

The Volunteer Forum

Organized by Volunteers Federation (VF)

Under the auspices of



Hosted by



US Public Affairs Section

Supported By



Report Compiled by UNV

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We dedicate this report and the work ahead to the late Mr. Johann Atzinger (03 November 1964 – 24 June 2013) who was UNV (Zimbabwe) Programs Manager. The late Mr. J. Atzinger was a passionate, hands on and result oriented person who was dedicated to promoting and supporting volunteerism in Zimbabwe and the world over. While we were preparing for the Volunteer Forum documented in this report, the late Mr Atzinger was enthusiastic, passionate and looking forward to its outcome, it is unfortunate that he did not get a chance to read this report due to his sudden death five days after the event. His death is a great loss not only to his family but to the volunteers, his friends as well as colleagues, nation of Zimbabwe and the world at large. Volunteerism in Zimbabwe will never be the same without you. You had great plans and goals to promote volunteerism in Zimbabwe, we commit ourselves to fulfilling them. May your soul Rest In Peace.





Summary

Volunteers Federation (VF) under the auspices of Hands ON Harare (HOH) in partnership with UNV and the US Public Affairs section held a one day volunteer forum in Harare on the 19th of June 2013. The forum was attended by 68 community volunteers and representatives from Volunteer Involving Organisations drawn from in and around Harare.

Volunteers Federation (VF) is a non-profit organisation by volunteers that strives to promote volunteerism through empowerment, nurturing and protection of volunteers as well as stakeholders in Zimbabwean communities and beyond.

The VF leader Mr. Trymore Karikoga said the Volunteer Forum sought to open discourse on volunteerism and the volunteer climate in Zimbabwean communities

and was also expected to set the tone for a grass-root oriented Volunteer Conference slated for November ahead of the 12th commemorations of The International Volunteer Day on 05 December 2013. Karikoga said the Forum was a platform that accord grass-root based volunteers the opportunity to share experiences, successes, challenges and opportunities with a view to improve the volunteer climate in the communities. He added that it was also a unique opportunity for this category of volunteers to interact with an assorted spectrum of development sector stakeholders and to deliberate on issues concerning their areas of interface.

Karikoga said the conceptualization of the organisation and its scope was conceived after the realization that “it is through volunteerism that individuals and communities are emancipated from different situations that they are or might be engulfed in.”

“Volunteerism is the backbone of all worthwhile development endeavours,” he said.

The grass-root oriented Volunteer Forum was supported by different stakeholders in the volunteer sector and these include but not limited to, United Nations Volunteers (UNV), United States Public Affairs Section and The UNV National Committee on Volunteering for Development.

The Forum was a result of various community volunteer consultative meetings that were held by Volunteers Federation (VF) from May to June 2013 in different communities across the Capital City.

Issues discussed

The forum used the Open Space Technology concept which required participants to initially identify issues that they felt were crucial to be on the agenda. This approach was chosen to allow volunteers to decide on the issues which they practically interface with on day-to-day basis during their volunteer work. Below are the key issues identified and discussed during the forum:

- The need to change the name “volunteer”

- Income generating projects
- Stigma and discrimination
- Who is a volunteer
- Volunteer contracts
- Allowances
- Transport
- Capacity building trainings
- Volunteer act
- Medical and funeral aid
- Protective clothing
- Certificates

While the facilitation team worked on grouping the identified issues into clusters, the participants gave testimonies of their experiences in volunteerism. One participant shared her story with volunteers and indicated that she has travelled to various European countries and the United States as a volunteer sports coach. She said she observed that volunteerism in these countries was different from volunteerism in Zimbabwe in terms of care and allowances. She also noted that volunteerism embraces the aspects of free will, commitment and non monetary value.

