



VolunteerCentre

**Guidelines for
Volunteer Centres**

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1.0 Introduction

Volunteering is one of the most important manifestation of social activity and active citizenship, which is becoming even more necessary in an age where traditional community functions may be weakening. To ensure that volunteer organizations are supported in their work, programs and services need to be offered in support of both the organisation as well as the individual volunteer.

The Volunteer Centre will serve primarily to foster and develop volunteering in the community as a whole as well as support small and medium sized voluntary organisation in their operation. In general it will support four main areas: The promotion of volunteering, capacity building for effective local volunteering, provide leadership on issues relating to volunteerism, support networking between VOs and connect people, and serve as a base from which small and medium voluntary organisations can operate.

The premises are the responsibility of and owned by the Malta Council for the Voluntary Sector and will be run in respect of the surrounding area and the city that would host it. For this purpose the use of environmental friendly measures for the generation of electricity will be introduced. The Centre will also be run in a financially viable and sustainable way.

2.0 Services Provided by Volunteer Centres

In addition to housing the offices of the MCVS, the Volunteer Centre is aimed to support Voluntary Organisations. This is done by providing both space and facilities from which such organisations can operate.

2.1 Services Provided

Central Hub – Valletta

- MCVS Administrative Offices;
- Reception Area which will be operational between 08.00 – 16.00hrs to support in the booking of the meeting/training rooms and administrative support;
- Provision of mail box system for receiving mail to the various Voluntary Organisations registered with the Centre;
- Four (4) VO Meeting Rooms to be used by Voluntary Organisations both for meetings as well as to serve as an operating base. Each room will be furnished with one computer which will be at the disposition of VO's registered with the Centre. Each room will also provide eight storage spaces, one space for each VO, for storage of filing and physical documentation, as well as conference table and chairs.
- Training Hall which will cater for a seating capacity of 50 persons with presentation/projection facilities.
- Resource Room which will be incorporated in the Training Hall and will provide both a physical library with publications and journals related to the sector as well as on-line publications.
- The building will be served with a lift which will give full accessibility to all those making use of the premises.

North West Hub – Rabat

- The booking of the meeting/training rooms and administrative support shall be requested directly from the MCVS at the Central Hub, Valletta and until further notice the keys shall be collected from the Valletta Volunteer Centre;

- Provision of mail box system for receiving mail to the various Voluntary Organisations registered with the Centre;
- Three (3) VO Meeting Rooms to be used by Voluntary Organisations both for meetings as well as to serve as an operating base. The rooms will be furnished with one computer which will be at the disposition of VO's registered with the Centre. The room also provides storage spaces, to be used by VO on request, for storage of filing and physical documentation, as well as conference table and chairs.
- Training Hall catering for a seating capacity of 30 persons with presentation/projection.

North Hub – Qawra

- Reception Area at the **Qawra Leap Centre** which will be operational between 08.00 – 16.00hrs to collect keys for use of premises. The booking of the meeting/training rooms and administrative support shall be requested directly from the MCVS at the Central Hub, Valletta;
- Provision of mail box system for receiving mail to the various Voluntary Organisations registered with the Centre;
- One (1) VO Meeting Room and one (1) Office to be used by Voluntary Organisations both for meetings as well as to serve as an operating base. The room will be furnished with presentation facilities which will be at the disposition of VO's registered with the Centre. The room will also provide a conference table and chairs.

3.0 Use of Services

Voluntary Organisations may request the use of the Volunteer Centre facilities by contacting the MCVS Office during office hours. The following directives apply:

1. Space will be allocated to VOs on a first come first served basis.
2. Each VO may only apply for one meeting room at a specific time. Should other rooms be free, the VO may make use of extra rooms.
3. Enrolled VOs with the Commissioner for VOs will make use of the premises free of charge.
4. Non-Enrolled VOs with the Commissioner for VOs will pay a nominal fee for the use of the premises.

5. All VOs who wish to make use of other facilities than those listed in Article 2.1, such as photocopy service, shall pay for such service at cost. The cost will be published when the service is made available.
6. The Main Hall at the Valletta Volunteer Centre (CH) may be used by both private parties and individuals for training or exhibitions at a fee. Should such request clash with a request for use by a VO, the latter is given precedence.

