

VOLUNTEERS' CENTRE ZAGREB

Annual Report - 2008

Contents:

International Volunteer Service

- Ⓢ Organisation of international volunteer workcamps in Croatia
- Ⓢ Short term international volunteer exchange
 - Outgoing placement
 - Incoming placement
- Ⓢ Long term volunteer exchange
 - EVS – European Volunteer Service
 - MTV/LTV exchange – volunteer exchange among partner organisations all over the world

Zagreb Volunteer Service

- Ⓢ Coordination of volunteer programs in Zagreb
 - Long term volunteer program in organisations and institutions
 - Short term volunteering
- Ⓢ Organisation of volunteer actions
- Ⓢ Corporative volunteerism
- Ⓢ Celebration of International Volunteer Day 2008

Other projects

- Ⓢ Volunteer data-base and new web-site
- Ⓢ Voluntary support in “International Healthy Cities Conference”
- Ⓢ Youth in Action Program – promotion and information
- Ⓢ High-school and youth volunteerism
- Ⓢ Voluntary support in EURO 2008

Education and counselling for volunteers and organizer of voluntary projects

- Ⓢ International Training for workcamps' leaders
- Ⓢ Workshops for volunteers
- Ⓢ Workshop for volunteerism promoters

Promotion and Publishing

Cooperation with organisations which promote similar values

- Ⓢ Cooperation in Croatia
- Ⓢ International cooperation

Organizational development

- Ⓢ Member empowerment
- Ⓢ Office

International Volunteer Service (IVS)

International Volunteer Service is a VCZ programme that includes the organisation of international volunteer workcamps in Croatia and short and long-term volunteer exchange.

ORGANISATION OF INTERNATIONAL VOLUNTEER WORKCAMP IN CROATIA

At the beginning of the year we started to organise 14 workcamps planned for the 2008 workcamp season in Croatia. We organised the most of them in cooperation with our long-term partners in the same places as over the previous years, while new camps were planned to be organised in Srb in cooperation with UNA organisation in Petlovac in cooperation with the Municipality of Petlovac and in Biševo in cooperation with Mali Zeleni&Biševo organisation.

Due to the cancellation of workcamp in Petlovac because of partner disqualification, at last we organised 13 international workcamps all over Croatia. 143 international volunteers attended the workcamps and they were lead by 14 camp-leaders.

International volunteer workcamp in 2008 season:

1. WHAT SEA BRINGS TO US (Island of Pašman, 14/5-28/5/2008, 7 volunteers)

Volunteers cleaned the beach and they built the bather protection net in cooperation with the Municipality of Tkon and organisation Trs.

During this workcamp, which was the 100th camp that VCZ organised since its foundation, a special programme was organised to celebrate it. 9 volunteers from Zagreb joined the workcamp. VCZ volunteers, international and local volunteers from Pašman participated together in the voluntary action to place the bather protection net into the sea, which were made by the volunteers during the workcamp. On the building facade, at the Tkon entrance, we placed a big VCZ banner with the list of all places in which workcamps were organised by then. Close to the banner we also placed a bench with VCZ informative material and souvenirs with VCZ logo made by the volunteers during the workcamp. Moreover, we organised an exhibition with pictures and short description of all other 99 organised workcamps.

2. TRPANJ- (Pelješac Peninsula, 26/5-8/9-2008, 10 volunteers)

Volunteers cleaned and collected garbage on the beach, and they used it to organise a recycleArt workshop with children from primary schools. The workcamp was organised in cooperation with the Tourist Association of the Municipality of Trpanj.

3. KUKLJICA (Island of Ugljan, 20/6-4/7/2008, 9 volunteers)

Volunteers cleaned and collected garbage on the beach, and they used it to organise recycleArt workshop. Volunteers also helped to organise Poetry nights in Kukljica. The workcamp was organised in cooperation with Krijanca organisation.

4. SUNCOKRET PVP (Pacifist Voluntary Project),-Gvozd 20/6-2/7/2008, 4 volunteers

Volunteers organised workshops for children and youth from the local community and cleaned volunteers' house. The study part of this workcamp included peace education as a way to live and reflect about multiculturalism, tolerance and solidarity. The workcamp was organised in cooperation with Sunkocret organisation.

5. DALMATIA WORLD MUSIC FESTIVAL (Kaštel Kambelovac, 30/6-17/7/2008, 10 volunteers)

Volunteers helped in the organisation and realisation of Dalmatian song Festival. The workcamp was organised in cooperation with the organisation of Večeri Dalmatinske Pisme.

6. SUPETAR (Island of Brač, 22/7-2/8/2008, 5 volunteers)

Volunteers organised workshops for children (dance, jewelry, theatre and sport). The workcamp was organised in cooperation with Centre/House for children without parental care Sveta Ana from Vinkovci.

7. ŠOLTA SOLAR ACADEMY (Island of Šolta, 6/7-19/7, 18 volunteers)

Volunteers renovated abandoned military huts which will be used in future as Educational Centre for renewable energy, energetic efficacy and ecological activism. The workcamp was organised in cooperation with Green Action.

8. UNAVANTURA (Srb, 15/7-30/7, 17 volunteers)

Volunteers tidied and marked up paths within cross-border project UnAvanTurizam. The workcamp was organised in cooperation with the local organisation UNA.

9. LOVINAC 2008 PVP (Lovinac, 25/7-8/8, 12 volunteers)

Volunteers cleaned and marked up bicycle paths and attended the organisation of a cultural event in Lovinac. There was a specific study part on peace education. The workcamp was organised in cooperation with the Municipality of Lovinac.

10. REFUGIUM ORSORUM (Kuterevo, 11/8-23/8/2008, 11 volunteers)

Volunteers cleaned and maintained natural caves where animals drink water and they collected grass and fruits for bears. The workcamp was organised in cooperation with Velebitsko Kuterevo organisation.

11. SLATINA (Slatina, 12/8-25/8/2008, 8 volunteers)

Volunteers organised workshops with disabled people. The workcamp was organised in cooperation with the organisation for disabled people KRIK.

12. MNOGO U MALOM '08 (Jagnjedovec, 16/8-4/9/2008, 11 volunteers)

Volunteers participated in the organisation and realisation of multicultural festival (preparation of the stage, cleaning of home, spreading leaflets) whose aim was to spread multicultural experience through the exchange of knowledge and information about eco-ethno environment. The workcamp was organised in cooperation with youth organisation UMKO from Koprivnica.

13. BIŠEVO (Biševo, 31/8-8/9/2008, 9 volunteers)

Volunteers cleaned and collected garbage on the beach. The workcamp was organised in cooperation with Mali Zeleni & Biševo organisation.

We consider this season quite successful. This is also proved by volunteers' evaluation and local partners' satisfaction, as they showed interest in continuing the partnership with VCZ.

Moreover, we have a long-standing experience in submitting a questionnaire to incoming volunteers where they evaluate the workcamp success on a scale from 1 to 5. The average evaluation was 3.75. Slatina got the best evaluation (4.4), while the worst one was Biševo (2.9).

Evaluation workshops for workcamp leaders

On 10th September 2008 VCZ office organised an evaluation workshop for workcamp leaders, which was attended by 6 leaders. We analyzed the season results, problems and difficulties, on the basis of the evaluations written by volunteers, leaders and local partners and brought out suggestions for the following season. In particular:

- To improve workcamp study part;
- to organise preliminary workshop on volunteerism and SCI at the beginning of the workcamp season;
- to involve local community more;
- to prepare infosheet at least 2 months before the workcamp, with detailed information about work and local community,

In December the workcamp preparation for season 2009 started. We agreed upon 12 workcamps: Donij Lapac, Gvozd, Kaštel Kambelovac, Koprivnica, Kukljica, Lovinac, Pašman, Slatina, Srb, Supetar, Šolta, Ugljan.

SHORT TERM INTERNATIONAL VOLUNTEER EXCHANGE

Short term international volunteer exchange means sending volunteers to international workcamps abroad (outgoing placement) and accepting and placing international volunteers in workcamps in Croatia (incoming placement).

International workcamp season started on 17th March 2008, one month earlier than in 2007.

Our EVS volunteers, Marie Lambert and Pietro Santilli worked respectively as outgoing and incoming placement officers.

Peculiarity of this season was that VCZ performed placement for CID (Centre for Intercultural Dialogue), Macedonia, since VCZ has been its mentor in the SCI framework since December 2007.

Outgoing placement

In 2008, **101** volunteers from Croatia attended international workcamps all over the world:

No. of volunteers applied: **156**

No. of volunteers placed in workcamps: **136**

No. of volunteers rejected: **20**

No. of cancellations: **35**

Volunteers showed the greatest interest for workcamps in Germany, France and Portugal.

Sex balance: F=77.3% M= 22.7%

In June we organized 2 preparatory workshops for volunteers attending workcamps for the first time and **46** volunteers took part in them.

In September, at the end of the season, we also organised 2 evaluation workshops in which only **10** volunteers participated. However, we consider it a positive experience.

