



## Forum Basic Measurement Data Survey January-May 2019

### Report – June 2019

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## Forward

Forum Research, Practice, Policy and Learning Group (Forum RPPL Group) is delighted to release this report, which will be the first of a series of annual reports measuring the collective contribution of volunteering for development. It is a key way in which Forum is supporting the strategic priority of impact measurement, the importance of which is not only acknowledged by Forum but is a key theme, for example, of the UN Plan of Action to Integrate Volunteering into the 2030 Agenda.

Forum RPPL Group took on the challenge of collective measurement, drawing on a rich history of deep thinking and extensive work on this topic. This includes the [Forum Discussion Paper 2016 AKLHUE-Forum Trends Survey: Understanding the Patterns of Volunteering for Development. An Initial Baseline Survey of International Volunteer Cooperation Organisations](#),<sup>1</sup> as well as other measurement papers and sessions associated with the annual conference, IVCO.<sup>2</sup> These demonstrated to us:

- There is strong demand and enthusiasm for collective measurement amongst Forum members, acknowledgement of its benefits for individual organisations and for Forum as a network in demonstrating the value of volunteering for development. This most clearly came out at sessions at IVCO 2018 and 2017.
- Collective measurement is not without its challenges, with each organisation undertaking their own measurement and evaluations suited to their individual programmatic requirements and donor demands.
- Within Forum there is expertise to move these efforts forward as there are members who are leaders in research and practice and have the skills to find a way to overcome the challenges of this task.<sup>3</sup>

As this is the first survey report, it is focused within the Forum membership, looking at what information could be gathered across all members. Interesting results have been found which both add weight to, and challenge, conversations at the annual conference regarding trends in the sector. For example, one finding was that most volunteers come from the Global South (see [Duration and direction of placements](#)). It was also found that members do not just focus on international volunteers, with 53% also supporting national volunteers (see [National volunteer numbers](#)). Light is shed on key thematic areas of which there is currently limited understanding,

<sup>1</sup> Euler, Stein and Allum, [AKLHUE- Forum Trends Survey: Understanding the Patterns of Volunteering For Development](#), 2016. This represents an initial baseline survey of international cooperation organisations.

<sup>2</sup> For example, IVCO sub-theme papers have included the following: Chownes and Rath, “Measurement” (2017); Allum, “Why Measure and for Whose Benefit? Addressing the challenges of measuring the contribution of volunteering for development in a multiple stakeholder environment” (2016); Haddock and Devereux, “Documenting the Contribution of Volunteering to the SDGs - the challenges and opportunities of the universal SDGs for IVCOs and volunteer groups” (2015); Lough “Measuring and Conveying the Added Value of International Volunteering” (2013). All are available [here](#).

<sup>3</sup> This is demonstrated in the membership of the wider Forum Research, Policy and Practice and Learning group, and the sub group who supported this survey, which includes practitioners and researchers focused on measurement of volunteering for development including Cliff Allum (Consultant in International Development, Leadership and Management), Peter Devereux (Senior Research Officer, Curtin University), Odette McCarthy (Director of Uniterra Program), Erin MacLeod (researcher, teacher, writer and consultant) and Bonnie Learmonth (International Projects Coordinator, previous M&E for Australian Volunteers for International Development Program).

such as post-assignment support. This report also takes more steps forward on measurement of volunteer contribution to the SDGs.

It is anticipated that the 2020 report will be different, adapting to feedback and building on key lessons learned. Some strategic questions are posed to the Forum Board, and these will enable next steps. This is also an opportunity to pose some questions to members and interested sector partners.

#### *Reflections and questions for further discussion:*

The approach was different to the AKLHUE-Forum Trends Survey most notably in its attempt to reduce flexibility (in definitions and timing, for example) to a snapshot in time, in order to compare similar data across organisations. The survey focus was based on feedback at IVCO 2019, previous surveys and key concerns of the sector. A few things were surprising:

- Basic questions, such as those regarding numbers of volunteers sent could not be answered by everyone, indicating that the differences between data collection methods are perhaps larger than anticipated and maybe not suited to such a specific set of requirements.
- The ability of Forum members to respond across thematic areas (e.g. gender, education, age) varied significantly. If the goal is to tell a collective story with this data, there is a need to decide what the key elements of this story are, and all organisations might have to adapt and expand some of their data collection to contribute to this annual survey in a meaningful way.
- The response rate was not as high as expected, with 19 responses out of 30. This was a surprise given Forum members' widespread support of collective measurement.

#### *Key questions:*

- Within organisations, is collective measurement, and therefore a stronger collective 'voice' across the sector, something that is valued? Is it something that organisations would be willing to commit resources to?
- What support could be provided by Forum to enable organisations to better participate in collective measurement each year?
- What data should be collected to tell a collective story amongst volunteer sending organisations? Within each organisation, are there questions that are not being asked by this survey, but should be?

#### *An acknowledgement*

Forum would like to recognise the significant contribution made by Erin McLeod as a consultant to this project. In particular we thank Erin's for her work on the design and delivery of the survey, her analysis of the survey data and for writing this report.

## Introduction and Background

The International Forum for Volunteering in Development (Forum) is the most significant global network of International Volunteer Cooperation Organisations (IVCOs). Forum exists to share information, develop good practice and enhance cooperation across the international volunteering and development sectors. It promotes the value of volunteering for development through policy engagement, mutual learning and by sharing innovative and good practices.

One of the success indicators of Forum’s Strategy for 2016-2020 refers to ‘credible measurement, better documentation and greater recognition of the impact of volunteerism’.<sup>4</sup> The current environment is one of limited, albeit increasing, research into the impact of volunteering for development and increasing pressure to demonstrate, through data the outcomes and impacts of development efforts. Forum members and other IVCOs need to demonstrate to wider development sector colleagues, governments, partner organisations and volunteers themselves the unique and effective contributions volunteers make. This is being done by individual IVCOs, but bringing it to a collective, global scale will produce a powerful story that can be used internationally to demonstrate the impact of, and therefore generate support for, volunteering.

As a collective of organisations involved in volunteering, Forum has a role to play in creating this narrative. This is important for understanding the unique contribution of volunteering to development and the development outcomes and impact created by volunteering; as well as for informing policy and advocacy and for driving improvements in practices.

