



EUROPEAN VOLUNTEER CENTRE



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CHAPTER

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VOLUNTEERING
INFRASTRUCTURE
IN EUROPE

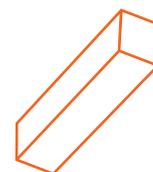
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1. VOLUNTEERING INFRASTRUCTURE CONCEPT DEFINITION

Volunteering in Cyprus reflects a mixture of historic path-dependent traditions, legacies, norms and characteristics of the “modern” and developed Cypriot society. Volunteering has developed under various forms, norms and perceptions which still interact in a dynamic way to shape the volunteering landscape in Cyprus. Voluntary activity encompasses a diverse array of informal and formal activities undertaken by individuals, groups or organisational structures. The legal framework on volunteering in Cyprus also reflects the strategic concerns and decisions of the Republic of Cyprus, as well as the constitutional rights and liberties of a democratic context.

Structurally, the Cypriot non-governmental, non-profit context presents a rich landscape of organised structures composed of coordinative councils, associations, organisations, foundations, networks, federations, confederations, community councils and centres, which serve different purposes and tasks in various policy domains. Outside the boundaries of the volunteering structure, key stakeholders of the Cypriot society promote and support volunteering, have specific “for-volunteering” objectives and develop collaboration projects with volunteers and voluntary associations in the implementation of their policies and programmes.

In relation to funding opportunities in Cyprus, the Grants-in-Aid and Financial Support Schemes form the main funding mechanism for voluntary organisations. These schemes provide financial support to voluntary organisations in order to meet specific national targets and needs and usually cover the expenses of projects or the operational expenses of programmes and organisations. Although state funding provides an enabling environment for volunteering, a number of limitations and negative outcomes can be observed, which will be discussed later in this chapter.

The lack and scarcity of research on the voluntary sector also produces barriers to building a truly enabling environment for volunteering. There is no regular or systematic research on basic volunteering dimensions or its contributions to the society and the economy.

On the other hand, positive developments are found in the area of ethics, standards and awareness raising. At a national level, various initiatives and tools safeguard ethics and quality standards and provide awareness raising opportunities on volunteering in Cyprus. Generally speaking, the Cypriot context has many positive elements which create the basis for an enabling environment for volunteering. Of course many improvements need to take place, primarily at the policy making and legislative levels, but also in the areas of funding and capacity building. Although the voluntary, non governmental sector of the modern welfare state has entered a new dynamic path characterised by professional and multi-dimensional volunteering practices, it functions in a challenging environment, which imposes many threats to its future development and sustainability. Clearly, there is not one future, but multiple possible futures, depending on how the sector will choose to react to the challenges or create change and whether the state will commit to developing an enabling volunteering infrastructure¹.

2. VOLUNTEERING LANDSCAPE

Defining and exploring the volunteering landscape is a hard task, considering that volunteering in Cyprus remains not only an under-researched topic but also a contested notion in relation to its definitional, conceptual and dimensional boundaries. This is not a unique phenomenon since the term encompasses so many different and complex meanings across countries. In discussing the volunteering landscape in Cyprus, conceptual framework and work on volunteering of the European Volunteer Centre (CEV) (2009)² has defined the dimensional focus of this chapter, hoping that its content can relate and have an added value, as well as contribute to the effort for reaching a common understanding of volunteering and developing an enabling volunteering infrastructure all over Europe.

In Cyprus, there is not one future, but multiple possible futures for the volunteering scene, a lot depends on whether the state will commit to developing an enabling volunteering infrastructure.

Volunteering in Cyprus reflects a concept which takes on board a diverse array of activities undertaken by individuals, groups or organisational structures. A typical voluntary/non-profit organisation shares common features with other countries: it is organised, structurally separated from the government, non-profit, self-governing and depends on voluntary participation³.

Volunteering takes informal and formal forms and paths. Formal volunteering is usually perceived to be conducted by volunteers who act on behalf of registered, legally recognised volunteering organisational forms.

Whether formal, informal, ad-hoc, systematic, individual or collective, volunteering activity serves multiple purposes and diverse objectives: it helps and supports individuals, societal groups and communities, it addresses societal issues and contributes to national policy goals and objectives in different policy areas and serves wider public benefit/societal goals. Volunteering encompasses a diverse range of activities such as: the provision of mutual aid, social, cultural, educational services, “self-help”, advocacy and campaigning, community action. Volunteers

1. Patsalidou, O. (2008) 'Understanding the factors that have influenced the development of the voluntary sector in Cyprus from the mid-end Colonial Period (1950/1960) to the present day', PhD Thesis/working paper to be submitted at Nottingham University, United Kingdom

2. CEV (2009) *An enabling volunteering infrastructure in Europe: Situation – Trends – Outlook, Final Report – Conference Conclusions, General Assembly Conference, Malmö/Sweden, 15th-16th October 2009, Belgium:Imprimerie de Hoeilaart*

3. Salamon, L. M. and Anheier K. H. (1996), 'Social Origins of Civil Society: Explaining the Non-profit Sector Cross-Nationally', Working Papers of the Johns Hopkins Comparative Non-profit Sector Project, no. 22, the Johns Hopkins Institute for Policy: Baltimore

Anheier, K. H. (2000) *Dimensions of the Third Sector: Comparative Perspectives on Structure and Change, Central Policy Unit Seminar: 'The Third Sector: Beyond Government and Market', Hong Kong, 25 July 2000*

Volunteering is an important tool for the efficient use of social capital, an aspect of Cypriot life, and a means to meet common goals. It is allegedly “accountable” for the strong levels of social cohesion and solidarity on the island of Cyprus.

of different abilities and socio-economic backgrounds promote solidarity, social inclusion and integration, and safeguard human and basic rights in an overall effort to make a positive difference in their local communities. Volunteering remains an important tool for the effective use of social capital, an aspect of Cypriot life, and a means to meet common goals. It is allegedly “accountable” for the strong levels of social cohesion and solidarity on the island of Cyprus⁴.

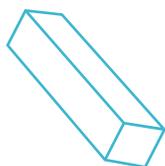
Volunteering revolves around the norms and values of social responsibility, solidarity and active collective engagement and participation in order to address common needs and public concerns. Strong social ties, trust and the motive to work collectively, influenced by embedded socio-cultural norms and traditions, form the key dynamic mechanisms of all informal and formal volunteering activity⁵. These concepts, values and traditions do not present a unique case, rather prominent features of other countries⁶ as well as European values and objectives as laid down in the European Union (EU) Treaties.