Incoming placement

There was a great interest for our workcamps in 2008. We placed **143** volunteers but we had received 205 applications. Volunteers came from all over Europe and also from Korea, Japan and Malaysia.

INTERNATIONAL LONG-TERM VOLUNTEER EXCHANGE

During 2008, 8 volunteers participated in a long-term volunteer exchange. 5 of them volunteered abroad, while 3 were hosted in Croatia.

VCZ participates in 2 long-term volunteer programmes: European Volunteer Service (EVS) and MTV/LTV program.

EVS- European Volunteer Service

During 2008 VCZ continued acting within Youth in Action programme, with reference to European Volunteer Service. In 2008 we organised and applied for 3 EVS projects in which VCZ took part as hosting organisation. The projects were organised in cooperation with European partners. All 3 projects were approved.

EVS volunteers in Croatia, in 2008:

- Marie Lambert- Gent, Belgium. The project was carried out in cooperation with VIA Belgium and it lasted from 15th March 2008 to 15th September 2008. Marie worked in international volunteer exchange as a workcamp leader.
- Pietro Santilli- Aosta, Italy. The project was carried out in cooperation with Dipartimento per le politiche giovanili- Comune di Torino and it lasted from 1 March 2008 to 31 August 2008. Pietro took part in international volunteer exchange as a volunteer in international workcamp.
- Pinja Sipari- Helsinki, Finland. The project was carried out in cooperation with Allianssi Youth Exchange Organisation and it lasted from 1st May 2008 to 1st September 2008.

During 2008, 6 EVS projects in which VCZ acted as *sending organisation* were approved. Projects were carried out in cooperation with organisations from Europe.

EVS volunteers abroad in 2008:

- Anita Ladisić, volunteer in Millennium Centre organisation (Romania)
- Davor Pavičić, volunteer in Cultural Triangle organisation (Greece)
- Vida Papić, volunteer in Asocacion Images y palabras (Spain)
- Lana Jurman, volunteer in Fundatia Life Tineret (Romania)
- Tatjana Genc, volunteer in Auberge de Jeunesse organisation (France)
- Melita Sanković, volunteer in Sdruženi Joga v dennim živote Strilky organisation (Czech Republic)

MTV/LTV exchange among SCI partner organisations in the world

Marina Marić volunteered at Scottish Churches House in Scotland for 6 months within LTV/MTV programme.

Zagreb Volunteer Service

Zagreb Volunteer Service is one of the programmes within the Volunteer Centre Zagreb and it consists of local volunteer projects coordination (Zagreb), volunteer actions organisation, development of corporate volunteering, and finally the promotion and providing information on volunteering.

Encouraging and informing citizens about the values of volunteering and opportunities for volunteering

We have made available the information on the values of volunteering and opportunities for volunteering to the citizens. We continue to do so through a free volunteer telephone line and other communication channels (phone, email, mailing lists), as well as the daily possibility for obtaining information at the VCZ office about volunteering, the Law on Volunteering, and the civil society organisations' and public institutions' demands for volunteers, as they use the VCZ services and assistance in finding volunteers - primarily in Zagreb, but also in other parts of Croatia and abroad.

We have designed a two-hour **orientation workshop** about volunteering opportunities in the city of Zagreb. The workshop is aimed at volunteers who are to volunteer in organisations and institutions in Zagreb for the first time. It covers basic information about the concepts and values of volunteering, the rights and obligations of volunteers and the organising volunteer activities as defined by the Law on Volunteering, and a discussion about the volunteers' interests and volunteering opportunities in Zagreb. During the year 2008 we organised 4 of these workshops altogether, which were attended by approximately 30 persons. In the future we plan to hold one workshop per month and to organise a stronger PR campaign for them.

COORDINATION OF THE VOLUNTEER PROJECTS IN ZAGREB

We provided systematic support on a daily basis to the institutions and associations of Zagreb. We continued keeping records and advertising the activities of those associations and institutions in the Zagreb area which had expressed the need for volunteers, promoted volunteering and volunteer opportunities in Zagreb and helped with the engaging of volunteers. We offered assistance for the elaboration of the volunteer position description to the organisations receiving volunteers. We also continued to provide information on the Law on Volunteering, specifically by sending copies of the Volunteer Contract and the Volunteer Record Booklet (which is becoming more widely used as an official record of previous volunteer experience) to our partner organisations and all the interested parties. At the beginning of 2009 we informed our partner institutions about the amendments to the Regulations on keeping record of the number of volunteer hours spent, which came into force earlier this year.

In June and July of this year we conducted an evaluation of the current levels of cooperation and achievement reached in the past year (2008) in eight (8) public institutions of the city of Zagreb in which we have been involved with the development or the improvement of existing long-term volunteer programs. We also reassessed their current need for volunteers. These public institutions are listed below together with all our users.

In accordance with the data we gathered, we reconsidered the continuation of our cooperation, and it will now consist of attracting volunteers for volunteer positions which already exist in these institutions, as well as providing information about the demands which the organisers of volunteering face in order to comply with the Law on Volunteering and its accompanying regulations.

We also have five new organisations which began to receive long-term volunteers through the VCZ. Among them are the 'Igra' association (whose target population are children and youth with behavioural disorders) and the UNDP Office for victims' support project at the Municipal Court in Zagreb.

We also continued our on-going cooperation with various faculties (since 2007) - the Department of Psychology at the Faculty of Humanities and Social Sciences, the Educational Centre of the Faculty of Social Work and the Faculty of Education and Rehabilitation. We did VCZ presentations in each of these Faculties, and ensured places for their students at the preparatory workshops for volunteers held in November and December 2008.

After the above institutions had confirmed their need for volunteers at the evaluation meetings held in June and July of this year, and as a part of the second phase of this project's implementation, we organised and conducted the recruitment of long-term volunteers in two different ways:

- Connecting the volunteers who expressed desire for long-term volunteering with the above mentioned institutions.
- Presentations of volunteering opportunities were held at the following faculties: Faculty of

Law.

- Department of Social Work, Faculty of Humanities and Social Sciences.
- Department of Psychology and the Faculty of Education and Rehabilitation.

During the last reporting period 63 long term VCZ volunteers have begun volunteering in the above mentioned institutions as well as several other institutions and organisations. With all of these institutions and organisations we had signed agreements on a long-term cooperation.

VOLUNTEER ACTIONS ORGANISED BY ZVS

In 2008 Zagreb volunteer service (ZVS) especially dedicated its efforts to the development of volunteer activities that aimed at increasing the number of short-term volunteer projects, since they are quite insufficient comparing to the great interest of the citizens of Zagreb.. In the first part of 2008, we specifically supported the increase of volunteer actions by promoting high school and youth volunteering (see below). By this we were focused on the co-organisation of these actions with various partner organisations.

In June, at the beginning of July and again in September, we began to contact potential partners who would help us identify the needs of the citizens of Zagreb, with a goal of organising future actions on our own. We conducted a research on the needs of our partner organisations to ensure that the direct volunteer actions organised by ZVS have maximum results and that they are directed to precisely those social groups which need the greatest support of volunteers at the moment. In 2008 we achieved the following: we organised or at least offered extensive support in volunteer organisation for **a total of 13 volunteer actions**. Some of these actions were especially designed for the development of specific forms of volunteering, such as high school or corporate volunteering.

1. **Celebrating the City of Zagreb Day - handing out a free lunch to the socially vulnerable citizens of Zagreb, in partnership with "Dalmatinski kuhar" (24/05/2008)**
The "Dalmatinski kuhar" Association requested around 15 volunteers to help with the free lunch distribution to the citizens of Zagreb. We provided 9 volunteers, as well as their coordinator Ivana Kordić, of which 4 were members of the IX High school Volunteer Club.
2. **The "Silence is NOT Golden" campaign (20/06/2008)**
Under the leadership of Martina Kovačev, 12 volunteers were involved in the organisation of a festival. Its goal was rising of awareness among the youth and prevention of violence in teen relationships. The festival was organised by CESI in cooperation with the Open Media Group. The volunteers helped to organise an exhibition of works by high school students, prepared the exhibition space, provided directions for teachers and students and gave information about the festival's programme.
3. **World championship of search and rescue dogs organised by the Croatian Association for the Training of Search and Rescue Dogs (3-6/7/2008)**
The volunteers posed as injured persons or those lost in a devastated building or in nature, thus enabling the championship to take place, as well as performing the task of acting as security personnel at the Samobor stadium. Their coordinator was Martina Kovačev.
4. **A gerontological party (1/10/2008)**
VCZ supported the City of Zagreb's efforts to celebrate the International Day of the Elderly by providing 5 of its active volunteers. The volunteers (and their coordinator Saša Šuštar) helped to organise an exhibition and sales booths with the works of the members of the gerontological centres at the Ban Jelačić Square.
5. **Volunteering for a healthy community (15-18/10/2008)**
Detailed description at: Other Projects
6. **The "City Against Violence" research (7-8/11/2008)**
Detailed description at: Other Projects - high school and youth volunteering

7. **Renovation of the yard of the Centre for Training and Education "Slava Raškaj" and the "Lovro pl. Matačić" Elementary school (22/11/2008)**
Detailed description at: Corporate volunteering
8. **Repainting the Residential Care Home for the Elderly "Trešnjevka" (28/11/2008)**
Detailed description at: Corporate volunteering
9. **Volunteers and homeless persons turn on the "Street Lights" together (4/12/2008)**
Detailed description at: International Volunteer Day 2008
10. **Excursion for the children from the Laduč orphanage (18/12/2008)**
Detailed description at: Corporate volunteering
11. **Volunteering for the butterfly children (17–24/12/2008)**
Detailed description at: International Volunteer Day 2008
12. **Lend a Hand to the Homeless (19/12/2008)**
Detailed description at: International Volunteer Day 2008
13. **An exhibition and a poetry reading (22/12/2008)**
Detailed description at: International Volunteer Day 2008

CORPORATE VOLUNTEERING

After the research on volunteering conducted at the end of 2007, several companies contacted the VCZ office with the intention of enabling their employees to take part in volunteer activities. In the first part of the previous year we did not have enough capacities to develop this form of volunteering, but in its last quarter we managed to organise **3 volunteer actions** through which these companies could involve their employees in socially sensitive activities.