### From the AKLHUE-Forum Trends Survey to Basic Measurement Data Survey

In 2015-2016, AKLHUE, Unité and Forum came together to produce a ‘Trends Survey’. The data collected was from the period of 2013 to 2015, with the idea of making use of a 12 month survey period. Of the 25 organisations that took part in the survey, 23 were members of Forum.

Association Learning and Helping Overseas (AKLHUE)	Japan International Cooperation Agency (JICA)
Australian Volunteers International	Korea International Cooperation Agency (KOICA)
Canadian Executive Service Organisation (CESO)	Norec (formerly Fredskorpset / FK Norway)
Centre for International Studies and Cooperation (CECI)-World University Service of Canada (WUSC): UNITERRA <sup>5</sup>	Peace Corps
Comhlámh	Raleigh International
Cuso International	Singapore International Foundation (SIF)

<sup>4</sup> [2016-2020 Forum Strategic Plan, International Forum for Volunteering in Development, 2016, p. 6.](#)

<sup>5</sup> CECI and WUSC represent two organisations but one program: UNITERRA.

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH	Skillshare International
Federazione Organismi Cristiani Servizio Internazionale Volontario (FOCSIV)	Uganda National Volunteers Link (UNVL)
France Volontaires	United Nations Volunteers programme (UNV)
German Doctors	Unité
HORIZONT3000	Volunteer Service Abroad (VSA)
International Service	VSO

Figure 1 – Respondents to the 2015-2016 AKLHUE-Forum Trends Survey

As a follow up to this initiative, in 2018 the Forum Board of Directors commissioned the Forum Research, Practice, Policy and Learning Group (Forum RPPL Group) with the creation of a minimum set of measurement data across Forum members. As a starting point, the exercise was to focus primarily on measuring what Forum members do and how they operate (for example, how many volunteers are supported and where they are based) with some consideration of outcomes. Over the coming years, the goal is for measurement data to increase in complexity to address the collective impact of volunteering for development and its contribution to the achievement of the SDGs.

The AKLHUE-Forum Trends Survey and this initiative demonstrate attempts to provide periodic reviews, surveying that are designed to provide bases upon which subsequent data collection can occur.

## Process and Method

A sub-group of the Forum RPPL Group, the Measurement Working Sub-Group, oversaw the survey design, including data collection. Draft questions were circulated by the sub-group and edited in September 2018, and a survey was designed and tested amongst a small group of organisations in October 2018. At the 2018 IVCO Conference in Montreal, Forum's annual conference, the survey was presented to the Forum RPPL Group as a whole for questions and comment. This led to a finalised set of 35 questions by December 2018.

Between January and March 2019, the survey was circulated online amongst all Forum members. The final respondents submitted their answers by the end of May 2019. This report represents the initial results of the Basic Measurement Data Survey initiative.

The chart below provides a list of all respondents to the survey - 18 Forum members and 1 associate member (in italics).<sup>6</sup>

<sup>6</sup> The Nepal Friendship Society responded to the test survey, but not to the final version.

AVI	Raleigh International
Centre for International Studies and Cooperation (CECI) <sup>7</sup>	Singapore International Foundation (SIF)
Comhlámh	<i>Student Volunteers Foundation/Yayasan Sukarelawan Siswa (YSS)</i>
Cuso International	Solidarité Union Cooperation (SUCO)
France Volontaires	United Nations Volunteers programme (UNV)
HORIZONT3000	Volunteer Service Abroad (VSA)
Hungarian Volunteer Sending Foundation (HVSF)/Magyar Önkéntesküldő Alapítvány	VSO
Japan International Cooperation Agency (JICA)	World University Service of Canada (WUSC)
Norec	Zavod Voluntariat
Oxfam-Québec	

Figure 2 – Respondents to the 2019 Forum Basic Measurement Data Survey

After consideration of a range of online survey platforms, SurveyGizmo was chosen for its variety of question types, ease of use, automatic reporting functionality and potential for translation of surveys. Unlike the AKLHUE-Forum Trends Survey, which was a survey document with follow-up contact between surveyors and organisations,<sup>8</sup> the Basic Measurement Data Survey was distributed among the Forum membership using the online Survey Gizmo platform.

Questions about volunteering were divided into international volunteering and national volunteering. The definition for ‘national volunteer’ was finalised as a person who is volunteering locally in their home community or country. They are ‘nationals’ in the countries where they are volunteering.

## Quantitative Analysis

The following are visual representations and written explanations of the key information collected through the Basic Measurement Data Survey initiative.

<sup>7</sup> CECI and WUSC filled out this survey separately, each providing half of the UNITERRA program volunteer numbers/information since UNITERRA is run as a consortium between the two organisations.

<sup>8</sup> Cliff Alum, one of the authors of the Forum Discussion Paper on the AKLHUE-Forum Trends Survey, reported that there was personal interaction between surveyors and organisations.

## International volunteer numbers

When asked how many volunteers were active in their program at 1 January 2018, 16 organisations responded to this question. The United Nations Volunteers programme (UNV) stated that they do not know the number on that particular day, especially regarding online volunteers. UNV's online volunteer number for the year is extremely high in comparison to all other organisations at 16,748 (two organisations commented that they do not have online volunteers).

Total number of volunteers placed as international volunteers	<b>9642</b>
Total number of volunteers placed as online volunteers	<b>37</b>

When asked how many volunteers began their contracts after 1 January 2018, but before 31 December 2018, the answers were as follows:

Total number of volunteers placed as international volunteers	<b>8942</b>
Total number of volunteers placed as online volunteers	<b>213</b>

When asked how many volunteers finished their contract or otherwise left the program between 1 January 2018 and 31 December 2018, the answers were as follows:

Total number of volunteers placed as international volunteers	<b>6171</b>
Total number of volunteers placed as online volunteers	<b>205</b>

Again, for this question, as with the others, there were comments suggesting insufficient data and difficulty with confirming specific numbers.

## National volunteer numbers

One set of questions that required significant discussion in terms of definition were those dealing with 'national volunteers'. When asked, 'Do you have a national volunteering program?', the following definition was provided:

'By program, we mean contracts for national volunteers and not supporting national volunteering initiatives. 'National volunteer' is defined as a person who is volunteering locally in their home community/country. They are 'nationals' in the countries where they are volunteering. Examples: An American international volunteer cooperation organisation (IVCO) that has provisions for local Ghanaian volunteers to have contracts in Ghana or a Canadian IVCO that has provisions for volunteers from Ontario to have contracts in the Yukon.'