Although volunteering norms, values, roles etc, have been influenced by historical forces, traditions and legacies, they have also been shaped by institutional strategies set and developed by the state through time. Traditionally, the state has played an important role in the development of volunteering and has to a large extent shaped the environment in which it functions. Due to word length restrictions, it is impossible to provide a full-detailed account on the state’s strategies and ideologies in volunteering. The discussion therefore will provide a few representative examples in order to support the argument:

The Social Welfare Services, which function under the Ministry of Labour and Social Insurance, assist through their Community Work Service - *‘local communities to identify and meet their social needs; to encourage cooperation between the State, the community and individuals for the best interests of the community members; and to promote decentralisation regarding the provision of social services... [in order] to safeguard social cohesion through collective actions in the community’⁷.*

Also, the Ministry of Education and Culture promotes volunteering as a mean to cultivate the values of *‘respect, social responsibility and cohesion’*.

In many similar ways, a number of governmental, semi-governmental and independent bodies set volunteering related goals, promote volunteering through partnerships and develop collaborative strategies with voluntary organisations/non-profit associations in order to achieve specific policy objectives. This strong collaboration culture has been built and grown successfully over time. The state has traditionally promoted an enabling environment for the participation of volunteers and the leadership of associations in consultation and decision-making processes. Through this process, strong relationships and trust have been built, resulting to the creation of



4. Various authors document and support this argument. See:

Amitsis, G. and Marini, F. (2003) Dependency of welfare clients on benefits and services - The case of Cyprus, National Studies Project in the Field of Social Exclusion, Institute of Social Innovation, Nicosia: Republic of Cyprus

Konis, T. (1984) Social re-construction: Social Issues of the post-war period 1974-1984, Nicosia

Triseliotis, J. (1977) Social Welfare in Cyprus, Zeno Publishers, London

5. Patsalidou, O. (2008) ‘Understanding the factors that have influenced the development of the voluntary sector in Cyprus from the mid-end Colonial Period (1950/1960) to the present day’, PhD Thesis/working paper to be submitted at Nottingham University, UK

6. Various authors document and support this argument. See:

Defourny, J. and Pestoff, V. (2008) Towards a European conceptualization of the third sector, In: Defourny, J. and Pestoff, V. eds. (2008) Images and concepts of the third sector in Europe, Working Paper No. 08/02, EMES European Research Network 2008, Available at: www.emes.net

Abzug, R. (1999) The Non-profit Sector and the Informal Sector: A Theoretical Perspective, *Voluntas*: 10(2), Available at: <http://www.springerlink.com/content/j370r01u80464102>

Portes, A. (1992) Paradoxes of the informal economy: The social basis of unregulated entrepreneurship, Unpublished manuscript, Available at: <http://www.sscnet.ucla.edu/soc/faculty/kollock/classes/entrepreneurship/resources/Portes%201994%20-%20The%20Informal%20Economy%20and%20Its%20Paradoxes.pdf>

7. Social Welfare Services (2011) Official Website, Available at: www.mlsi.gov.cy/sws

an environment which provides satisfactory opportunities for participation and an ideology for the need to work collectively for the common good.

The state has furthermore laid the foundations for the participation of voluntary, non-profit associations, in policy making. Article 4 of the Pancyprian Volunteerism Coordinative Council Law safeguards the Council's (and its membership) active engagement in the programming and formulation of the volunteering strategy and social policy, in close collaboration with the public authorities. Furthermore, other pieces of legislation require that the state engage in consultation with Associations or Confederations on policy issues in their area of activity and competence. Obviously, associations' membership to a network of associations, federation or coordinating body, gives them the opportunity to enjoy the privilege of consultation with the state through formalised procedures. On the contrary, non-profit organisations which decide to work "independently" may be excluded from the formalised participatory procedures, unless they have managed to establish good relations with the state or successfully raised significant awareness about their work.



Structurally the volunteering landscape, has evolved and developed in various forms such as charities, philanthropic associations, church related networks (i.e. philoptochoi), voluntary organisations, foundations, social movements, social economy organisations, labour movement related interest groups. If volunteering is conceptualised in its wider sense to capture the whole fabric of the civil society, the landscape can include trade unions, sports and recreational clubs, non-profit women and youth organisations (associated with political ideologies and structures), professional and sectoral interest federations, etc. There is a contested debate on whether volunteering (as a concept and practice) should be attributed to organisational structures that solely promote the "common societal good" (which again has a blurred definition) or whether it should include the whole facet of unpaid work that takes place in non-governmental organisations which may be driven by political or self-serving, even professional or economic interests and aims.

Although it is beyond the scope of this chapter to explore the blurring sectoral boundaries, it is important to mention that, in Cyprus, various terms (e.g. voluntary associations, non-governmental/non-profit organisations, civil society organisation, voluntary/third sector) are interchangeably used to describe the big picture of the volunteering context, most of which are not defined in any current legislation. The Cypriot context's official/legal definitions on volunteering are found in the Pancyprian Volunteerism Coordinative Council legislation [61(I)/2006]. Article 2 of the law provides definitions on the terms "volunteer", "voluntary organisation" and "non-profit purpose". These definitions touch upon different principles and ideologies on volunteering. For example, it places a framework on the role and status of volunteering in society. Specifically, it relates volunteering with the non-profit principle and identifies it as a vehicle to achieve the "collective good" of the society, and its role towards diversity, social inclusion, etc in the welfare regime. The blurring definitional and "cross-sector" boundary does not make the Cypriot context a unique case. It rather represents a cross-country phenomenon, resulting from the fact that voluntary sectors have been shaped by particular historical events, traditional perceptions, socio-cultural traditions, western influences and dynamic forces⁸.

8. Evers, A. and Laville, J. L. (2004) Defining the third sector in Europe, In: Evers, A. and Laville, J. L. (ed.) (2004) *The third sector in Europe*, UK: Edward Elgar Publishing

As in most geographical contexts, the voluntary sector in Cyprus functions in a challenging environment, which poses many threats to its future development and sustainability. Issues like lack of resources, increased regulations, limited funding, pressure to adopt modern and managerial-like practices, changing values towards the traditional volunteerism culture, increased social needs not addressed by the state, etc are only some of the problems that the sector faces today. Looking forward, many forces are expected to change the nature and role of the voluntary, non-governmental organisations (NGOs) in Cyprus. As stated previously, clearly there is not one future, but multiple possible futures, depending on how the sector will choose to respond to the challenges or create change⁹.