Definition of a Volunteer as defined by participants

Before group discussions, participants shared their thoughts on the term “volunteer” and the following comments were made;

Who is a volunteer.... *“Free will to curb societal problems which have no government budget to implement...”* Samuel... *“Freewill and commitment to do something without anticipation of monetary value in return...”* *“...a point of*

*entrance for organisations into the community that are coming in for the first time...” “...working without anticipation of money in return according to the training I got...” “...someone who gets education on particular issues and then cascade the knowledge to communities.” “...volunteer is committed person, a community eye...” Garapo “...**someone who affords to portion time for a particular cause in a community just as we do with pledging in the church. It’s a personal decision made by a person who is a resource by creation. However what is important is for us to get knowledge. Volunteer is honored by the person you serve...**” Malvin “...needs assessment to look into the needs of the volunteers so that we meet the needs of the volunteer.” Samson “...volunteers have rights from an international best practice or standards hence Zimbabwe needs to mainstream those standards in coordination of volunteer policies.”*

Some of the thoughts that were raised to set the tone on the forum during the commencement of the forum were:

Sheila... “Who is a volunteer and how important is this person? Volunteers have been long serving but they are not recognized! Some of us do not work, PLWHIV, and have family burden, children going to school. Let us be given a token of appreciation.”

Lady... “We are working free, not paid, have basic needs to meet, airtime and ... payment of rates in urban areas is a hardship” “there is stigma associated with volunteers in our communities.” “The word volunteer must change.”

“We have PLWD we live with but these people have no one to take care of when we leave them to volunteer.”

“... Zimbabwe needs to learn from other countries on tokens of appreciations ...”

“... We need to be capacitated as volunteers in terms of skills.”

“We need certificates to be honored as volunteers and we want original (accredited) certificates ...”

“... Our constitution needs to respect volunteers...”

“ ... Short notice of issues to be done yet we do not have transport to undertake the tasks”

“There is stigma associated with volunteers in trying to access social services as we are labeled to be benefiting from volunteer programmes”

“... Volunteers are not invited and at most do not attend workshops (by organisations we volunteer to). Volunteers has become a slavery in our society!”

“... In times of hardships such as death we do not get support from Volunteer Involving Organisations we work for. ... we need Medical aid and funeral policies.”

“We need protective clothing to wear during discharging our duties...”

“PLWD also need to volunteer but they are no programmes that promotes them to participate”

“We work for long hours yet we are volunteers”

“We want quantifiable token of appreciation and contracts to be signed.”

“We end up giving wrong reports because we are not recognized...”

“Sometimes if we bring our issues to the fore they say volunteers are so many so you can go.”

“Enough is enough don’t call us volunteers call us workers because we are working too much”

“There should be specific work for volunteers instead of doing all. We also want income generating projects to sustain our life as volunteers.”

“We need to have a national volunteers Act so that we get recognized.”

1. GROUP SESSIONS: FOCUS GROUP DISCUSSIONS



Group 1: Who is a volunteer, allowances, stigma, changing the name volunteer



Group 2: Capacity trainings, transport, certificate, volunteer act



Group 3: Protective clothing, contracts, medical aid, income generating projects

Group 1

Who is a volunteer: the group identified three types of volunteers and these are (a) Generic Volunteers, (b) International Volunteers and (c) Skills-Based Volunteers.



It was noted that volunteerism is diverse and broad and is driven by freewill. In retrospect, as a people the underlying principle for all our undertaking or endeavours is to attain a high quality of livelihood. Naturally we are inclined to assist one another as we strive towards this ultimate goal. As African (so as in any religion or human set-up) it is engraved in our custom and culture to give a hand to one another (the spirit of unhu/ ubuntu).

There should be ethics, moral and principles that guide volunteers and they should be dynamic and adapt to the environment. It was noted that there is exploitation, discrimination and stigmatisation especially affecting the non-skilled community volunteers. The stigmatisation was attributed to lack of resources that support volunteers to enhance the discharge of their duties.

There were serious concerns with regards to care and allowance issues for volunteers deeply affecting volunteerism in Zimbabwe, as was noted during the discussions. It was pointed out that if not adequately supported volunteering in a country like Zimbabwe was difficult in the backdrop of a harsh socio-economic environment. It was also noted that allowances that were being given to volunteers in most cases greatly fell below the direct costs they met in the course of carrying-out required tasks.

Some of the sentiments that were made are:

“Allowances should be uniform and standardised taking into consideration the international rates.”

“Allowances must be clearly stated in the contract that we sign”

“There is need for transparency with regards to program budgets as they relate to the part of volunteers.”

“Organisations must take into account (during planning) the allocation of adequate support towards volunteer tasks.”

