

Luxembourg

[GROßHERZOGTUM LUXEMBURG]

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COUNTRY FACT SHEET

- **Population** 483,800 in January (2008)
- **Area** 2586 km²
- **Population density** 182.8 inhabitants per km² in 2006

▪ **System of government**

Luxembourg has a parliamentary form of government with a constitutional monarchy by inheritance

- **European elections** 6 European parliamentarians

▪ **Social security and welfare system**

Luxembourg's social security system provides for: health insurance, unemployment benefit, retirement, disability and survival pension and a minimum guaranteed income which allows people to live decently. Free access to the Luxembourg's social system is offered through an obligatory affiliation in case of remunerated job and in case of persons receiving other benefits (unemployment, retirement, disability and minimum guaranteed income). The social protection covers also the spouse and the children of the principal insured person.

The system is based on a tripartite administration. The Tripartite Coordination Committee made of government members, management representatives and trade union leaders, succeeded in preventing major social unrest, creating thus the myth of a "Luxembourg model" characterised by social peace. However, the government plays a prominent role for the financial, administrative and management part.

▪ **Public health system**

The Public health system of Luxembourg is based on 3 principles:

- An obligatory health insurance.
- The free choice of the health system for the sick.
- The obligation to respect a fixed rate for the service provider.

However, near 75% of the population also has a complementary health insurance aimed at covering the costs considered irrelevant by the public health system.

▪ **Level of education**

Between 2004 and 2006 the percentage of students with different nationalities rose from 37.3% to 38.6%. As a result of this trend, Luxembourg's school system, delivering education in French and German, still faces major challenges. The gaps in school performance between nationals, immigrants and Luxembourgers are pronounced and failure at school is largely connected with the socio-economic background.

The incidence of early school leaving continues, however, to decline: in the 2006-2007 school year it stood at 9.14%

Young adults who have completed secondary schooling (Eurostat)	2008: 72.8%
Adult population who completed the highest level of secondary schooling (Census)	2001: 29.5%

- **Immigration rate** 2008: 41%

- **Growth rate** 1.1%
- Birth rate per 100 population 11.4%
- Death rate per 100 population 0.8%

- **Employment rate** 2008
- 15-64 years old (total - male - female) 63.4% - 63% - 55.1%
- 55-64 years old (total - male - female) 34.1% - 38.7% - 29.3%

- **Unemployment rate** 2008
- 15-64 years old (total - male - female) 1.6% - 1.2% - 2.1%

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Glossary

1 DEFINITIONS

VOLUNTEERING ACROSS EUROPE

In Luxembourg, volunteering was defined in different ways until the International Year of Volunteers 2001 (IYV 2001), when a Charter of Volunteering was edited by Luxembourg's Ministry of Family and Integration¹. The definitions and the meaning of volunteering proposed by the Charter are accepted and recognised by the not for profit organisations.

1.1 VOLUNTEER

The Law on Voluntary Service of 1999² defines as volunteer (*volontaire*) the person who carries out a voluntary service.

According to the 2001 Charter of Volunteering, a volunteer is someone who entirely of his/her own will and without any monetary payment engages in an activity for the benefit of a third party or the community as a whole.

According to the characteristics that define the profile of a volunteer, mentioned in the Charter, a volunteer should:

- Accept the principles of the association and act in keeping with its objectives.
- Be committed to the development of the association.
- Accept guidance for the tasks to be performed and follow the training courses offered.
- Accomplish satisfactorily the tasks jointly agreed upon and work in a spirit of mutual understanding with other volunteers and employees.
- Observe strict confidentiality in the performance of his/her duties and comply with the association's code.

1.2 VOLUNTEERING ACTIVITY³

Before the adoption of the Charter of Volunteering, in Luxembourg there was not a single official definition of vol-

¹Ministry of Family and Integration, Official Charter of Volunteering, International Year of Volunteering 2001, www.benevolat.public.lu/fr/charte-benevolat/index.html.

²The law was repealed in 2007 by the Law on Youth Voluntary Service.

³Ministry of Family and Integration, Official Charter of Volunteering, International Year of Volunteering 2001.

unteering. For instance, CEPS (Centre for the Study of Populations, Poverty and Socio-Economic Policies) used to define volunteering as “non-paid work for an organisation, a group of persons or just one person”, while the Roi Baudouin Foundation as “the free and non-paid commitment of persons that act for the others or in the interest of the community within a structure that is not that of family or friends”⁴.

The definition adopted by the 2001 Charter of Volunteering considers volunteering as a commitment entered into freely and free of charge by people who take action for the others or in the public interest, in a manner which goes beyond mere mutual aid within the family or between friends. Furthermore, the Charter specifies that volunteering is to be considered also as a manifestation of the wish to help others and as an act of solidarity. According to the Charter, volunteering is a form of active citizenship based on a policy of developing human resources that operates as a forward-looking, progressive and innovative force in the society of Luxembourg.

The Charter mentions the followings as the main principles of volunteering:

- Undertaken voluntarily and prompted by personal motivation and choices.
- Accessible to anyone, regardless of sex, age, nationality, race, philosophical or religious preferences, physical condition, social status and financial position.
- Carried out ethically and humanitarily and with respect for human dignity.
- Heedful of the needs of society and encouraging the community to help to respond to such needs.
- Promoting initiatives, creativity and a spirit of responsibility, as well as social integration and participation.⁵

Furthermore, the concept of youth voluntary service was defined with the adoption of the 1999 law on Youth Voluntary Service⁶. It refers to a group of activities of general interest, i.e. activities of social or humanitarian nature that encourage intercultural understanding and solidarity, that have no professional character, are developed in the framework of Non-Governmental Organisations, do not substitute for professional paid labour and are non-paid with the exception of the reimbursement of eventual expenses. The law mentions that the main characteristics of such activities are:

- Having no professional character.
- Having been freely undertaken by the young person.
- Being developed in the framework of non- governmental organisations.
- Not substituting for professional paid labour.
- Being non-paid, with the exception of reimbursement of expenses, if any.⁷

1.3 VOLUNTARY ORGANISATION

In Luxembourg, there is not a legal framework defining specifically volunteering organisations. Public and private not for profit organisations can engage volunteers, as well as other types of organisations (i.e. a group of individuals who come together and co-operate to reach a certain aim).

However, voluntary organisations acting under the 2007 Law on Youth Voluntary Services⁸ are specifically defined. According to the law, voluntary organisations offering youth voluntary services have to comply with the following criteria:

⁴Commission Luxembourgeoise Justice et Paix, *Le bénévolat au Luxembourg: une analyse sociologique*, Luxembourg, 2001.

⁵Ministry of Family and Integration, Official Charter of Volunteering, International Year of Volunteering 2001.

⁶The law was repealed in 2007 by the Law on Youth Voluntary Service, which maintains this definition with reference only to the European Voluntary Service.

⁷AVSO & CEV Project, *Country Report on the Legal Status of Volunteers in Luxembourg*, Bruxelles, 2005 www.avso.org/activities/countryreports/Luxembourg.pdf.

⁸The law repealed the 1999 Law on Voluntary Service.

- They must be not for profit associations or foundations established under the Law of the 21st of April 1928, as subsequently amended, or an entity created in virtue of a *lex specialis* to develop activities of general interest;
- They must be accredited by the Ministry of Youth. The accreditation is granted on the basis of an application form from the organisation stating its capacities, abilities and experience within the field of general interest activities. The decision is valid for a period of three consecutive years.

During the International Year of Volunteers, the official Charter of Volunteering defined how volunteering organisations have to work⁹. Therefore, according to the Chart, a not for profit organisation, which works with volunteers, should be concerned and careful to ensure that it:

- Wholeheartedly welcomes any volunteer as a member of the team.
- Gives him/her clear information about the association, its objectives and how it operates.
- Entrusts volunteers with activities that are in keeping with their skills, availability and priorities.
- Ensures that there is no encroachment upon the clearly defined tasks entrusted to each person.
- Makes certain that the volunteer is able to perform his/her duties in an appropriate environment.
- Provides volunteers with adequate supervision and, if necessary, offer them training.
- Provides adequate insurance for volunteers.
- Reimburses the expenses incurred where it is necessary to enable everyone to make a commitment to volunteering.

1.4 VOLUNTEER SUPPORT CENTRE

There is only one national volunteer support centre in Luxembourg. As a result of the International Year of Volunteers 2001, not for profit organisations of different sectors regrouped themselves in a not for profit organisation called *Association du Bénévolat*¹⁰. The Association manages the Agency for Volunteering which is Luxembourg's national volunteer centre. It is a joint initiative of the Luxembourg state and civil society sector. At present, it is financed by the Luxembourg state. The support centre has to:

- Welcome, inform and orient volunteers of all ages and all nationalities.
- Involve volunteers within the management of the organisation.
- Serve as an interface between volunteers and those organisations that wish to involve volunteers.
- Support associations that engage volunteers as facilitators, for example, through the offering of a platform for exchange and training (centre of excellence).
- Inform and sensitise the public with a view to creating an enabling environment within society for voluntary action.

2 VOLUNTEERS ON VOLUNTEERING (INTERVIEWS)

Representatives of the volunteering sector consider volunteering a means to re-establish the relevance of charity in the contemporary society.

Volunteering is anchored in a long tradition: volunteering is the "ancestor" of social aid services as offered nowadays. In fact, volun-

⁹Ministry of Family and Integration, Official Charter of Volunteering, International Year of Volunteering 2001.

¹⁰*Action Catholique des Femmes du Luxembourg; Amiperas; Comité Olympique et Sportif Luxembourgeois; Confédération Caritas; Croix-Rouge Luxembourgeoise; Fédération Nationale des Corps des Sapeurs-Pompiers du Grand-Duché de Luxembourg; Foyer de la Femme; Groupement des Associations et Fédérations Scoutes-Guides du Luxembourg; Ligue Luxembourgeoise du Coin de Terre et du Foyer; Union Grand-Duc Adolphe.*

teering had created a strong movement of solidarity that along history sustained and accompanied social policies.¹¹

Nowadays, it is society and its characteristics that shape volunteering. Contemporary society seems to be based more on concepts such as individualism. Therefore, people are used to consider work as paid work and dedicate less time to their fellows. Furthermore, interviewed representatives emphasise that there is somewhat a perception that volunteering is something for women as they are “used” to be paid less or to carry on free work.

“In a way society shapes volunteering.”

“In general we consider work as paid work. Nowadays, we’ve been really hit in our heads by the idea that we work for living and that we work to be paid and the rest doesn’t matter. So, all that we do in our homes, all the work we do in the neighbourhood, with our friends, in cultural, political or sports associations, all this non-paid work, it isn’t worth much. And even if it is a paid work, it is a priority of women, thinking that you can pay them cheaper, and in my opinion this thing has a relation to the gender dimension.”