Although research on volunteering is scarce in Cyprus, the limited available sources can give a quantitative grasp on elements of the volunteering landscape. In research on volunteering perceptions and participation¹⁰, most respondents associated the meaning of volunteering with “helping”, “altruism”, “being socially responsible for the benefit of the society”. 68% of the research participants, reflecting the age groups 14-17 and 51-60 and the middle to high socio-economic classes, mentioned an engagement in voluntary activity. The fields of volunteering activity which scored a higher percentage were blood and philanthropic donations¹¹.

In another research which explored the behaviour of charitable giving among the population¹², 87% of the research sample had engaged in charitable giving conducted by voluntary

Cypriots associate volunteering with “help”, “altruism” and “being socially responsible for the benefit of society”.

organisations, i.e donated money or goods like clothes, shoes, food, and general contributions to fund-raising activities. In the same research, 43% of the population stated to be

members of at least one civil society organisation, where health and social welfare associations have been recorded to have the largest membership. On the volunteer engagement dimension, 51% of the research sample stated that it had assisted, without pay, an organisation, or provided support to members of a community, on an informal basis during the previous 12 months.

Public opinion information, as recorded in the last Standard Eurobarometer 73 Report¹³, also provides useful insight on the dimensions of participation, conduct of voluntary work in organisations and the fields where volunteering plays an important role. On the dimension of “active participation or conduct of voluntary work in one or more organisations”, the highest score, 5%, was for a sports club or club for outdoor activities (recreation organisation) and for a political party or organisation. 4% was associated with an education, arts, music or cultural association and for a charity organisation or social aid organisation. Lower scores of 3% were reported for a religious or church organisation and a 2% for a trade union and for an organisation defending the interest of patients and/or disabled. 1% of the sample mentioned participation, voluntary work for a business or professional organisation, for a consumer organisation, for an international organisation such as development aid organisation or human rights organisation and for an organisation for environmental protection, animal rights etc.

9. Patsalidou, O. (2008) 'Understanding the factors that have influenced the development of the voluntary sector in Cyprus from the mid-end Colonial Period (1950/1960) to the present day', PhD Thesis/working paper to be submitted at Nottingham University, UK.

10. Pancyprian Volunteerism Coordinative Council (2005) Research on volunteering perceptions and participation, Research conducted by RAI Consultants, Nicosia

11. *ibid*

12. CIVICUS (2005) An Assessment of Civil Society in Cyprus-A Map for the Future, CIVICUS Civil Society Index Report for Cyprus

13. European Commission (2010:219-221)

On the dimension of the “fields where volunteering plays an important role”, the results of the Standard Eurobarometer 73 Report¹⁴ were as follows: 68% for Solidarity and humanitarian aid, 40% for the Protection of human rights, 22% for Active ageing, 21% for the Environment, 18% for Social inclusion of disadvantaged citizens, 15% for Education and training and health care, 14% for Intergenerational dialogue, 11% for Culture, 10% for Employment and consumer protection, 9% for Democratic life and sport, 5% for Intercultural and inter-religious dialogue and 1% for the Construction of European identity and other.

The above quantitative data present the results of specific one-dimensional questioning and they certainly do not capture the multi-dimensional facets and complexity of volunteering in an in-depth way nor grasp the big picture of the volunteering landscape in Cyprus. In the absence of systematic research, it is difficult to grasp the levels of everyday, formal, ad hoc or informal volunteering activity in Cyprus or the voluntary contribution of volunteers registered in the established non-profit/volunteering organisational structures.



Although the levels of volunteering have not been adequately or fully researched, it can be stated that volunteering occurs, in one way or another, in all not-for-profit organisations that are currently registered and regulated under the Cypriot legal framework. Such a statement should also be treated with caution, as an increasing number of individuals who actively participate in civil society organisations do not perceive their participation as a volunteering act, rather as un-paid work to meet specific interests and purposes. Despite the above limitations, other available figures can help us grasp the size, diversity and scope of the registered voluntary associations/non-profit organisations in Cyprus. The following table presents estimates on the size and areas of activity of the more than 3000 registered organisational forms in the Republic of Cyprus¹⁵.

Types and size scale of registered volunteering/non-profit associations:

Welfare & Health	33.69%
Sport	21.02%
Professional Organisations	12.17%
Culture, Arts, History	8.5%
Ethnic, National issues	4.71%
Entertainment, Other	4.47%
Religious, Faith based organisations	3.6%
Education and Student Affairs	2.8%
Environment	2.34%
Networking and International Relations	1.97%
Animal Welfare	1.38%
Youth	1.30%
Research, Technology	1.14%

14. Ibid (2010:222-224)

15. Patsalidou, O. and Kyriakou, A. (2009) Volunteering in Europe: The voluntary sector in Cyprus', Volunteering across Europe Project – Research Year III, on behalf of the Italian Volunteering Support Centres: SPES Lazio, CSV Friuli Venezia Giulia - Celivo Genova – AVM Marche – CSV Basilicata – CNV Lucca, Publication: SPES

3. LEGAL FRAMEWORK FOR VOLUNTEERING AND ITS IMPLEMENTATION

The legal framework for volunteering reflects the strategic concerns and decisions of the Republic of Cyprus and safeguards the rights and liberties of a democratic context. The major legal piece that provides the basis for volunteering is found in the Constitution of the Republic of Cyprus. Specifically Article 21(1) under the “Fundamental Rights and Liberties” section of the Constitution, safeguards that “every person has the right to freedom of peaceful assembly”¹⁶. While the Constitution guarantees the right to association, a broad legal framework sets the provisions for the establishment, registration, functioning, governance, regulation and dissolution of the various volunteering, non-profit organisational forms of the sector in which volunteering takes place. This framework furthermore extends to set and regulate the financial environment of the volunteering landscape (grants, financial support, benefits, exceptions) as well as the functioning rules and authorities of umbrella, coordinating volunteering bodies.

The legal organisational forms where volunteering takes place include: clubs, associations, societies, foundations, institutions, voluntary organisations and non-profit companies. Other legal entities include umbrella, independent coordinative bodies, such as the PanCyprian and District Volunteerism Coordinative Councils, and structures of their membership, such as community based welfare councils. Each legal organisational form serves specific purposes and objectives in many policy domains. The power to implement the legislation is vested in various Ministries or other independent legal entity bodies for volunteering issues and affairs, such as the PanCyprian and District Volunteerism Coordinative Councils.

