This scheme is designed to assist applicants looking for funding on projects that can make a real difference to their local communities.

Guidelines for Applicants

2023 PROJECTS

A SCHEME MANAGED BY

MALTA COUNCIL FOR THE VOLUNTARY SECTOR

SEPTEMBER 2022 CALL
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PART A

General Information About Voluntary Organisations Project Scheme

1. Introduction

The Voluntary Organisations Project Scheme is managed and administered by the Malta Council for the Voluntary Sector (MCVS).

The Voluntary Organisations Project Scheme has an allocated fund of €800,000.00.

The call for e-applications is issued by the Malta Council for the Voluntary Sector (MCVS) under the Voluntary Organisations Projects Scheme herein referred to as VOPS. The guidelines for the VOPS are published on the Malta Council for the Voluntary Sector website www.maltacvs.org and the Funding Portal www.vofunding.org.mt. The guidelines constitute an integral part of the call for proposals.

The Voluntary Organisations Project Scheme (VOPS) is designed to assist applicants looking for funding on projects that can make a real difference to their local communities.

1.1 Objectives

The general objectives establishing the VOPS Scheme are the following:

a) To stimulate co-operation and networking between voluntary organisations.
b) To provide a consultative forum that can effectively address issues related to the Voluntary Sector.
c) To support the work of voluntary organisations as an integral part of civil society.
d) To enhance the capacity building of voluntary organisations.
e) To provide a platform from which to develop co-operation between voluntary organisations and the Government.
f) To promote and encourage a culture of volunteering and the participation in volunteer activities among people, especially children and youths, as an aspect of personal and social development.
g) To foster co-operation in the volunteer sector with local and international bodies, entities or other persons for the encouragement and promotion of the development of volunteering programmes, initiatives, and activities.
h) To encourage, in furtherance of the principle of subsidiary, non-governmental bodies and private entities or persons and local councils to contribute to the promotion of volunteering in Malta.
1.2. Eligible Actions

Enrolled Voluntary Organisations can submit to one of the following Actions:

**Action 1:** Supports *Project Based Initiatives*

**Action 2:** Supports *Infrastructural Projects*

**Action 3:** Supports *Research Projects*

**Action 4:** Supports *Events and Activities*

An enrolled Voluntary Organisation may only submit one application in only one of the above listed actions per deadline.

1.3 Priorities

1.3.1 General Priorities

In addition to the above-mentioned objectives the 2023 VOPS priorities are as follows:

- **Addressing the National Strategy for Volunteering 2020 – 2025**

The National strategy stands on three pillars, community reality, national framework, and government policies. Upon which the aim to strengthen the volunteer sector through capacity building, partnerships, and recognition. In so encouraging to build a civil society which is inclusive, provides equal opportunity, promotes active citizenships, and strengthens inter-sectoral ties.

Applicants are to clearly outline how their project adheres to and contributes to the implementation of the National Strategy for Volunteering.


- **Addressing the Sustainable Development Goals**

Sustainability is the process of maintaining change in a balanced fashion, in which the exploitation of resources, the direction of investments, the orientation of technological development and institutional change are all in harmony and enhance both current and future potential to meet human needs and aspirations.

It is founded on three pillars namely the economic, social, and environmental. Applicants are to demonstrate how their project maximises economic, social, and environmental goals to enshrine the concept of sustainable development. In addition, applicants are to demonstrate how their project contributes towards one or more of the Sustainable Development Goals.
1.3.2 Specific Priorities

**Action 1 – Project Based Initiatives:** The projects should have the main priority to have an identified date of commencement and date of termination, with the focus to mostly invest the allocated funds that supports the Voluntary Organisation, and this same organisation must also demonstrate that through this project a sustainable and innovative programme will be created to address the needs of both the volunteers and the organisation. The projects shall not be a one-off event but a project-based initiative that the organisation may sustain on its own initiative for at least two more years.

**Action 2 – Infrastructural Projects:** The projects should have infrastructural priorities with a clear date of commencements and date of termination, whereby the infrastructural needs of the voluntary organisations are addressed through a complete and safe project. It is important that the Voluntary Organisations demonstrate that the premises are their property or have a leasing agreement of at least ten (10) calendar years. They also must guarantee that safety measures are taken within the implementation of this project. It should also be demonstrated that these changes will be implemented in their completeness also keeping in mind that the co-financing element could be more than 20% of the total amount granted. Infrastructural projects may include masonry works, utility installations and fixed equipment which improves or creates a service for the Voluntary Organisation.

**Action 3 – Research Projects:** The project should have research priorities intended to encourage projects addressing research to compliment other priorities addressed in this call. Research can be carried out regarding all aspects of the organisation such as capacity building, services, training, and volunteering. The sector is constantly seeking to identify innovative approaches through an evidence-based approach which will induce the organisations to become more effective and relevant towards societal needs.