4.0 Management of the Centres

The Management of all Volunteer Centres is the responsibility of the Malta Council for the Voluntary Sector.

The role of Administrator for all Volunteer Centres is vested in the Executive Secretary on behalf of the Malta Council for the Voluntary Sector.

- 4.1 The Malta Council for the Voluntary Sector is responsible for setting charges for the letting of premises in the case of non-enrolled and private parties. The basis of charging will be determined by the purpose for which a letting is arranged. The letting of rooms is exempt of VAT. The minimum hire period will be one hour. The MCVS reserves the right to require a deposit over and above the hiring charge as a surety against damage to the premises (including any equipment) or the premises being left in an unacceptable condition necessitating their incurring additional cost for cleaning, caretaking or other expenses.
- 4.2 Letting times, available facilities and equipment are subject to availability and approval of Administrator.
- 4.3 Organisations seeking to use the premises should approach the MCVS Office for details of charges (if any) and conditions of use.
- 4.4 An Initial Request Form should be completed at this stage. A record of all enquiries shall be kept on file. The Administrator will decide on the application with consideration to:
 - The priorities for lettings agreed by MCVS
 - The availability of the facilities and staff
 - The health and safety considerations such as numbers of users, type of activity, etc.
- 4.5 Once a letting has been approved, a letter/email of confirmation will be sent to the hirer.
- 4.6 In the case of non-enrolled VOs and private parties the person applying to hire the premises will be invoiced for the cost of the letting, in accordance with the MCVS current scale of charges. MCVS will seek

- payment in advance or a deposit to cover damage. An official receipt will be issued for all payments received.
- 4.7 In the case of Public Entities, these may request the use of the premises which premises will be provided free of charge as long as the event/activity taking place in the same premises falls in line with the scope of the Volunteer Centres and MCVS. All rules and regulations appertaining to the use of these premises apply and such access may be given on a case by case basis at the discretion of the Administrator.
- 4.8 The Administrator on behalf of the MCVS has the right to refuse an application. The reason for refusals should be recorded on the bottom of the application for lettings form and fully explained to the enquirer.

5.0 Rules and Conditions

The Rules and Conditions apply to all parties making use of the Volunteer Centres. These Rules and Conditions may change from time to time at the discretion of the MCVS, which changes will be made public.

Rules and Conditions:

- 5.1 An organisation or individual cannot be granted exclusive use of part of the premises.
- 5.2 Activities that are allowed in the Volunteer Centres include:
- Committee Meetings;
 - Training Seminars;
 - Cultural Exhibitions;
 - Annual/Extraordinary General Meetings;
 - Meetings for VO members;
 - Other activities need to be pre-authorised by the Administrator of the Centres.
- 5.3 Where minors are involved, the VOs must ensure adequate supervision as well as comply with local legislation with regards to persons caring/supervising minors.
- 5.4 In case of accident/incident in the Centres the VO must inform immediately the Administrator.
- 5.5 No Alcohol can be served and consumed in the Centres. The only case in which alcohol may be served and consumed is during activities which include receptions, which events need to be pre-authorised by the Administrator.
- 5.6 Music is permitted in the Centres as long as it does not disturb the surrounding neighbours and strictly abides by times specified by local legislation.
- 5.7 Smoking is not permitted in any part of the premises.

- 5.8 In case of activities including catering, the VO is responsible to clean the premises or pay for cleaning services provided by the Centre.
- 5.9 The premises may not be used by any VO or other entity, or for any activity related to politics.
- 5.10 Opening times of the centre shall not exceed 11.00 p.m. except in exceptional cases, in which case written consent shall be given by the Administrator.
- 5.11 Any complaint should be done in writing addressed to the Administrator within 24 hours.