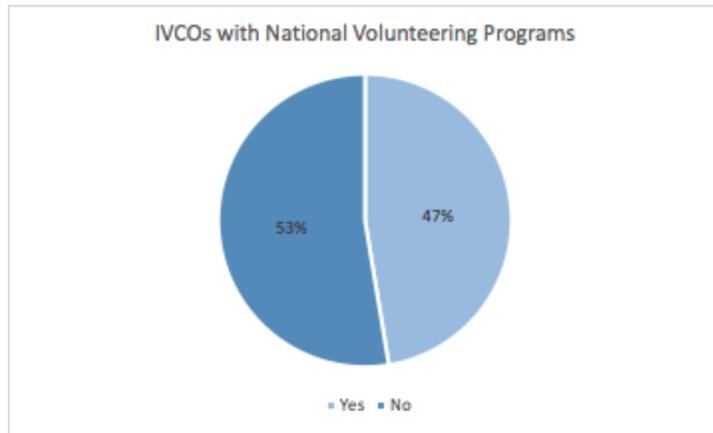


Figure 3 – National volunteering

The same questions for national volunteers were then asked as for international volunteers:

How many volunteers were active in your program at 1 January 2018? **1940**  
 How many volunteers began their contracts after 1 January 2018? **2484**

How many of these volunteers had finished their contracts or left the program by 31 December 2018? **2157**

## Education

Where the education level of volunteers is concerned, the results for International volunteers demonstrates more volunteers with university education than National Volunteers, however many organisations do not track this information or classify the education differently (e.g. one organisation did not answer, but stated that 55% of their volunteers have a master’s degree or other postgraduate qualification).

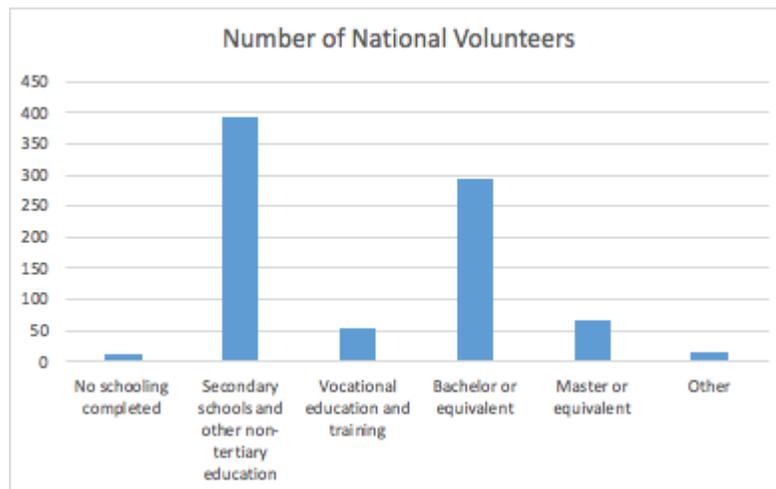


Figure 4 – National volunteering numbers

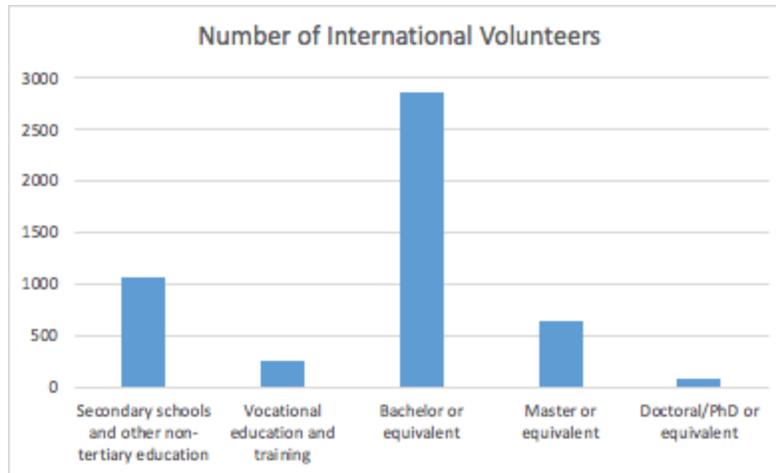


Figure 5 – International volunteering numbers

## Data regarding volunteers

### Nationality

When asked about the nationality of volunteers, the top ten countries were as follows:

Japan	<b>2510</b>
United Kingdom (UK)	<b>1041</b>
Australia	<b>811</b>
Canada	<b>533</b>
France	<b>483</b>
Kenya	<b>389</b>
Malaysia	<b>305</b>
Pakistan	<b>276</b>
Uganda	<b>261</b>
Singapore	<b>248</b>

There is, however, representation from 162 different countries. It should be noted that a significant number of volunteers are attributed to the UNV global program and that a number of organisations do not collect this data. Thus, according to the data at hand, Asia-Pacific is the largest source of volunteers, at 4850, followed by Africa at 3659 and Europe at 2747.

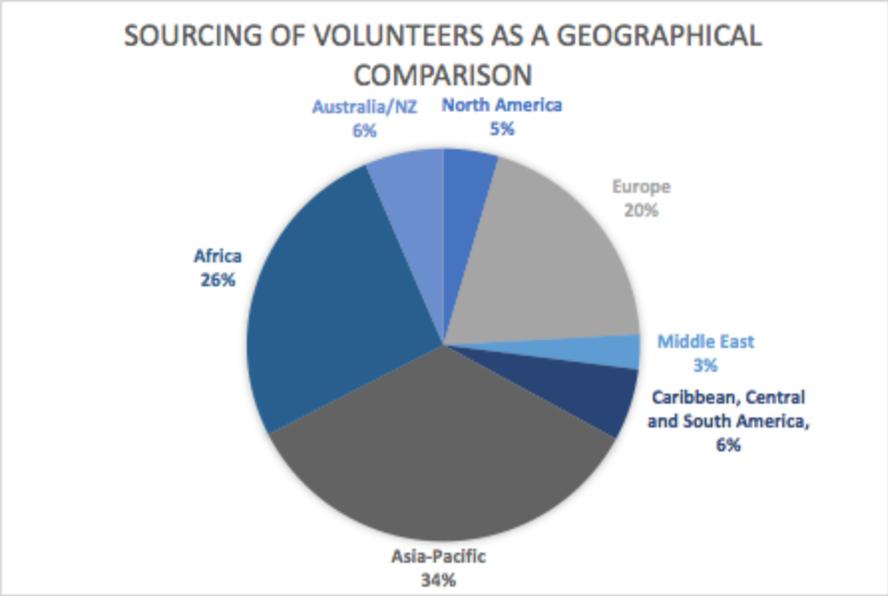


Figure 6 – Geographic origins of volunteers

Previous experience

Respondents were also asked how many volunteers on assignment in 2018 had volunteered previously. The majority of organisations stated that they do not collect this data, however those that do provided the following information:

Nationally (in their home country)	<b>729</b>
Internationally	<b>844</b>
Both nationally and internationally	<b>72</b>

Age

Though respondents were asked about both national volunteers and international volunteers, the age of national volunteers was overwhelmingly in the 19 to 29 age range. The other age ranges were represented negligibly. As for international volunteers, nearly half of the volunteers were in the 19 to 29 age range.

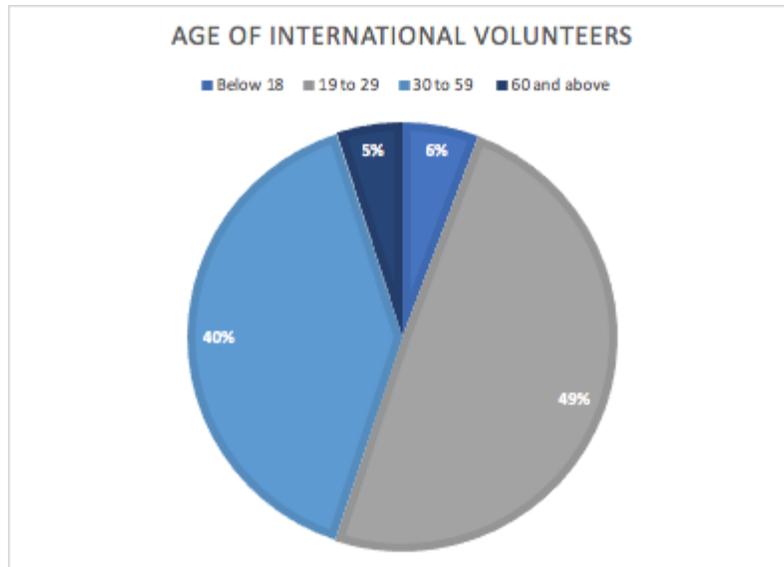


Figure 7 – Percentage of each age group for International volunteers

### Gender

As was evident in the AKLHUE-Forum Trends Survey, women are over-represented as volunteers. Interestingly, a few organisations were unable to report on this question. It should also be mentioned that 18 volunteers identified as “other/unspecified”.

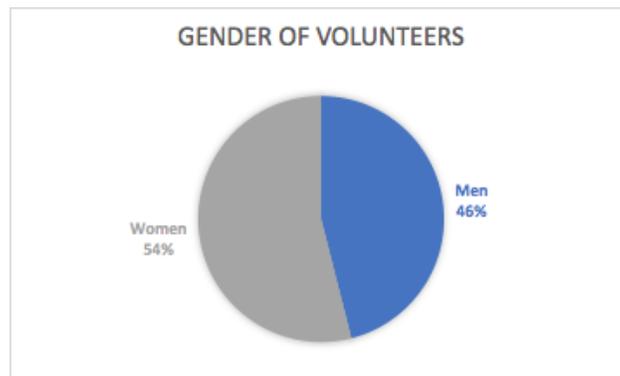


Figure 8 – Gender breakdown of volunteers

### Financial data

The annual budgets of volunteer programs range from 139,560 USD to 200 million USD. The average annual budget of the 17 organisations that answered the survey is 28.66 million USD. Though annual budget data was collected, information related to cost of volunteer month was incredibly varied (from 24.50 USD to 6,029 USD per international volunteer month), and the majority of organisations were unable to provide information for the national volunteer month (of the four organisations that did, the range was from 24.50 USD to 1666 USD). Comments from organisations stated that there was so much variance between volunteer placements and country contexts that this information was very difficult to quantify meaningfully as a single number.

The most answered question in the financial data section was related to the proportion of volunteer program funding. Comments, however, acknowledged that this was a difficult question to answer given specific organisational funding arrangements.