Volunteering is considered a resource for society, a way of developing services that otherwise would not be provided for.

“In this voluntary work, there is an enormous richness. And I also think that it probably makes the biggest part of the richness of our society, if we don’t see richness exclusively from a material point of view.”

“It should be understood that volunteering is in fact employment that would never be created otherwise. A volunteer does not replace

another active person with a remunerated activity. A volunteer creates a supplementary service.”

“The other approach to volunteering is to say that it is some essential service that we do to our community and that it is so essential that the community can’t survive without. So, the ‘paid economy’ would not function if, let’s say, the education would not function, and education is not only taught in schools but elsewhere also. (...) For example, all our social education is provided by associations, sports or music clubs and our children are educated there. They are not educated only in schools and at home. In these associations children notably acquire their ‘savoir vivre’ and that’s something that our society needs.”

As to volunteering in Luxembourg, interviewed representatives sustain that volunteering has been taken into account seriously by public authorities with the International Year of Volunteers 2001. Furthermore, it is considered that volunteering is somewhat becoming a tendency among people, as more or less one third of Luxembourg people volunteer.

“Luxembourg is known as a country with many associations and the volunteering level is high.”

“First of all, the number of volunteers in the country is high. Volunteers represents one third of the total population.”

“I believe that there are many people engaged in volunteering in Luxembourg; especially there is an age group between 18 and 26 years, I would say. The people over 65 are very active as well.”

¹¹Agence du Bénévolat, *Rapport sur la valorisation du bénévolat au niveau de l’association et dans la société*, Assises du Bénévolat, December 2004, p.32 www.benevolat.public.lu/fr/publications/assises-2004/rapport-assises-2004.pdf.

Historical overview

VOLUNTEERING ACROSS EUROPE

1 BACKGROUND, EVOLUTION AND DISTINCTIVE TRAITS

To understand the evolution of the third sector in Luxembourg, one has to take into account the history of Luxembourg.

Luxembourg remained more or less under the French rule until the defeat of Napoleon in 1815, when the Congress of Vienna gave formal autonomy to Luxembourg. It was not until 1867 that the independence of Luxembourg was formally ratified. The First World War affected Luxembourg at a time when the nation-building process was far from being completed. The small Grand Duchy (about 260,000 inhabitants in 1914) opted for an ambiguous policy between 1914 and 1918.

Luxembourg was principally an agricultural country. This explains the fact that the first not for profit organisations are concerning the agricultural sector, and date back to March 1900.¹²

From an economic point of view, the 1920s and the 1930s saw the decline of the agricultural sector in favour of the industry sector. The proportion of active population in this last sector rose from 18 percent in 1907 to 31 percent in 1935. Therefore, the social history of the Grand Duchy of Luxembourg is strongly related to the iron and steel industry and also to the trade unions created in that context.

2 ROOTS: BEFORE 1900

There is not a specific framework dedicated to volunteering as a sector or to volunteering as an idea in this period. Before 1900, volunteering was mainly connected to the idea of charity expressed most of the time in the religious environment. In fact, the Catholic Church of Luxembourg used to implement social activities with the (non-paid) help of the community.

However, some events marked the history of the third sector in this period. First, the Chapellier Law has to be recalled. The 1791 law prohibited professional associations, coalitions and associations of more than 20 people. However, it did not last for long as the Industrial Revolution wiped out this legal yoke. Social groups were organised to defend workers' interests within the industrial society and at the same time a social protection framework, encouraging the principles of association and mutual aid, was set up timidly.

¹²Arrêté grand-ducal of the 17th September 1945 amending the law of the 27th Mars 1900 on the organisation of agricultural associations.

Furthermore, with the adoption of the 1868 Constitution, the freedom of association was expressively guaranteed. Article 26 of Luxembourg Constitution acknowledges the freedom of association for all citizens. Citizens can group themselves to promote social, cultural, humanitarian, sportive and religious actions. Moreover, in 1891, a legal framework regulated the mutual aid associations. In this period, some important not for profit organisations were created: the Federation of Cultural Organisations in 1863 (now *Union Grand-Duc Adolphe*) and the Federation of Firemen in 1883.

3 THE BRIEF CENTURY: 1900 - 2000

This period is characterised by the fast development of the third sector in Luxembourg.

One turning point in the history of the third sector is represented by the adoption in 1928 of the Law on Not for Profit Organisations and Foundations, which, after different amendments along the years, still governs the sector.

The real development of the not for profit sector started in the 1960s, when the government decided to fund private initiatives, mainly related to church-based organisations. The government support allowed for associations to provide social services in addition to those offered by the government. This had an enormous impact also on the specific development of the volunteering sector as, at the beginning of the 20th Century, volunteering continued still to be performed by churches or other religious organisations. For instance, with the arrival of migrants from Italy, the Catholic Church set up reception and support facilities. The Italian catholic mission established in 1903 had its seat right in the middle of the largest city of the iron and steel industry, Esch-sur-Alzette, 500 metres from the factories. It was the Italian religious order of Scalabrinians, founded to accompany the Italian migrants in displacement, which dealt mainly with this task. In this period, the Catholic Church extended its reception towards the Portuguese, Spaniards, Pole, Croats and Hungarian.

Since the mid 60s, several new non-religious initiatives have also

benefited from governmental support and, since the beginning of the 90s, there has been an increasing interest in the third sector or the social economy sector (*économie sociale*).

From a legal point of view, this period was marked by the adoption of relevant laws for the development of the volunteering sector, such as the amendment of the 1928 Law on Not for Profit Organisations and Foundations and the 1999 Law on Youth Voluntary Service. The 1900-2000 period was characterised by a boom of not for profit organizations, some of which nowadays are active also in the volunteering field. The first social not for profit organisations involving volunteers were the Red Cross (founded in 1914) and Caritas (founded in 1932). Most of the not for profit organisations were created in the mid 60s and subsequent years from a need to help migrants, disabled and elderly people, the third world, etc.

The table below gives an overview of the oldest organisations and the fields in which they are active:

Table 1 **Oldest organisations and fields of activity**

Field of activity	Organisation	Year of creation
Young people	Scout's organisations:	Since 1908
Sports	Sports federations such as:	Since 1899
	- The Football Federation	1908
	- The Cyclist Federation	1917
Environment	<i>Coin de Terre et du Foyer</i>	1928
Migrants	The eldest not for profit organisations of the migrant sector have been created with the aim to help migrants.	Since 1965
	<i>Amitié Portugal-Luxembourg</i>	1969
	<i>Association du Soutien aux Travailleurs Immigrés</i>	1979
Gender	<i>Action Catholique des Femmes - ACFL</i>	1946

4 WHERE WE STAND: 2001 - 2008

Even though, volunteering had contributed to the improvement of the quality of life in Luxembourg and the achievement of social integration, according to the Charter of Volunteering, it took the advent of the International Year of Volunteers 2001 to bring about an increased attention on volunteering and wider cooperation in this field. With the International Year of Volunteers 2001, an official Charter of Volunteering was published. Furthermore, with the creation of the High Council of Volunteering and the Volunteering Agency (the first national volunteering support centre), the groundwork of the volunteering infrastructure was laid.

This period is characterised by an improvement of the volunteering infrastructure. Volunteering organisations are better structured and employ also paid staff. Furthermore, volunteers are professionalised through the numerous trainings organised by the associations. In addition, for higher transparency and protection of volunteers' rights, volunteering associations have to subscribe contracts with the volunteers.

5 VOLUNTEERING NOW (INTERVIEWS)

As mentioned before, volunteering started to be considered by public authorities with the 2001 International Year of Volunteers. Since then, the volunteering sector seems to be in continuous development. Interviewed representatives underline that the increasing requests for voluntary work brought about one relevant problem, namely, the difficulty of attracting new volunteers and, in particular, professionalised volunteers.

"I think that we don't precisely have an overall picture on volunteering. There is a vision of volunteering as part of our economy and a very important part, I really think the most important part. However, volunteering is underestimated."

"The landscape of volunteering has changed. The growing and the diversity of associations put us in front of another problem: find new volunteers."

Despite the development of the sector and its importance for the society, it seems that volunteering is still somewhat underestimated by public bodies and by a part of society.

"A political prospect for volunteering is missing. We see volunteering as a private activity that somebody does because that pleases him/her and it is even useful. We really should perceive the fact that a lot of companies made up exclusively of volunteers constitute most of the richness of our country. According to some recent studies, volunteering represents more than half of the work in some sectors and this is quite significant."

There are four key statements that describe the role of volunteering in Luxembourg:

"Be of service to the community."

"Help society."

"Integrate cultures and people."

"Create wellbeing for people in need, for community in general and for the ones who practice it."¹³

According to the interviews, volunteering has to put itself to the service of community. Its role is, on the one hand, to cover services not covered by public authorities, on the other hand, to supplement the services provided by the state with new and innovative ones. Volunteering has an enormous importance, especially with regards to this first aspect. For instance, family care (children/elderly care) has changed over time, due to an increasing level of women occupation; therefore, services which were initially provided by women are now covered by volunteers, in some cases.

Furthermore, volunteering serves also, on the one hand, to keep retired people active, on the other, to integrate youngsters in "labour" or, better said, in activities that can help them improve their knowledge and working experience. Therefore, one could say that, in the youngsters' case, volunteering has also a training role.

¹³Interviewed representatives of the volunteering sector.

Another role of volunteering consists in creating awareness among citizens on the importance of taking part to community life. This has an enormous impact on increasing the level of participation to civil society.

However, despite the relevance of volunteering for the society, interviewed representatives underline that much is still to do, especially with regards to communicating the role of volunteering and thus getting people to understand the importance of volunteering for their own life, as well as for the wellbeing of their fellows and community.

As to the future role of volunteering in Luxembourg, interviewed

representatives emphasise its importance in getting people involved in civil society and, further on, in increasing their participation to the political life. According to interviewed representatives of the volunteering sector, the role of volunteering should be that of making citizens responsible of their role in society while allowing them to get involved in society. Furthermore, volunteering should have a higher role in the integration of immigrants in the society or, better said, in spreading a culture based on solidarity, respect for diversity, integration of different cultures and tolerance.

Volunteering could also have an important saying in putting into place measures to face demographic changes in Luxembourg.

Legal framework

VOLUNTEERING ACROSS EUROPE

1 OVERVIEW OF LAWS AND REGULATIONS

Along the history, some relevant laws concerning directly or indirectly the third sector were adopted:

- The 1900 Law on Not for Profit Organisations in the Agricultural Field.
- The 1928 Law on Not for Profit Organisations.
- The 1936 Law which guarantees the freedom of association in all fields.¹⁴
- The 1984 Law on the Creation of the National Youth Service.
- The 1996 Law on Development Cooperation.
- The 1997 Law on Insurance against Industrial Accidents, that can be applied for some volunteers in the sector of education, amended in 2001.
- The 1998 Law which regulates the relations between the government and organisations working in the social, family and therapeutic sectors. Through this law the government imposes a quality label to not for profit organizations.
- The 1999 Law on the Youth Voluntary Service, which allows young people to take on the European Volunteer Service. The law was repealed by the 2007 Law on Youth Volunteering, which maintains some of the provisions of the past law.