Specific legislation supporting volunteering through the establishment of umbrella, coordinating volunteering bodies (The Pancyprian Volunteerism Coordinative Council, PVCC)

The ideology and strategies of the Republic of Cyprus in relation to volunteering are reflected in a specific volunteering related legislation. The Pancyprian Volunteerism Coordinative Council law 61(I)/2006¹⁷ represents the state’s recognition on volunteering, the work of voluntary associations and its value in the society. It also presents the state’s commitment to support the key player status of the voluntary/NGO sector in the public context. The law grants ‘the supreme coordinative body of volunteering’ status to the Council and defines its authorities as follows:

- a) Identification, study and analysis of social problems and needs
- b) Contribution to social policy planning and programming in the Republic of Cyprus
- c) Development of volunteerism based on best practice
- d) Study, monitoring, promotion and advancement of the work of the voluntary organisations, volunteering and social welfare
- e) Coordination of the activity and planning of its member organisations across the volunteering landscape as well as between voluntary organisations and the state (public authorities)
- f) Support and reinforcement of the member organisations’ functioning and activities, on a consultative basis

16. Constitution of the Republic of Cyprus, (1960) Article 21, Part II Fundamental Rights and Liberties, Republic of Cyprus

17. The Pancyprian Volunteerism Coordinative Council represents the continuation of the Pancyprian Welfare Council, which was originally established in 1973 and functioned under the Pancyprian Welfare Council Law 152/89

- g) *Development of the short and long-term strategic policy on volunteerism and the voluntary sector*
- h) *Development of policy and strategy for the advancement and achievement of the short and long-term objectives of volunteering, the voluntary sector and social welfare*
- i) *Provision of technical or other support and consultation services to the member organisations for the promotion of public benefit programmes and projects*
- j) *Provision of capacity building, training and development to the member organisations*
- k) *Establishment and administration of volunteer centres*
- l) *Promotion and advancement of volunteering, voluntary service and the welfare sector in the Republic of Cyprus*

The law furthermore defines its governance and administrative affairs and a regulatory framework for the Council and its structure. This law not only formalises the volunteering structure, but defines the concept and features of volunteering related terminologies¹⁸.

Other significant elements of the law include the establishment of a Register of voluntary organisations, which not only gives organisations the status of membership to the PVCC but also grants a legal status to the District Volunteerism Coordinative Councils and the Community and Committee Volunteerism Councils. Another important clause gives the PVCC the power to establish, monitor and regulate the District Volunteerism Coordinative Councils (DVCCs, the district branches of the PVCC) as well as the Community and Committee Volunteerism Councils (part of the district membership of the DVCCs).

Other clauses safeguard the status and role of the PVCC in the policy context, such as its consultative role in the financing of voluntary associations, through the Grants-In-Aid Schemes implemented by various Ministries, and the formulation, planning, programming and implementation of policy. The law not only creates a basis for an enabling environment for volunteering and addresses various issues of the volunteering landscape but also defines and regulates the role, scope, functioning and competences of the Council. It furthermore safeguards the interests and needs of voluntary organisations, provides the basis for participation in the policy making process, facilitates the development, support and promotion of volunteering and address coordination and regulatory issues.

Legislation that regulates the components of the wider voluntary/non-profit sector

Clubs: Clubs are organisational forms, registered under the Clubs (Registration Law) Cap. 112 and are defined as societies of persons who associate for a broad purpose or interest, social activity, mutual entertainment, community assistance, etc.

Associations and Foundations: Associations are organised unions which have a specific mutual benefit non-profit making purpose and are composed of at least twenty persons. Foundations on the other hand are the total set of a property which provides services to achieve a specific public benefit purpose. Both are registered and established under the Associations and Foundations Law/1972.

18. Under the Pancyprrian Volunteerism Coordinative Council Law, 61(I)/2006: a 'volunteer' is defined as 'a person who offers, without any reward, financial or other, services or other means to individuals or groups or to the society at large, in order to address social or other needs', a 'voluntary organisation' is defined as 'every organisation which is comprised by volunteers and its main or exclusive purpose is non-profit', a 'non-profit purpose' (volunteering activity) is defined as 'every voluntary action or act which tends to alleviate or relieve human suffering, human poverty, illness or need and any physical, mental and psychological malfunction, as well as any action which serves the welfare or the protection of children, teenagers, young people, adults and older persons, any action which contributes to the prevention or addresses social problems or needs and generally any action which contributes to the improvement of the welfare of the people residing, permanently or temporarily, in the Republic of Cyprus'.

Non-profit companies: Non-profit companies, established and registered under the Companies Law/Cap 113, are defined as associations formed as a company with a purpose to promote commerce, art, science, religion, charity, etc. Their profit, if any, or income is used for the promotion of their purposes and possible surpluses are not distributed to their membership.

Other legal entities: Other organisational forms which have an independent legal personality under specific laws include the Cyprus Red Cross (Law 39 of 1967), the Boy Scouts Association (the Boy Scouts Association Law Cap 34) and the Cyprus Girls Guide Association (the Cyprus Girls Guide Association Law 81/1968).

Legislation on fundraising

Fundraising is regulated by the Street and House to House Collections Law - Cap. 95. N. 41/73. The law specifies all procedures and measures on the conduct of fund-raising activities including the granting of licences, implementation procedures, measures to combat unlawful acts, the responsibilities of the organisers, procedures on accounts and on the application of the funds, the competences of public or independent authorities, etc.

Fiscal legislation

The following fiscal legislation has an impact on volunteering in Cyprus:

The Capital Gains Tax Law/1980 states that Capital Gains Tax is not levied on a gift made for educational, instructive or other charitable purposes to a local authority or to any charitable institution in the Republic.

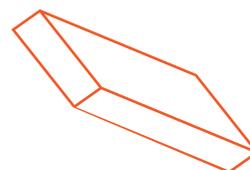
The Value Added Tax (VAT) Law/2000 exempts VAT for the supply of services or goods by non-profit organisations in the fields of welfare, social security, protection of children, young people or the elderly and physical education and culture.

The Income Tax Law/2002 is the law that qualifies voluntary organisations for tax exemptions.

“Charitable status” is a tax-related advantage, granted to organisations by the Ministry of Finance and allows tax exemption on donations.

Current developments

Since 2008, a process for assessing the legal and regulatory framework of voluntary organisations, NGOs has been initiated. Before the submission of this chapter, the initiatives included the conducting of an assessment report on the legal and regulatory context of NGOs, and the drafting of the provisions of a proposed new legal status for NGOs and a public consultation. Since the whole process has not been finalised, unfortunately no other information can be provided.