- **Action: Renovation of the yard of the Centre for Training and Education "Slava Raškaj" and the "Lovro pl. Matačić" Elementary school (22/11/2008)**
In this action the employees of Coca-Cola Croatia Ltd. were involved as volunteers. 50 all together (as well as 6 volunteer coordinators). The volunteers cleared the yards of these educational institutions, planted seedlings and dyed benches in the yards. It lasted for 5 hours, at both locations simultaneously.
- **Action: Repainting the Residential Care Home for the Elderly "Trešnjevka" (28/11/2008)**
This action was carried out in cooperation with volunteers - employees of the KPMG Croatia company who repainted the entire top floor of the House, including the staircase, the hall and the living room. There were 40 volunteers, 4 volunteer coordinators and it lasted for 8 hours.
- **Action: Excursion for the children from the Laduč orphanage (18/12/2008)**
In this excursion there were 22 children from Laduč, 25 volunteers from the KPMG Croatia company and 2 volunteer coordinators. The volunteers took the children to the cinema to watch an animated feature film, and gave them presents, collected and donated by themselves.

CELEBRATING THE INTERNATIONAL VOLUNTEERS DAY 2008

We celebrated the International Volunteer Day, and also December - The Month of Community Development and Volunteering, with a big campaign called **"The Month of Giving and Volunteering"**. We organised it in cooperation with The City of Zagreb, and the City Office for Healthcare, Employment, Social Welfare and War Veterans, and with the support of numerous associates. The main part of the campaign constituted the following voluntary actions:

- **'Volunteers and homelesses turn on the street lights'(4/12/2008)**

The voluntary action was held on December 4th. 34 volunteers and 13 homelesses participated in the action. 7 teams (2 volunteer and 1 homeless) sold out more than 800 magazines 'Street lights'. The magazine contains articles about the homelessness and similar topics. The magazines can be sold exclusively by the homeless: half price is intended for the homelesses and the other half for magazines printing.

The aim of the action was to promote the magazine among citizens and in this way to support this vulnerable target group and give them a chance to improve their life conditions. In the voluntary action participated volunteers from VCZ, Zagreb municipality, Franciscans from Franciscan monastery Kaptol 9, Ministry of Family Affairs, war veterans and intergenerational solidarity, 2 high schools, T-HT, and audit company TPA Horwath.
- **Excursion for the children from the Laduč orphanage (18/12/2008)**
- **Volunteering for the butterfly children (17–24/12/2008)**

Action took place from 17th to 24th December. Together with Debra Organisation (which works with people affected by Epidermolysis bullosa hereditaria simplex) we recruited 50 volunteers (15 students from X. Gimnazija (High school), 15 students from School for road transport, 10 students from Private Classical High school and 10 active volunteers from VCZ) who had a bench for gift packing for 7 days in Avenue Mall. All the income from packing the gifts was given to finance activities organised by Debra organisation.
- **Lend a Hand to the Homeless (19/12/2008)**

On 19 December, 3 VCZ employees and 2 active volunteers visited the City hostel for homeless and spread out lunch packages for 85 consumers. The packages were offered by a Zagreb citizen who requested that VCZ spread them out so VCZ team decided to take this chance for a closer acquaintance with the problem of the homeless.
- **An exhibition and a poetry reading (22/12/2008)**

On December 22nd VCZ team, together with Franciscans from St. Cyril and Methodius seminary, decided to continue the action „Volunteer and Homelesses turn on the street lights“ with the organisation of picture exhibition and poetry reading (made by the homeless). Volunteers, who attended the voluntary action „Turn on Street Lights“, were invited to the exhibition during which coordinating team from the homeless hostel in Rjeka shared its own experience and knowledge about working in this field.

- | Public institutions in the city of Zagreb: | NGOs and civil initiatives in the city of Zagreb: |
|--------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| 1. Children's Home Zagreb | 1. Association of Physically Disabled |
| 2. Children's Home „Antun Gustav Matoš“(branch of Children's Home Zagreb) | 2. Association for Mobbing Victims |
| 3. Children's Home „Ivan Goran Kovačić“(branch of Children's Home Zagreb) | 3. CESI – Centre for Education, Counseling and Research |
| 4. Home for the children and youth education „Zagreb-Dugave“ | 4. Croatian Rescue Dog Association |
| 5. Centre for education and schooling „Slava Raškaj“ | 5. Croatian Association for HIV (CAHIV) |
| 6. Daily Centre for rehabilitation of children with visual and other impairments „Mala kuća“ | 6. Organisation of Physically Disabled Students |
| 7. Home for the elderly and people with disabilities „Trešnjevka“ | 7. Action "Nato on Referendum" |
| 8. Home for the elderly and people with disabilities, Maksimir | 8. International Street Festival- C'est is the Best |
| 9. IX. Gimnazija / High school, Zagreb | 9. Association for the promotion of quality education of young people with disabilities „ZAMISLI“ |
| 10. X. Gimnazija Ivan Supek, Zagreb | 10. Croatian Association for Professional Help for children with special needs „IDEM“ |
| 11. I. Gimnazija, Zagreb | 11. Jewish Film Festival London-Zagreb |
| 12. Gimnazija Antun Gustav Matoš, Zabok | 12. Festival of Alternative Theatrical Expression-FAKI |
| 13. Primary school Braća Radić, Koprivnica | 13. DEBRA- Dystrophic Epidermolysis Bullosa Research Association |
| 14. Center for education and schooling Vinko Bek | 14. Croatian Association of Patients with Rare Diseases |
| 15. Croatian Handball Federation- Organization Committee for EURO 2008 | 15. Association for Inclusion Promotion -UPI |
| 16. CEKAO – Centre for Culture and Education «Zagreb» | 16. Organisation Djeca prva |
| 17. CEKATE – Culture Centre, Trešnjevka | 17. Organisation for cancer Patients- Za Novi Dan |
| 18. Home for the Elderly and People with Disabilities, Medveščak | 18. Zagrebi !EkoFestival Bundek |
| 19. Center for Rehabilitation Zagreb-branch Slobostina | 19. Association Friends of Animals |
| 20. Municipality of Zagreb- Office for Family Affairs, War Veterans and Transgenerational Solidarity – organizing committee healthy cities | 20. Association of Turtle Lovers |
| 21. Dobri dom | 21. Society ELMAR(Electronics in Marine)- University Sailing Regatta ELMAR |
| 22. Gerontological center Trešnjevka | 22. SFERA |
| 23. Office support to witnesses and victims of the municipal criminal court in Zagreb | 23. Organisation for Educational Initiative |
| 24. Children' Home Laduč | 24. Organisation „Let's go on“ |
| 25. City Shelter, Heinzelova | 25. Association From Street to Workshops |
| 26. Red Cross | 26. Game Festival |
| 27. Primary School 'Lovro pl. Matačić' | 27. Festival of New Circus |
| 28. City library of Mursko Središće | 28. Festival First Applause |
| | 29. ZeGeVege |
| | 30. Plavi telefon-children, youth and adults help line |
| | 31. Udruga Brave Phone |
| | 32. Association of Parents step by step |
| | 33. Lesbian Group Kontra |
| | 34. Office support to witnesses and victims of the municipal criminal court in Zagreb |
| | 35. Organisation Igra |

As well as all those who take part in any of these institutions' activities, and all other citizens.