The sector is regulated by the Law on Not for Profit Organisations and Foundations from 1928, which defines the types of associations in Luxembourg and the criteria to be complied with for obtaining a legal status. The Law on Foundations is influenced by both the French and the Belgian law. The law was first amended in 1971 with regards to the financial capital of the not for profit organisations. Further on, the 1994 modifications amended the tax regime of foundations, making them more attractive to donors and facilitating the growth of the foundation sector. The law was also amended in 2002 with regards to the registering of not for profit organisations and in 2008 with regards to taxes.

1.1 HISTORICAL OVERVIEW OF THE LEGAL FRAMEWORK

As mentioned earlier, laws and rules defining the structures of the not for profit organisations were established at the beginning of the 20th century. The juridical framework evolved from an embryonic one in 1928 to a complex law

¹⁴Law of the 11th May 1936 granting freedom of association

governing the sector of not for profit associations and foundations regarding the criteria to be accomplished for achieving legal status and the financial advantages offered to organisations to make them more attractive to potential donors. The evolution of the juridical framework brought about a specific Law on Voluntary Service and the introduction of special holidays in certain volunteering sectors. As a result of the increased attention on the importance of the volunteering sector in Europe and the International Year of Volunteers 2001 held in Luxembourg, a juridical framework was put into place with the aim of creating a strong volunteering infrastructure in Luxembourg. As already mentioned, the High Council for Volunteering and the Volunteering Agency were created.

The most important changes of the last decade refer to:

- The extension of the insurance against industrial accidents to different categories of volunteers.
- The official recognition of the voluntary service and its definition through the 1999 Law on Voluntary Service, later repealed by the 2007 Law on the Youth Voluntary Service.
- The support and official recognition by the government of the work of the not for profit organisations through the possibility for the organisations to sign an agreement regulating the relations between the government and the organisations. The most important governmental requirements for the signing of such an agreement are quality standards and transparency of the work of the not for profit organisations. Volunteers helping in “agreed” not for profit organisations are protected with insurance in the same way as employees.

1.2 LAWS, REGULATIONS AND PROVISIONS IN SUPPORT OF VOLUNTEERING AND VOLUNTARY ORGANISATIONS

The only law that refers directly to the volunteering sector in Luxembourg is the 1999 Law on Voluntary Service promoted on request of the Council of Europe and the European Union, which establishes the legal framework applicable to young volunteers performing activities of general interest within not for profit organisations, and the 1999 Grand-Ducal Rules on the Composition, Organisation and Functioning of the Volunteering Follow up Commission (*Règlement Grand-Ducal du 12 février 1999 concernant la Composition, l’Organisation et le Fonctionnement de la Commission d’Accompagnement du Service Volontaire*).¹⁵

The 1999 Law on Voluntary Service was repealed by the 2007 Law on Youth Voluntary Service that transposes the European legislations in this field.

The aim of the Law on Voluntary Service is to promote the social engagement of young people, by facilitating the exercise of activities of general interest that may be for their own benefit, the benefit of others as well as constitute an educational experience.¹⁶ The law further defines the concepts of volunteer, voluntary service and voluntary organisations as described at the beginning of this report. The law stipulates also the signing of a convention between the organisation and the respective volunteer and the reimbursement of expenses from the organisation. Volunteers also benefit from the same benefits as students in relation to reduced rates for public transport and some cultural and sports events.¹⁷

¹⁵www.legilux.public.lu/leg/a/archives/1999/0023/a023.pdf

¹⁶AVSO & CEV Project, *Legal Status of Volunteers, Country Report on the Legal Status of Volunteers in Luxembourg*, Bruxelles, 2005, p. 4.

¹⁷Ibid., pp. 5-10.

Not only does the law foresees measures that encourage volunteers to participate to voluntary activities, but also supports organisations through different financial incentives with the aim to encourage them to take up as many volunteers as possible. Therefore, the law foresees that no taxes are to be imposed on volunteers' pocket money, food, accommodation or any other economic compensation granted to them. Furthermore, the burden of the social contributions is entirely assumed by the state. In this sense, volunteers are covered against sickness, accidents, professional illnesses, dependency, disability and old age.¹⁸

As to the Volunteering Follow up Commission, its duties are to:

- Give advice on the practical implementation of all matters contained in the law.
- Offer advice on youth organisations' programs and projects of before they are submitted to the Ministry of Youth.

The Commission is led by a delegate of the Ministry of Youth and is composed mainly of representatives of the various ministries, representatives of the Youth Council (CGJL) and of the voluntary service organisations.¹⁹

In addition, laws on specific holidays are also touching upon the volunteering sector as they foresee holidays for volunteers in some specific volunteering sectors.

The Council of Europe Recommendation on Volunteering in the Social Sector, adopted on the 21st of June 1985, has never been discussed by the government and therefore is not applicable in the country.

Other regulations referring to the volunteering sector include the Charter of Volunteering published in 2001 that defines the concept of volunteer, volunteering and volunteering organisation, as described in the first chapter.

2 PARTICIPATION IN PUBLIC POLICY MAKING

The participation of not for profit bodies to the public life is

somewhat supported also by the 1998 Law which regulates the relations between organisations active in the social and therapeutic fields and the state. The law foresees the conclusion of an agreement between the state and the organisations (including not for profit organisations) concerning "agreed" activities in the social and therapeutic fields if certain criteria are respected, such as quality standards and transparency.

Besides this law, the Constitution of Luxembourg guarantees the right of citizens to participate to public life.

However, except for legal conventions related to projects involving not for profit organisations in public policies, there seem to be no other laws or regulations concerned with the participation of civil society to public policy.

3 FISCAL POLICIES

Fiscal policies for not for profit organisations consist in deductions of donations/grants. People/companies that make a grant/donation to not for profit organisations having received the statute of *Utilité Publique*, (public utility) can deduct these grants/donations from their taxes return declaration. The Administration of Contributions publishes a list of approved public utility not for profit organisations that can receive grants.

4 ROLLS AND REGISTERS

There are two registers to which officially recognised not for profit organisations are obliged to subscribe: the Register of Commerce (*Registre de Commerce et Sociétés*) and the *Mémorial, Recueil Spécial des Sociétés et Associations*, where organisations have to publish their statutes.

¹⁸www.legilux.public.lu/leg/a/archives/2007/0202/a202.pdf#page=2

¹⁹Ibid.

Besides these legal registers, the Volunteering Agency also manages a Register of Not for Profit Organisations. However, this register is not mandatory. Not for profit organisations subscribe if they want to use the services of the Agency. For being registered, an organisation has to be listed in the Register of Commerce as a not for profit organisation and accept the rules of an ethic Charter elaborated by a special group (one member of the government, one member of the Agency for Volunteering and one member of the High Council for Volunteering).

5 LIST OF LAWS AND REGULATIONS

Not for Profit Organisations and Foundations

The 1928 *Law on Not for Profit Associations and Foundations* (*Mémorial A* No.23 of 1928), henceforth abbreviated FA, amended by:

- The 1984 Law (*Mémorial A* No.20 from the 10th of March 1984, p.260; *doc. parl.* 2614).
- The 1994 Law (*Mémorial A* No.17 from the 4th of March 1994, p.300; *doc. parl.* 2978).
- The 2001 Law (*Mémorial A* No.117 from the 18th of September 2001, p.2240; *doc. parl.* 4722).
- The 2002 Law (*Mémorial A* No.149 from the 31st of December 2002, p.3630; *doc. parl.* 4581).

- The 1936 Law which guarantees the liberty of creating not for profit organisations.

Special Holidays

- The 1973 *Law on Education "Holiday"* (*Mémorial A* No.57 of 1953).
- The 1996 *Regulation of the Grand-Duchy on Holidays for Cooperation Development*.
- The 1994 Law that foresees holidays for volunteers firemen or operating in other safeguarding actions (*Mémorial A* No.38 of 1992).

Development of Not for Profit Organisations

- The 1996 *Regulation on Holidays for Cooperation Development*.
- The 1999 *Law on Voluntary Service*, repealed by the 2007 *Law on Youth Voluntary Service*.

Consents

- The 1998 Law regulating the relations between the organisation active in the social and therapeutic field.

Young people

- The 1984 *Law on the Creation of a National Youth Service*.
- The 1999 *Law on Voluntary Service*, repealed by the 2007 *Law on Youth Voluntary Service* and the rules and composition of the Volunteering Follow up Commission.

Volunteers involving organisations

VOLUNTEERING ACROSS EUROPE

1 ORGANISATIONAL FORMS

1.1 JURIDICAL AND ORGANISATIONAL FORMS OF NOT FOR PROFIT ORGANISATIONS

The two main types of not for profit organisation in Luxembourg are the Public Utility Institutions, known as “foundations”, and the Not for Profit Making Associations or *Association Sans But Lucrative* (ASBL). The main feature that distinguishes a foundation from an ASBL is the fact that the assets of the foundation must be used for a certain purpose. Furthermore, while foundations can only be established via the approval stamp of a Grand-Ducal Decree, this is not specifically required for associations.

The ASBL is an association, a grouping of persons who gather together to realise an object, a purpose, a project, a cause in common, and who choose and agree to subject the creation and the functioning of their association to the rules determined by the law. The ASBL has no right to pursue a lucrative purpose. It cannot divide income (profit) from activities among its members or board members. The legal shape of the ASBL guarantees a certain protection to its members and administrators. They are considered as acting within the framework of their functions (offices) in the name and on behalf of the ASBL, as representatives of this one and not in their own name.²⁰

According to the art.27.2 of the Law on Not for Profit Associations and Foundations of 21 April 1928 (henceforth abbreviated FA) and its successive amendments and modifications, the foundations are establishments pursuing aims that are philanthropic, social, religious, scientific, artistic, pedagogic, related to sports, or tourism. A foundation may not pursue profitable aims. The purpose shall be pursued using the assets dedicated to the foundation at its creation or later on. According to the FA, there is only one type of foundation, pursuing not for profit or public benefit purposes. Art. 27.1 of the FA states that the foundation enjoys legal personality after the approval of its statutes.²¹

Besides foundations and ASBL, there are also other types of not for profit organisations²² as described in the paragraph below.

- De facto organisations (*Association de Fait*)

De facto organisations are associations or groupings that have no juridical status as they are too small or because

²⁰Law on Not for Profit Associations and Foundations of 21st April 1928.