Appendix 1 – Rates*

1.1 Hall

Cost of Use of Volunteer Centre (CH) Hall to enrolled VOs

Rental	€0
Cleaning after letting	€0
Cleaning when hall is used for reception or other extraordinary activity	€15
Heating and lighting	€0
Administration cost	€0
Security (if requested by client or required by MCVS)	€10 per hour or part thereof

Cost of use of Volunteer Centre (CH) Hall to non-enrolled VOs

Rental	€10 per hour
Cleaning after letting	€0
Cleaning when hall is used for reception or other extraordinary activity	€15
Heating and lighting	€0
Administration cost	€0
Security (if requested by client or required by MCVS)	€10 per hour or part thereof

Cost of use of Volunteer Centre (CH) Hall to Private Parties

Rental	€20 per hour
Cleaning after letting	€10
Cleaning when hall is used for reception or other extraordinary activity	€15
Heating and lighting	€10
Administration cost	€5
Security (if requested by client or required by MCVS)	€10 per hour or part thereof

Special rates will be applied if the Voluntary Organisation uses the Centre on a regular basis.

All rates quoted above are per one activity.

1.2 Meeting Rooms

Cost of use of Volunteer Centre (CH) VO Meeting Rooms to *enrolled* VOs

Rental	€0
Cleaning after letting	€0
Heating and lighting	€0
Administration cost	€0

Cost of use of Volunteer Centre (CH) VO Meeting Rooms to *non-enrolled* VOs

Rental	€10 per session (maximum of 4 hours)
Cleaning after letting	€0
Heating and lighting	€0
Administration cost	€0

Cost of use of Volunteer Centre (CH) VO Meeting Rooms to *Private Parties*

Rental	€20 per session (maximum of 4 hours)
Cleaning after letting	N/A
Heating and lighting	N/A
Administration cost	N/A

Special rates will be applied if the Voluntary Organisation uses the Centre on a regular basis.

All rates quoted above are per one activity.

* Rates may be subject to change from time to time.

Appendix 2 – Booking Form

Booking Form for the use of Premises

Name of Hirer:		
Address of Hirer:		
Position: (ex. Secretary, in case of VO)		
On behalf of (Name Organisation):		
VO number: VO/..... (if applicable)		
Contact person:		
Contact number(s):		
Date(s) of booking:		
Start and end time(s):		
Number of people expected:	Adults:	Children:
Purpose of Use (describe briefly):		
Facilities required:	YES	NO
Hall		
Meeting Room		
Equipment required:		
Other arrangements:		
I have read and accept the Rules and Conditions of use and confirm that I am aged 18 years and over.		
Signed (Hirer) :	Date:	

NOTE: No letting should be regarded as “booked” until payment, if applicable, is received in full, all requested paperwork has been submitted and a signed Contract Agreement issued by the MCVS. The MCVS has the right to refuse any application or cancel any bookings.

Appendix 3: Terms and Conditions of Use / Checklist for Hirer

Terms and Conditions for use of Premises

All groups/organisations that use the premises are required to read these terms and conditions and agree to abide by them by signing the Lettings Contract. This will be signed by the legally authorised person from each group/ organisation.

Interpretation

'The MCVS' means the Malta Council for the Voluntary Sector.

'The Administrator' means the Executive Secretary of the MCVS.

Purpose of use

1. The premises shall only be used for the purposes stated on the application, and within the hours agreed in the letting agreement issued by the MCVS. The Hirer shall be responsible for ensuring these conditions of occupation are observed.
2. The Hirer shall not assign or sublet the whole or any part of the benefit of this agreement.
3. MCVS property/equipment/premises is to be left as it was found prior to use by Hirer.

Health and Safety

4. The Hirer is responsible for the effective supervision of the arrangements and activities in the premises during the period of hire and for the prevention of disorderly behaviour so as to ensure that no nuisance or annoyance arises to the occupiers of adjoining premises or neighbouring residents and shall behave reasonably at all times.
5. The MCVS fire, emergency and evacuation procedures are clearly indicated in the premises and it is the Hirer's responsibility to ensure that the whole group is aware of these procedures. The Hirer shall be required to take any precautions necessary to ensure the safety of those attending during the period of hire, including ensuring the means of escape from fire are not blocked or impeded.
6. The Hirer will immediately inform the Administrator of any emergency, accident or serious incident that occurs on the MCVS premises. This should be done in person and may require the applicant telephoning the Administrator, Mr. Mauro Pace Parascandalo on mobile number 99686996

7. Hirers providing services to children must have policies and procedures in place to ensure children's safety, and must provide evidence of these to the Administrator.