Statistics for 2008:

- Associations and institutions which expressed their need for volunteers through our organisation: **63**
- Associations and institutions which managed to involve volunteers in their long-term projects through our assistance: **21**
- Associations and institutions which managed to involve volunteers in their short-term projects through our assistance: **35**
- Organisations to which we provided our consultations and educational services: **7**
- The number of long-term volunteers in these organisations: **103**
- The number of short-term volunteers in the above mentioned voluntary actions: **477**
- The number of citizens who attended the training workshops: **207**

Other projects

THE VOLUNTEER DATABASE AND A NEW WEB SITE

From 1998 to the start of this project, 1770 volunteers have been recorded in the VCZ's private database. All communication between the VCZ association and its members was carried out through a mailing list, where we post all the information related to volunteering, including the volunteer projects of many organisations and institutions, not only from the Zagreb area, but from all over Croatia. The information about these projects were also available on our website - www.vcz.hr. In order to achieve greater efficiency and better results in the above mentioned communication, in 2008 we worked on the construction of a new site and internet applications for volunteers, volunteer host organisations and volunteer projects database. This online database was conceived as an important medium for the recruitment of volunteers, providing information about projects as well as keeping records of hours the volunteers spent. Its purpose is to enable a larger number of citizens to get involved in volunteering in accordance with their interests, knowledge and skills, while enabling the NGOs and institutions to recruit the necessary volunteers more easily.

The preparations for database and a new web site were launched in November 2007. In the spring of 2008 we chose, among several bidders, the Fiktiv Ltd. company for their development. Works on the database and the web site, as well as their coordination with the Fiktiv company, were lead by Jela Tomanjik and Ivana Kordić, with valuable tips from Krešimir Klenović, a member of VCZ Management Board. The new web site - www.vcz.hr - was activated on 19th December 2008, but we still keep expanding it, as well as eliminating existing errors.

The work on on-line data base and on the web site was performed by Jela Tomanjik and Ivana Kordić with the support of Krešimir Klenović (member of Management board).

The initial project was significantly further developed. The specificity of our web site is the interactivity and interfaces which are intended for people who want to be a part of voluntary world: volunteers, voluntary organizers (institution and organizations), companies, stakeholders and to individuals who want to contribute to the development of volunteerism. The interfaces are adapted according to specific users and divided in three parts: volunteers, projects, partners; each of them going to more detailed information according to different engagement. Beside connecting volunteers and voluntary positions data base automatically generates reports about structure and status of registered users so we have the possibility to monitor, research and manage given data. The on-line data base is the ground which

enables us to create the on-line voluntary community where volunteers and voluntary organizers have the possibility to create their own profile.

Volunteer organizers can easily record volunteers and their voluntary work on projects which will be promoted on our web-site. Considering the further development of project more financial and human resources have been invested. The new web-site was activated on 19th December 2008, but the setting up and error check options are still an ongoing process.

VOLUNTARY SUPPORT FOR 'INTERNATIONAL HEALTHY CITIES CONFERENCE'

Project 'Let's volunteer for a healthy community'

The „International healthy Cities Conference“ took place in Zagreb from 15th to 18th October, and 1000 representatives took part in it. VCZ started to work on it in June 2008 cooperating with the organization team of the conference set up in the City office for health and war veterans. The project was entitled "Let's volunteer for a healthy community".

The number of necessary volunteers was between 150 and 200, which made this project one of the biggest challenge VCZ had ever faced. The persons working on it in VCZ team were Jela Tomanjik as coordinator, Ivana Kordić and Višnja Pavlović as assistants and from September 2008 Marko Dakić as volunteers' coordinator.

In September, we set up the volunteers' recruitment plan and job descriptions for volunteers. Target groups were students from Health and Science Universities and similar studies of secondary schools. Major part of the preparation phase was educating and preparation of volunteers recruited for conference.

The education of volunteers was organized on 4th and 11th October (in three different terms) in the hall for public lectures of Zagreb city. The total of 133 volunteers were educated. The education was planned and lead by Ivana Kordić and Višnja Pavlović with the support of Jela Tomanjik, Marko Dakić and Martina Kovačev.

Each team of volunteers (about 20 volunteers per team) had its own 'team leader'. Altogether **8 volunteer coordinators, who together with** VCZ team coordinated the voluntary work during the conference. Team leaders were: Mihovil Frater, Ana Šečić, Ana Trtanj, Andrea Rakočević, Katarina Lovrenčić, Iva Pjaca.

Volunteers were also involved as assistants for logistic support in the organization team, working 529 voluntary hours. Volunteers were of different target ages even though youth population prevailed. Volunteers performed their tasks with high quality, they were very flexible and ready to accept changes in program almost without objections.

In the 'International Healthy Cities Conference' and in the related project 'Let's volunteer for a healthy community' Volunteers' centre Zagreb recruited, educated and coordinated 156 volunteers who helped in the implementation of 4 days conference and participated in the organization of voluntary support from the beginning of October. During the conference the voluntary support was organized in 3 shifts; approximately 20 volunteers per shift. Altogether 156 volunteers took part in the project having collected **2014 voluntary hours**.

After the conference VCZ in cooperation with the City of Zagreb organized the awarding of acknowledgements to volunteers in the city hall in which 100 volunteers and representatives of 2 secondary schools participated. Vice mayor of Zagreb Ljiljana Kuhta Jeličić and the head of City Office for Health and War Veterans Zvonimir Šostar participated in the awarding of acknowledgements to volunteers.

PROGRAMME YOUTH IN ACTION – promotion and informing

In March 2008 VCZ was reelected as a **Contact point for Youth in Action Programme**, for the period from March to November 2008 based on the contest and suggested work plan. SALTO Agency from Slovenia, organized a detailed arrangement about the plan implementation and presentation of other partners from the region from 18 to 21 March 2008 in Ohrid, Macedonia. Anamarija Sočo and Ivana Kordić attended the meeting.

Within the work plan we organized a one-day training about the program YiA – „As from the sleeves“ which was held on 29 April in Zagreb. 15 participants from 10 organizations/institutions took part in the training. After the training follow-up activities were planned (consultation through e-mail and telephone and one-day coaching in each of the interested organizations).

In the following period, 19 associations/institutions were briefly tutored and informed about the Programme and for those who expressed particular interest we provided the counselling services on concrete issues of taking part in the Programme (writing project proposals, advising about how to initialize projects, how to organize short-term volunteers exchanges, etc.). All tutored associations showed interest to take part in YiA Programme.

In addition to several presentations of the Programme on public events in the country (like „Week of associations“ in Zagreb, „Days of associations“ in Split, „Mobility of the youth in education and employment“ in Varaždin), by the end of the year we informed 30 organizations (20 from area of City of Zagreb and Zagreb county and 10 organizations from central Croatia) sending the VCZ's publication about the Programme, „Youth in Action – European Commission youth programme 2007-2013“, and we also sent leaflets to the youth organizations which would be, according to VCZ, the most interesting as potential applicants for this kind of activities.

At the end of the project period, one association applied for the process of accreditation for European Voluntary Service (EVS), while five other intend to do so in the following period.

Despite significant informing the organizations about the Programme and their primary interest for it, the civil society organizations in Croatia still do not get involved enough in the Programme. Although they are aware of the Programme benefit (in terms of human resources and also cooperation with international organizations), they are finding difficulties in ensuring quality and structured frame of activities for EVS volunteers, or they are facing a lack of available staff who would implement the Programme within the organizations. Moreover, a lot of them see difficulties in preparing the Programme activities in English language.

VCZ continued to provide information and counselling for interested potential beneficiaries about the possibilities of implementing the Programme as a useful tool in working with youth, also within the project **Youth in Action Programme – information centre in the City of Zagreb**. The project is implemented with financial support of City of Zagreb, Department for Health, Labour, Social care and Veterans, and it lasted from March to December 2008. The aim of the project was to provide information for youngsters and youth organizations and organizations which work with youth, about mobility and informal education within European Commission YiA Programme. The project included the following activities: informing youngsters and youth organizations and organizations which work with youth about the Programme, finding appropriate EVS projects, preparation and administration in realizing new projects, as well as drafting and printing informative publications.

HIGHSCHOOL VOLUNTEERING AND YOUTH VOLUNTEERING

Project „Let's work together“ (January – March 2008 SEEYN)

In the final phase of this project, Volunteer clubs from Zagreb, Zabok and Osijek organized the following volunteer actions:

(Gymnasium) High school „Antun Gustav Matoš“ Volunteers' club, Zabok

1. action: Gathering of volunteer clubs in Zabok „I volunteer, create, compose music“, concert, workshops and planting a volunteer tree in the school back yard, 1-3 March 2008.
2. action: Selling of daffodils –humanitarian Action marking the Day of fight against malignant diseases.
3. action: Cleaning and arranging the botanical garden of the Mountain House, April 2008.
4. action: Arrangement of "anti-stress" rooms for students, April 2008.

1st Gymnasium / High school Volunteers' club, Zagreb

1. action: „Drop of goodness“, charity action to help a severely ill student of their school, March 2008.

9th Gymnasium / High school Volunteers' club, Zagreb

1. action: Making company to children and going to the zoo with little children of children's' home „Slava Raškaj“
2. action: Day of Zagreb City - the distribution of food for socially vulnerable Zagreb citizens, partner „Dalmatian Chef“
3. action: Festival „Cest is d'Best“

3rd Gymnasium / High school Volunteers' club, Osijek

1. action: Charity party of 3rd Gymnasium / High school – fundraising for the Animal Protection Association "Life", March 2008.