²¹www.efc.be/ftp/public/eu/CountryProfiles/luxembourg.pdf

²²www.benevolat.lu

the members do not want to register. However, the members of these associations have a contract together and they can risk their personal fortune in case of a trial. They have no right to act in justice under the name of association and to receive donations and they do not generally benefit from subsidies from the government or communes.

- Non-governmental organisations

There is not a special law for non governmental organisations. A not for profit organisation is created in order to pursue specific aims, such as environmental protection, or to describe organisations that are active in development cooperation.

- Agencies (*Agence du Bénévolat, Agence Culturelle, Agence Jeunes, Agence Interculturelle*)

Agencies are managed by not for profit organisations, often constituted with this aim, for instance, the Agency for Volunteering managed by the Association of Volunteering.

- Information offices (*Syndicats d'Initiative*)

Information offices defend municipal or inter-municipal interests. Their aim regards the promotion of tourist activities on a municipal or inter-municipal base. Information offices are not for profit organisations and must be agreed by the Minister of Tourism.

1.2 VOLUNTEER INVOLVING ORGANISATIONS AND THEIR DIFFERENCES

Officially, there is not any difference between a volunteer involving organisation and other not for profit organisations, since they have to respect the same laws as any other not for profit organisation, apart from the organisations that act under the Law on Youth Voluntary Service, thus having to comply with certain specific requirements. All not for profit organisations of all sectors (sports, culture, social, health, etc.) can have volunteers to help achieving their aims.

Different types of organisations involving volunteers can be identified as:

- Not for profit organisations constituted and managed by volunteers.

- Not for profit organisations managed by volunteers (board of director and paid workers coordinate the not for profit organisation).
- Not for profit organisations with trained volunteers, such as phone help lines, firemen, etc. These volunteers have to undergo regular trainings, supervision and have to sign a contract.

2 RULES AND FUNCTIONING

All registered not for profit organisations have to draw up a statute. Art. 2 of the Law on Not for Profit Associations and Foundations states that the statutes of an ASBL must cover:

- The denomination and the official address of the not for profit organisation. The official address must be in Luxembourg.
- The purpose of the association.
- The minimum number of associates, which cannot be less than 3 people.
- Name, first name, profession, place of residence, and nationality of the associate.
- The conditions for being a member and the ones for ceasing to be a member.
- The attributions and the method of convocation of the General Assembly and the way in which resolutions are communicated to the associates and other.
- The way in which administrators are nominated and their authority.
- The minimum contribution that the members of the not for profit organisation have to pay.
- The way in which book-keeping is carried on.
- The rules for modifying the statutes.
- The destination of the assets upon dissolution of the not for profit organisation.
- The obligations of publication including:
- Publication of the statutes in the *Mémorial, Recueil Spécial des Sociétés et Associations par dépôt auprès du préposé au Registre de Commerce et des Sociétés*; art.3.

- Names, surnames, profession and addresses of the administrator; art. 3.
- An alphabetic list, with the first name, surname, addresses and nationality of the members of the not for profit organisation, which has to be deposited at the clerk of the court's office during the first month after the publication of the statutes; art.10.
- Change of the administrators. The change has to be signalled to the custom officer of the *Registre de Commerce et des Sociétés*; art. 3.
- Change of the statutes. Each amendment of the articles has to be published in the first month of publication of the statute in the *Mémorial, Recueil Spécial des Sociétés et Associations* ; art. 9.
- The list of members of the not for profit organisation has to be completed every year. Everybody can consult this list for free.
- The annual counting has to be deposited yearly at the clerk of the court; art.16.
- Every official document (bills, announcements, publications and other documents) of the not for profit organisation must mention the social denomination with the words *Association Sans But Lucratif*; art. 11.

As to foundations²³, their statutes must include the purpose of the foundation; the name and legal seat of the foundation; the name, profession, domicile and nationality of the foundations' directors; the destination of assets in the case of dissolution. Once approved, the statutes of the foundations must be published in the Official Gazette, *Mémorial, Recueil Spécial des Sociétés et Associations*. In addition, all foundations are required to register in the *Registre de Commerce et des Sociétés* (Register of Commerce). They must also submit a copy of the Grand-Ducal Decree as part of this process. This decree is useful for understanding if an organisation is a foundation or an ASBL. Foundations are managed by a director, who is generally appointed by the founder when setting up the foundation. According to Art. 30 of the Law on Not for Profit Associations and Foundations FA, the di-

rector's profession, domicile, and nationality must be mentioned in the articles, along with the procedure for subsequent appointment of directors (Art. 33 of the FA). Furthermore, according to Art. 38 of the FA, directors have the powers conferred to them by the statutes and they represent the foundation towards third parties. In addition, every foundation has a board, whose members have to be mentioned in the Register of Businesses and Companies.

3 RELATIONSHIP WITH PUBLIC SECTOR

3.1 OVERVIEW

The relationship between the state and the not for profit organisations active in the social, family and therapeutic fields are regulated by the 1998 Law, according to which the state can finance the activities of such organisations provided that they sign a convention with the state. Volunteers within these organisations have the right to be insured against accidents. However, also not for profit organisations from other fields can sign agreements with the national or local public bodies and receive funding for certain activities/projects. Such conventions exist since 1978, although there is no law that regulates them.

3.2 FROM OUR POINT OF VIEW (INTERVIEWS AND QUESTIONNAIRES)

Relationship with the public sector is generally good. In certain sectors there seems to be a continuous dialogue between the public bodies and volunteering organisations and a permanent involvement of volunteering organisations in the decision making process of public policies. Furthermore, volunteering organisations can benefit of public funds.

²³European Foundation Centre, *EFC Country Profile December 2008: Luxembourg*. EFC, Brussels 2008. www.efc.be/Legal/Documents/luxembourg.pdf

"The relation with our ministry is very good and discussions are focused on thinking about the work of volunteers and how it could be improved."

"The good bilateral relationship turns into listening, understanding and reaction."

"The relationship is very good. Without sponsors (national and local public bodies), all the volunteering activities wouldn't be possible. The received indemnities allow us to pay the permanent staff and to reimburse travel expenses."

Representatives of the questioned organisations characterise the relationship between the public sector and volunteering organisations as good, due to the openness of the public authorities to cooperate with the volunteering organisations and also to the financial participation of public authorities to volunteering projects of not for profit organisations. Furthermore, representatives underline that public authorities are aware of their impossibility of implementing all the services offered by volunteering organisations.

"Actually, cooperation is perfect. Projects are developed and executed together."

"The relationship is processing in a good way, as the public sector is aware of its impossibility to assure a lot of specific activities."

"It is a very good relation."

"The relationship is not only open, but also respectful of our activities."

According to representatives of the questioned organisations, it seems that volunteering organisations are generally involved in the decision making process of public policies. There are, however, some fields where the involvement occurs more frequently due to a continuous consultation with volunteering organisations (social field, cooperation for development) and other where it is much more less common to involve volunteering organisations in the decision making process of public policies (cultural field).

"The High Council for Volunteering invites a representative of the Volunteering Agency to every meeting and asks for the advice of the Agency."

"In some sectors, the participation of the voluntary sector seems to work out well. For example, in migration policies, one platform of migrant associations and one association participate in the policy dialogue in development cooperation and environment. Furthermore, associations and volunteers organise lobbying campaigns and are involved."

"The cultural sector is not involved at all but, recently, a position document has been set up by a working group of cultural institutions and associations and handed to decision makers before the national elections. There is a need for capacity building both for associations and ministries, as we have not yet developed mechanisms for policy dialogue (except for the cooperation development field)."

Data overview

1 RESEARCH AND STATISTICS HIGHLIGHTS

VOLUNTEERING ACROSS EUROPE

The Luxemburgish literature on the voluntary sector focuses mainly on qualitative data and less on quantitative. Furthermore, the Agency for Volunteering has a relevant function in promoting volunteering to others also through publications. Below, some relevant studies on volunteering in Luxembourg:

Research publication 1 - 2007

Author	<i>Agence du Bénévolat</i>
Title	<i>Intégration de jeunes bénévoles au sein des associations luxembourgeoises</i>
Language	French
Translation of title in English	Integration of Young Volunteers within the Not for Profit Organisations of Luxembourg
Publishing House	<i>Agence du Bénévolat</i>
Year	2007
Short summary (2-3 sentences)	Enquiry to verify if the not for profit organisations of Luxembourg need young people. Information about the other expectations of the not for profit organisations was also gathered.

Research publication 2 - 2006

Author	<i>Ministère de la Famille et de l'Intégration</i>
Title	<i>Le bénévolat des jeunes au Luxembourg</i>
Language	French
Translation of title in English	Volunteering of Young People in Luxembourg
Publishing House	<i>Ministère de la Famille et de l'Intégration</i>
Year	2006
Short summary (2-3 sentences)	Report on the different possibilities offered to young people who want to volunteer.

Research publication 3 - 2006

Author	Christiane Meyers, Centre of Studies on the Situation of Youngsters in Europe (CESIJE)
Title	<i>Le bénévolat associatif des jeunes au Luxembourg</i>
Language	French
Translation of title in English	Associative Volunteering of Young People in Luxembourg
Publishing House	CESIJE
Year	2006
Short summary (2-3 sentences)	First, CESIJE interviewed experts in volunteering of young people, then work-groups with young people followed.

Research publication 4 - 2005

Author	<i>Cercle des ONG de Développement</i>
Title	<i>Synthèse de l'enquête qualitative sur le bénévolat au sein des ONG-D luxembourgeoises</i>
Language	French
Translation of title in English	Summary of the Qualitative Enquiry on Volunteering within the Luxembourg's ONG-D
Publishing House	<i>Cercle des ONG de Développement</i>
Year	2005
Short summary (2-3 sentences)	This enquiry was made to prepare a Volunteer Day. The results were discussed during working-meetings.

Research publication 5 - 2005

Author	<i>SESOPI-CI, Agence du Bénévolat</i>
Title	<i>Membres et bénévoles d'associations au Luxembourg</i>
Language	French
Translation of title in English	Members and Volunteers of Not for Profit Organisations in Luxembourg
Publishing House	<i>Agence du Bénévolat</i>
Year	2005
Short summary (2-3 sentences)	Report based on the European Social Survey, 2003. Different results concerning the engagement of people in not for profit organisations as members or volunteers and the relation with citizen's participation are described.

Research publication 6 - 2006

Author	<i>Conseil Supérieur du Bénévolat</i>
Title	<i>En avant les jeunes! Le bénévolat chez les jeunes</i>
Language	French
Translation of title in English	Go Ahead, Young People! Volunteering of Young People
Publishing House	<i>Conseil Supérieur du Bénévolat</i>
Year	2005
Short summary (2-3 sentences)	This document is written by young people and regroups recommendations and action-plans for political actors.