4. STRUCTURE OF THE NON-PROFIT SECTOR INVOLVED IN VOLUNTEERING

It is estimated that there are 140 registered federations acting like umbrella bodies and networks in specific policy domains, such as welfare, health, disability, environment, culture, education, marginalised groups, poverty, human rights, women's rights.

Undoubtedly, the structure of the sector reflects the unique characteristics of the history of the island¹⁹ which has been progressively developed according to the specific socio-economic and political circumstances of various eras of the history of Cyprus. The current structure of the sector is comprised of a wide range of organised forms spread at national and local levels, covering satisfactorily, the geographical map of the island. Although measures for improving various dimensions of the volunteering landscape can be made, it can be stated that the way the sector²⁰ is organised and structured in the Republic of Cyprus provides a relatively enabling environment for the development of volunteering. Voluntary associations/non-profit organisations, etc, are structured as follows:

- a) under an organised structure of federations and confederations acting like middle level umbrella bodies of homogeneous organisations (i.e. Pancyprian Con-Federation of Organisations for the Disabled, Pancyprian Federation of Associations for the Welfare of the Elderly, Federation of Environmental and Ecological Organisations of Cyprus, etc),*
- b) under a broader (high-level) national umbrella or coordinating body of diverse organisations with a geographically structured membership (i.e. the Pancyprian and District Coordinative Volunteerism Councils).*

Other organisations may not be a part of an organised structure (i.e. have a membership to a middle or high-level organisation) and choose to function independently.

As already identified in the previous sections of this chapter, the Cypriot non-governmental/non-profit context reflects a rich landscape of organised structures composed of coordinative councils, associations, organisations, foundations, networks, federations, confederations, community councils and centres, which serve different purposes and tasks in various policy domains. All structures engage volunteers in different ways to achieve diverse purposes. The forms of volunteering performed in most structures may take the following forms: administrative/leadership volunteering (volunteers as board members and leaders), grass-root volunteering (volunteering in local/community projects), 'professional' level volunteering (highly skilled and trained volunteers who run or supervise social programmes and services), campaign/advocacy volunteering (volunteering which promotes promotional, fund-raising or policy campaigns), etc. Depending on their mission, organised structures utilise volunteers and other human resources to meet different purposes and needs such as supporting and promoting volunteering, conducting research and policy work on volunteering, etc. 'Outside' the strict 'volunteering sector boundary' (if one can claim that

19. The island of Cyprus has experienced an extensive history of conquerors and foreign rule, a turbulent socio-political environment, has the characteristics of postcolonial societies and has only enjoyed its democratic status only recently when it was granted its independence in 1960

20. As in many other countries, various 'labels' are used to describe the structures that engage in non-profit activities and volunteering outside the boundaries of the governmental domain (such as the 'non-profit sector', 'voluntary sector', 'civil society', 'NGO sector', 'third sector').

such a boundary exists) the arena extends to include the whole fabric of the civil society which includes structures related to the labour movement, professional/business and political related interests etc., shaping a diverse arena of organisations characterised by plurality and multiple interests and sectors.

This section will attempt to describe the non-profit sector structure (involved in volunteering), according to the following dimensions: *a) type of structures/roles and areas of activity, b) general features, c) human and financial resources, d) features of specific related legal entities with a focused mission in promoting, supporting and organising volunteering and e) State-voluntary sector relations.*

Type of structures/areas of activity²¹

- welfare associations and foundations
- religious/faith-based/philanthropic associations
- cultural/arts associations
- advocacy groups
- sports related associations and/or clubs
- student and youth organisations²²
- organisations for ethnic/minority groups
- environmental organisations
- education, training and research associations/foundations
- social and recreational organisations
- grant-making foundations & fund-raising bodies
- women's associations
- national networks / federations
- associations of marginalised groups
- social movements and human rights associations
- professional non-profit organisations
- refugee and nationalistic related associations

General Features

Organisations are autonomous and independent. Most have a membership to middle level structures (such as confederations, councils) or to a higher-level structure (national umbrella, coordinative bodies, councils), or even to European or international level networks. A small percentage of the sector's structures do not enjoy a membership status, because they feel that belonging to a middle or higher level structure affects their independence or autonomy. In reality, this perception has proved to be false, since membership only provides high levels of support and a dynamic means for networking, participation, collaboration and collective action.

It is estimated that there are approximately 140 registered federations²³, acting like umbrella bodies, networks in specific policy domains, such as welfare, health, disability, environment, culture, education, marginalised groups, poverty, human rights, women's rights. The largest organisations in scale or membership are found in the fields of welfare and health provision. These two large categories provide welfare and health services and programmes to address the needs of the social, vulnerable groups of the population, engage in collaboration projects with Ministries and run focused initiatives to meet common, national targets.

21. Patsalidou, O. and Kyriakou, A. (2009) Volunteering in Europe: The voluntary sector in Cyprus', Volunteering across Europe Project – Research Year III, on behalf of the Italian Volunteering Support Centres: SPES Lazio, CSV Friuli Venezia Giulia - Celivo Genova – AVM Marche – CSV Basilicata – CNV Lucca, Publication: SPES

22. Student and Youth organisations engage in various areas of activity

23. Ministry of Interior (Printed Register of Associations and Foundations 1973-present date)

The standard volunteer profile does not present any significant differentiation in relation to sex, age or socio-economic status. Volunteers of different ages, sex and socio-economic status and background engage in an active way in most associations. The leadership ranks of associations on the other hand, are dominated by specific age groups and volunteers from certain socio-economic backgrounds.

Human and financial resources

Human and financial resources are usually low in most structures of the sector, resulting in barriers to achieving goals and ends. Most associations are short of volunteers and professionals/paid staff. Associations are governed by a board of members - administrative or executive boards composed of volunteers (most organisations' administration/steering committees are usually composed of 8-12 board members/volunteers), most have a medium to high membership (ranging from 51-150 registered members) and a smaller percentage has a high membership of more than 600 registered members. Although financial resources are usually inadequate to address the operating expenses of structures, a significant large percentage of the sector's structure has the basic technological infrastructure²⁴.