Two volunteers from Zagreb Volunteers' club, two volunteers from Osijek Volunteers' club and one volunteer from Zabok Volunteers' club attended the seminar in **Sutomor, Montenegro**, from 14 to 20 January 2008. The group was lead by Željka Marković. The experience for high school students was very positive; they collected contacts and ideas for joint projects in the future.

Volunteers' Centre Zagreb, within the project "Let's work together", organized a one-day **training on sustainability** of Volunteers' club for the members of 9th and 1st Gymnasium - High school from Zagreb, 3rd Gymnasium -High school from Osijek and Gymnasium - Hhigh school „Antun Gustav Matoš“. All clubs showed a great motivation for further work, with lots of ideas for future activities which are similar to the previous, and which do not require much financial support. Our previous experience showed that the involvement of teachers is very important in the club because their example shows students the importance of volunteering and they stimulate students to be more engaged. In Osijek there was a great interest of new members and we believe that they will act more effectively in the future. 1st Gymnasium - High school students were included later in the project (end of 2007.) and they did not participate in all activities of the project, but they were invited to this workshop due to its sustainability. The school directors support them very much and in April they provided a room for their activities at school. The students have already planned several actions for the future.

Projects "High School Volunteers' clubs of City of Zagreb" and "Youth in voluntary actions" (March - December 2008, City of Zagreb, City Office of Education, Culture and Sport)

The project is designed to encourage the continuation of high school volunteering in 2008. In the project period we included 215 primary users - 30 students from three high schools from the city of Zagreb - IX., X. and I. gymnasium- High school in Zagreb and 182 younger persons from the city of Zagreb, independently from high school volunteers' clubs. Each school included an interested teacher. Young people were involved in 4 small and 2 big volunteer actions in our organization or in the organization of our partners. We provided adequate workshops for the volunteers' clubs members, and during the project period we helped, all young interested people to choose the volunteer engagement

which suited their needs and available time. Among all voluntary actions we consider particularly successful the **Conduction of survey on the safety of young people in the City of Zagreb, November 2008**. Due to the increased level of violence in the city of Zagreb, City of Zagreb decided to conduct a survey among young people about the degree of their personal safety and exposure to violence. In this action VCZ directly supported the City of Zagreb in the conduction of research and survey among youth on the streets of Zagreb. The action involved 49 volunteers who worked 178 hours and managed to examine 1500 of young people in the city of Zagreb (50% more than originally planned). Before this research VCZ and the City government organized a 1-hour education for the volunteers, during which they were acquainted with the details of action. This was also an opportunity for young people involved in the survey to learn about this issue and to become aware of one of the major problems of youngsters of their age nowadays.

As a particular success in the year 2008, we would also like to underline the fact that in May the National Foundation for Civil Society awarded two, of a total of 5 annual awards, to IX. High School Gymnasium in Zagreb and Gymnasium Antun Gustav Matos from Zagreb, **for the best volunteer program of high schools**. Those schools started their volunteers' clubs on our initiative and with our help and this proves the quality of their results, which were achieved also through our work. At the ceremony both schools highlighted VCZ as a support in their work and activities.

Encouraging volunteering in high schools proved to be very successful and efficient, and the plan is to proceed with projects which will encourage this form of volunteering.

VOLUNTEERS' SUPPORT FOR EURO 2008

Regional info-centre for youth in cooperation with the Volunteers' Centers of Rijeka, Osijek, Split and Zagreb and the City of Klagenfurt, the organizing committee for the implementation EURO2008 organized the recruitment of volunteers who will be volunteering during the European Championship in football Euro2008.

VCZ began the recruitment by publishing the contest on VCZ mailing list and its website. The applicants had to submit the following documents: a copy of Certificates of Citizenship, passport, certificate of no criminal record, a certificate of voluntary engagement and the official entry form. 40 people applied online, and 10 people submitted all documentation. VCZ organized a language test which took place in the office of VCZ in three periods of time in May. 10 volunteers were examined, of which 2 did not pass the test and finally 8 volunteers were recruited, 3 female and 5 male. Marko Dakić was elected as a coordinator of the group of volunteers. A total of 43 volunteers from Croatia volunteered in Klagenfurt, and all of them were satisfied with the experience in the Championship. On 1st June the official press conference was held and several VCZ EURO volunteers participated in the same.



Education and counselling of volunteers and organizer of voluntary projects



International training for workcamps' leaders

In Pašman (Island of Pašman) the 8th international training for workcamps' leaders was organized from 29th April to 7th May. The project 'International voluntary projects' leaders as the Intercultural Dialogue facilitators' was financed by European Commission in the framework of Youth in action (action 3.1). 26 young people from Belgium, BiH, Croatia, Serbia, Hungary, Poland, Macedonia and Slovenia participated in the training which was planned and lead by Danijela Jurić and Dejan Ačanski.

The aim of this training was to educate young people, activists and volunteers from European organizations in leading international voluntary workcamps. Participants took part in different

workshops on the following topics: intercultural dialogue, conflict transformation, leadership, workcamp plan, peace education and workshops where technical information about the organization of workcamps were analyzed.

WORKSHOPS FOR VOLUNTEERS

Workshop for leaders-volunteers of scout's sections, Croatian Scout's Alliance, 2 February 2008.

The workshop was prepared and held by Đurđica Valadžija and Martina Kovačev. It was held in a mountain house on the mountain Sljeme relating to scouts' annual meeting. The goal of the workshop was to remind scouts' leaders of the fact that they are also volunteers and of their rights and obligations.

Preliminary workshop for volunteers of Serbian democratic forum (SDF), 17 March 2008

Within the project of SDF „Care for the socially threatened elderly of special state concern“ Ana Ergović Kuzmanović held the education training, according to existing/present module of one-day preliminary workshop for (future) volunteers. The goal of the workshop was to familiarize future volunteers with rights and obligations of the volunteering organizers, the importance of team work, personal expectations, as well as volunteering organizers' expectations.

One-day workshop for volunteers of Students assembly of University of Zadar, 5 April 2008.

The preliminary workshop for volunteers was held under the project of Students assembly of University of Zadar „I volunteer“. Upon the invitation by Vilma Kotlar¹, a student who coordinates volunteers at the University of Zadar, Ana Ergović Kuzmanović came to hold this workshop under the module which was already used in the workshop for SDF (Serbian democratic forum).

Education of students for volunteering on 7th Festival of equal opportunities, 10 May 2008.

Association of physically disabled persons called us to participate in the program of education for 230 volunteers for the Festival of equal opportunities (F=O) held on 27-29 May 2008. Ivana Kordić prepared a new presentation on volunteering in general and volunteering in Croatia („Volunteering's beginner“). Besides the presentation, two VCZ's movies were played – from the workcamp in Donji Lapac (2003) and the reportage „I am changing the world“ („One or two cups of coffee less“)

Training for members of high school Volunteers' clubs, 23 and 26 April, 11 May 2008.

Within the project „Let's work together“, VCZ organized a one-day training about sustainability of volunteers' clubs for the members of Volunteers' clubs of XI. and I. gymnasium - High school from Zagreb, III. Gymnasium - High school from Osijek and Gymnasium - High school „Antun Gustav Matoš“ from Zabok. The leaders of workshops were Lidija Burić and Dražen Puljić. The goals of the trainings were: collecting information about previous functioning of Clubs, reinforcement and motivation for the future work.

Terms and participants:

23 April 2008, Osijek – 25 students and a teacher

26 April 2008, Zagreb – 2 students of IX. Gymnasium - Highschool and 5 students of I. Gymnasium Highschool and a two teachers.

11 May 2008, Zabok – 20 students and 3 teachers

Training for students of Elementary school Braća Radić, Koprivnica (31 October 2009)

Martina Kovačev and Marko Dakić prepared and held the workshop. The workshop comprised of a VCZ presentation, volunteering in general, exercises to become aware of what it means to be a volunteer and of the projection of the movie „One or two cups of coffee less“. The workshop was intended for 24 elementary school students and 4 schoolemployees were present as well. The young volunteers have an arrangement of a volunteer project with the elderly in the school year 2008/2009.

¹ Vilma called vcz!

Preliminary workshops for volunteers, autumn 2008.

During November and December 2008, we organized 3 educational workshops for volunteers who were starting a long-term volunteering (so called Preliminary workshops). Preliminary workshops were held in 3 different terms and all together 35 volunteers participated. In this workshop volunteers gained basic knowledge about volunteering (Law on volunteering, rights and obligations of volunteering) and, through different exercises, they talked about their expectations and fears relating to volunteering. Workshops were held by Višnja Pavlović and Ivana Kordić.

WORKSHOPS FOR ORGANIZERS OF VOLUNTEERS

Consultations and counseling of associations „Franjo Košćec“, Varaždin and Z.V.U.K., Zadar, February – March 2008

The mentioned associations were interested in developing a voluntary service within their organizations and by that occasion they visited our association in order to collect information and relevant documentation about volunteering and to get acquainted with the work and functions of Zagreb voluntary service.