Research publication 7 - 2004

Author	<i>Commission Régionale Sar-Lor-Lux-Trèves</i>
Title	<i>Le bénévolat et le travail volontaire dans la Grande-Région. Résultats du premier JugendForum Jeunesse du 26-28 novembre 2004 à Welschbillig</i>
Language	French, German
Translation of title in English	Volunteering in the Greater Region. Results of the First Conference for Young People on 26-28 November 2004
Publishing House	<i>Commission Régionale Sar-Lor-Lux-Trèves</i>
Year	2004
Short summary (2-3 sentences)	Results of an exchange of young people from the border area (Germany, France, Belgium, Luxembourg). Three aspects were developed: the motivation; the execution of projects; the political and social impact of volunteering.

Research publication 8 - 2004

Author	Paul Estgen, SESOPI-CI
Title	<i>Le bénévolat: un chemin de participation citoyenne vers l'intégration?</i>
Language	French
Translation of title in English	Volunteering: a Way of Citizen's Participation to Integration
Publishing House	SESOPI-CI
Year	2004
Short summary (2-3 sentences)	A philosophical report about the connection between integration, citizen's participation and volunteering.

Research publication 9 - 2003

Author	Sylviane Breulheid, Anne-Sophie Genevois, CEPS/INSTEAD
Title	<i>Vivre au Luxembourg. Chroniques de l'enquête PSELL-3/2003. Bénévolat, activités sportives et artistiques: des pratiques encore timides</i>
Language	French
Translation of title in English	Living in Luxembourg. Enquiry PSELL-3/2003. Volunteering, Sport and Cultural Activities: Practices to be Developed
Publishing House	<i>Centre d'Etudes de Populations, de Pauvreté et de Politiques Socio-Economique / International Network for Studies in Technology, Environment, Alternatives, Development CEPS/INSTEAD</i> the political and social impact of volunteering.
Year	2003
Short summary (2-3 sentences)	PSELL-3/Social Economic Panel. Living in Luxembourg is a representative enquiry on 9,500 persons, aimed at describing the profile of the people that do volunteer activities, of those who organise sport and cultural activities, and the proportion of people that carry on volunteering activities.

Research publication 10 - 2001

Author	<i>Commission Luxembourgeoise Justice et Paix</i>
Title	<i>Le bénévolat au Luxembourg: une analyse sociologique</i>
Language	French
Translation of title in English	Volunteering in Luxembourg
Publishing House	<i>Commission Luxembourgeoise Justice et Paix</i>
Year	2001
Short summary (2-3 sentences)	Sociological analysis of volunteering in Luxembourg based on the European Values Study (EVS).

Research publication 11 - 1998

Author	Blandine Lejealle, CEPS/INSTEAD
Title	<i>Le travail bénévole au Luxembourg</i>
Language	French
Translation of title in English	Volunteering Work in Luxembourg
Publishing House	IGSS, STATEC
Year	1998
Short summary (2-3 sentences)	Analysis of volunteering in Luxembourg.

2 ECONOMIC AND STATISTICAL INDICATORS

According to the partner centre Luxembourg Volunteering Agency, which followed the research at the national level, there seems to be no information that would allow a discussion on the economic and statistical indicators on the not for profit sector in Luxembourg. According to our partner centre, economic and statistical indicators refer to the service sector that includes also private entities; therefore, it is hard to separate information offered by the national indicators. Furthermore, research on volunteering seems to focus more on qualitative aspects than on statistical indicators.

2.1 FINANCIAL AND HUMAN RESOURCES

There are no information concerning financial resources²⁴, apart from funding sources already discussed in the report.

As for human resources, data are provided by a 2005 article and a 2001 study on volunteering in Luxembourg.

As stated before, in 2003, 21% of the population of Luxembourg (23% of males and 19% of women) carried on volunteering activities. Volunteering seems to be more common among people aged between 50 and 64 years old: 25% against 20% for people under 50 and over 64 years old. Volunteering increases with the educational level. Therefore, only 15% of people with a secondary school qualification declare taking on volunteering, while the percentage is higher among people with high school diploma (23%) and people with Bachelor Degree (31%). Also, volunteering seems to occur more frequently among Luxembourg nationals (27%) rather than among immigrants (20%). However, among immigrants, Germans seem to be more involved in volunteering activities (20% of the residents of German ori-

gin in Luxembourg carry on volunteering activities) than residents of French, Belgian and Italian origin (only 13% of them declare to practice volunteering activities).²⁵

2.2 FIELDS OF ACTIVITY

With regards to the fields of activity, volunteering seems to be more frequent in the cultural field (5% of people that carry on volunteering activities in 2001), sports (4.3% of the people that carry on volunteering activities in 2001) and social field (3.9% of people carrying on volunteering activities in 2001). On the contrary, volunteering occurs less in the environment field (0.8% of volunteers in 2001), civil protection (1.3% of volunteers in 2001) and the religious one (1,7%). In 2001, 2.4% of volunteers carry on activities in other fields such as scouting, associations for youngsters, professional organisations, etc.²⁶

2.3 FUNDING

Not for profit organisations can receive funding from the government, on the basis of conventions signed between the not for profit organisations and the respective ministry. There is not a fixed grant; it varies from one organisation to another on the basis of the budget allocated to the respective sector, the priority of policies and programs. In addition, not for profit organisations can receive grants also from communes. However, grants are not regulated by a law or other provision.

Besides funding from public sources, not for profit organisations can receive funding also from the private sector through donations or projects financed by private companies.

²⁴Agence du Bénévolat au Luxembourg.

²⁵Breulheid S., Genevois A.S., "Bénévolat, activités sportives et artistiques: des pratiques encore timides", *Vivre au Luxembourg. Chroniques de l'enquête PSELL-3/2003*, No.5, Luxembourg, CEPS/INSTEAD, 2005, p.1.

²⁶CEPS/INSTEAD, "Le travail bénévole au Luxembourg en 2001", *Population & Emploi*, No.2, Luxembourg, IGSS, STATEC, 2002.

2.4 GROWTH TRENDS

There is no record of the growth trends of not for profit organisations in Luxembourg.²⁷

However, the 2005 article *Bénévolat, activités sportives et artistiques: des pratiques encore timides*²⁸ offers us some information on the development trends of volunteering activity in Luxembourg. According to 2005 data, volunteering activity in Luxembourg seems to have registered an increasing tendency from 1997 to 2001, which was followed by a decreasing one during 2001 and 2005. Therefore, volunteering activity passed from 25% in 1997 to 30% in 2001 and further on decreased to 21% in 2003. Furthermore, only 76% of the 21% that declared carrying on volunteering activities used to do it regularly. Between 1997, 2001 and 2003, some differences were registered also with regards to the gender of the persons carrying on volunteering activities. If there was almost no difference in the gender of the persons carrying on volunteering activities between 1997 and 2001, in 2003 there seemed to be an increase of volunteering activities carried by men (23%) compared to those practiced by women (19%).²⁹

3 OF VOLUNTEERS AND ORGANISATIONS (INTERVIEWS)

3.1 MOTIVATIONS AND BARRIERS

Interviewed representatives of the volunteering sector sustain that motivations for volunteering are different from one field to another. For instance, volunteering as a scout or carrying out volunteering activities in the sports or artistic field have to do with people's desire

of getting together, of knowing new people and of practising somehow their hobbies. One could say that generally in these fields motivations are much more individualistic (refer to a person's wish of fulfilling some of his/her passions), while in other fields such as social field or civil protection motivations are much more altruistic and regard especially people's desire of helping others (solidarity). Furthermore, in fields such as cooperation for development motivations might be connected also to the wish, especially of youngsters, of acquiring work experience and getting training that they can later use for entering the labour market.

"It depends on the field in which people get involved. Indeed, for certain people, such as young scouts, the motivation is to be together, to have fun; for the others, as the civil protection, it's the will to help others and the possibility to acquire training. It allows, for example, some students in medicine to have a practice for their future job."

According to a 2001 enquiry on the volunteers' motivations in Luxembourg:

- 29.4% of the volunteers were motivated by the desire of doing something useful for society and for the others.
- 7.8% were motivated by solidarity towards suffering or sick people.
- 3.9% considered volunteering as a duty towards society.
- 3.7% were motivated by the desire of using their competences and experience.
- 5.7% took on volunteering for defending a cause.
- 11% were motivated by the need to occupy their spare time.
- 8.1% took on volunteering for knowing new people.
- 27.3% took on volunteering for their own personal fulfilment.
- 0.5% were motivated by the opportunity of learning new things.
- 1.2% did not have a precise motivation.³⁰

²⁷Luxembourg partner centre, Volunteering Agency.

²⁸www.statistiques.public.lu/fr/publications/thematiques/VieSociale/Vivre_au_Luxembourg/2005/5_2005/PDF_Vivre_5_2005.pdf

²⁹Breulheid S., Genevois A.S., op.cit.

³⁰Lejealle B., Le travail bénévole au Luxembourg, Luxembourg, CEPS/INSTEAD, IGSS, STATEC, 2001, p.7.

It seems that the lack of time represents the main barrier. Contemporary society imposes frenetic working rhythms. Therefore, little time is left for other activities. The education level is another barrier. People must have a certain level of education for understanding the role and relevance of volunteering, but also for practicing volunteering in certain fields such as for instance cooperation for development or migrants' integration where specific knowledge is required. Another barrier might consist in bad experiences with volunteering associations.

"Volunteering is a matter of time, whether a person has the time to work as a volunteer. [...] It is also necessary to feel satisfaction in volunteering and not to see it only as a burden to carry. This once again is part of our education."

"People don't have time. For example, students don't have time to do volunteering, because their formation is becoming longer; that's why the 'true volunteering' will decrease."

"And then, there are people who lived bad experiences as volunteers and do not wish to continue doing it."

3.2 NEEDS AND CHALLENGES

Interviewed representatives of the volunteering sector underline that one of the main challenges for the future of volunteering regards the lack of time to put at the disposal of community and civil society. Today there are less and less people who volunteer due to the lack of time, as mentioned before. Therefore, volunteering has to develop new communication and promotion methods in order to get people aware of the volunteers' role in society.

"Due to people's mentality changes and to the lack of time, it is becoming more difficult to find people who involve themselves on the long term and not only for one project or for a short term. Jobs with night hours were more frequent in the past and gave the opportunity to people to be present, to have time for volunteering and help the others whereas now things have changed."

Another challenge regards the relation between volunteers and professionals. As underlined previously in this report, the develop-

ment of the volunteering sector brought about an increasing request of volunteers, in particular, professionalised volunteers, who are difficult to get involved. In this context, it seems that the government of Luxembourg is analyzing the possibility of introducing a series of rights for volunteers, such as pension, that could increase the participation of more people in general and, in particular, more specialised ones. However, these measures are quite controversial among interviewed representatives and, while some agree, others consider them as the end of volunteering, which should be based only on solidarity and desire to help the others.