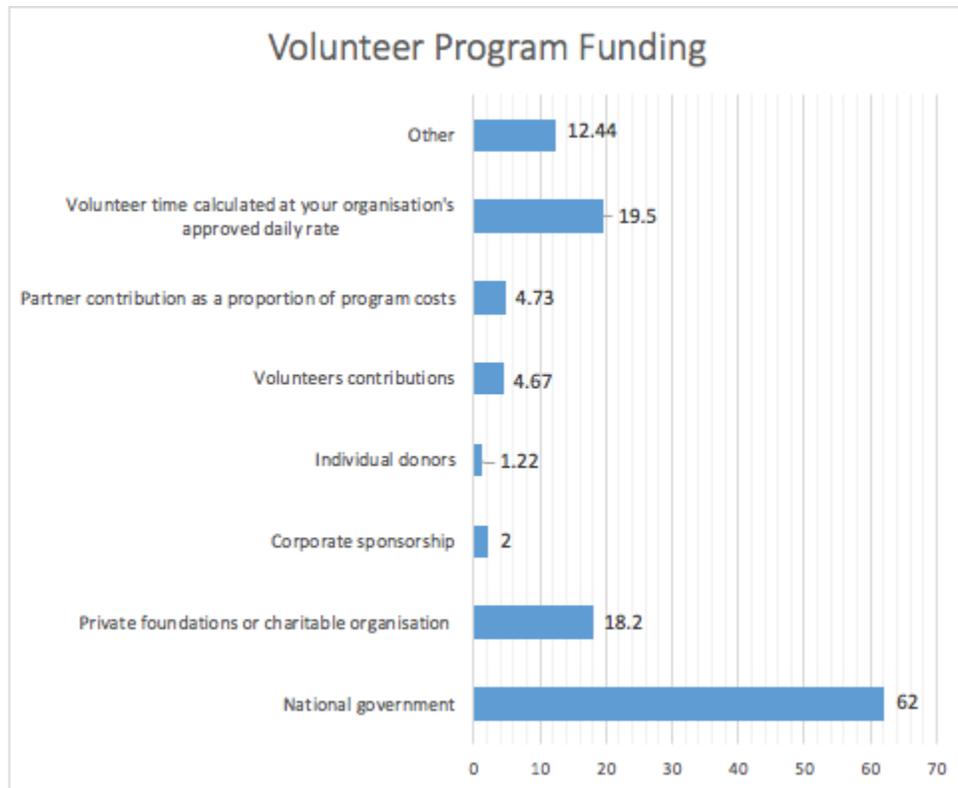


Figure 9 – Sources of funding for volunteer programs

Only 4.73% of funding comes from partners on average. 75.2% of partners contribute financially and 31% provide an in-kind contribution. Six organisations provided a fuller picture of the contribution, with 4 saying that partners provide lodging, 3 saying partners provide food, and 5 saying that partners provide transportation. Other contributions include fee-for-service, living allowances, technical support, logistical assistance and community cooperation.

It might be worth considering the ways in which different organisations encourage both partner and volunteer contributions, especially since this represents almost 10% of funding for programs.

## Regions of deployment

When asked the locations of placements for volunteers, it is clear that Africa is still the primary location for international volunteering. There were volunteers reported for North America (36), but the number was too small to appear on the chart below. It should also be noted that some organisations also have volunteers in the Middle East (1052 volunteers in total)<sup>9</sup> and that different organisations use different regional definitions. For example, one organisation uses

<sup>9</sup> It should be noted that this is included in the chart even though it was not directly asked in the question. The number provided in a separate comment was significant, so it was therefore included in when the chart was created.

regions for classification.

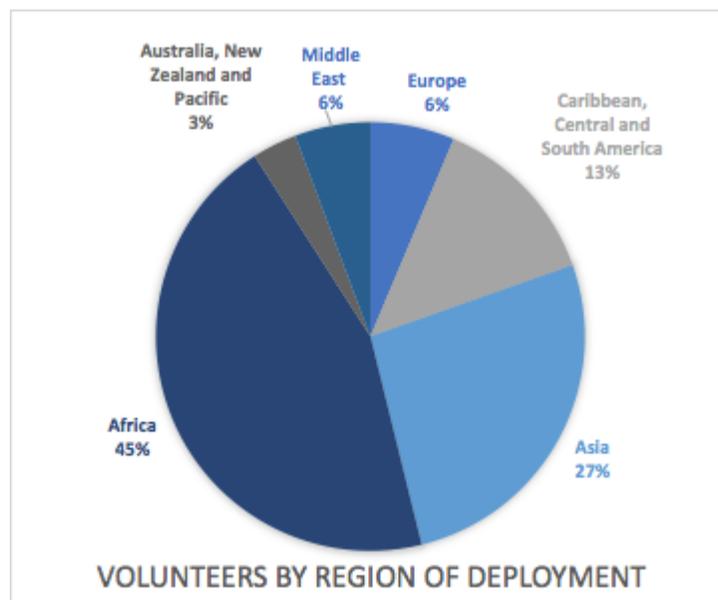


Figure 10 – Where volunteers are working

## Areas of focus

The following chart illustrates the types of partner organisations respondents work with in the various regions. Organisations were asked to select all that apply. The percentages represent the percentage of organisations working in a particular sector in a given region (i.e. in Asia, 73.3% of organisations are working in the public sector). Organisations work in multiple sectors in each region.

	North America	Caribbean, Central and South America	Africa	Asia	Australia, New Zealand and South Pacific	Europe
Public Sector	83.3%	83.3%	75%	73.3%	83.3%	75%
Private Sector	33.3%	33.3%	31.3%	46.7%	50%	50%
Civil Society	83.3%	91.7%	93.8%	93.3%	83.3%	87.5%

Figure 11 – Types of partners

Though some IVCOs have developed their own divisions of sectors, some using sectors based on the SDGs, respondents were asked to estimate percentages of volunteers working in each sector.