Features of specific related legal entities with a focused mission in promoting, supporting and organising volunteering

Coordinating/National Umbrella Bodies - National Volunteer Centres – Internet Volunteering Portal

At the national level there are seven official Coordinating Bodies working specifically in the area of volunteering. Their establishment and work is defined in the Pancyprian Volunteerism Coordinative Council Law 61(I)/2006. These are the Pancyprian Volunteerism Coordinative Council and the Nicosia, Limassol, Larnaca, Paphos, Famagusta and Kyrenia Volunteerism Coordinative Councils.

The Pancyprian Volunteerism Coordinative Council (PVCC), which represents the continuation of the Pancyprian Welfare Council, was established in 1973 and registered as an association under the Societies and Institutions Law 57/72. In 1989 it became an independent legal entity under the Pancyprian Welfare Council Law 152/89 and from 2006 its legal framework was reformed and has since functioned under the Pancyprian Volunteerism Coordinative Council Law 61(I)/2006.



The strategy and vision of the establishment of the Council is to address specific needs in the area of volunteering and volunteering related issues in general: coordination of the voluntary organisations, development of the voluntary sector and volunteerism policy, representation of the voluntary sector on general/horizontal issues at the policy making level, provision of support and capacity building, identification of needs, etc. Its membership includes non-governmental/voluntary organisations both at national and local level.

The Council's structures facilitate the participation of the member organisations in decision-making processes and its governance procedures safeguard the members' diversity and autonomy. The membership figures account for more than 350 national and local voluntary organisations: 6 District Volunteerism Coordinative Councils, more than 50 national voluntary organisations and more than 280 Community/Committee Volunteerism Councils and local

24. Pancyprian Volunteerism Coordinative Council (2010) Mapping the needs of the vulnerable groups, Research funded under the European Year of Combating Poverty and Social Exclusion 2010 by the European Social Fund Unit of the Ministry of Labour and Social Insurance, Consortium: University of Nicosia (Researcher: Cochliou Despina) and the Pancyprian Volunteerism Coordinative Council, Nicosia

associations, a large part acting as branches of their national counterparts. The national and local voluntary organisations represent the interests of the communities and the society at large and address the needs of almost all social, vulnerable groups, campaign to address social problems, issues, public debates and needs. Community/ Committee Volunteerism Councils perform specific roles in social welfare provision in order to meet the needs of the local communities²⁵.

The official national strategy in relation to volunteering is expressed in various articles of the Pancyprian Volunteerism Coordinative Council Law 61(I)/2006 and the respective previous law²⁶. At the national level, volunteering and voluntary service is promoted through the Volunteer Centres, established by the PVCC under its legal framework.

The **Cyprus Volunteer Centre**, founded in 1991, functions as the coordinative and support centre for the promotion of volunteering in Cyprus. The Volunteer Centre is decentralised in each district of the Republic and functions under the responsibility of the District Volunteerism Coordinative Councils. The Nicosia, Limassol, Larnaca, Paphos, Famagusta and Kyrenia Volunteer Centres coordinate, promote, support and facilitate volunteer service, voluntary projects and volunteering in general. The Volunteer Centres, overseen by the Steering Committee of the Pancyprian Volunteerism Coordinative Council, follow common policy and procedures: identification of social problems and needs, matching of need and demand for voluntary service, registration of volunteers in the district Volunteer Record, provision of training and support to registered volunteers, monitoring of the volunteer placements, provision of incentives to volunteers, initiation/implementation of voluntary projects, etc. Each Volunteer Centre administers a local Register of volunteers and follows a common procedures framework, to safeguard effective volunteer administration and management. From 2010, all Volunteer Centres have upgraded their working procedures through the on-line Volunteering Portal²⁷.

The new **Volunteering Portal** is an internet based software application, which meets all internet security requirements and performs 6 main functions: registration of new volunteers and groups, registration of the needs of the vulnerable groups, a matching need and demand mechanism, information space, a personal page and an SMS and email reminder mechanism. The Volunteering Portal has greatly improved the Volunteer Centres' work. It enhances the registration procedure, the administration, training, monitoring and evaluation of volunteers and has created a more effective and efficient process for matching needs and demands. The District Volunteerism Coordinative Councils have the data management responsibility of the software and are overseen by the Pancyprian Volunteerism Coordinative Council.

The Volunteer Centres have established strong collaboration with most structures of society: voluntary associations, public and private authorities. Many volunteering projects have resulted from these collaborations such as: volunteering projects for families and individuals, environmental, cultural, humanitarian, community projects, corporate social responsibility projects. Collaboration, in national projects, is also initiated and facilitated through the official Coordinating Volunteering Bodies (The Pancyprian and the District Volunteerism Coordinative

25. Community/Committee Volunteerism Councils run day-care and after School Day Care programmes for pre-school age and school age children in rural and urban areas, day care centres for old people and people with disabilities and other social programmes of various forms for other social groups

26. Pancyprian Welfare Council Law 152/89 [The law has been amended after the introduction of the Pancyprian Volunteerism Coordinative Council Law 61(I)/2006]

27. Volunteering Portal (2010) Website: www.ethelontis.net

Councils) as well as from initiatives of national and local voluntary/non-profit associations. The organised volunteering structure facilitates an efficient 'bottom to top' and simultaneously 'top to bottom' communication and collaboration networking. It has also proved quite successful in mobilising the current large membership structures of associations to address specific humanitarian or urgent needs.

State-Voluntary sector relations

The voluntary sector has traditionally collaborated and communicated quite effectively with the external socio-economic and political environment, thus creating a satisfactory enabling environment for volunteering. Relations between the voluntary organisations and the public authorities of the state have traditionally focused to certain policy areas (i.e. welfare, health), and collaborations have recently expanded in other policy domains. Naturally, voluntary sector-state relations change at different points in time. Key factors that usually influence and provide barriers to state-voluntary sector relations are: changing perceptions and expectations of the responsibilities, roles of the state and the sector, the degree of the state's support of voluntary associations, the impact of political decisions on the sector or the groups, issues that associations represent, economic priorities etc.

5. OTHER STAKEHOLDERS

Outside the boundaries of the volunteering structure, key stakeholders of the Cypriot society promote and support volunteering, have specific "for-volunteering" objectives and develop collaboration projects with volunteers and voluntary associations in the implementation of their policies and programmes.

The government, the public and the semi-governmental authorities have traditionally promoted "for-volunteering strategies" and assigned specific roles to voluntary organisations in their official programmes or action plans. The Social Welfare Services have had the longest key role in promoting volunteering and mobilising community collective action through their Community Work Service. All strategies have progressively granted NGOs key player status in meeting national targets in almost every field of social or public policy in Cyprus. The increasing needs of the Cypriot state and ideologies on the roles and responsibilities of the state and society have mainly pushed towards the development of strong collaborative strategies with the volunteer involving organisations.