"It is difficult to find people who involve themselves to give training courses, to make interventions or permanencies. The involvement of managers has to increase and thinking on remunerated volunteering in the future will be inevitable."

"The state takes into account that something has to be done for volunteers. Some papers talk about measures at the pension level. If it becomes a paid activity, it will be almost the end."

Another challenge that volunteering has to face, and at the same time a future role, has to do with the integration of migrants. Each year the number of immigrants is increasing and with it also the number of cross-border workers. Therefore, one challenge and role is represented by the integration of these immigrants into society. The volunteering sector has to answer to questions such as how to integrate immigrants in the civil and political life of the country, how to be there for them and how to listen to them.

Interviews of the representatives of the volunteering sector show that the most important need of volunteering organisations in Luxembourg regards the human resources aspect. On the one hand, interviewed representatives emphasise that volunteers are not eager to take on managerial responsibilities inside the organisations or they offer to cover this positions only for a short time; on the other hand, there is the problem of attracting professionalised volunteers that, besides time and motivation, should also have specific competences and knowledge.

"The most important need regards essentially managerial staff. There is a lack of presidents and treasurers everywhere because of a

certain fear of responsibilities. People are ready to enlist in specific actions only for short time periods.”

“There is a need of volunteers that take on management posts and it is very difficult to find such volunteers.”

“To be volunteer is not a guarantee of efficiency and skills. Volunteering in the field of development cooperation because of an interest in helping poor people from other countries is not enough. Volunteers’ professionalism is a way to improve the quality of the tasks performed. Therefore, volunteers need to have both time and motivation and specific skills.”

In addition, volunteering organisations also need to be recognised by both society and public bodies as important contributors to the development of Luxembourgish society.

“The needs can be of different types: the need to be recognised, the need to promote volunteering, etc.”

The greatest difficulties of volunteering organisations in Luxem-

bourg refer to recruiting new volunteers for management positions as well as for other tasks. Furthermore, interviewed representatives underline, as already mentioned, that it is difficult to attract professionalised volunteers for both high responsibility tasks and other activities that require specific knowledge. In addition, interviewed representatives emphasise that often people volunteer only for short periods and sometimes investing in human resources turns out to be somewhat a loss for the organisation.

“The greatest difficulties we encounter are related to recruiting people to management positions. The investment in terms of time and money professionalising volunteers is subject to the incertitude regarding their involvement in the long term.”

Another difficulty relates to the fulfilment of the administrative tasks that require specific competences and lots of time to dedicate to.

“On the administrative level, we encounter some difficulties due to the lack of time to devote to this part of work.”

Representation and coordination bodies

VOLUNTEERING ACROSS EUROPE

1 CONSULTING BODIES

1.1 HIGH COUNCIL FOR VOLUNTEERING - *Conseil Supérieur du Bénévolat*

The only consultation body is the High Council for Volunteering. The High Council for Volunteering was created on proposal of the Ministry of Family, Social Solidarity and Youth, as a consequence of the outcome of the initiatives developed in the framework of the International Year of Volunteers 2001.

The mission of the Council is:

- To offer information on governmental measures for the development of volunteering in Luxembourg.
- To advise the political decision-makers on national and local level with regards to their initiatives of promotion and support of the volunteering sector.
- To promote recognition, support and the coordination of the initiatives centred on volunteering.
- To develop initiatives and measures for the development of the volunteering sector.
- To promote initiatives such as the Volunteering Agency and to follow its evolution.
- To promote projects of regional, national and international exchanges of volunteers of all ages.

The High Council for Volunteering is composed by thirty members, who are appointed by governmental decree (the mandate can be renewed for 5 years). Fifteen organisations (*Action Catholique des Femmes du Luxembourg; Amicale des Personnes Retraitées, Âgées ou Solitaires Asbl Luxembourg; Centre d'Etudes de Populations, de Pauvreté et de Politiques Socio-Economiques; Comité de Liaison et d'Action des Étrangers; Comité Olympique et Sportif Luxembourgeois; Confédération Caritas Luxembourg; Conférence Générale de la Jeunesse Luxembourg; Croix-Rouge Luxembourg; Fédération Nationale des Corps de Sapeurs-Pompiers du Grand-Duché de Luxembourg; Foyer de la Femme; Ligue Luxembourgeoise du Coin de Terre et du Foyer; Groupement des Associations et Fédérations Scouts-Guides du Luxembourg; Ministère de la Famille et de l'Intégration; Service National de la Protection Civile; Union Grand-Duc Adolphe*) have the right to appoint one representative to the board of the High Council for Volunteering, while the other fifteen members are elected on the basis of their work in the volunteering field. Every change has to be acknowledged by a governmental decree.

2 FEDERATIONS AND CONFEDERATIONS

In Luxembourg, there are some important federations and confederations such as: Luxembourg Caritas Confede-

ration, Firemen Federation, Scouts Federation, Luxembourg Platform of Development NGOs (*Cercle de Coopération des ONG de Développement*), Liaison Committee of Migrants Associations (*Comité de Liaison des Associations d'Étrangers* - CLAE), Luxembourgian Olympic and Sporting Committee (*Comité Olympique et Sportif Luxembourgeois* - COSL), etc. Their general aim is to represent the member organisations in the dialogue with other organisations and with public bodies, to organise training for and to support the activities of their member organisations.

3 NETWORKING (INTERVIEWS)

Cooperation with other organisations is considered essential for the development of the volunteering sector as it allows an exchange

of ideas and experience. Furthermore, cooperation with international organisations offers volunteering organisations of Luxembourg the opportunity to learn from better-organised countries.

"To work with other organisations is very enriching because of the exchange of ideas."

"Cooperation with other organisations or federations throughout the European Union, such as France, Belgium or Germany, is very interesting."

Support bodies

1 SUPPORT MEASURES (QUESTIONNAIRES AND INTERVIEWS)

With the International Year of Volunteers 2001, volunteering has been taken seriously into consideration by the public authorities and some measures (for example, the creation of the Volunteering Agency and of the Council of Volunteering, the creation of the Youth Volunteering Card Team K8, the publication of the Charter of Volunteering, etc.) have been implemented for supporting the development of the sector.

However, representatives of the volunteering sector underline that in some sectors, such as the cultural one, these measures are not enough for the support of volunteering and others should be implemented, for example, more support structures, incentives for volunteering, etc.

"Since 2001, volunteering has started to be considered an important sector in Luxembourg, but there is a lot of work to do."

"All new measures and initiatives for support to volunteering are welcomed."

"Support structures both for project management and for policy dialogue are bitterly needed in some sectors (migration, culture)."

"The existing measures are not important enough, both in financial and human resources, to lead our objectives in a good way. There is a need of more human and financial resources."

Generally, it seems that support measures implemented by the government of Luxembourg are appreciated by the volunteering sector. Representatives of the volunteering sector highlight the importance of measures such as financial grants awarded by the government, the introduction of certain rights for young volunteers, which should be extended in the future also to volunteers over 26, etc. and the political will to develop the volunteering sector, which stands at the basis of these measures.

"There is a political will."

"I think that, compared to others countries, we have a lot of things because our government encourage the development of volunteering by some subsidies (grants)."

"Some efforts have been made by the government by creating different working groups on volunteering."

"The framework designed for the volunteering sector functions very well."

However, it is underlined that the actual support measures need to be completed by others aimed at solving problems such as that of human resources.

"However, both the university and the High Council of Volunteering must examine more closely the situation of volunteering in Luxembourg in order to see what is to be improved."

Furthermore, it is emphasised that there is still room for measures aimed at increasing the recognition of the volunteering sector as a relevant contributor to the economic development of the Luxembourg society by all public bodies.

"Despite the creation of the Volunteering Agency, there is insufficient recognition from the government."

Interviewed representatives of the volunteering sector sustain that for support measures to be increased and continuous, the vision on volunteering should change. Volunteering should not be considered only a private activity that one does because he/she likes to help the others, but an integrant part of the economy of Luxembourg and therefore should receive the same support as other sectors of the Luxembourgish economy.

"We must have a vision that considers volunteer work not only as the little, the very little cousin of the paid work and real economy. We must consider the volunteer engagement as an economic sphere that is as important as the paid economy. So it needs as much attention and support as this last one. And this support should come

from political structures either at the national or at the local level."

According to the interviewed representatives of the volunteering sector, support might be translated into:

- Measures for increasing the recognition of the volunteering role: public events, public awareness campaigns, education for volunteering, classes on the importance of volunteering, etc.
- More financial resources.
- Better infrastructure: more public support centres for volunteering, favourable legislation, more trained human resources that activate within the Volunteering Agency, etc.
- Political awareness of the importance of putting the development of the volunteering sector on the present and future political agenda.
- *"Volunteering can be supported through better advertisement, mass media awareness campaigns, education for volunteering."*
- *"As much attention and support as remunerated economy."*
- *"More subsidies are necessary for the development of the volunteering sector."*

Furthermore, an important aspect that has to be considered when speaking of measures for the support of the volunteering sector regards support for the integration of immigrants into the volunteering sector. A high percentage of the Luxembourg residents is made of immigrants, whose participation level to volunteering activities is much more limited than that of the Luxembourg population. Representatives underline the need of putting into place measures to support the involvement of such persons into volunteering activities. This might mean more awareness campaigns on the relevance of volunteering for the development of society specially addressed to immigrant population, more funds for training immigrant volunteers that do not have the necessary language skills or other professional skills, etc.

"What's missing in Luxembourg is that the volunteer activity concerns only the citizens of Luxembourg. If we look at the demography of Luxembourg, there are 40% of immigrants; as a result, there

is a cultural diversity that creates some parallel societies. The problem with these societies is that there are few chances that you pass from one world to the other, because you don't have the corresponding nationality and cultural background. So it is difficult for some immigrants to move to typical Luxembourg associations and vice versa. This is a real problem and I don't know if it is taken into account at the highest political spheres concerning volunteering. There should be some kind of support for immigrants' integration into the Luxembourgish volunteering environment."

2 VOLUNTEER SUPPORT CENTRES

As stated before, with the International Year of Volunteers 2001, the government supported the creation of a volunteering infrastructure. Therefore, the Volunteering Agency was put in place with the aim to support volunteering organisations and to promote initiatives for the development of volunteering in Luxembourg. The Volunteering Agency is the only national volunteering support centre. The Agency is managed by the Association of Volunteering, and finances its activities entirely from governmental funds. The staff of the Agency is made of 4 part time employees, supported in their work by 18 volunteers.