“Organisations or its staff are taking us volunteers as cheap labour”

“If organisations can satisfy the operational needs of their employed staff, what makes them unable to take care of our volunteer operational needs at the grass-roots level”

“We are being called ana Voro (the Voros)”

“We are being measured against the size of support we are being given by organisations, hence society looks down upon us.”

Group 2

It was noted that capacity building trainings, workshops, seminars e.t.c are being conducted, however there is need to standardize and have accredited courses for those capacity building initiatives, especially for the non-skilled volunteers.



It was also noted that the current constitution of Zimbabwe does not recognize volunteers (as) or in a similar manner as it does for example, the workers who are recognized and have a labour Act. The participants agreed that it is the

fundamental right and duty for the constitution of Zimbabwe to enshrine an act that addresses volunteerism and volunteers.

The participants highlighted that recognition of volunteers to a larger extent is not being done at different levels across the board and by the constitution of Zimbabwe. We are aware that volunteers greatly contribute directly and indirectly to the Gross Domestic Product (GDP), peace and development of the communities and country. The Volunteers voiced that without the aid of volunteers, the country faced collapse socially, economically, politically and religiously.

A citation was made that “the set of relationships that prevail between an individual and state or nation. It is part of his or her existence in a democratic state which includes rights, responsibilities, and duties. In a democracy, a citizen’s rights, duties and responsibilities encompass the right to be heard, to participate in governance, to have guarantee of fair treatment and protection and to enjoy the basic freedom.” The spirit of UNHU or UBUNTU

It was recognized that the desirability of training programs and programs which inculcates the values of patriotism, discipline, tolerance, non-violence, openness, democracy, equality, justice and respect. The participants expressed that they are determined to ensure that national and community training programs raises awareness, engenders a spirit of community service, skills development and a commitment to the development of the communities and Zimbabwe. The programs must be run in a non-partisan manner.

Sentiments made:

“Organisations are contacting workshops and training, however at the end of the day we are given certificate of attendance. That is if at all we are given certificates. Those certificates we are given cannot help us get a job somewhere else.”

“Organisations are conducting one or two day trainings that are not fully equipping us.”

“We don’t want certificates of attendance; we want certificates that are nationally and internationally recognized.”

“We can talk about being recognised or getting legal representation, but if the constitution does not recognise us as volunteer, all our efforts are in vain.”

“We need a volunteer act”

“Let’s start with having a Statutory Instrument for the volunteers then a volunteer act at some point in future.”

“...without the aid of volunteers, the country totally collapses socially, economically, politically and religiously.”

“We need transport, airtime and food allowances. Organisations expect us to do their work ten hours a day and get \$15 monthly allowance. I’m not employed how do they think I survive?”

“When there is a vacancy, they do not give volunteer priority but they look for other people.”

“We need a body that represent us and composed of fellow volunteers”

“We need a council that represents our interests and that sets as well as monitor volunteer parameters or standards”

Group 3

Even though we the volunteers are not employees, there is need for conducive operational conditions/ environment that is almost similar to that which the employees have. In fact we carry the brand of organisations and are the faces of those organisations in the communities in which interventions are carried out. It is of paramount importance that our images are branded as such that is volunteers should don the right or appropriate regalia and identification. Our employee counterparts have occupational health insurance cover, however this is an alien thing to us.



The participants expressed the need for income generating projects as survival options to cushion their welfare, since most of the community non-skilled volunteers are not employed. The income generation projects were also cited as an exit strategy when program cycles to which they will be volunteering come to an end.

Sentiments made:

“We need Protective clothing, IDs for volunteers, uniforms must not be one size fits all and should be seasonal e.g. jackets in winter and raincoats in summer.”

“On Contracts-it’s a right for volunteers and there should be a lawyer to interpret the contract for the volunteer. The lawyer must have experience in volunteerism so that he/she has an appreciation of the real situations affecting volunteers. Contracts must be 3 months to infinite.”

“A policy must be available to strengthen the implementation of the statutory laws.”

“A contract must be written. Funeral assistance must be availed to us in times of death by the organizations that we serve under. Medical aid must cover the volunteers and wife/husband and children.”