Two-month-long process of training and counseling of volunteers/coordinators of Student centre Zagreb/Cultural changes, March – May 2008.

In the period 23-25 April, a preliminary three-day-long training was held for the purpose of establishment of Volunteers cultural centre (VCC) within the Student centre Zagreb. It covered basics of volunteer management and volunteer program planning, and the process of online counselling. Danijela Jurić elaborated the module.



Promotion and publishing



During the entire year the media intensively monitored our work, especially regarding the opening of season of International Volunteer Camps, development of Zagreb Volunteer Service and celebration of International Volunteers' Day (IVD). Our members took part in many TV and radio shows, and also gave statements and interviews for numerous newspapers. Particularly monitored were volunteer actions and campaign "December – the month of giving and volunteering".

International Volunteer Service Promotion

Presentations of volunteering, work of VCZ and International Volunteer Camps were held in April and May at the following locations: Faculty of Philosophy, Kset, Books, B. Ogrizović Library, MI-Split Association, Mama, Public Open University Preko, Island Ugljan and Split- Fair of Associations.

Television and radio shows. HRT 1 – Good Morning, Croatia, HRT 1-Briljanteen (Grease), Otvorena TV, Croatian Radio, Open Radio and Samobor Radio.

Press and web: Metro, Jutarnji List, Večernji list, Novi list, Panoptikum, Zadarski List, Feral Tribune, Via positiva, web sites of the Office of Ombudsman for children and Zagreb City.

The first VCZ jingle was created, and its broadcasting was arranged during March, April and May on Radio 101, Radio SC and Open radio (Radio Antena Zagreb). Additional promotional innovation were, also, SC meal pads (50,000 printed pieces) which were used to announce the season of International Volunteer Camps in May, in cooperation with Aretis, the company which manufactures them.

Zagreb Volunteer Service Promotion

From 2008 media appearances we would like to emphasize:

- “I am changing the world” – one, two cups of coffee less”, HRT and Hulahop d.o.o., February, 2008. The TV show was about work of Volunteers’ Centre Zagreb, about volunteers who within our program Zagreb Volunteer Service volunteer at Home for the Elderly and Infirm Trešnjevka and at “IDEM” Association, as well as about volunteer clubs in high schools which were founded with the support and mentorship of VCZ. It was on air on 23rd March 2008.
- Good Morning Croatia, HRT
Reports cycle on volunteering on the show in June, July and August. Within two of them (30/06/2008 and 18/08/2008) representatives of VCZ presented the actual happenings related to volunteering and VCZ projects.
- Zagreb’s Panorama, HRT
On 28th October 2008 awards of letters of thanks for Healthy cities, featuring Jela Tomanjik and representatives of Zagreb City.
- Lica Nacije (Faces of Nation), HRT
On 5th December 2008, Jela Tomanjik, Siniša Pucić and Vid Kukec on show The Homeless and Volunteers, edited by Branimir Bilić
- Good Morning, Croatia, HRT
Reportage on VCZ’s volunteering action "Taking the children from Children’s home Laduč to the cinema" within the above mentioned show "Good Morning, Croatia" (19.12.)

TV and radio shows: Croatian Radio TV (Zagreb’s Panorama, Good Morning, Croatia, Third Age, Faces of Nation), Nova TV (Money), Capital Network, Radio Sljeme, Obiteljski Radio, Radio 101, Radio Student, Radio Mrežnica, Radio Slobodna Europa.

Newspapers: Zagreb News, Jutarnji List, Panoptikum, Grazia, Feral Tribune, Social Work Student’s Society’s magazine.

Promotion campaign 'December – the month of giving and volunteering'

Campaign which connected all actions and events organized on the occasion of IVD 2008. We appeared 17 times in the media from 2nd to 22nd December. We organized a press conference on 1st December 2009 on City of Zagreb’s Forum.

TV and radio shows: Croatian Radio Television, Z1 television, Radio Sljeme, Otvoreni Radio, Croatian Catholic Radio, Radio 101,

Newspapers and web: Jutarnji List, Večernji list, Vjesnik, Zagreb News, Zagreb – the health city, Net.hr, Javno.hr.

Promotion of volunteering in general and the possibility of volunteering at local and international level

Accomplished through: Feral Tribune, Zadarski List, Panoptikum, VCZ web sites and other internet portals: www.studentnet.hr; www.cultureturnet.hr; www.zamirzine.net; www.studentski-oglasnik.hr; www.mediapositiva.hr; Faculty of Philosophy students’ mailing lists, Croatian Youth Network and HES and several libraries of the City of Zagreb.

Promotion of highschool volunteering clubs

Volunteer meeting 'I volunteer, create, play music' in Zabok - Večernji list, Zabok’s internet site www.gimagnm.hr, other activities on internet site of Volleyball Club of Disabled Zagreb, www.iok-zagreb.hr and www.prva.hr.

Promotional materials

During 2008 we continued to develop our promotional materials and visual identity of the organization. Our materials are various, but always made with the idea of developing awareness of the organization in public and among interested volunteers:

- New VCZ flier, in a booklet form
- Flier about the program Youth in Action

- VCZ T-shirts and badges
- ZVS maps

Publishing

We published with bigger delay the first VCZ handbook on volunteer management under title „**Volunteer management**“; by the author Danijela Jurić. This handbook is conceived as a tool for organizations and programs which want to include local volunteers in their activities. In a simple way, steps and processes of effective volunteer management are shown, and also practical examples of specific questionnaires, forms and similar are given. The handbook is intended as a helpful tool for everyone interested within civil society organisations, and especially for employees, so that they can understand the work and needs of volunteers better, and also, for the existing and potential volunteer managers in their everyday work.

We also issued the publication under title „**The Youth in Action 2007-2013**“; by the author Danijela Jurić. It gives the reader a closer view of program The Youth in Action of European Committee. It provides explanations to the organizations, in which way projects within program Young in Action can update also their organization, and why to cooperate with similar organizations in European Union and the rest of South East Europe. The publication has been made on the basis of multiannual experience of the VCZ applied in projects from this program and its predecessors.

For graphic formatting of the publications and promotional materials our long-time member, Lidija Novosel is in charge.

COOPERATION IN CROATIA WITH ORGANIZATIONS THAT PROMOTE SIMILAR VALUES

The City of Zagreb, Municipal Office for Health, Work, Social Protection and Veterans

We continued to cooperate effectively with Municipal Office for Health, Work, Social Protection and Veterans also in 2008, and we further strengthened our partnership relations. In addition, the City has supported us financially through this Office, and also through the Office for Education, Culture and Sports.

A very important result of this cooperation is that they suggested to the Committee to give us premises in lease.

Ministry of Family, Veterans' Affairs and Intergenerational Solidarity

In 2008 MFVAIS supported VCZ for the first time in the form of support specified for volunteer centers, and we also organized together several different events and thus we established a partnership relation. Besides, MFVAIS recognized the members of CIVC as strategic partners in development of volunteering in Croatia, so we began the negotiation on the elaboration of financial framework for intensifying activities of common interest.

Presentation of the Volunteering Act, 19/06/2008

Upon the invitation of the MFVAIS, we got involved in the organization of the presentation of Volunteering Act and Ethical Codex of Volunteers, which was planned as the second in the series of four presentations which MFVAIS would organize this year in Split, Zagreb, Osijek and Rijeka.

Domagoj Novokmet took up the role of the presentation moderator and did more than a good job. Welcome speeches were held by Romana Galić from Municipal Office for HWSPV and Suzana Sušanj from MFVAIS, Department for Volunteering. Mladen Ivanović and Suzana Borko presented the Act, i.e., Ethical Codex. 75 representatives of associations and institutions were present, which was a little less than expected. Placing an invitation on our web and sending on mailing lists resulted as a good idea which attracted much more people than a plain invitation via fax which MFVAIS had chosen in the first place. Team from MFVAIS was extremely pleased with the work done.

Volunteer action '*Volunteers and homeless turn on Street Lights*', 4th December 2008.

In the action 4 employees of the MFVAIS participated, two of which were also engaged in the following actions.

Croatian Network for Volunteer Development

In 2008 Volunteer Centre Zagreb continued and expanded its collaboration to members of Network for Volunteer Development: SMART Rijeka, MI Split and Volunteer Centre Osijek. Several joint meetings were held, in which the future joint steps in the promotion and development of volunteering in Croatia were defined.