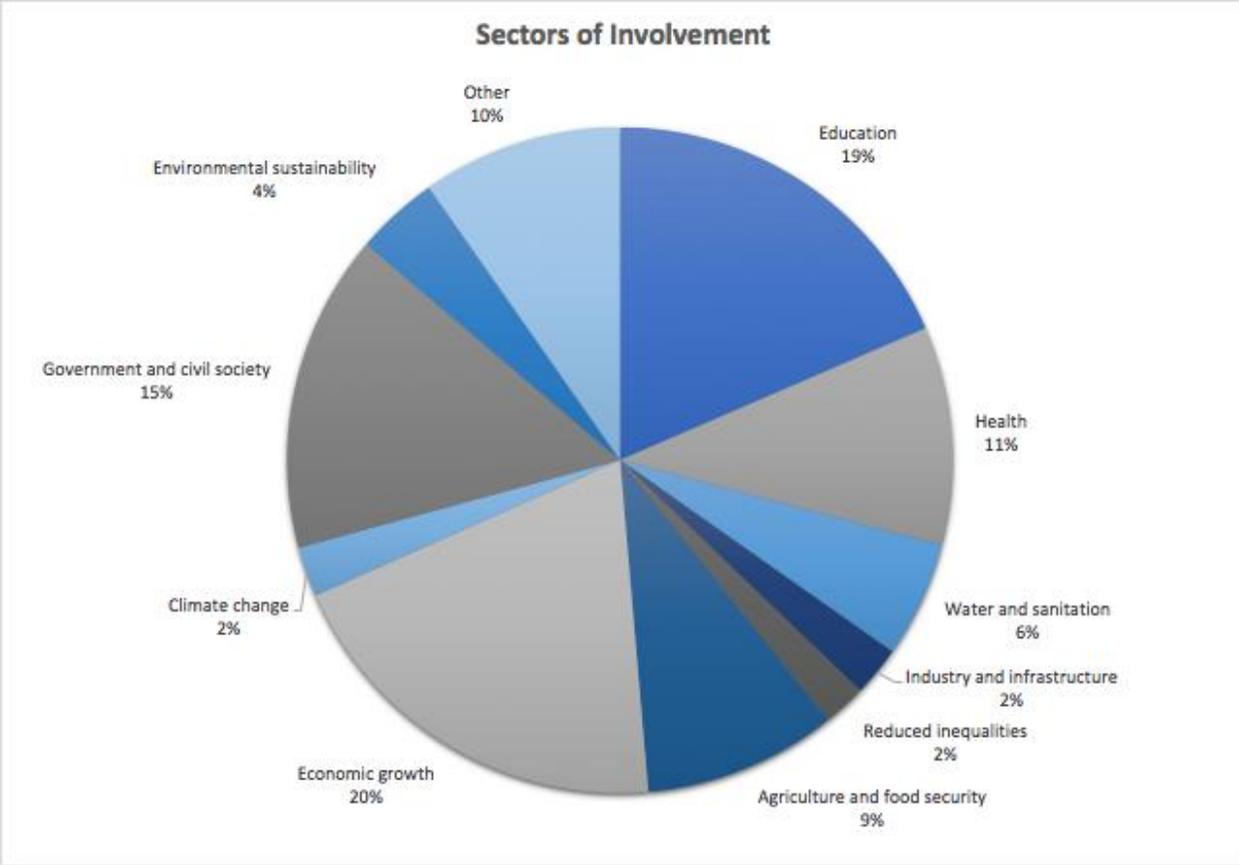


Figure 12 – Sectors where volunteers are working

This chart does not include work in energy, fisheries, and humanitarian aid as these percentages are too small (less than 1/10 of one percent) to be visible in the chart.

**Duration and direction of placements**

In terms of duration, it would seem that both short term and long term placements are popular.

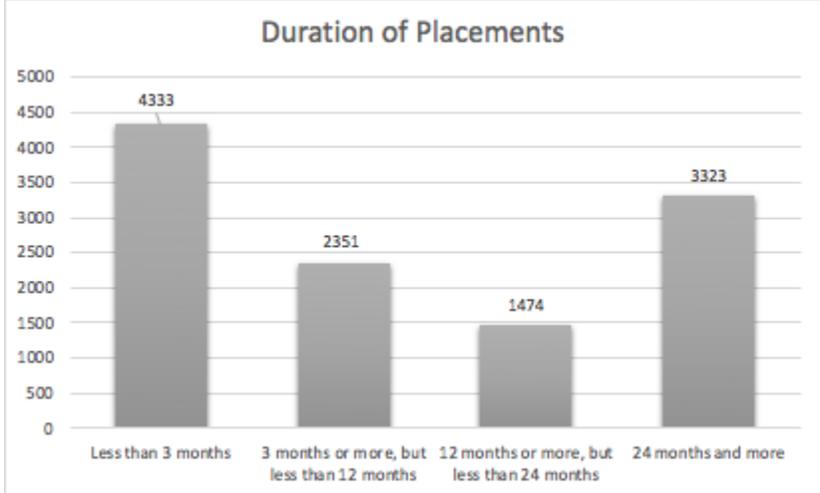


Figure 13 – Length of international placements

The breakdown of the direction of volunteering is in keeping with the general history of international volunteering, in which the most common type is North/South.<sup>10</sup> It is therefore worth noting that, overall, there are more Global South volunteers than Global North volunteers.

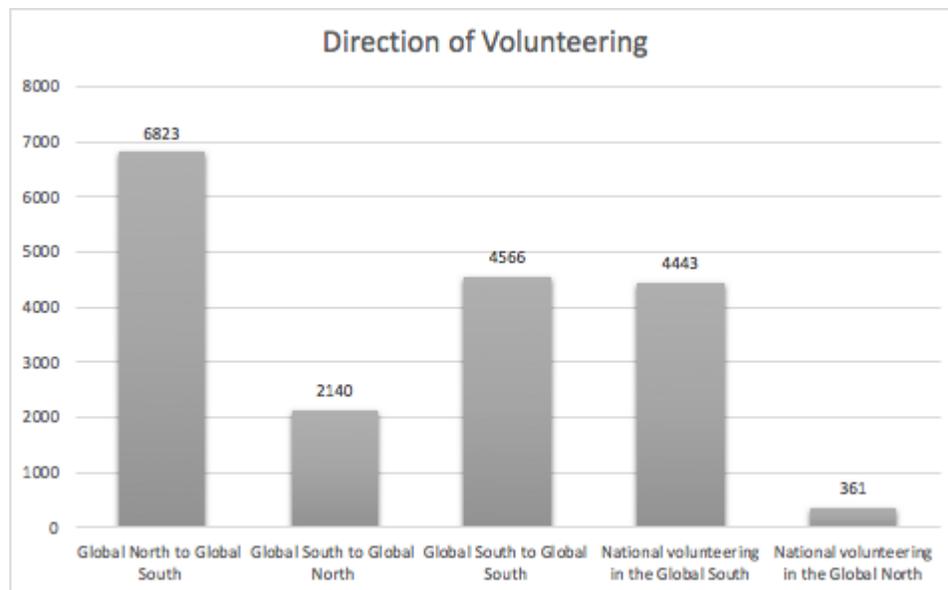


Figure 14 – Direction of volunteer involvement

## Qualitative Analysis

In addition to the quantitative elements above, there are a number of areas in the survey where respondents were asked to elaborate and explain their answers.

### Support to volunteers upon return

Of the 19 organisations, 16 provide support to volunteers upon return. This support comes in a range of forms. All provide some type of reintegration or debriefing session, workshop or resettlement program or course. Other forms of support include the following:

- Psychological support or counselling if needed
- Professional coaching, career or vocational counselling
- Job search support
- Financial support
- Medical clearance
- Health insurance package
- Alumni networking or engagement
- Training on outreach activities
- Leadership development programs
- Support for local initiatives
- Events related to volunteering and development issues

<sup>10</sup> Rebecca Tiessen and Kate Grantham’s work, such as their brief entitled [Evaluation and Measurement of North-South Mobility Programs \(2017\)](#), describes the popularity of North/South programs.