**Action 4 – Events & Activities:** The proposal should have a main event or activity with a clearly identified date of commencement and date of termination with the main focus to invest allocated funds in initiatives which celebrate the work of voluntary organisations and volunteers helping in voluntary organisations. The request shall be practical and backed up by costings and objectives. The proposal may be a one off-event or a series of events/activities arising from exceptional circumstances and are not considered annual events.

2. **What is the budget?**

The fund for 2023 is of €800,000.00 for the implementation of projects. The budget shall be divided between the three Actions as follows:
• Action 1 – Project Based Initiatives - €500,000
• Action 2 – Infrastructural Projects - €200,000
• Action 3 – Research Projects - €40,000
• Action 4 – Events and Activities - €60,000

The period of implementation should commence on the 1st March 2023 and terminate by not later than the 28th February 2024. Projects should be implemented over a maximum period of twelve (12) consecutive months.

The Voluntary Organisations Project Selection Committee may decide to increase the projects assigned in the case of residual funds. Should this procedure be implemented, the amount on the residual fund will be allocated to the projects that were deemed eligible but were not benefiting according to the ranking list. The Voluntary Organisations Project Selection Committee reserves the right not to allocate all the funds available should projects fall under the established quality benchmark of 65% mark. The decision of the Voluntary Organisations Project Selection Committee is final and indisputable.

3. What is the structure of the Scheme?

3.1 Eligible Projects

To achieve its objectives, the VOPS foresees projects which fall under the established priorities. An enrolled Voluntary Organisation may only submit one application in only one of the above listed actions per deadline.

3.2 Co-Financing Aspect

The grant allocation shall support 80% of the project while the beneficiary shall support the other 20% for all the four Actions described here above.

3.3 Criteria

To apply under the VOPS your project should be:

- Initiated not earlier than the 1st of March 2023.
- Completed in not more than 12 consecutive months.
- Containing all information required at the point of e-application (including annexes).
- The project should be innovative and not a repeat of previously approved projects by the same organisation.

3.4 Grant request

The amount requested by a beneficiary shall:

- **Action 1**: Not be less than €5,000 and not more than €20,000. All projects falling under all Actions shall have a 20% co-financing amount supported by the beneficiary. Ex. When requesting the maximum amount of €20,000 the project presented by the beneficiary shall
amount to at least €25,000 which includes the amount of €5,000 co-financing.

- **Action 2: Not be less than €5,000 and not more than €20,000.** All projects falling under all Actions shall have a 20% co-financing amount supported by the beneficiary. Ex. When requesting the maximum amount of €20,000 the project presented by the beneficiary shall amount to at least €25,000 which includes the amount of €5,000 co-financing.

Under this Action, where structural or electrical modifications are to be undertaken, applicants shall submit detailed plans by architect or other technical person in relation to the works. In the case where Planning Permits are required, these should be submitted to MCVS prior to signing of the agreement.

- **Action 3: Not be less than €4,000 and not more than €10,000.** All projects falling under all Actions shall have a 20% co-financing amount supported by the beneficiary. Ex. When requesting the maximum amount of €10,000 the project presented by the beneficiary shall amount to at least €12,500 which includes the amount of €2,500 co-financing.

- **Action 4: Not be less than €3,000 and not more than €5,000.** All projects falling under all Actions shall have a 20% co-financing amount supported by the beneficiary. Ex. When requesting the maximum amount of €5,000 the project presented by the beneficiary shall amount to at least €6,250 which includes the amount of €1,250 co-financing.

4. **Who implements the Scheme?**

The Voluntary Organisations Project Selection Committee is chaired by the Ministry for Inclusion, Voluntary Organisation and Consumer Rights, who manages the budget, and sets priorities, targets, and criteria for the VOPS on an ongoing basis. Furthermore, it guides and monitors the general implementation, follow-up, and evaluation of the VOPS. The Malta Council for the Voluntary Sector implements the scheme on behalf of the MIVC. The Malta Council for the Voluntary Sector is also delegated with the responsibility for the supervision and monitoring of the ongoing projects.

The Voluntary Organisations Project Selection Committee tasks are to:

- Oversee and monitor a transparent and equitable selection process for project e-applications to be funded through the VOPS.
- Provide and/or monitor effective and efficient administrative processes in the evaluation process and in the implementation of the VOPS.
- Decide on the final list of projects to be awarded a grant and signs the grant agreements.
The Malta Council for the Voluntary Sector tasks are to:

- Provide appropriate information on the VOPS.
- Provide support to project applicants and beneficiaries throughout the project life cycle.
- Monitor the implementation of the VOPS.
- Evaluate VOPS project reports.
- Improve the visibility of the VOPS.
- Promote the dissemination and exploit the results of the VOPS at national level.

