



International
Association for
Volunteer
Effort

E-IAVE

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NEWS FROM IAVE

A MESSAGE FROM OUR NEW WORLD PRESIDENT

Fellow IAVE Members,

It is my pleasure to write my first E-IAVE column as World President. I want to take the opportunity to thank all of those that have offered congratulations or shown me support since my election. I am honoured to be working with great board colleagues and a hard-working and professional Secretariat and I will work hard for IAVE to ensure that the faith in me is rewarded.

This edition of E-IAVE follows quickly on the heels of a busy September for IAVE, marked notably by our biennial highlight, the 23rd IAVE World Volunteer Conference and Youth Volunteer Conference held on the Gold Coast, Australia. Indeed, this edition of E-IAVE is dedicated to reporting on it.

It was a particular pleasure to have this key event on the global volunteering calendar hosted in my own country and take office as World President during this time. My thanks and congratulations go to all of those who worked so hard to bring the conferences to fruition over the last two years. In particular, our host organization Volunteering Australia, Margaret Bell AM Chair of the Conference Organizing Committee and former IAVE President, partner

organizations, sponsors, the conference organizer, speakers, the volunteers of Volunteering Gold Coast and the nearly 1,000 delegates who attended the conferences.

If a World Volunteer Conference and a Youth Volunteer Conference weren't enough to keep us occupied for a week in the Australian spring, we also held our annual face-to-face meeting of the IAVE board, meetings of our Global Corporate Volunteering Councils, Global Network of National Volunteer Centers and IAVE National Representatives. It was a great opportunity to see many IAVE members over the week and connect with them about the state of volunteering in their countries regions and on topics they feel passionately about.

As always, the young people attending the Youth Volunteer Conference gave comfort that the future of volunteering is in good hands. The 150 young people from 26 countries reminded us in their concluding Youth Statement (*see The Last Word in this issue*) that *Volunteering is a powerful tool that builds leadership among youth, helping develop compassionate agents of change active in the present and working for a better future.* IAVE's new partnership with Be Collective announced at the Youth Volunteer Conference will assist us to achieve this.

I have shared with you previously my desire to see IAVE widely recognized as a critical resource and the global voice on volunteering globally. I was pleased therefore that the IAVE Board chose to take a strong leadership stance at our September board meeting by calling for volunteering to be recognized as a strategic asset for the achievement of the Sustainable Development Goals that it is hoped that the United Nations and its member states will adopt in 2015. You can lend your support to this Call to Action (*see next article*) by adding your name to the list of supporters. We will share with you updates on the progress of our advocacy in future editions of E-IAVE.

Next year the IAVE Board will begin the review of our existing strategic plan (2012 – 2015) and will be looking at ways you can provide input. You will hear more from me about this in the early part of 2015 and I look forward to your engagement.

Sadly, I must end on a somber note. Volunteers around the world are driven in what they do by a desire to help others. Often, especially in times of disaster and crisis, it requires them to put their own safety at risk and they do so willingly in the pursuit of a cause. It is therefore with both great sadness and some anger that we learn in media reports of the death by beheading of Alan Henning, a British taxi driver who was kidnapped in December last year while volunteering as a member of an aid convoy transporting supplies to Syria. Mr. Henning's death is beyond tragedy. May he be remembered for his courage to do good.

Kofi Annan said of volunteers in a speech in 2000, "They know that the true measure of success in life is not what we gain but what we give back to our fellow men and women. And they have the courage to believe that what they do will make a real difference."

Stay safe and continue to believe.

Kylee Bates

OUR WEEK IN GOLD COAST AUSTRALIA AT A GLANCE

1 World Volunteer Conference (our 23rd since the first in 1970)
 1 World Youth Volunteer Conference (our 8th)
 A LOT of volunteers who made life easier for participants, speakers and organizers
 850 or so world conference participants from 50 countries
 150 youth conference participants from 26 countries
 1 Governor-General (His Excellency General the Honourable Sir Peter Cosgrove AK MC)
 6800+ mentions of the hash tag #IAVE2014, the official hash tag of both events
 1 committed and hard-working host organization, Volunteering Australia
 1 critically important event management team, Eventcorp
 3 keynote speakers, 6 plenary panelists & 16 presenters in 15 workshops at the youth conference
 1 Gala Opening Dinner
 26 IAVE National Representatives
 12 National Volunteer Centers
 16 Global Corporate Volunteer Council member companies represented
 1 Resident Artist (Max Mansell)
 7 plenary speakers + 6 plenary panelists at the World Conference
 33 speakers in World Conference forums
 145 presenters in 49 World Conference breakout sessions
 7 Global Sponsors (UPS, Amway, Samsung, State Street, BD, EMC, Standard Chartered)
 1 Gold Coast Convention and Exhibition Center
 30 sponsors, partners and scholarship supporters from Australia
 189 Tweets sent by Stuart Garland from Volunteer Ireland, winner of the Tweeting contest
 2 Global Corporate Volunteering Awards given (IBM and BD)
 12 IAVE Board members
 6 IAVE Secretariat team members
 1 Lifetime Membership in IAVE awarded (to Margaret Bell)
 4 current and past IAVE World Presidents