The long tradition/history of state-voluntary sector cooperation has also been facilitated by the "active participation in policy making" opportunities, which have enabled the voluntary/NGO sector's representation in the state's advisory councils, boards and committees and the effective channelling of the needs, interests and concerns of society at the policy making levels. Perhaps the most important element that has strengthened collaborations has been the state's funding strategies, through which public, local, semi-governmental authorities and voluntary associations have managed to develop common projects in various fields, in order to meet the targets and needs of the local communities.

The social actors (trade union structures, etc) and organisations associated with political parties and ideologies (i.e. youth and women organisations) have to a greater or lesser extent, engaged their large memberships to provide services without any financial reward in order to meet their respective purposes and goals. These structures have also sought to collaborate with voluntary associations to implement common projects.

A similar context occurs in **the political context**. Most political parties' membership have engaged in volunteering activities, mainly to meet political related ends and the needs of the parties' members. The political groups' strategies towards welfare have furthermore resulted in many volunteering related activities and projects in the areas of social and public policy.

The private sector in Cyprus also has a long history of direct and indirect involvement with the voluntary sector. Under the concept and ideology of Corporate Social Responsibility, especially in the last few years, the private sector has financed volunteer related projects or programmes, engaged in charity and fund-raising campaigns, cultural and social activities and events, etc.

Another key stakeholder is **the Church of Cyprus** and its wider religious-based structure such as "Philoptochoi" (friends for the poor associations) and various philanthropic-based associations and committees, established since the early years of the history of Cyprus. These structures promote philanthropy, volunteering and deliver welfare projects and social programmes. Furthermore, the Church of Cyprus, as part of its social mission, finances and supports voluntary organisations, addresses contemporary social problems and the needs of society at large.

The educational system and its institutions also have a long tradition of promoting the values of volunteering and developing volunteering initiatives and projects in collaboration with the voluntary/non-profit sector's structures. A long and successful targeted collaboration strategy has been developed between the official education system (the Ministry of Education and Culture in Cyprus) and the Coordinating Volunteering Bodies on the island (the Pancyprian and the District Volunteerism Councils and the Volunteer Centres) which includes projects and initiatives such as the "School Social Clubs", the "Youth and Volunteerism Programme", and the "National essay competition on volunteering".

All initiatives have proved quite successful in promoting the values of volunteering and mobilising and engaging an increasing number of educational institutions in volunteering projects throughout the school year. The Ministry of Education and Culture's mission towards volunteering is clearly demonstrated in its "2011 School Year Objectives Plan"²⁸ which called schools to meet a volunteering related strategic goal titled "towards respect-social responsibility and cohesion".

6. FUNDING OPPORTUNITIES



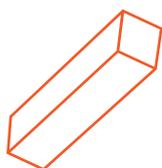
Various Ministries provide financial support to voluntary organisations in order to meet national targets and needs. The Grants-in-Aid and Financial Support Schemes form the main funding mechanism for voluntary organisations/NGOs. The Scheme with the longest tradition is the Grants-in-Aid Scheme²⁹ for voluntary organisations, administered by the Social Welfare Services of the Ministry of Labour and Social Insurance in Cyprus, which funds, on an annual basis, voluntary organisations in order to deliver services/programmes in the field of social welfare/inclusion.

28. Ministry of Education and Culture Website (2011) www.moec.gov.cy/stoxoi/index.html

29. Social Welfare Services Website (2011) http://www.mlsi.gov.cy/mlsi/sws/sws.nsf/dmlcommunity_gr/

In the last decade similar schemes, administered by other Ministries and authorities, such as the Ministry of Health³⁰, Ministry of Justice and Public Order³¹, Cyprus Anti-Drugs Council³², provide financial support to organisations in order to meet objectives in their respective areas of policy and activity. Each scheme has its own criteria, objectives, rules and administrative procedures, and covers various forms of expenses, meaning that grants may be project based, or cover the operational expenses of programmes and organisations. The constant re-evaluation of these schemes has progressively managed to improve bureaucratic procedures and minimise obstacles identified in the funding process. Besides these standard funding mechanisms, there are other funding opportunities, mainly available from EU funding programmes or other international financial assistance as well as funds made by private donations and grant-making foundations.

Although state funding provides an enabling environment for volunteering, a number of limitations and negative outcomes can be observed. Firstly, although all schemes have proved to be a stable and reliable annual source of funding through the years, their total budget shows only a minimal annual increase. Secondly, state funding has unavoidably created a strong “dependency culture on public funds”. Thirdly, a significant number of voluntary organisations which work outside the schemes’ objectives cannot benefit from any grant and have the responsibility to generate their own funds. Fourthly, since grants can only cover a percentage of the total expenses of the projects, programmes, voluntary organisations spend time and resources in fund-raising activities rather than utilising their resources in planning and development activities. Another major limitation in relation to fundraising is the exploitation of the fundraising “route” by illegal or organised private networks for the purpose of generating income for profit-making purposes. This has created a general feeling of mistrust in Cypriot society and has decreased the amount of donations and financial support to voluntary organisations.



Grant Budgets to non-profit organisations:

- 8,351,433 EUR in 2010³³ (grants in the field of welfare)
- 596,370 EUR in 2009³⁴ (grants in the field of equality)
- 327.459 EUR in 2010³⁵ (grants in the field of drug prevention and treatment)

(Note: no other public data were available upon the completion of this chapter)

30. Ministry of Health Website (2011) <http://www.moh.gov.cy/MOH/moh.nsf/All/068B3A28C9AF2525C22574A90030C15B>

31. Ministry of Health Website (2011) <http://www.moh.gov.cy/MOH/moh.nsf/All/068B3A28C9AF2525C22574A90030C15B>

32. Cyprus Anti-Drugs Council Website (2011) http://www.ask.org.cy/index.php?option=com_content&view=article&id=348&Itemid=151&lang=el

33. Social Welfare Services (2011), The Grants-in-Aid Scheme for voluntary organizations

34. Ministry of Justice and Public Order (2009) Annual Report - 2009

35. Cyprus Anti-Drugs Council (2010) The Grants for the funding of programmes in the area of drug prevention and treatment delivered by voluntary organisations (Note: the figure represents the total financial support granted to organisations until 13-12-10)

7. REGULAR AND SYSTEMATIC RESEARCH

Unfortunately research on volunteering or the voluntary sector is scarce and random. In the long social history of Cyprus, the ‘persona,’ contribution, underpinning ideologies, values and historical trajectory of an important organisational welfare provider, the voluntary sector, has not, unlike in other countries, been the subject of any substantial empirical and theoretical exploration³⁶. There is no regular or systematic research on volunteering, the numbers of volunteers, the percentage share of volunteering in the total population and its contribution in economy³⁷, Cypriot society, or impact in meeting the national policy targets. Similarly, there is no systematic or reliable data or tools that measure volunteering. This lack of research data proves a constant barrier not only to the development and recognition of volunteering but also in setting strategic targets for its sustainability and long-term development.