## Issues regarding diversity and data collection

One of the main conversations around the survey involved thinking through the issue of diversity and the types of data that might be collected, as well as the reason for this data collection. The majority of the organisations do not collect data relating to disability, racial identity, or membership in the LGBTQI community. One of the reasons for asking this question was to think about the increasing diversity of international volunteers. The image of the white, cis-gendered volunteer from the Global North is changing, and perhaps we might consider the diversity of international volunteers in 2019. It is important to consider, however, that in some contexts it was reported by Forum members that the law does not allow the capture of this type of data.

Interestingly, however, comments from some organisations revealed that diversity is taken into consideration and, in the case of one organisation, it is collected at the time of recruitment. Perhaps there is a way to consider the diversity of international volunteering, but this would need to be discussed as a group of organisations. Forum is well placed to continue this discussion.

## Public engagement of volunteers following placements

10 of the 19 respondents retain data on public engagement or public diplomacy initiatives undertaken by volunteers post placement, . Some of the types of activity described include the following:

- Three organisations conduct electronic surveys with various questions on the topic of public engagement.
- A baseline survey of awareness of volunteering measures national public diplomacy efforts.
- Volunteers provide data about their public diplomacy (media reporting, event attendance, publications).
- Event data is collected on the number of people informed and engaged in learning about development.
- Data on the ways volunteers support their partners following their return is collected.
- The number of outreach initiatives and activities is counted along with advocacy success indicators such as number of publications and publicity generated.
- Any data such as when a volunteer attends an event or participates in a recruitment event booth is collected.

## Sustainable Development Goals (SDGs) and volunteering

12 of 19 organisations stated that they do engage in monitoring the contribution of volunteers to the SDGs and the 2030 Agenda for Sustainable Development. Whether in the process of designing projects and key performance indicators, developing comprehensive data collection, or working to design individual placements to respond to the Goals, organisations have a range of ways that they are contributing to the SDGs. Volunteers and partners are being asked to identify (mostly in a qualitative sense) contributions to the SDGs. Four organisations have developed

online monitoring strategies that retain information about contributions to SDGs. Other organisations measure contribution at the level of projects conducted or mission areas.

### Challenges and Moving Forward

Overall, 15 organisations stated that the survey exercise was useful, with the remainder neutral. There were, however, some challenges involved in this process of surveying, and these can be divided into three categories: survey development, implementation, and analysis. The chart below presents the various issues.

Survey Development	Survey Implementation	Survey Analysis
<ul style="list-style-type: none"> <li>● Need for further clarification of definitions and shared understanding of certain elements, for example, ways of comparing costs per volunteer</li> <li>● Need for agreement on areas of work as per each organisation</li> </ul>	<ul style="list-style-type: none"> <li>● Limited number of respondents</li> <li>● Timing of survey conflicted with major reporting deadlines</li> <li>● Organisations faced challenges in terms of entering data into the survey platform</li> </ul>	<ul style="list-style-type: none"> <li>● Limitations of the Survey Gizmo platform in terms of reporting</li> <li>● Limited number of respondents, so results are not as comprehensive and representative as the previous AKLHUE-Forum Trends Survey initiative</li> </ul>

Figure 15 – Issues relating to surveying

It is important to note that almost half of the organisations responding found the survey either “very difficult” or “a little difficult” to use. This might lead to a recommendation to try a different platform or perhaps provide additional support to organisations filling out the survey. A webinar session might provide helpful clarification. Organisations also found the survey time consuming, often because of the need to aggregate data in ways that are inconsistent with their normal collection. Moving forward, it might be useful to spend time working on descriptions of data or terminology that are consistent across all organisations, and perhaps even further simplified requests for basic data.

Some specific comments are demonstrative:

*“If organisations are counting volunteers/mandates in different ways, it will be difficult to draw conclusions from the results.”*

*“It is difficult to capture the diverse universe of volunteering/personnel exchange in common categories/quantification.”*

*“Some questions, such as volunteer counts, will be useful. Questions concerning budgets will not be useful considering the wide variety of funding modalities within forum. My fear is that aggregating and comparing these numbers will lead to great confusion.”*

## Next steps

Though the initial plan for this survey was to provide a baseline, it would seem that more work on consistent data categories might be helpful. As one organisation put it, 'database fields [need] to be adapted as required across the member organisations.' Now that there are two surveys that have been completed, it might be useful to revisit both, as well as other related initiatives, and select the most representative questions.

From comments provided on the survey, it is clear that Forum members value this initiative, but the survey needs to match more fully with the interests and ownership of the members. Perhaps the Forum Board can review this survey result and the United Nations Global Technical Meeting on the future of volunteering in 2020 could be used to clarify what questions would be most effective in a future survey.

To conclude, it might be best to draw from respondents suggestions for the next round of surveying:

- More consultation on data before designing the survey.
- More questions on the challenges faced during placement/deployment and the type of host or government support that are there.
- More questions on the impact of volunteers and how volunteer sending organisations are measuring them.
- Clarify in future for each question which type of volunteers to include and how to count mandates/volunteers.
- Give more definitions for some terms used to be sure all IVCOs understand the same thing based on their reality.

Therefore, moving forward, it seems clear that Forum needs to do the following:

- Develop universal definitions for key words/terms
- Find and engage with the correct people in each organisation to fill out the survey
- Motivate members: each organisation has to have clear 'buy in' to the survey
- Triangulate data by collecting annual reports and interviewing members

## Appendices

### I. List of organisations and contact information

Organisation name: AVI  
Director/CEO name: Paul Bird  
Contact person: Bonnie Learmonth  
Email address: blearmonth@avi.org.au  
Phone number: +61 466 349 449  
Skype name: bonnielearmonth  
Legal status of organisation: Non government organisation  
Website: [www.avi.org.au](http://www.avi.org.au)

Organisation name: Centre for International Studies and Cooperation (CECI)  
Director/CEO name: Claudia Black  
Contact person: Odette McCarthy  
Email address: odettem@ceci.ca  
Phone number: +15148759911 ext. 262  
Skype name: odettemceci  
Legal status of organisation: Non-profit  
Website: [www.ceci.ca](http://www.ceci.ca)

Organisation name: Comhlámh  
Director/CEO name: Mark Cumming  
Contact person: Mark Cumming  
Email address: mark@comhlamh.org  
Legal status of organisation: Company Limited by Guarantee  
Website: [www.comhlamh.org](http://www.comhlamh.org)