Activities of the Network involving VCZ during year 2008:

- Strategic planning of Network for Volunteer Development, Split, 8th and 9th April 2008

We participated in strategic planning of the Network for Volunteer Development held in Split. Network for Volunteer Development consists of four associations from the area of Republic of Croatia: Volunteer Centre Osijek, Association MI, Association for Development of Civil Society SMART and Volunteer Centre Zagreb. During the strategic planning, we discussed the issue of further action, structure, coordination, change of network's name, we also identified long term goals and determined tactics to implement actions which would contribute to volunteering development in the future. Development of national curriculum for education in the area of volunteering management – the contribution was given by Danijela Jurić and Lidija Burić

- Elaboration of Quality Standards for volunteer centers
- Work meetings and plans of the Network
- Official promotion of the Network was on 18th December 2008 in the premises of Delegation of the European Committee

On 17 December 2008, the Agreement on Cooperation was signed by 3 organizations mentioned above and VCZ.

Croatian Youth Network - VCZ remained in the MMH even in 2008, but we did not significantly involve in the work of the Network. Within the General Assembly of the Network, VCZ participated at the round table called 'Volunteering and Youth Activism - encouraging young people to involve in community development. Ivana Kordic spoke on the topic of the youth volunteering and implementation of the Volunteering Act in practice, with exhibitors from MOBMS and the National Committee for the Volunteering Development.

Agency for Mobility and European Union Programs – We established a contact with the Agency for Mobility and EU Programs, where we attended the meeting in February with a temporary director Ms. Tina Saric, and also in May with the employees at the Youth in Action Program, Ms. Danjela Bočvarov and Sanja Živoder. On both occasions we talked about possible cooperation and we agreed on guidelines and VCZ's role in 2009 with respect to the Youth in Action Program. At the end of the project period, as part of the meeting Contact Points for the SALTO South East Europe, and once again we met with the employees of the Agency, where we were acquainted with their future work and the role of the Agency in recognition and implementation of the Program in Croatia.

Editorship of the magazine Street Lamps, Rijeka and Zagreb

We established an intensive and strong cooperation on the occasion of the organization of volunteer action 'Volunteers and the homeless light up street lamps'. We also exchanged experiences in programs designed for homeless people, on which we plan to build our own program intended for the homeless of Zagreb.

City library and reading room Mursko Središće

On Thursday 11th December 2008 VCZ held a forum discussion on volunteering in Mursko Središće, intended for representatives of associations and public institutions that operate in the area of Međimurje, as well as volunteers. The forum was hosted by Leona Juh from the City Library, while Ivana Kordic, spoke about the Volunteering Act in general and volunteering in Croatia.

We made a short article about our past cooperation for KCM monography which is currently in preparation for the **Youth Cultural Center in Kutina**.

Human Rights Office of Croatian Government invited us to participate in the lecturing team at the Round table on the rights and volunteering with elderly people in Topusko on 13th June 2008. Martina Kovačev prepared a demonstration and a presentation of VCZ on the above mentioned.

Croatian Partners in 2008:

City of Zagreb, Municipal Office for Health,
Work, Social Protection and Veterans
Ministry of Family, Veterans' Affairs and
Intergenerational Solidarity
Croatian Network for Volunteer Development
Association MI, Split
Volunteer Centre Osijek
SMART, Rijeka
MOST, Split
Centre for Training and Education „Slava
Raškaj“
Children's Home Nazorova, Zagreb
Children's Home I. G. Kovačić
Children's Home A.G. Matoš
Daily Centre for Rehabilitation „Mala kuća“
Home for Education of Children and Youth
Zagreb, Dugave
Home for Elderly and Infirm, Maksimir Home
for Elderly and Infirm, Trešnjevka
Education – Rehabilitation College, Zagreb
Faculty of Philosophy, Zagreb
Study Centre for Social Work, Zagreb

Co-workers from Croatia in 2008:

IX. Gymnasium – High school, Zagreb
X. Gymnasium, Zagreb
I. Gymnasium, Zagreb
School for Road Traffic, Zagreb
III. Gymnasium, Osijek
Gymnasium A.G.Matoša, Zabok
Green Action, Zagreb
Student Centre of Zagreb University
Association IDEM, Zagreb
Association IGRA, Zagreb

Croatian Youth Network
KORAK – Association of physically disabled
students
CEKAO - Centre for Culture and Education
Children's home Saint Ana, Vinkovci District
Lovinac
District Tkon, Island of Pašman
Krik, Association of Young from Slatine
Tourist Agency of District Trpanj, Pelješac
Association „Krijanca“, Kukljica, Island of
Ugljan
Association – Nights of Dalmatian Song,
Kaštel Kambelovac
Association "Trs", Tkon, Island of Pašman
Velebit Association, Kuterevo
Municipal Lodging House for the Homeless,
Heinzlova
Red Cross Zagreb
Editorship of the magazine Street Lamps,
Rijeka and Zagreb
Franciscan Monastery of Franciscan Province
of St. Cyril and Methodius

KPMG d.o.o. Croatia
Coca Cola Croatia d.o.o.
Club Purgeraj, Zagreb
HELP, Split
Youth Cultural Centre, Kutina
City Library and Reading Room Mursko
Središće
Office for Human Rights of Croatian
Government
Z.V.U.K. Zadar
UNDP Croatia

INTERNATIONAL COOPERATION

SCI- Service Civile International- SCI is an international peace movement and a network of national volunteer organisations. Nowadays it involves 43 branches and partner organisations in Europe, Asia, Australia, South-America and Africa.

Raffaella D'Apolito attended the annual technical meeting (TEM) in Italy (Sicily) in March 2008.

Damir Vurnek, volunteering in charge of SCI coordinator, represented VCZ on the 68th annual committee (ICM), from 10th to 15th December 2008. There were 50 participants, the most of which were from Europe and Far-East (Malaysia, Sri Lanka, Japan, Nepal, India).

During ICM, the following decisions were made:

- election for SCI executive committee members:
 - Mihai Crisan, who was the temporary IEC (International Executive Committee) president, was confirmed
 - Grazyna Pulawska was elected as a new IEC member. Chiniya Duwal resigned after having accomplished 2 mandates
- status of working groups in the SCI network: all except one international workgroup confirmed their status for 2008. Women's group did not submit its application and it was cancelled. SAVA (South Eastern Europe Working Group), of which VCZ is a member, continues its work as before
- VCV's (Volunteers' Centre Vojvodina) application to become SCI branch member was accepted (with VCZ full support)
- 2008 budget was approved
- Cooperation with 36 partner organisations worldwide was confirmed
- New „Asian Development Programme“ was adopted
- „On Line Placement System“, which would improve and facilitate volunteer exchange due to online database built up for the following year, was adopted.
- 2009 Action plan: Pacifist Voluntary Project (PVP), work in conflict areas worldwide, to strengthen network with peace organisations, peace education in workcamps, development of new strategy for 2010-2013.

SEEYN- South East Europe Youth Network- SEEYN is a network organisation in South East Europe which promotes the idea of volunteerism and international cooperation as a means to achieve peace, stability and youth active participation in civil society. VCZ is one of SEEYN's founders.

In March 2008 VCZ finished to implement the project „Volunteering as a link between University and public institutions“ and „Let's work together“, financed by SEEYN within the action strategy (Country base strategies). VCZ received some funds for general promotional activities and for the promotion of workcamps at the beginning of the 2008 season.

We did not manage to participate in SEEYN assembly in Sarajevo because there was a date change from November to December and at that time we were busy moving the office and relating difficulties.

After the above mentioned project SEEYN did not announce a new grant, but these projects helped us a lot in the development of Local Volunteer Service.

Ivana Kordić has been accepted in SEEYN training centre.

SALTO SEE resources centre

VCZ worked as a contact point for Youth in action programme from March to November 2008. Since the analysis conducted in April showed a lack of literature source in Croatian language about Youth in Action programme, VCZ translated SALTO publication „Paths to international cooperation-Youth in Action“. Printing of the publication was half-financed by SALTO financial support and the other half by National Agency for mobility and EU programme. VCZ was also in charge of the printing.

During 2008 VCZ cooperated also with other international organisations and network:

- Volunteer Service Overseas
- Youth Action for Peace
- Alliance of International Voluntary Service Organisations
- Volunteers' Centre Vojvodina, Novi Sad (Serbia- SCI branch)
- Omladinski komunikativni centar, Banja Luka (Bosnia i Hercegovina)
- Centre for intercultural dialogue, Kumanovo (Macedonia)

as well as with numerous organisations - members of the above mentioned organisations from all over the world.

Organizational development

The year 2008 was a turning point for the organization in several aspects: until the end of the year, VCZ employed the record number of persons so far (in December 2008 the team consisted of five (5) persons who were employed on the basis of work contract and one (1) on student contract); by the end of the year two big projects from PHARE 2006 fond were approved to us, which ensured the employment of necessary number of persons until the end of the year 2009. VCZ signed a four-year-contract with the City of Zagreb on the temporary use of work place in Ilica 29; a new website was established, while the database is in the phase of upgrade and error (faults, mistakes) elimination. We assess that each of these new issues will improve the way of working, especially work with users, and that in 2009 we will significantly diversify and increase the number, scope and quality of program activities.

Executive team of Volunteers' centre Zagreb

Regardless of the success from achieved results, the year 2008 was rather difficult considering the financial situation. As over the past years the Danish Ministry of Foreign Affairs was the greatest donor of our association, and at the beginning of the year it stopped refunding the program; this fact reflected on the financial state of the association. So, during the year we had to make a huge effort in fundraising for the association.