Within the Volunteering Agency, the Centre of Resources and Competences for Volunteering (*Centre des Ressources et des Compétences du Bénévolat*) functions. The Centre offers juridical advice to not for profit organisations, mediates conflicts inside/between not for profit organisations, assists not for profit organisations in the management and administration activities of the organisation as well as in the communication and audit activities if requested. Furthermore, it organises exchanges of volunteers, the Volunteering Fair and different forums of discussion on volunteering (informal training) as well as formal training courses. In addition, considering the difficult situation of refugees in Luxembourg, the Centre offers a special support to organisations active in this field.³¹

In 2008, the activities of the Volunteering Agency consisted in:

- Offering information and orienting volunteers: the Agency answered to 616 requests of potential volunteers.
- Offering juridical information to not for profit organisations.
- Mediating conflicts inside or between not for profit organisations.
- Organising conferences (Volunteering and Intercultural Dialogue, in association with the European Volunteer Centre; *Vereinigungen: Aussterben oder neue Dynamik*, with the participation of Mr. Klaus Doppler) and the Volunteering Fair.
- Training for the organisations registered with the Agency (for example, How to Recruit and Manage Employees and Volunteers, organised on 12th and 13th December 2008).
- Participation to the meetings of the High Council of Volunteering.
- Participation to international events, such as the meetings of vo-

lunteer centres from bordering areas (France, Belgium, Germany and Luxembourg).

- Organisation of campaigns, such as the one regarding the Volunteering Card Team K8.
- Collaborating with the Ministry of Family and Social Integration for the development of the national website www.benevolat.public.lu, officially launched in March 2009.

In 2008, the Agency answered to 387 requests of support received from not for profit organisations and to 31 cooperation proposals received from private companies, which carry on activities in the field of social corporate responsibility. Furthermore, in 2008 the Agency created a Supervision Group for both volunteer managers within the registered organisations and volunteers.

Focus on support bodies

(Questionnaires)

Luxembourg Volunteering Agency

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The Volunteering Agency was created in 2002 as a direct consequence of the importance acknowledged to volunteering after the International Year of Volunteers 2001. Financially, the Agency is sustained entirely by the Ministry of Family and Social Integration. However, it is managed by the Luxembourg Volunteering Association (*Association du Bénévolat Luxembourg a.s.b.l.*).

The Luxembourg Volunteering Association aims at the promotion of volunteering initiatives in the humanitarian field. It carries out this objective in particular through setting up and running the Volunteering Agency.

The Volunteering Agency is the only volunteering support centre in the country. Its mission is:

- To welcome, to inform and to direct volunteers of all ages and all nationalities.
- To train, within the framework of its objectives, the volunteers of the organisations registered with the Agency.
- To serve as an interface between volunteers and organisations working in the humanitarian field.
- To support volunteer associations offering them, for example, a platform for the exchange of information and training; this objective is carried out through the management of a Competences and Resources Centre within the Agency.
- To organise debates, forums, conferences and awareness campaigns in order to create a social environment, which encourages volunteering (Competences and Resources Centre).

It wholeheartedly welcomes any volunteer as a member of the team; gives him/her clear information about the association and its objective and how it operates; entrusts volunteers with activities that are in keeping with their skills, availability and priorities; ensures that there is no encroachment upon the clearly defined tasks entrusted to each person; makes certain that the volunteer is able to perform his/her duties in an appropriate environment; provides volunteers with adequate supervision and, if appropriate, offers them training; provides adequate insurance to volunteers; reimburses the incurred expenses in situations where it is necessary to enable everyone to be in a position to make a commitment to voluntary work.

One of the most important achievements regards the creation and management of the Competences and Resources Centres. Other achievements regard the organisation of the Volunteering Fair and of different forums of discussion on volunteering. Furthermore, in 2008 the Volunteering Agency introduced two new services: a mediation service addressed to all volunteering organisations that face conflicts inside the organisation and another one consisting in the creation of a Supervision Group for both volunteers and managers of volunteers.

Member of

- CEV-The European Volunteer Centre.
- BAGFA-Bundesarbeitsgemeinschaft der Freiwilligenagenturen (Federation of Volunteering Agencies, Germany).

QUESTIONNAIRES

Luxembourg Volunteering Agency

▪ Territory covered	Luxembourg	
▪ Volunteers	5	
▪ Staff	2 part time for volunteering support activities	
▪ Volunteering support activities	CONSULTING AND ASSISTANCE	Fiscal and administrative Insurance Legal Project writing and presentation to bids Training Events organisations Communication
	TRAINING	Courses Individual classes and seminars
	INFORMATION AND DOCUMENTATION	Books, manuals and booklets videos
	COMMUNICATION	Periodicals publication and newsletters Press release Creation of special communication events Presence in local and national newspapers
	PROMOTIONAL ACTIVITIES	Promotional campaigns on mass media Public events Meetings and conferences Publications Festival, expositions and fairs

Luxembourg Women's Catholic Action

[CONTACT]

Action Catholique des Femmes au Luxembourg

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Luxembourg Women's Catholic Action (ACFL) was created inside the Church of Luxembourg. The Association has a national office in the city of Luxembourg and is represented at local level in 14 deaneries.

The aim of ACFL is to promote the presence, participation and co-responsibilities of Catholic women in society and church in order to enable them to fulfil their mission. Furthermore, the aim of the association is to develop religious, cultural, educational and consulting activities in order to contribute to the development of the Christian spirit in society.

Its activities include studies, religious education, advice on gender equality and the organisation of charity bazaars and other religious activities.

One of its main achievements is the management of a project focusing on building schools in underdeveloped and developing countries such as Brazil, Burundi, Malawi, Peru.

Member of

- MMM - *Mouvement Mondial des Mères* (World Movement of Mothers).
- UMOFC - *Union Mondiale des Organisations Catholiques Féminines* (WUCWO-World Union of Catholic Women's Organisations).

QUESTIONNAIRES

Luxembourg Women's Catholic Action

▪ Territory covered	Luxembourg	
▪ Volunteers	33	
▪ Staff	2 full time for other activities	
▪ Activities	SOCIAL ASSISTANCE	Listening Home assistance Promotion of temporary custody Research, studies, documentation
	CULTURE AND CULTURAL GOODS	Social cultural animation Cultural promotion Care for cultural sites
	CITIZENS' RIGHTS AND TUTELAGE	Civil rights Religious Orientation, promotion and Animation
▪ Volunteering support activities	PROMOTIONAL ACTIVITIES	Meetings and conferences Philanthropic events Festivals, Expositions, and fairs Publications
	CONSULTING AND ASSISTANCE	Communication
	TRAINING	Courses, with or without stage
	INFORMATION AND DOCUMENTATION	Books, manuals and booklets Magazine and periodicals
	COMMUNICATION	Presence in local and national newspapers Periodical publications or newsletters Own website (www.acfl.lu)

Luxembourg Agency for Cultural Action

[CONTACT]

Agence Luxembourgeoise d'Action Culturelle

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Luxembourg was the first city to hold the European City of Culture (ECOC) title in 1995, with the theme European City of All Cultures. This event gave a dynamic impulse to the cultural landscape of the Grand Duchy of Luxembourg. In the wake of 1995, Luxembourg embarked on an extensive program of cultural infrastructure development. The Agency for Cultural Action was created in 1996 in this context.

The Luxembourg Agency for Cultural Action is a resource centre for culture, active in 4 fields:

- Mediation and counselling for project organisers.
- Cultural events, such as the organisation of cultural events on request of certain ministries or the city of Luxembourg.
- Creation of tools for the cultural sector.
- Information and advice for cultural operators with regards to transnational projects.

According to the statutes, currently under revision, the mission and goals of the association are:

- To focus on "alternative culture", i.e. grass root organisations which need professional help to run their projects.
- To focus on interregional co-operation in the so-called Greater Region: Lorraine (France), Wallonia (Belgium), Rheinland-Pfalz-Saar (Germany).
- To develop synergies between the City of Luxembourg and the government, in view of having been nominated European City of All Cultures (1995) and European Capital of Culture (2007).
- To support initiatives for the attractiveness of the City of Luxembourg.
- To support the setting up of cultural infrastructure and circulate information through the organisation of cultural events.
- To set up a documentation centre for artists on mobility opportunities abroad.
- To be an interface structure between cultural actors, such as ministries, and associations, cultural centres abroad and cultural institutions in Luxembourg.
- To provide advice to organisers of events in their relationship with authorities.
- To develop relationships between artists, cultural actors and potential sponsors, in particular through a project fair, and in general contribute to the development of cultural sponsorship.

Its activities include:

- The organisation of cultural events on behalf of the City of Luxembourg and the government.
- Setting up and management of tools for the cultural sector: National Ticket Point, Cultural Portal for the Greater Region of Luxembourg.
- Offering advice and assistance to cultural operators.
- Managing the EU cultural contact point.

Among its achievements there are the setting up and management of the National Ticket Point www.luxembourgticket.lu; the creation and management of the Cultural Portal of the Greater Region www.plurio.net; the development of practical tools for project organisers.

Member of

- *Action Europe et Pépinières des Jeunes* (Europe Action and Nurseries of the Young).
- European Policy Network and European Mobility Promotion.

QUESTIONNAIRES

Luxembourg Agency for Cultural Action

<p>▪ Territory covered</p>	<p>Luxembourg (national level) Greater Region (Luxembourg, French Lorraine, German Lander of Saarland and Rhineland-Palatine, Wallonia) City of Luxembourg</p>	
<p>▪ Staff</p>	<p>1 full time for volunteer support activities 3 full time and 2 part time for other activities</p>	
<p>▪ Activities</p>	<p>CULTURE AND CULTURAL GOODS</p>	<p>Social cultural animation Search for cultural funding</p>
<p>▪ Volunteering support activities</p>	<p>PROMOTIONAL ACTIVITIES</p>	<p>Cultural events Festivals, expositions, fairs Public events</p>
	<p>CONSULTING AND ASSISTANCE</p>	<p>Project writing and presentations to bids Access to European funds Management Mediation with European contacts Events organisation</p>
	<p>INFORMATION & DOCUMENTATION</p>	<p>Books, manuals, booklets Management of the National Ticket Point</p>
	<p>COMMUNICATION</p>	<p>Creation and management of the Cultural Portal of the Greater Region www.plurio.net Press release</p>

Petange Fireman Division

[CONTACT]

Service d'Incendie et de Sauvetage du Petange

Petange Firemen Division

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www.pompjeesverband.lu

The Petange Firemen Division is part of the National Federation of Luxembourg Firemen, which is constituted by several structures in the country:

- A High Council for the Fire Rescue Service, which depends on the Ministry of Internal Affairs.
- 18 central committees.
- 13 district federations.
- 185 local federations and 13 local inspectors.

Its mission consists in assuring a continuous fire rescue service and in participating to other activities, such as sport events and cultural manifestations, on request of other public bodies.

Activities are both technical and fires interventions. In 2007, 14,360 interventions were realised in the whole country, of which 12,091 were technical interventions.