“Income generating projects- must be promoted as groups or as individuals, must be sustainable meaning must impart skills in the volunteer.”

“Employment if it arises where possible must give first priority to the volunteers than to advertise in newspapers.”

“We also need awards at the end of the year.”

“We also need to have unity as volunteers.”

“All these issues must be outlined in the Volunteer Act”

2. Prioritization

After the group discussions and presentations, participants were given pieces of paper and were asked to prioritise the issues they had raised. The issues raised were projected in a random manner on a projector screen and the participants were expected to list them on the provided pieces of paper in order of importance to the individual. The pieces of paper were then collected and a panel was set-up to count the votes for each issue. The results were as follows:

Issue	Rating score
Who is a Volunteer	30
Medical Aid and Funeral insurance	29
Capacity Building	14
Contracts	30
Stigma	38
Protective Clothing	27
Income Generation Projects	28
Allowance	12
Transport	21
Certificates	14
Volunteer Act	16
Change the name “Volunteer”	48

Please note: the issues with the least rating score are the highly prioritized.

The final results were as follows.

i. Allowances	= 1
ii. Capacity Building	= 2
iii. Certificate	= 2
iv. Volunteer Act	=4
v. Transport	=5
vi. Protective Clothing	=6
vii. Medical Aid and Funeral Insurance	=6
viii. Income Generating Projects	=8
ix. Contracts	=9
x. Who is a volunteer	=9
xi. Stigma	=11
xii. Change the name "Volunteer"	=12

3. Declaration

The participants resolved to make a declaration to be known as the Eastgate Declaration, whose contents are as follows:

The Eastgate Declaration

Preamble

We, the volunteers, volunteer representatives, volunteer stakeholders and players in the Development Work in Zimbabwe gathered at Eastgate (Harare, Zimbabwe) on the 19th day of June 2013.

CONCERNED about the volunteer climate in Zimbabwe and the challenges that we have faced as a country and therefore, determined to resolve these permanently

CONSIDERING our shared determination to uphold, defend and sustain volunteerism in Zimbabwe and beyond, therefore, enjoy equal protection of the law

ACKNOWLEDGING the sacrifices made by millions of volunteers forging paths for peace and development by enhancing opportunities for participation by all people. It is universal, inclusive and embraces volunteer action in all its diversity. It values free will, commitment, engagement and solidarity, which are the foundations of volunteerism.

DEDICATING ourselves to recognition, facilitation, networking and promotion of volunteerism

COMMITTING ourselves to putting people and our communities first by cultivating the spirit of volunteerism among the people

RESPECTING the rights of all Zimbabweans and humans in general

DETERMINED to build a vibrant volunteer society

COMMITTED to act in a manner that demonstrates to Zimbabwe, patriotism and commitment to Zimbabwe's national purpose, core values, interests and aspirations

RECOGNISING, accepting and acknowledging that the constitution of Zimbabwe must recognize volunteers similar to how it recognize workers

PURSUANT to the common desire for peace and development, we the participants and the constituencies we represent agree to and executed this Declaration to be known as The Eastgate Declaration

NOW THEREFORE WE MAKE THE DECLARATION AS FOLLOWS:

Article I: Volunteer Act

Article II: Allowances

Article III: Conditions of Service

Article IV: Insurance and Compensation

Article V: Capacity Building

Article VI: Recognition

Article VII: National and Community Service

Article VIII: Volunteer Council

Article IX: Volunteer Centers

Article X: Commitment

Article I: Volunteer Act

ACKNOWLEDGING that it is the fundamental right and duty for the constitution of Zimbabwe to enshrine an act that addresses volunteerism and volunteers

AWARE that the process of making this Act must be owned and driven by the volunteers, players in the Development Work and legislators and must be inclusive and democratic

RECOGNISING that the current constitution of Zimbabwe does not recognize volunteers (as) or in a similar manner as it does for example, the workers who are recognized and have a labour Act

DETERMINED to engage Volunteers, Civic Society, Parliament of Zimbabwe and The Government of Zimbabwe in a process of crafting a Volunteer Act

Article II: Allowances

ACKNOWLEDGING that volunteers offer their services without expecting financial rewards in the form of salaries

AWARE that volunteers incur direct costs during discharging their service duties in some cases