During 2008, we continued to receive institutional support from the National Foundation for the development of Civil Society, and we ensured employment for the position of head office manager. Through the projects, we provided funds for the employment of Executive Director on a full-time basis. Throughout the year we had 2 persons employed full time in the VCZ team, and one person was employed part-time as a Program assistant on the student contract, i.e. from October, on 75% of working time. Three (3) more persons were employed for a short period of time, depending on the needs of the programs we implemented. In September, we employed one person more on full time basis on the position of a coordinator of Zagreb volunteer service,. In the last quarter the organization stabilized with 2 large projects approvals from the PHARE 2006 funds which provided employment for required number of employees until the end of 2009. In December we employed two people under the employment contract on the positions of Program assistant (75% of working time) and coordinator of international volunteer service (full time). At the same time, with the end of the year and the expire of institutional support for the position of head office manager, we decided not to employ a new person for that position.

Tasks and duties of this person shall be performed partly by the financial administrator, who will be employed from January, and a part of duties shall be distributed to other team members. By the end of January, in addition to the Financial Administrator, one more person will be employed on the position of a database Administrator.

The List of team members and their engagement during 2008 are presented in a detail description at the end of the document.

SOKNO – Sustav osiguranja kvalitete nevladinih organizacija (Quality assurance system of non-governmental organizations)

In 2008 we continued with work on the program SOKNO - System of quality assurance of non-governmental organizations, on the initiative of Raffaella d'Apolito. We made job descriptions for all positions in the executive team of VCZ. We raised the level of internal communication, planning and regular reporting to the organization, as well as the level of organization of information in digital form. In December we started with the implementation of PHARE 2006 projects, which brought new challenges in monitoring and implementation of quality activities and documentation of the association. Due to inadequate space, VCZ team had to make special efforts to maintain activities and quality, as well as effective communication and implementation of daily activities.

Fundraising

During 2008 we wrote and reported 13 projects on 7 different donors. Fundraising success exceeded all previously achieved results - 11 out of 13 applied projects were approved to us, of which 5 were intended for 2009. We would like to emphasize an extremely demanding project preparation for pre-accession PHARE 2006 program - Enabling the active contribution of civil society sector in the pre-accession process, for 2 areas: democratization and human rights, and Young people. The preparation of the project was performed by three team members for almost 2 months, with help of external consultants. This is the first time that VCZ applied for such a complex competition. The fact that we are the only civil society organization in Croatia which received more than one project of that kind shows the extent of this success.

Membership

In the year 2008, 232 new volunteers joined VCZ. At the moment of transition to a new way of using the database and website, there were nearly 2000 members on the mailing list. By promotion of the new database we shall try to encourage the most of the members of the (old) mailing list to register in the database to be in contact with the information.

The list of active members in the organization during 2008 is presented in detail at the end of the document.

VCZ Assembly was held in April 2008 and there were not made any major changes regarding the structure or the operation of the organization.

MEMBERSHIP EMPOWERMENT

Leader Training Seminars, 13 - 19 March 2008 in Villa Jühlung, near Halle in Germany

Marija Biljan, Adriana Peletin and Tina Madunić participated as representatives of VCZ in the standard LTS. Martina Kovačev and Đurđica Valadžija took part in the advanced LTS with innovative methods of peace education.

Fundraising seminar – 25 – 31 March 2008, Izola, Slovenia

3 members of VCZ participated: Željka Marković, Domagoj Buljan and Sidonija Grabar

Working meeting about local volunteer service in the region, 10 - 12 March 2008 in Banja Luka,

The representatives of following NGOs participated in the mentioned meeting: OKC Banja Luka, VCV Novi Sad, Podgorica WALL, MKC Bitola, and VCZ represented by Jelena Poučki. As a result of the

meeting, a document with a common vision, mission and objectives was made and, in the next period the group will explore the potential funds opportunities to support a joint project.

Education for advanced volunteer management within the MATRA project of Network for the development of volunteering, Split, 10 April 2008.

Lidija Burić participated in the training. As a follow up to this education in spring 2008 it was planned to hold a training for volunteer organizers of the entire Croatian territory where VCZ would cover the north-western region.

Educational seminar on "Protection of river ecosystems and renewable energy" with a practical workshop of construction of solar system, which was held 27-31 May 2008 on the island of Šolta

Jelena Poučki participated in the seminar. About 20 NGO representatives from Croatia and Bosnia-Herzegovina had the opportunity to hear more about protecting rivers in the border areas, climate change and renewable energy sources and about the construction of solar water heating systems. The seminar was organized by Green Action.

Conference Western Balkans Going to Europe, Greece, 25 - 29 June 2008. - Raffaella d'Apolito participated. The result of the conference was a letter of recommendation concerning the issues which should be taken into account while deciding on the youth policy at the European Commission, which over the years worked on a draft of a new policy for youth.

Seminar "Culture and human rights - human rights culture", Ohrid, Macedonia, 1 - 9 July 2008 - Marina Maric participated, our member who is interested in this topic and volunteered at the Days of Association in June and lead a workcamp.

The cycle of workshops on the methodology of coaching, TREF, July - December 2008.

Đurđica and Ivana applied for the cycle of workshops about the methodology of coaching. Workshops were organized once a month from July to December, with a summer break in August. Based on the acquired skills, Ivana was involved in the preparation of educational programs for volunteers in VCZ.

VCZ's LOCATION

In February we prepared a request for the allocation of urban space and submitted it to the Town Office property - legal affairs and property of the City. After several days we received the notification that VCZ, regarding its activity, falls under the jurisdiction of the City Department of Health, Labor, Social Welfare and Veterans, and that they will, regarding their own priorities, propose us to the „Commission for leasing of office space“. In May the Commission began to consider our request. On 1 July 2008, in the tenth year after the official registration and the twelfth year of activity, the City of Zagreb assigned to VCZ the location of Ilica 29, in the very centre of Zagreb. The decision was made by the Commission and it was formally confirmed by the City Assembly on 24 July 2008. The space is allocated to us for a period of 4 years. Our neighbour and user of the space in the same building is College volunteer. The agreement on the temporary use of space was signed on 12 September 2008, while the takeover took place on 23 September 2008. At the same time, we signed an additional agreement between VCZ and the College volunteer, which also defines the mutual relations and determines the division of space in a ratio of 50:50. We have never worked with College volunteer and we have not had mutual issues, so we defined this by the agreement.

In October the City Department of Health, Labor, Social Security and Veterans decided to cover the costs of renovation of internal space and for these reasons we did not move in until the end of the year. We had to move out from Baščanska 11 in December, so in the same month we had two temporary offices - in Nova cesta, in the space of City Department of Health and, for longer time, we were located in a more adequate space of the Association for students with physical disability KORAK. We expect better working conditions in 2009.

VCZ TEAM

Management Board:

Danijela Jurić – President
Krešimir Klenović
Domagoj Novokmet
Lidija Burić
Amir Hodžić

Executive Officer

Jela Tomanjik

Members of Executive Team:

Jela Tomanjik (100%) – Executive Officer
Ivana Kordić (50% to September; 75% from October) – Program Assistant
Raffaella d'Apolito (100% March – June, December) – IVS coordinator
Jelena Poučki (50% from February to June) – International workcamp coordinator
Martina Kovačev (50% from May to September; 75%, from October) – International volunteers' exchanges coordinator
Ana Ergović Kuzmanović (100% from February to April) – LVS Coordinator
Višnja Pavlović (100% from September to December) – LVS coordinator
Saša Šuštar Kezele (100% from May to December) – Office Manager

Active members in 2008:

- | | |
|-----------------------------|-----------------------|
| 1. Ivana Kordić | 11. Marija Biljan |
| 2. Raffaella d'Apolito | 12. Mensura Juranović |
| 3. Martina Kovačev | 13. Željka Marković |
| 4. Marko Dakić | 14. Andrea Rakočević |
| 5. Krunoslav Car | 15. Lidija Burić |
| 6. Bruno Frgić | 16. Danijela Jurić |
| 7. Krešimir Cvitanović | 17. Domagoj Novokmet |
| 8. Daniela Stuparić Krajcar | 18. Krešimir Klenović |
| 9. Đurđica Valadžija | 19. Amir Hodžić |
| 10. Mihovil Frater | |

We would like to thank all donors who supported VCZ work during 2008:

- National Foundation for Civil Society Development
- Ministry for Family Affairs, War Veterans and Intergenerational Solidarity
- Ministry of Science, Education and Sport
- Municipality of Zagreb – Office for Health, Labour, Social Protection and War Veterans
- Municipality of Zagreb – Office for Education, Culture and Sport
- Ministry of Foreign Affairs- Denmark, through SEEYN
- European Commission – Youth in Action program
- PHARE 2006 program
- PBK Partner
- T-Hrvatski Telekom d.o.o.
- we also thank some individual donators for the support and confidence