Organisation name: Cuso International  
Director/CEO name: Glenn Mifflin  
Contact person: David Forest  
Email address: david.forest@cusointernational.org  
Phone number: +16138297445 ext. 239  
Skype name: davidforest546  
Legal status of organisation: Canadian Not-for-Profit  
Website: [www.cusointernational.org](http://www.cusointernational.org)

Organisation name: France Volontaires  
Director/CEO name: Jean-Daniel Balme  
Contact person: Julien Becasse  
Email address: julien.becasse@france-volontaires.org  
Phone number: +33 1 53 14 20 59  
Skype name: julien.becasse  
Legal status of organisation: "Association loi 1901", in France. In English, it would be "non-profit organisation"  
Website: [www.france-volontaires.org](http://www.france-volontaires.org)

Organisation name: HORIZONT3000  
Director/CEO name: Erwin Eder  
Contact person: Petra Navara  
Email address: petra.navara@horizont3000.at  
Phone number: +431503000340  
Legal status of organisation: Association  
Website: [www.horizont3000.at](http://www.horizont3000.at)

Organisation name: Japan International Cooperation Agency (JICA), Strategy and Program Operation Division, Secretariat of Japan Overseas Cooperation Volunteers  
Director/CEO name: Akihisa Tanaka  
Contact person: Hajime Usami  
Email address: Usami.Hajime2@jica.go.jp  
Phone number: +8152269339  
Legal status of organisation: Governmental Agency  
Website: [www.jica.go.jp/english/index.html](http://www.jica.go.jp/english/index.html)

Organisation name: Magyar Önkéntesküldő Alapítvány/Hungarian Volunteer Sending Foundation (HVSF)  
Director/CEO name: Reicher Péter  
Contact person: Reicher Péter  
Email address: reicher.peter@gmail.com  
Phone number: 36205790603  
Legal status of organisation: foundation  
Website: [www.hvsf.hu](http://www.hvsf.hu)

Organisation name: Norec  
Director/CEO name: Jan Olav Baarøy  
Contact person: Helge Espe  
Email address: helge.espe@norec.no  
Phone number: +47 909 11 408  
Skype name: helgesp3  
Legal status of organisation: Government agency  
Website: [www.norec.no](http://www.norec.no)

Organisation name: Oxfam-Québec  
Director/CEO name: Denise Byrnes  
Contact person: Carina Mansilla  
Email address: carina.mansilla@oxfam.org  
Phone number: +15149051052  
Skype name: carina.mansilla  
Legal status of organisation: NGO  
Website: [www.oxfam.qc.ca](http://www.oxfam.qc.ca)

Organisation name: Raleigh International  
Director/CEO name: Stacey Adams  
Contact person: Brandon Charleston  
Email address: b.charleston@raleighinternational.org  
Phone number: +442071831270  
Legal status of organisation: Charity  
Website: [www.raleighinternational.org](http://www.raleighinternational.org)

Organisation name: Singapore International Foundation (SIF)  
Director/CEO name: Jean Tan  
Contact person: Rebecca Boon  
Email address: rebecca.boon@sif.org.sg  
Phone number: +66906321  
Legal status of organisation: Company Limited by guarantee  
Website: [www.sif.org.sg](http://www.sif.org.sg)

Organisation name: Student Volunteers Foundation/Yayasan Sukarelawan Siswa (YSS)  
Director/CEO name: To be confirmed  
Contact person: Nurul Fazirah Md Naser  
Email address: fazirah@sukarelawansiswa.my  
Phone number: +60194989093  
Skype name: live:fazirah.naser  
Legal status of organisation: Company Limited by Guarantee  
Website: [www.sukarelawansiswa.my](http://www.sukarelawansiswa.my)

Organisation name: Solidarité Union Cooperation (SUCO)  
Director/CEO name: Geneviève Giasson  
Contact person: Anne Vincent  
Email address: annevincent@suco.org  
Phone number: +15142723019  
Skype name: annevincent.pro  
Legal status of organisation: Canadian international cooperation agency established in 1961  
Website: [www.suco.org](http://www.suco.org)

Organisation name: United Nations Volunteers programme (UNV)  
Director/CEO name: Olivier Adam  
Contact person: Emma Morley  
Email address: emma.morley@unv.org  
Legal status of organisation: UN organisation  
Website: [www.unv.org](http://www.unv.org)

Organisation name: Volunteer Service Abroad (VSA)  
Director/CEO name: Stephen Goodman  
Contact person: Kelly Nelson  
Email address: knelson@vsa.org.nz  
Phone number: +6444725759  
Legal status of organisation: Incorporated Society  
Website: [www.vsa.org.nz](http://www.vsa.org.nz)

Organisation name: VSO  
Director/CEO name: Philip Goodwin  
Contact person: Jaki Walker  
Email address: jaki.walker@vsoint.org  
Phone number: +447981664202  
Skype name: jaki.walker.vso  
Legal status of organisation: Charity  
Website: [www.vsoint.org](http://www.vsoint.org)

Organisation name: World University Service of Canada (WUSC)  
Director/CEO name: Chris Eaton  
Contact person: Odette McCarthy  
Email address: omccarthy@wusc.ca  
Phone number: +15148759911 ext. 262  
Skype name: odettemceci  
Legal status of organisation: Non-profit  
Website: [www.wusc.ca](http://www.wusc.ca)

Organisation name: Zavod Voluntariat  
Director/CEO name: Katja Celin Yere  
Contact person: Katja Celin Yere  
Email address: info@zavod-voluntariat.si  
Phone number: +38612391623  
Skype name: voluntariat  
Legal status of organisation: Not for profit institute  
Website: [www.zavod-voluntariat.si](http://www.zavod-voluntariat.si)

## II. List of Resources Consulted

[Euler, Hartwig, Theresia Stein and Cliff Allum. 2016. Forum Discussion Paper 2016: AKLHUE-Forum Trends Survey. AKLHUE, Unité, and International Forum for Volunteering in Development.](#)

[International Forum for Volunteering in Development. 2016. 2016-2020 Forum Strategic Plan.](#)

[Theissen, Rebecca and Kate Grantham. 2017. \*Evaluation and Measurement of North-South Mobility Programs\*. Issue briefs on North-South student mobility, Universities Canada.](#)