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8. ETHICS AND QUALITY STANDARDS FOR VOLUNTEERING

There are a number of tools to safeguard ethics and quality standards for volunteering in Cyprus. A few voluntary organisations/NGOs have developed their own ethics and quality standards both for their programmes/services as well as volunteer contact and engagement in their area of activity and competence. At a national level, ethical standards in relation to fund-raising and volunteer management have also been developed. Also specific initiatives in relation to volunteering administration and management have been developed for the coordinators of volunteers, in an effort to safeguard best practice and standards during volunteer contact. These initiatives, mainly implemented by the national coordinating bodies and Volunteer Centres, have been disseminated through special handbooks/guidebooks and training seminars.

Quality procedures have been recently revised by these bodies after the newly introduced Volunteering Portal which offers a back office/logistical software system to volunteer administrators. This new back office software improves volunteer management and conduct based on a common set of procedures in relation to data administration, monitoring of volunteering activity and engagement and evaluation of the volunteer service. All of these initiatives are overseen by the Pancyprian and the District Volunteerism Coordinative Councils and the Volunteer Centres in each district.

9. AWARENESS OF VOLUNTEERING OPPORTUNITIES

Various innovative public awareness campaigns on volunteering and volunteer opportunities take place in Cyprus such as TV spots, dissemination of leaflets and newsletters, campaigns in public spaces, promotional activities, awareness raising digital games and media tools. The mass media in Cyprus is quite receptive and supportive of the work of volunteers and it can be

36. Patsalidou, O. (2008) ‘Understanding the factors that have influenced the development of the voluntary sector in Cyprus from the mid-end Colonial Period (1950/1960) to the present day’, PhD Thesis to be submitted at Nottingham University, UK.

37. Data on economic and statistical indicators on the not for profit sector, revealed that the contribution of the sector to the GDP is EUR 24 million (0,03 %). Source: Austrian Institute for SME Research and TSE Entre, Turku School of Economics (2007) Study on practices and policies in the social enterprise sector in Europe–Country Fiche Cyprus, Vienna, Available at: http://ec.europa.eu/enterprise/newsroom/cf/_getdocument.cfm?doc_id=3407

suggested that volunteering gets satisfactory coverage, although there is space for improvement.

Most organisations engage in various types of raising awareness activities, either to attract new volunteers or to disseminate information about their work. An increasing number of campaigns launched by voluntary organisations have gained high reputation and support and have managed to reach a significant percentage of the society. A well-known and reputable national campaign is the *Volunteerism Week*, implemented and coordinated by the Pancyprian Volunteerism Coordinative Council since 1994. Volunteerism Week aims to highlight the importance of International Volunteer Day³⁸, provide an opportunity to make visible the contribution volunteers make to society, present the big picture of ongoing projects and to mobilise people to participate in these projects. Annually, an increasing number of innovative projects are initiated that manage to bring an added value to volunteerism. The week includes many activities such as: press conferences, publication of a national volunteering activity programme, initiation of hundreds of volunteer projects at national and local levels, the launch of the “Youth and Volunteerism Programme” and competition, essay competition on volunteerism, volunteers’ reception at the Presidential Palace hosted by the President of the Republic of Cyprus, celebration events, awareness raising campaigns at local level, publications.

Various innovative public awareness campaigns on volunteering take place in Cyprus such as TV spots, leaflets and newsletters, campaigns in public spaces, promotional activities, digital games and media tools.

Also, the on-line database of volunteers and volunteer opportunities, operating under the new *Volunteering Portal*³⁹ not only facilitates the on-line registration of volunteers (individuals and groups) and the registration of needs but also provides a user friendly and interesting space with information on volunteering events, news, etc.

10. ADDITIONAL COUNTRY SPECIFICITIES

As in most geographical contexts, the roots of the voluntary sector in Cyprus are found in its tradition, culture, religion etc. It has evolved under specific circumstances and historical conditions and influenced by a constellation of socio-economic, political and cultural forces and factors. Philanthropy has to a large extent formed the basis of most informal and formal voluntary activity through the years. Although the voluntary, non-governmental sector of the modern welfare state still reflects the past, it has entered a new dynamic path characterised by professional and multi-dimensional volunteering practices⁴⁰.

11. RECOMMENDATIONS

The Cypriot context has many positive elements which create the basis for an enabling environment for volunteering. Of course many improvements need to take place primarily at the legislative level as well as in the area of funding. Cyprus is a small island with a large number of associations which engage in volunteering as welfare providers or actors for addressing a diverse arena of policy issues.

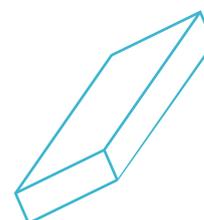
38. The International Volunteer Day for Economic and Social Development (IVD) was adopted by the United Nations’ General Assembly in 1985 and has since then been celebrated by many countries

39. The Volunteering Portal www.ethelontis.net is administered and managed by the Pancyprian Volunteerism Coordinative Council

40. Patsalidou, O. (2008) ‘Understanding the factors that have influenced the development of the voluntary sector in Cyprus from the mid-end Colonial Period (1950/1960) to the present day’, PhD Thesis to be submitted at Nottingham University, UK.

The building of a truly enabling environment for volunteering could be best achieved if the following measures were taken: initiate legislation for the protection of volunteers against risks, set national quality standards for volunteering or the work of associations, remove the obstacles of the regulatory framework, improve the communication channels between the voluntary sector and society, commit national funding to address the scarce economic resources of associations, improve the sector's infrastructure, introduce measures for the reimbursement of expenses, establish a national accreditation scheme for volunteering in educational, or occupational settings, etc.

These could possibly form a comprehensive strategy and vision to promote, facilitate and support volunteering and voluntary associations in Cyprus.



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