and

One wild and crazy emcee with multiple outfits representing everything from Australian formality to Surf Life Savers togs, with a quick wit and an avowed disdain for social media who could shift from humor to dignified introductions in the blink of an eye and who was the person everyone looked forward to seeing in the plenaries and at the gala dinner – Ralph Devlin QC – HOORAY FOR RALPH!!

VOLUNTEERING AND THE UN'S SUSTAINABLE DEVELOPMENT GOALS – JOIN THE CAMPAIGN!

The United Nations is now engaged in a consultative process to develop a Post-2015 Development Agenda, with renewed Sustainable Development Goals (SDGs) for 2015-2030.

IAVE has been actively engaged with United Nations Volunteers and a coalition of NGOs and global companies to ensure that volunteering is recognized by the UN as a strategic asset to help achieve the SDGs. This recognition will be important to all of us as we continue to build partnerships with and support from governments and businesses.

At its meeting in conjunction with the World Volunteer Conference, the IAVE Board of Directors developed a position statement that calls on the global volunteer community to work together to encourage this recognition by the United Nations.

You can help! Please go [here](#) to learn more and to join the 250 people who signed on at the conference in support of this position statement.

ONE PARTICIPANT'S VIEW OF THE CONFERENCE

[We are pleased to share with you the blog post written about his experience at the conference by Jesse Hertstein, Global Corporate Social Responsibility Lead for Amway, a member of IAVE's Global Corporate Volunteer Council. He has captured very well the spirit and the substance of the conference as he experienced it. Thanks, Jesse.]

Amway was part of the World Volunteer Conference held in Australia this month, organized by the International Association for Volunteer Effort (IAVE).

While we shared our company's experience in creating an international volunteer movement through the Amway One by One Campaign and spoke on a panel with corporate, nonprofit and UN leaders, we also did a lot of listening. Here are some of the more memorable quotes:

1. "We recognize the ancestors of this land."

In Australia, as in many other countries, social issues related to the displacement and struggles of native populations are top of mind. This quote was heard at the opening keynote session by the Honorable Michael Kirby, former Justice of the High Court of Australia and current Chairman of the UN Council of Inquiry to Investigate Human Rights Violations in North Korea. It was echoed by nearly every other speaker as an acknowledgement of the aboriginal people of Australia.

2. "Countries with high civic engagement tend to be more politically and economically stable."

Richard Dictus, Executive Coordinator of the United Nations Volunteers, emphasized the need for volunteerism to be recognized as a key element of achieving the new UN Sustainable Development Goals. He also said that "government policy does not work if you do not have the participation of the people."

3. "Let employees identify social problems, then let employees solve them."

Nicole Campbell from Intuit shared her company's "grand challenge" to employees to use their problem-solving skills to address social issues that they see in the communities around them. Teams across the company are identifying issues and potential solutions, and the winning teams will get to spend work time on their solutions.

Jiseon Tak from Samsung shared a similar example, where employees used volunteer skills to create a computer mouse used by people with severe disabilities. With a prototype built from a low-cost pair of eyeglass frames, a camera tracks eye movements of those who cannot use their arms or legs.

4. “Volunteers need to be incentivized, and there is an app for that.”

Daniel Buritica Cordoba is the founder of the Colombian Network of Youth called Recojo. He is using technology to empower young people to make volunteering part of their identity and part of their credentials. Through an app called Real Hero (in Spanish), users get ideas for volunteer opportunities and simple acts of kindness, based on their interest. They then earn points that can be used to reach achievement levels and earn awards.

Technology solutions were everywhere at the conference. From tracking systems to toolkits to volunteer matching software packages. These solutions will play an increasingly important role as a means of word-of-mouth referrals for those who want to get involved.

5. “Companies need to recognize the nonprofit expertise that exists in communities.”

This quote came from Omar Chowdhury, the IAVE National Representative in Bangladesh. He emphasized that the solutions to social issues often already exist in local communities, but nonprofit organizations do not always have the resources to scale up efforts themselves. Increasingly, volunteer centers are becoming important brokers between companies and nonprofit organizations – or between nonprofits and individual volunteers. An infrastructure of national and local volunteer centers is cropping up in many countries. The conference was full of national volunteer center representatives from many different countries, looking for ways to enhance these connections.

6. “There is no retiring in volunteering.”

