volunteers. It is more likely for volunteers to have access to informal initial training that any other form of training during their volunteering period.

8. Training required from the volunteers (minimum level of education? Specific previous training?)

Directly depends on the roles, for some roles certain skills are required (such as experience or academic qualification in a specific area (e.g. APAV – Portuguese Victim Support Association works exclusively with volunteers and for the psychological and legal counselling of victims require fully certified volunteer psychologists and attorneys). However for many other activities, education is irrelevant (e.g. collection and storage of food for the Food Bank Against Hunger). Some volunteer positions demand previous attendance of specific training (e.g. ISU - Institute for University Solidarity and Cooperation - requires attendance of 50h of specific training on Volunteering for Cooperation in order to accept volunteers for project *Nô Djunta Mon*).

9. Training and learning opportunities for volunteers during the volunteering period

Informal learning and training opportunities are varied and widespread in volunteer activities. However, regarding formal training and learning opportunities, most volunteers have initial training and not continuous training while in their volunteer positions.

Management of volunteer work

10. Is volunteer work advertised? How? To whom?

Volunteer work is advertised mostly in the same way as paid work: through job ads in internet portals (e.g. www.portalemprego.eu is a job portal, one of the categories is volunteer work) or in the organizations' own websites (e.g. AMI – Assistência Médica Internacional at http://www.ami.org.pt/default.asp?id=p1p8p59p183&l=1). However there are many local "Volunteer Banks" managed by local governments (junta de freguesia or câmara municipal) and a centralized volunteer bank available at http://bolsadovoluntariado.pt where organizations post their volunteer opportunities and are contacted by potential volunteers. Another project that aims to make it easier to put together needs and willingness to help is http://www.inpakt.com, a Portuguese social platform that works a lot like facebook (with profiles and connections between the members) that aims to facilitate interaction between those engaged in different causes and actions. Regardless of the actual website, the internet has become the primary tool for letting society know of volunteer opportunities.

11. How are volunteers "recruited"?

Volunteers are recruited online or by approaching the organization directly (in person or by postal mail). According to the Council for the Promotion of Volunteering, 39,8% of volunteers reach volunteering activities through family or friends and 29,7% through the parishes. The national Volunteer Bank represents an estimated 7,7% of the new volunteers.

Depending on the organization and role, there may be elaborate recruiting processes, similar to a job recruitment, including CV analysis and interview(s) or not.

12. How are volunteers initially attracted/motivated?

According to the National Council for Volunteering, 50% of volunteers are motivated by the gratification of "doing good" and 33,7% by personal fulfilment. Recently, with the unemployment rate affecting greatly new graduates, there has been a rise in "professional" volunteering motivated by the need to acquire work experience in order to be competitive in the labour market. However the most common type of volunteer is probably the recently retired that seeks to find occupation in a newly available week full of time that used to be occupied with work. There is no pattern in how volunteers are initially attracted or motivated, volunteer positions in Portugal are almost exclusively

completely unpaid and financially demanding; in some organizations there may be reimbursement of expenses incurred in the delivery of the volunteer work (with transportation for instance) but even that is not common, most volunteers completely support their volunteer activity based on their own goals for doing the volunteer work. It is relevant to state that NCPV statistics show that 10,9% of volunteers are students, 28,1% have a professional activity and 7,3 are unemployed; 56,5% of volunteers are over 56 years old and 41,6% are already retired; 78,4% are regular volunteers cooperating with the organization at least once a week and globally there is no difference in the number of female and male volunteers.

13. How do organizations contribute to keep them motivated?

There is no pattern, it depends on the organizations but some organize some form of "volunteer appreciation day"; some distribute volunteer certificates regularly (certifying the work that has been done), some completely integrate volunteers as part of the team making no difference between volunteers and staff (apart from the salary, of course).

14. Are they supervised? How?

It depends on the organization and the work being done. Usually there is some form of "control" of the work done, even more so when it involves responsibility. Volunteers may be completely integrated into fully functional and organized volunteer teams with their own hierarchical system or be mixed with regular staff, responding either to a common coordinator or a specific volunteer coordinator. Either way, some form of supervision is the norm. It is important to state that although legally volunteers should be covered by a volunteering contract and a volunteer project properly defined and developed, plenty of times this is not the reality of volunteer work and many volunteers are not properly (legally) framed in the organizations they volunteer for.

