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Introduction

Hello everybody! We want to introduce the E-news on volunteering, an electronic way of communication with which we try to exchange updated information about matters regarding volunteering. This bulletin, which we will publish every two months, aims to help share information about volunteering, with news about WENDOV and the Reference Centre on Volunteering. It also aims to facilitate communication between people with an interest in sharing information between different European Red Cross/Red Crescent National Societies.

We hope that with your contributions and opinions, we can progressively improve this bulletin.

The Reference Centre on Volunteering

In order to support the International Federation Secretariat and National Societies in developing volunteering, the British Red Cross and the Spanish Red Cross have undertaken to set up a Reference Centre on Volunteering initially aimed at providing practical resources to National Societies within Europe, through the intensive use of new technologies. The Reference Centre makes it possible to create synergies between National Societies offering the following services:

1. Accessing research from external organizations.
2. Monitoring and reporting on global trends in volunteering.
3. Developing, translating and sharing models, tools and case studies which reflect good practice in volunteering management, both from within the Red Cross, and from outside.
4. Developing a database of external expertise.
5. Supporting the Secretariat in developing a community of practitioners, specialized in volunteer management and practices.
6. Hosting seminars/workshops.
7. Supporting WENDOV and other networks.

Let's build it together!

More info:

London: Richard Hoile rhoile@redcross.org.uk (English-French)

Madrid: Ferran Cobertera fch@cruzroja.es (Spanish-English)

Reference Centre in FedNet: <http://fednet.ifrc.org/>

The Reference Centre in FedNet

The site of the Reference Centre on Volunteering is already accessible on FedNet, although it continues to grow, constantly incorporating new content and improving its structure. The documentation we are currently posting is meant to be of use to for the volunteering managers of the National Societies who integrate WENDOV.

We would like to highlight following documents posted in the Reference Centre.

1. [Volunteering implementation guide](#): This Volunteering Policy Implementation Guide has been produced by the Organisational Development Department of the Secretariat as a resource for National Societies reviewing the issue of volunteers and volunteering.
2. [Volunteering Programme Design Toolkit](#): The toolkit tries to do two things: to provide a series of practical tools which can help at different stages of a volunteer programme design or development process; and to provide a framework in which additional tools, techniques, ideas and resources can be inserted into the toolkit and shared with other toolkit users. This is a first draft intended for testing. If

successful, it will be expanded and developed into a toolkit for a wider global audience.

3. Spanish Red Cross Volunteers Management Process: Concise guide to managing volunteers by the Spanish Red Cross.
4. British Red Cross Volunteers Handbook: The British Red Cross have produced a comprehensive Handbook to ensure that all their volunteers know about Red Cross history, principles and services. The Handbook is also a quick reference for names, telephone numbers and other essential information.

To access these documents: You can find all these documents in the 'What's new' section of the library.

To access the Reference Centre, please sign up to FedNet by going to the login page (<http://fednet.ifrc.org>) and requesting an account. You can also contact the FedNet team for assistance (Fednet@ifrc.org).

More info:

FedNet: <http://fednet.ifrc.org> ; fednet@ifrc.org

Forthcoming meetings

WENDOV. WENDOV's next meeting will be held by the German Red Cross and will take place from May 18th to May 21st in Berlin. The programme of the meeting comprises the following subjects:

1. Current state of voluntary work and the management of voluntary work in Europe. Through the presentations of the National Societies, we discover current European volunteering practice.
2. Evaluation of the Reference Centre. The external assessor of the Reference Centre, Joan Coyle, will present her main conclusions, on the basis of opinions expressed by the National Societies in the questionnaires sent in March/05.

Exhibition of a German Red Cross project: "*Crossboarder volunteer collaboration at the Euregio Maas Rhine*".

More info:

German Red Cross: Eckhard Ottee (Head of Volunteering Department) otte@drk.de

Co-chair of WENDOV: Philip Rosser prosser@redcross.org.uk

Reference Centre on FedNet: <http://fednet.ifrc.org>

New practices

The Spanish Red Cross, through its Volunteering Department is preparing a website which will explain to Spanish users the Volunteer Cycle. This website, currently in the Beta phase, gathers the key principles of the Spanish volunteering management system, from the perspective of a person who does not have any previous information about the organization and who wants to extend it. This site will eventually appear in the four official Spanish languages (Spanish, Catalan, Basque and Galician) and English. At the moment, however, the site is only available in Spanish and Catalan.

More info:

Beta website: www.espaivirtual.com/cr

Spanish Red Cross: Ferran Cobertera fch@cruzroja.es

The website of the month: www.redcross.org.uk

The British Red Cross has developed a website with interesting volunteer resources. In the site, and particularly in the volunteering section, they incorporate detailed information about the programmes developed by the British Red Cross that involve volunteer action (e.g. Emergency Response, Refugee services and Volunteer Trainers). The website also includes a volunteer FAQ' section.

There are also on-line resources such as the "*Red Cross education website*" which offers teachers assistance in delivering citizenship education in the classroom (www.redcross.org.uk/education), and "*Children in conflict*", a series of free teaching resources that aim to introduce primary and secondary school children to topical issues on the theme of 'children in conflict' (www.redcross.org.uk/children).

More info: www.redcross.org.uk/

To come:

In the next number of E-news on volunteering we will try to include information about other volunteering projects in Europe area. If you want to include an interesting initiative implemented by your National Society, please contact us (fch@cruzroja.es). If in addition you want to post info about the website of your National Society as well as other resources that it offers, don't hesitate to email us and give us some information about it.

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