This quote came from Dr. Kang-Hyun Lee, outgoing president of IAVE. While it caused laughter from the crowd, it also struck a chord. Volunteers are a resource that is not depleted after a single transaction. Their value only continues to grow, and may be one of the most important solutions to local and global issues facing us now and into the future.

YOUTH FROM ALL REGIONS OF THE WORLD CAME TOGETHER TO CELEBRATE VOLUNTEERING

150 young participants from 26 countries gathered in Gold Coast, Australia, to attend the 2014 IAVE World Youth Volunteer Conference.

Youth volunteer leaders and young volunteers from around Australia, United States, Canada, Scotland, Colombia, China, France, Spain, Brazil, New Zealand, Romania, Russia, Saudi Arabia and many more spent 3 days together discussing and sharing experiences about volunteering worldwide. The delegates had the opportunity to participate in workshop sessions around 5 topic areas: disaster relief, government interactions, social innovation, partnerships and project management.

The event started with a warm welcome to country message from the Yugambah people, the traditional owners of the land where the conference was held. An inspiring keynote address from Benson Saulo, the Director - National Indigenous Youth Leadership Academy (NIYLA) followed next. With a touch of self-deprecating humor and a love of stories, Benson addressed the youth delegates about the concept of being a 'Disciplined Non-Conformists', made popular by Dr. Martin Luther King Jr and how Dr. King spoke about a commitment to a noble cause that is bigger than the individual, the dedication to a safe, just and fair world.

Benson went on to passionately state that: *"We need Disciplined Non-Conformists. We look to them and say things like "I am glad someone had the guts to say that" or "you said exactly what we are feeling" even "I am glad somebody is thinking like you." We need them because they aren't afraid to raise their hand in a room of 'yes-men' and say no, not this time."* In closing, he told the participants that, if anything, they should keep questioning everything and keep telling stories.

Another take away moment was delivered by another speaker, this time during the second day of the conference. Holly Ransom is, to pick out just one of her extremely many accomplishments, the Chair of the 2014 G20 Youth Summit in Australia. She spoke to the delegates about leading with the "why" of getting involved and how it is really important to live the message you're promoting, especially when it comes to volunteering.

Serving with Surf Live Saving

In addition to the knowledge content portion of the event, the participants were involved in a beach service project organized by a local Australian organization called Surf Life Saving to learn about rescue and emergency activities. The international youth delegates had the opportunity to learn more about the unique concept of "surf lifesaving", like the fact that is a multifaceted movement that comprises key aspects of voluntary lifeguard services and competitive surf sport.

From the youth delegates' perspective

The conference program offered a variety of content and experiences that assisted the youth delegates to meet together, create projects and form partnerships around the theme of volunteering. Here are some thoughts a few of the youth delegates shared with us:

"I volunteer because we have to take responsibility for more than ourselves and we realize the power of unity and community," said one of the youth delegates during a workshop session.

"It was a memorable experience to join the IAVE Youth Volunteers Conference. I've learnt a lot from excellent youth volunteers all around the world, which inspires me to keep moving forward in volunteering." Kim Lam, China

"Inspired. I left the IAVE World Youth Conference with a new perspective on life, and a strengthened drive to make our world a better place." Nath Inwood, Australia

Check some photo highlights from the Youth Conference in our [**Facebook**](#) album!

Were you also at the 2014 IAVE World Youth Conference? Feel free to share your thoughts! Send us an email at [**gyvolunteers@iave.org!**](mailto:gyvolunteers@iave.org)

GLOBAL CORPORATE VOLUNTEERING AWARDS PRESENTED IN AUSTRALIA

The 2014 Global Corporate Volunteering Awards were presented at the Gala Opening Dinner of the World Volunteer Conference. This was the culmination of a process of application by companies from throughout the world and evaluation and selection by a panel of judges from leaders of volunteering and from winners of the inaugural 2012 awards.

The awards were presented by Eduardo Martinez, President of the UPS Foundation and member of the IAVE Board of Directors. In his opening remarks, he described the rationale for

the awards, “The awards are the only formal, independently judged global recognition of excellence in corporate volunteering. They are given to raise awareness of the growing importance of corporate volunteering throughout the world and to recognize companies that are thinking creatively and bringing innovation to their volunteering – and, as a result, making a demonstrable difference in the lives of their communities and their employees.”

The Inspiring Practice Award recognizes a global company that has created a high impact volunteer initiative designed to meet a specific community or societal need. This award is about tangible outcomes that resulted from a specific volunteer-based strategy to meet a particular need.

The 2014 winner is BD for their Volunteer Service Trip (VST) program, with particular focus on trips made to Haiti following the devastating earthquake there and their continuing their work there today, working hand in hand with their NGO partner, Heart to Heart International. BD has made a huge difference in improving a very fragile health system in Haiti, and 250,000 people have been helped through their many and varied efforts there. BD is a 113 year old medical technology company whose 30,000 employees in 50 countries worldwide serve healthcare institutions, life science, researchers, clinical laboratories, industry and the general public. Accepting the award for BD was May Kwai Cheong, Vice President for Central Asia.