RECOGNISING the need to cushion the volunteers in meeting those direct costs incurred and the need for tokens of appreciation

DETERMINED to standardized allowance and stipends granted to volunteers and in line with global standards, by engaging all concerned stakeholders

Article III: Conditions of Service

ACKNOWLEDGING that volunteers are not employees and are not regulated as well as governed by labour Acts

AWARE that the tasks undertaken by volunteers are similar or are the same as those undertaken by employees

RECOGNISING the need for non-discriminatory of volunteers and conditions of service that enhance volunteerism

DETERMINED to engage all concerned stakeholders to set enhancing conditions of service that are supported by legislations, policies and programming frameworks

Article IV: Insurance and Compensation

ACKNOWLEDGING that most volunteers especially non-skilled ones are not insured as well as compensated during the course of discharging their services or duties

AWARE that insurance and compensation to volunteers are not standardized

RECOGNISING that there are funding challenges and implications

DETERMINED to engage all concerned stakeholders to set-up mechanisms that are supported by legislations, policies and programming frameworks

Article V: Capacity Building

ACKNOWLEDGING that capacity building trainings, workshops, seminars e.t.c are being conducted, however there is need to standardize and have accredited courses for those capacity building initiatives, especially for the non-skilled volunteers

AWARE that there are in-house and outsourced capacity building courses

RECOGNISING that there are funding challenges and implications

DETERMINED to engage all concerned stakeholders to set-up measures that are supported by legislations, policies and programming frameworks

Article VI: Recognition

ACKNOWLEDGING that recognition of volunteers to a larger extend is not being done at different levels across the board and by the constitution of Zimbabwe

AWARE that volunteers greatly contribute directly and indirectly to the Gross Domestic Product (GDP), peace and development of the communities and country

RECOGNISING that without the aid of volunteers, the country totally collapses socially, economically, politically and religiously

DETERMINED to ensure full recognition of volunteers

Article VII: National and Community Service

ACKNOWLEDGING that “the set of relationships that prevail between an individual and state or nation. It is part of his or her existence in a democratic state which includes rights, responsibilities, and duties. In a democracy, a citizen’s rights, duties and responsibilities encompass the right to be heard, to participate in governance, to have guarantee of fair treatment and protection and to enjoy the basic freedom.” The spirit of UNHU or UBUNTU

RECOGNISING the desirability of training programs and programs which inculcates the values of patriotism, discipline, tolerance, non-violence, openness, democracy, equality, justice and respect

DETERMINED to ensure that national and community training programs raises awareness, engenders a spirit of community service, skills development and a commitment to the development of the communities and Zimbabwe. The programs must be run in a non-partisan manner.

Article VIII: Volunteer Council

ACKNOWLEDGING that volunteerism is broad and diverse thus the volunteer constituency is not a homogeneous group

AWARE that there is lack of coordination in the volunteer sector in Zimbabwe

EMPHASISING our shared commitment to serve, coordination is crucial to volunteer recognition

DETERMINED to establish a Volunteer Council with legislation support. The Volunteer Council must draw councilors from volunteer clusters. The volunteer council to regulate and govern volunteer centers, volunteerism and represent volunteers.

Article IX: Volunteer Centers

ACKNOWLEDGING the need to have volunteer centers in Zimbabwe, there is need to have one national volunteer centre and several local independent volunteer centers

AWARE of different players interested to run volunteer centers

EMPHASISING the need for different players to complement each other rather than competing with each other

RESPECTING the need for independence of different players interested in running volunteer centers

COMMITTING different players interested in running volunteer centers to inter-depend on each other

DETERMINED to establish one National Volunteer Centre that will be regulated by The Volunteer Council in accordance with a Volunteer Act. The independent local volunteer centers to be established and to be under the oversight of the National Volunteer Centre

Article X: Commitment

This Eastgate Declaration shall enter into force upon its signature by participants, stakeholder representatives.

In Witness whereof the participants and stakeholder representatives have signed this Declaration in English language

Done at Harare on the Day of2013

.....

Volunteer representatives

.....

Stakeholder representatives

.....