Payment of Hire Charges and Deposit

8. Hire charges, where applicable, shall be due and payable 24 hours before the date of the booking.
9. The MCVS reserves the right to require a deposit over and above the hiring charge as a surety against damage to the premises (including any equipment) or the premises being left in an unacceptable condition necessitating their incurring additional cost for cleaning, caretaking or other expenses.

Responsibility of the Hirer for Good Order and Safety

10. The Hirer shall be responsible for any damage to the MCVS property, equipment or building caused by them or their guests. The Hirer must report any such damage to the Administrator immediately. The Hirer shall repay to the MCVS on demand the cost of re-instating or replacing any part of the premises or any of the property on the premises which shall be damaged, destroyed, stolen, or removed during the period of hire or prior or subsequent thereto if in relation to or by reason of the hiring. Any such costs will be in addition to the specified lettings charges.
11. The Hirer shall ensure that all parts of the premises are left in a clean and tidy condition at the end of the letting. Using litterbins and recycling facilities as appropriate will help this.
12. The Hirer must obtain express permission from the MCVS to leave any equipment on the premises. The Hirer is responsible for any equipment they leave on the premises. The Hirer shall ensure that such equipment is safely stowed away.
13. The MCVS shall not be responsible for any article brought or left in any part of the premises by the Hirer.
14. The Hirer shall comply with any reasonable instructions given by the Administrator or MCVS Staff.
15. Alcohol is not allowed to be served and consumed on the premises unless prior permission is given by the Administrator in exceptional cases such as receptions.
16. Illegal drugs are not to be brought onto or consumed on the MCVS premises.
17. Smoking is not permitted in any part of the premises at any time.

18. No nails or fastenings shall be driven into any wall, floor, ceiling or partition of the premises, and no physical alterations shall be made to the premises without the written permission of the Administrator.

Indemnity & Insurance

19. The MCVS and its Administrator disclaim liability for injury or damage to persons or property upon its premises (so far as they are legally able to do so).

20. The Hirer agrees to indemnify MCVS, the Administrator and MCVS employees against all actions, proceedings, claims, damages, awards or costs in respect of loss, damage, death or personal injury during the period of hire or before or after that time if such death or injury in any way related to the hire of the premises except where such death or injury occurs as a result of the negligence or breach of duty of the MCVS.

Advertising

21. No advertising shall be permitted except with the prior written consent of the Administrator.

Cancellation

22. The MCVS reserves the right to cancel the booking at any time without notice and without assigning any reason, but will endeavour to give as much notice as possible. In such circumstances, the MCVS will refund any monies paid in respect of the letting so cancelled but will not be responsible for any loss or expenditure whatsoever in relation to the letting which the Hirer may have incurred or be liable to pay. The MCVS reserves the right to refuse any application for Hire as it may deem fit or withdraw permission for any letting at any time.

23. The applicants will complete all relevant paperwork in a true and accurate way. False information may lead to an application being terminated.

Appendix 4: Lettings Contract Specimen



Lettings Contract

[Insert hirers name and address]

Dear [insert name]

The Malta Council for the Voluntary Sector has approved your application for the use of the premises of the above named Centre on the [insert date] between the hours [insert start time] to [insert end time]. This use is for [insert nature/ name of event] and

The facilities which you have permission to use are:

- [List all accommodation indicating rooms and including access to toilets, kitchen, first aid, reception as appropriate]
- [List all equipment]

All other facilities and equipment are not to be used without prior permission.

These special arrangements apply [insert any special requirements relating to setting out the room, caretaking, cleaning etc]

Your use of the premises will be subject to the terms and conditions of use.

Yours Sincerely,

Administrator (Executive Secretary MCVS)
On behalf of the Malta Council for the Voluntary Sector

Contact Details of MCVS

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