The Global Volunteer Program Award recognizes a company that has shown an exemplary overall global approach to corporate volunteering, with a well thought out strategy that fits well with their values, priorities and culture; an understanding and appreciation of global issues and local realities; and, activities that address serious problems in a serious way.

The 2014 winner is IBM for the deep ties between its corporate culture and its global encouragement of and support for the volunteer engagement of its employees in their communities. At the heart of its strategy is the On Demand community through which 255,000 employees from 120 countries have become involved in the past decade. IBM's approach and priorities aligns closely with its overall business strategies, is designed to both put to work the skills and expertise of its employees while offering them the opportunity for professional development through their involvement. Accepting the award for IBM was Louise Davis, IBM Asia Pacific Corporate Citizenship and Corporate Affairs Executive.

Honorable Mention recognition was given to Schneider Electric, RBC (Royal Bank of Canada), Credit Suisse and UPS.

IT'S MEXICO CITY IN 2016!!!!

At the close of the 2014 World Volunteer Conference, the official announcement was made – the 2016 World Volunteer Conference and World Youth Volunteer Conference will be in MEXICO CITY!!

This brings the conferences back to North America for the first time since 1998 (Edmonton, Canada).

Our partner in hosting the conferences will be CEMEFI, the Mexican Center for Philanthropy. Joint planning is already underway.

Stay tuned for more news – and plan to be with us in 2016 in one of the world's great cities!

DATES ANNOUNCED FOR THE 2015 ASIA PACIFIC REGIONAL VOLUNTEER CONFERENCE

Mark your calendars now for the 15th IAVE Asia-Pacific Regional Volunteer Conference in Hanoi, Vietnam – October 19-22, 2015. The regional youth volunteer conference will run October 14-18 with sessions in both Hanoi and Quang Ninh.

NEWS FROM IAVE MEMBERS

NOVEMBER 5TH IS INTERNATIONAL VOLUNTEER MANAGERS DAY (IVMDAY)

For a long time, November 5th was just an ordinary day in everybody's calendars. Starting with 2009 November 5th has become, for those involved in the field of volunteering, a special day, a day when those who are usually "behind the curtains" when it comes to volunteers and volunteer activities are acknowledged and celebrated, namely International Volunteer Managers Day.

The true meaning of this day lies in the fact that it is a celebration of leadership, social change and creativity of those working hard to make sure volunteer programs and volunteers are managed properly and with success. So make sure to take a few minutes on November 5th and say "Thank you" to a volunteer manager!

For this year, a variety of social media banners suitable for Facebook and twitter are available on the the IVMDay website, and we would encourage you to visit the page and download/share these widely via your own avenues.

You can find these at <http://volunteermanagersday.org/posters-and-banners/>
Let's get the word out there!

THE LAST WORD

YOUTH STATEMENT OF THE 2014 IAVE WORLD YOUTH VOLUNTEER CONFERENCE

[Throughout the 2014 IAVE World Youth Volunteer Conference, participants had the opportunity to contribute their thoughts and ideas to this statement that was delivered at the Opening Plenary of the 23rd IAVE World Volunteer Conference by Agnetta Nyalita (Kenya) and Daniel Buritica (Colombia), youth representatives to IAVE's Board of Directors, and by Megan Acton (Scotland) and Krishan Shah (Australia), participants in the youth conference. The statement also is available online at [http://iave.org/sites/default/files/IAVE WYC 2014 Youth Statement.docx](http://iave.org/sites/default/files/IAVE_WYC_2014_Youth_Statement.docx).

Volunteering is a powerful tool that builds leadership among youth, helping develop compassionate agents of change active in the present and working for a better future. We the young people of 26 countries who attended the 2014 IAVE World Youth Conference affirm this.

We believe that barriers have to be broken down to give greater access to these opportunities for young people from throughout the world to connect using physical and virtual platforms to share their initiatives and projects. It is only by creating solid and sustainable networks that our work can multiply its impact.

We need to continue jointly developing skills to allow us to flourish and create a legacy from this conference. We are a community with many diverse voices and views, committed together to making a difference locally and globally.

We ask international volunteering organizations to not only continue to ensure the voices of young people who volunteer are heard all over the world but to commit to further enhancing our capabilities to connect by working with us to develop our networks and continue the physical connections at these IAVE World Youth Conferences held every 2 years.

We want to be part of the wider volunteering community and want to play a central role within international organizations including IAVE and UNV so our request is... work with us!

We need to be heard, we are making a difference today and we want to connect together as one community in the future!