In Witness thereof

4. Forum Administration

As participants entered the US Public Affair Section's auditorium, they were given one T-Shirt, one pen, one book and one ruler as a forum kit and their names were noted. 68 participants were given their respective forum kit. At the commencement of the forum we had no attendance register which was later printed and signed during the course of the forum. 60 participants signed the attendance register; the difference of 8 is attributed to the beneficiaries left

during the proceeding of the forum before signing the attendance register. The remaining 12 T-Shirts were then distributed to individuals who did not attend the Forum but played various preparatory roles during the pre-forum period. Of the 12 Forum Kits, 3 were given as tokens to Glen- View and Budiro City Of Harare's Social Services. In the same spirit, 1 was given to the District Administrator. 8 kits were given to four VF working committee members and four area focal persons who did not attend the forum due to lack of finance to travel to the venue.

The Facilitation team was composed of:

Dorica Mombe (VF)- Logistics

Trymore Karikoga (VF) – Head Facilitator

Zakariah Mhuruyengwe (UN Volunteer)- Rapportuer

Brighton Pepukai (VF)– Photography

Sheila Macheka (VF)- Logistics

Fortune Muchuchuti (VF)–Facilitator

Blessing Machona (VF)- Logistics

5. Acknowledgments

Highfield District Administrator – Mrs Tagarira

MYDIE- Blessed Ziome

UN Volunteers - (the late) Johann Atzinger, Moses Takawira, Zacharia Mhuruyengwe and the entire UNV staff.

US Public Affairs - Nicole (Nikki) Fox, Reginah Mawere and the entire US Public Affairs staff.

City Of Harare – Social Service staff

UNV National Committee on Volunteering for Development- Mr Kuziwa Elias Garapo (Outgoing Chairperson)

ZRP- Harare South District

List of individuals who participated and contributed during and towards the Forum

#	Name
1	Winnie Munhenga
2	Malvern Muzivi
3	Garapo Kuziwa
4	Chitaukire Chamunorwa
5	Chishato Monalisa
6	Samuel Phezulani
7	Chingwawana Tariro
8	Tirivanhu Zhakata
9	Lois Mazikana
10	Stella Marima
11	Getrude Daniel
12	Reginah Mawere
13	Tracy Mupatsi
14	Khumbulani Lunga
15	Everngelista Mawuye
16	Margaret Murawa
17	Fungisai Muringai
18	Spiwe Chabikwa

19	Mavis Chakanyuka
20	Blantina Zhanje
21	Margaret Nesongano
22	Prisca Munhanga
23	Eunah Tigere
24	Shelly Moyo
25	Caroline Marime
26	Yaliwe Matuwi
27	Vivian Makunde
28	Dorothy Silani
29	Winnie Bhaureni
30	Sandra Kadzime
31	Monicah Marumbwa
32	Hilda Riboma
33	Simeleni Nyariri
34	Pamhidzai Monde
35	Rudo Matsatsa
36	Stella Tavengwa
37	Abigail Dzwiti
38	Sheltor Chemusora
39	Elizabeth Makume

40	Samson Million
41	Marsline Rashayi
42	Margaret Kudya
43	Dadayi Mapengo
44	Reminos Macheka
45	Megline Malunga
46	Ruth Saranyika
47	Peggy Makhosi
48	Netsai White
49	Memory Maulani
50	Florence Kanyumbe
51	Alexio Bere
52	Blessed Ziome
53	Baibington Forichi
54	Eneresi Chikari
55	Eunice Mushipe
56	Blessing Machona
57	Trymore Karikoga
58	Dorica Mombe
59	Brighton Pepukai
60	Sheila Macheka

61	Fortune Muchuchuti
62	Mhuriyengwe Zacharia
63	Nicole Fox
64	Nyasha Kureya
65	Dorothy Meda
66	Rumbidzai Gorerekufa
67	Gift Muradzikwa
68	William Rupiya
69	Kingstone Chimbwana*
70	Garikai Makore*
71	Thomas Dzumbunu*
72	Mrs Mpofu*
73	Mrs Togarira*
74	Mr Gwara*
75	Tosca Dube*
76	Westmoreland Chabata*
77	Gerald Mhaka*
78	Chipo Wazara*
79	Moses Mwanza*
80	Tryness Machimika*

*Please note that individuals with * did not attend the forum*