15. Are they evaluated? How?

Again, there is no national pattern or rule; it depends on the organization and the role. Sometimes there is an extensive results' evaluation, similar to what is done with employees, however sometimes there is no formal evaluation taking place. What tends to happen is that a volunteer may be dismissed from a volunteer position or directed to a different position if the performance is not appropriate

Miscellaneous

Is there a tradition of volunteer work in your country?

The concept of volunteer work used in the Portuguese law is narrow and limited to formal and organized volunteering forms. This type of volunteer work, apart from the local volunteer fire brigades and the Portuguese Red Cross is still not very commonly used in Portugal, presenting a lower rate than the average of the other European countries (our average is 12% while the European average is 24%). However Portugal has a centuries old spirit of community that involves non-formal forms of volunteer work, directed to activities within the family or local neighbourhood, such as helping an elderly neighbour or cleaning up the local children's park, that are outside the scope of the law regulating volunteer work. It is relevant to say that until the mid-70's, and for several decades, there was no right of free association between individuals; the Portuguese associations and third sector non-profit organizations are a recent trend in Portugal, historically speaking, with the exception of religious organizations that have a history of providing for the poor and helpless that dates back to the XIIth century.

Organisations of volunteers for families are secular or religious-inspired?

The origin is mixed, stemming from instructions and resources given by the royal family to religious orders instructing them to care for those in need: the poor and the sick. This is the many centuries old origin of the several Portuguese "Santa Casa da Misericórdia" (Holy House of Mercy) that with a mixed religious and secular origin are then notorious for involving common citizens in the regular development of their activities. This is still the case of many private organizations of social solidarity (as is the most common legal denomination of third sector organizations largely dependent on state funding). Also the local catholic parishes continue to be a very powerful mobilizer of people, namely for local activities towards the benefit of local citizens or organizations. So traditionally voluntary work was associated with organizations with a religious basis and mainly focused on charity work; nowadays it is also connected with social support, solidarity, equal rights and environmental issues.

18. What are the 3 main areas of intervention by volunteers in your country? (environmental protection, humanitarian and human rights areas, social and health issues, culture, sports, education, other)

Social and health issues, education, other (local volunteer fire brigades are the most common volunteer associations and the most common form of regular and continued volunteer work in the country).

19. What type of organizations have volunteers working with families?

All types of organizations. Traditionally it's mainly Holy Houses of Mercy, Fire brigade associations and the Red cross, as well as local catholic nursing homes and elderly care centers. However recently corporate social responsibility has made it possible for large corporations alone or in partnership with others (other enterprises or local non-profits organizations) to donate employees' time and resources thus contributing to the diversification of the organizations that have volunteers working on behalf of families. It should also be noted that several large companies have been developing a social intervention side of them, not only collaborating with others but actually launching themselves projects to involve their employees and the community in volunteer activities on behalf of local causes. (e.g. Delta Cafés is a large coffee producing and distributing Portuguese company that has a very active intervention side, namely with volunteer projects on behalf of the community in which their employees are encouraged to participate as volunteers).

20. What roles do volunteers have in these organizations?

Depending on the organization, volunteers may have literally all types of roles. According to a research undertaken by ISU-Instituto de Solidariedade Universitária cited by the Study on Volunteering in the European Union – Country Report Portugal (2010), the mains tasks performed by volunteers are the following:

-93% - participation in social organisms

-85% - seeking of financing

-72% - public information campaign

-60% - direct support to beneficiaries in specialized tasks.

It is also important to state that the Executive Board of most NGOs/associations are, by definition, volunteers, unpaid for their work in managing the organization.

21. What are the main areas of volunteer work on behalf of families?

Education and literacy; health care; elderly care; children and youth; disability; environment; culture, migration; addiction.

22. Is there a difference in the work done on behalf of families by volunteers and the work done by workers of organizations?

No, there is no difference. Volunteers can and do perform all sorts of tasks and roles in different organizations. Legally volunteer work cannot replace paid work; however, particularly in the third sector where organizations are struggling to survive, volunteer work can be found replacing paid workers in an effort to reduce costs. (Source: Study on Volunteering in the European Union – Country Report Portugal, 2010)

Main Sources:

- http://ec.europa.eu/citizenship/pdf/national_report_pt_en.pdf
- http://www.fundacaoeugeniodealmeida.pt/DirEscrita/Uploads/As%20motiva%C3%A7%C3%B5es%20no%20trabalho%20volunt%C3%A1rio.pdf
- http://www.voluntariado.pt/left.asp?01.03.02.01
- http://quadernsanimacio.net/ANTERIORES/quince/Voluntariado.pdf