The corps throughout the country realises others activities such as sport events, young firemen demonstration, theoretical and practical instructions, prevention against fire.

The fire rescue service of the township of Petange counted more than 529 activities during 2007.

Among its main achievements there are the humanitarian actions of the corps of Petange (www.siscp.lu)

QUESTIONNAIRES

Petange Fireman Division

▪ Territory covered	Esch-sur-Alzette Luxembourg	
▪ Volunteers	Yes	
▪ Staff	None	
▪ Activities	ENVIRONMENT - NATURE - ANIMALS	Intervention for the protection of the environment
	CULTURE AND CULTURAL GOODS	Training
	SPORTS	Promotion of sports practice
	CIVIL PROTECTION	Prevention and/or fire fighting Prevention/assistance in case of natural disasters
▪ Volunteering support activities	PROMOTIONAL ACTIVITIES	Sports events
	INFORMATION AND DOCUMENTATION	Information office
	COMMUNICATION	Presence in local and national newspapers Periodical publications or newsletters Own web site

SOS Distress

[CONTACT]

Sos Détresse

SOS Distress

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Sos Détresse is a not for profit organisation which helps people through a phone listening service. Created in 1975, it helps people in all form of distress.

Its mission is to offer help to depressed persons or to those who are going through a crisis period; help is offered through a phone listening service.

Its activities include phone listening, volunteers' training and media campaigns to highlight the importance of maintaining good mental health.

Among its main achievements there is the growth of volunteers who become active part of the working team, having the creation of a multicultural and multilingual team, including volunteers, and a website in three languages.

Member of IFOTES-International Federation of Telephonic Emergency Services

QUESTIONNAIRES

SOS Distress

▪ Territory covered	Luxembourg	
▪ Volunteers	45	
▪ Staff	1 full time and 1 part time for volunteer support activities 2 part time for other activities	
▪ Activities	SOCIAL ASSISTANCE	Call centre and phone help
▪ Volunteering support activities	COMMUNICATION	Presence on other media

1 PUBLIC INCENTIVES

VOLUNTEERING ACROSS EUROPE

With the International Year of Volunteers 2001, the government acknowledged the importance of volunteering for the development of social integration and cohesion in Luxembourg and encouraged through funding the development of volunteering infrastructure³².

Furthermore, the Ministry of Family and Social Integration developed a series of information and awareness campaigns for the promotion of volunteering, such as the 2007 campaign addressed to young people aimed at showing, through a DVD, a book and a text message campaign, the benefits of volunteering and encouraging them to take on volunteering activities.

In addition, the Ministry of Family and Social Integration developed the Volunteering Card “Team K8” addressed to the young aged between 14 and 26 who carry on volunteering activities within an organisation in full respect of the Charter of Volunteering. The card not only offers a public recognition of volunteers, but also entitles them to some discounts.

The Ministry of Family and Social Integration supports the organisation of numerous conferences on volunteering and international events on the occasion of the International day of Volunteering.

2 CIVIL SOCIETY INITIATIVES

Some of the most important initiatives at national level regard the realisation of the “Social Days” (*Journées Sociales*) which are promoted by the third sector together with private companies. The Institute of Social Patronage (*Institut de Mecenat Social*) is a not for profit organisation made of enterprises that promote corporate social responsibility through, for instance, the organisation of Social Days. During these special days, companies encourage their employees to carry one voluntary work in the framework of a project financed by the company and managed by a not for profit organisation.

The Volunteering Agency, managed by a not for profit association, develops a lot of events for the promotion of volunteering such as the Volunteering Fair, where volunteering associations promote their projects and attract new vo-

³²For further information, see chapter on infrastructure for volunteering.

lunteers. The Volunteering Agency also organises numerous information campaigns for the promotion of volunteering. In 2007, 50,000 flyers and 500 notices were distributed to volunteering associations, communes and other public institutions, information and awareness stands were put in place on several occasions, such as the Migration, Culture and Citizenship Festival, the Family Day, etc. to promote volunteering.

Another important initiative regards the volunteering website (www.benevolat.lu), which offers information on volunteering and is managed by the High Council for Volunteering, the Volunteering Agency and the government.

Other initiatives include the Volunteering Day, organised with the support of the Ministry of Family and Integration, conferences on volunteering, and other events.

3 ON INFRASTRUCTURE FOR VOLUNTEERING (INTERVIEWS AND QUESTIONNAIRES)

Representatives of questioned volunteering organisations emphasise that public incentives are offered by the government in the form of financial participation to certain volunteering activities in sectors such as social aid, development cooperation, family, if considered to be of extreme importance for society and if they correspond to the actual public policy priorities.

“Actually, the financial support depends completely from the Luxembourg government. For the moment, cooperation with public authorities is perfect. However, if the political area changes, the situation might not look good.”

However, representatives underline that, despite availability of public funding, the volunteering sector faces some infrastructure problems. These regard, on the one hand, an excess of bureaucracy and controls, especially when benefiting from public funds, on the other hand, the insufficiency of supporting structures for volunteering organisations. These two problems raise another question: the tension between volunteers and professionals in the volunteering sector.

In order to face audit controls, to create development and communication strategies or to manage complex projects and programs, volunteering organisations need professionals, who can either be employees or volunteers. However, representatives emphasise that it is rather difficult to find professional volunteers. Consequently, more training is needed for professionalising existing volunteers or incentives should be developed for attracting professionals into volunteering activities. Another solution might be the creation of more support bodies that could sustain volunteering organisations in fields where special competences are requested, such as communication, lobbying, project management, conflict mediation; this could have a great impact on the development of the volunteering sector in Luxembourg.

“One problem is the control practised by public services that is often unfavourable. Another problem might be the difficulties created by the tension between volunteers and professionals.”

“Support structures both for project management and for policy dialogue are bitterly needed in some sectors (migration, culture...). In larger countries, the different sectors such as self organisations, (federations, platforms) are better organised [...] and funded. Due to the small size of Luxembourg, such infrastructure is difficult to set up and we need specific support structures.”

“A work group has been created to think, together with the parts concerned, about the firemen's role. [...] If nothing is made, this sector will be entirely professionalised. It will be the only way to motivate people to get involved in it in the future. The question of pension advantage must be put on the table or, better said, at the top of the agenda.”

4 STRATEGIC GOALS

During the 2009 discussion forum “Volunteering: a Chance for Our Society?”, the Minister of Family and Integration, Marie-Josée Jacobs, acknowledged the importance of the volunteering sector: *“Without volunteering we should renounce to a lot of services. Voluntee-*

ring contributes to social integration and cohesion". Furthermore, the President of the High Council for Volunteering, Charles Bruck, emphasised the importance of adapting volunteering development strategies to the exigencies of modern society: *"Society has changed and with it also the volunteering concept. We have to adapt to these changes in order to give volunteering a chance in the future"*. During the forum, the Ministry of Family and Integration representatives announced that within the High Council for Volunteering had been created some work groups to elaborate strategies for the development of the volunteering sector. Such strategies regard, on the one hand, the accident insurance for volunteers, on the other hand, the creation of a Volunteering Card 26+, which should identify volunteers and offer them some special rights. The Minister of Family and Integration also underlined the need of a special strategy for the development of volunteering of people with disabilities.³³

5 EUROPEAN PERSPECTIVE (INTERVIEWS)

Interviewed representatives emphasise that exchanges with other organisations allow them to understand better how volunteering is organised in other countries. If compared with Luxembourg, it seems that in some countries, such as France or Germany, the volunteering sector is better organised and there are more support structures.

Some of the main stimuli for engaging in transnational projects are:

- The wish to understand better how the volunteering sector is organised in other countries and what are the problems in this field.
- The desire to create more complex projects with higher impacts.
- The development of mutual assistance between European volunteering organisations.

All interviewed representatives of the volunteering sector empha-

sised the importance of a European initiative for the development of the volunteering sector in all countries, including Luxembourg. The views on the European initiatives regard both the theory of the volunteering concept and infrastructure for volunteering, financial and physical one. Therefore, a European initiative might regard, on the one hand, research on the volunteering concept (definitions, ideas) and its structure (legislation, organisation, financial resources) in the European countries, completed by exchanges of experience, ideas and solutions to various problems. On the other hand, it might also regard financial and legislative support for the creation and reinforcement of the infrastructure for volunteering (European federations, confederations, support centres of volunteering organisations) at European level. Furthermore, it might also regard the organisation of international events gathering volunteering organisations around Europe and creating a platform for an exchange of ideas, experience and knowledge.

"Enriching our subject [...] I think that a European initiative should start with a socio-academic vision, namely, studies and prospects on volunteering in various countries. We should compare our views and enrich our discussions, because I think that they are very poor. Then, we could reflect and exchange views on support measures for volunteering in each country. We could push towards harmonisation, if we acknowledge its importance. Afterwards, all this could be brought to a very concrete level of associations, in almost all sectors, since we already have some European regulations and confederations. In our sector, we have a European confederation which touches as much the contents of our work as its form, and therefore the fact remains that we must reinforce our teams."

"A framework such as CEV is essential. It gives the opportunity to put together all the problems and find solutions, exchange experience. Furthermore, it has an important impact at the political level."

"The general assembly conference, organised on November 2008 is a good European initiative and should be repeated."

"The European initiative might regard the financial terms."

LIST OF PERSONS INTERVIEWED**Marie-Paule GRAUL-PLATZ**

Vice-president of ACFL (*Action Catholique du Femmes au Luxembourg*) and vice-president of the National Council of Luxembourg Women (*Conseil National des Femmes du Luxembourg*). She is also one of the members of the High Council for Volunteering and President of the Luxembourg Co-ordination of the European Women's Lobby (EWL).

Mike Mathias

Employee of the Development NGOs Cooperation Circle (*Cercle de Coopération des ONG de développement au Luxembourg a.s.b.l.*). He used to be a volunteer for a great number of associations and afterwards coordinator of Solidarity Action for the Third World (*Action Solidarité Tiers Monde – ASTM*).

Charles Bruck

Graduated in engineering, Brucks is a technical engineer within the Civil Protection and President of the High Council for Volun-

teering (*Conseil Supérieur du Bénévolat*). He has great experience in the volunteering field not only as a leader but also as a volunteer. He has been involved in volunteering since the age of sixteen.

Roger Mamer

Long experience in volunteering, not only as Vice-president of the High Council for Volunteering and member of the central committee of the UGDA (*Union Grand-Duc Adolphe*), but also as a volunteer: he used to be a volunteer helping people with disabilities. He is also an expert on the board of directors of the mutuality of UGDA, a society of mutual rescue.

Monica Pires

President of the training centre Lucien HUSS. A former volunteer of the Volunteering Agency and afterwards a member of APL (*Amitié Portugal-Luxembourg*) which is linked to the training centre Lucien Huss (*Centre de Formation Lucien Huss*).

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