5. **Who can participate in the Scheme?**

5.1 **Eligible applicants**

Voluntary Organisations submitting e-applications must:

- Be enrolled with the Commissioner for the Voluntary Sector.
- Be compliant with the Commissioner for the Voluntary Sector by the deadline of the submissions of the e-applications.
PART B

Information About The Scheme

6. What are the criteria used to assess the Scheme?

<table>
<thead>
<tr>
<th>6.1 Eligibility Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Eligible applicants</strong></td>
</tr>
<tr>
<td>• The applicant must be a voluntary organisation which is enrolled and compliant with the Commissioner for the Voluntary Sector</td>
</tr>
<tr>
<td>• Voluntary organisations in compliance with the Commissioner for the Voluntary Sector by the deadline of the submission of the e-applications.</td>
</tr>
<tr>
<td>• The project should be innovative and not a repeat of previously approved projects by the same organisation.</td>
</tr>
<tr>
<td><strong>Number of e-applications</strong></td>
</tr>
<tr>
<td>• Only one e-application per Voluntary Organisations shall be submitted in this deadline.</td>
</tr>
<tr>
<td>• This implies that an organisation may only benefit from one action that falls under the same call.</td>
</tr>
<tr>
<td><strong>Duration of project</strong></td>
</tr>
<tr>
<td>• Maximum of 12 consecutive months (including preparatory phase) which fall between 1st March 2023 and 28th February 2024.</td>
</tr>
<tr>
<td><strong>Timetable of events</strong></td>
</tr>
<tr>
<td>• An overview of the activity must be submitted as part of the e-application form under section project calendar.</td>
</tr>
<tr>
<td><strong>Where to apply?</strong></td>
</tr>
<tr>
<td>• E-applications must be submitted to the Malta Council of the Voluntary Sector online and can be found on the MCVS home page <a href="http://www.vofunding.org.mt">www.vofunding.org.mt</a></td>
</tr>
<tr>
<td><strong>When to apply?</strong></td>
</tr>
<tr>
<td>• The e-application shall open on the: 7th September 2022</td>
</tr>
<tr>
<td>• The e-application must be submitted by</td>
</tr>
<tr>
<td><strong>How to apply?</strong></td>
</tr>
<tr>
<td>-------------------</td>
</tr>
<tr>
<td><strong>Step One: Access Website</strong></td>
</tr>
</tbody>
</table>
| **Step Two: Register the Voluntary Organisation** | ✓ Click on the register button (top right)  
✓ Fill in details (important to include the official email address of your organisation e.g., info@mcvs.com)  
✓ Click on submit  
✓ A message stating “Thank you for registering. Your registration will be validated within one (1) working day. Following validation, you may proceed with the e-application” |
| **Step Three: Validation of Registration** | ✓ After registering kindly wait for validation issued by the Malta Council for the Voluntary Sector since we need to confirm that the details inputted are congruent to our database.  
✓ Once your registration is approved the email address that you would have submitted will be used for all sort of correspondence related to the various funding schemes.  
✓ The validation will be granted by a maximum of one WORKING day after registering. |
| **Step Four: E-application form** | ✓ Access the e-application form of the specific funding scheme. |

| **Safety procedures of project** | • The applicant must guarantee that appropriate measures are implemented as part of the project proposal, to ensure the safety and protection of participants directly involved in the project. |

| **6.2 Exclusion criteria** | • The project proposal is or has been granted through another EU/national fund.  
• The project is a purely a fundraising event. |
| **Exclusion criteria** | • If the organisation proposes the same project as per previous years, it will be considered ineligible.  
• If the Organisation has any pending MCVS project which does not adhere to the Grant Agreement timeline.  
• As per Article 9.1.b of these guidelines - Exclusion criteria  
• Does not observe any of the eligible criteria. |

### 6.3 Selection Criteria

| **Financial capacity** | • The applicant must show that they have stable and sufficient financial resources to support the co-financing element and the second and final payments of the amount granted until they are reimbursed following successful evaluation of interim/final report and financial documentation. |

| **Operational capacity** | • The applicant must show that they have the adequate operational capacity that is the necessary people, skills, competencies, and motivation to complete the proposed project. |

### 6.4 Award criteria

Refer to Annex 1, 2, 3 and 4 - Eligibility Criteria/Marking Scheme
### Overview of funding rules
The budget of the project must be drafted according to the following funding rules:

<table>
<thead>
<tr>
<th>Activity costs</th>
<th>Eligible costs</th>
<th>Financing mechanism</th>
<th>Amount</th>
<th>Rule of allocation</th>
<th>Reporting obligations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Any cost directly linked to the implementation of the project.</td>
<td>Lump sum</td>
<td>80% of eligible costs</td>
<td>Provided that it is consistent with the budget presented in this e-application.</td>
<td>Full justification of the costs incurred (including quotations where applicable), original invoices, cash sales and VAT receipts. Achievements to be described in final report.</td>
</tr>
<tr>
<td>Costs for additional dissemination and exploitation of results</td>
<td>Costs linked to additional dissemination and exploitation of project's results.</td>
<td>Lump sum</td>
<td>80% of eligible costs</td>
<td>Conditional: additional dissemination and exploitation activities must be clearly outlined in the e-application form.</td>
<td>Full justification of the costs incurred (including quotations where applicable), original invoices, cash sales and VAT receipts. Achievements to be described in final report.</td>
</tr>
</tbody>
</table>
8. How to develop a good project?

The 'Award criteria' table on page 9 lists the criteria against which the quality of a project will be assessed.

Here is some advice which may help you to develop a good project.

8.1 Quality of project design

a) Quality of the preparation phase

The preparation phase is of crucial importance for the success of a project. During this phase, the organisation should choose and commonly agree on a theme relevant to the organisation itself and to the local community. They should look at creating a well-structured programme of the activities by presenting a timetable, including working methods and the benefits of their project for the local community.

b) Quality of the activity programme

The activity programme should be linked to the objectives of the project, to the project outcomes and it should be clearly defined, realistic and balanced.

c) Quality of the marketing of the programme

The marketing programme should be linked to the activity programme and each activity should be communicated to the target population of the project and the Maltese public (if possible). The disclaimer of the project should be included on all project material stating, “This Project has been funded through the Voluntary Organisations Project Scheme managed by the Malta Council for the Voluntary Sector”.

d) Quality of project content and methodology

- Theme of the project

The project should have a clearly identified theme and should reflect the interests and needs of participants. Some examples of potential project themes are art and culture, social exclusion, environment, heritage protection, youth information, European awareness, rural/urban development, health in the community, anti-racism/xenophobia, disability, support for the elderly, homelessness, migrants, equal opportunities, peer education, unemployment, sports, leisure, media, and communications, etc. The theme must be translated into the concrete activities/outcomes.
• **Innovative creativity and entrepreneurship**

Within the context of the VOPS, the accent is put on promotion of innovative elements in the project. The project should aim at introducing, implementing, and promoting innovative approaches. These innovative aspects may be related to the contents and objectives of the activity, the involvement of promoters from different backgrounds, creative and unexplored way of solving problems related to the community, experimentation with new methodologies and project formats or dissemination of the project results.

• **Active involvement of participants in the project**

The activity programme and working methods should aim to have an impact on the members of the organisation and on the Maltese community. The project should engage the active involvement of the members of the organisation and Maltese citizens possibly identified as target population of the activity. Participants should also be actively involved in the preparation and evaluation phases of the project as one of the project outcomes.

e) **Quality of infrastructural projects**

In the case of infrastructural projects an organisation must submit any related architectural and/or engineering supporting documentation (Architect Report / Damage Report / Bill of quantity). Where applicable permits from the relevant authorities must be sought prior to application and presented at application stage.

f) **Quality of project reach**

• **Impact, multiplier effect and follow-up**

The impact of VOPS should not be limited to the participants in the activity. Applicants should, as much as possible, involve other people (from the neighbourhood, local area, etc.) in the Activity.

• **Visibility of the project visibility of Voluntary Organisation Project Scheme**

Promoters should reflect together on measures aimed at enhancing the visibility of their project and the visibility of the VOPS. This measure is also linked to the marketing action of each activity. The creativity of applicants in offering additional potential whilst disseminating information about the planned activity, and the opportunities offered by the VOPS will be highly scored in the evaluation process. Visibility measures mainly occur before and during the implementation of the initiative. Such measures can be divided into two broad categories:

  o **Visibility of the project**
Beneficiaries and participants should ‘publicize’ the project - as well as its aims and objectives. To raise awareness of the project, the beneficiary could for example develop information material; send a mail shot or SMS mailing; prepare posters, stickers, promotional items (t-shirts, caps, pens, etc.); invite journalists to observe; issue ‘press releases’ or write articles for local papers, develop websites or newsletters; engage in social network activities such as creating a Facebook page; create an e-group, a web space, a photo-gallery or blog on the Internet.

- **Visibility of the Voluntary Organisations Project Scheme**

  The compulsory use of the official logo of the VOPS should be included in all the project material used for communication purposes (internal and external). The communication objectives should include a description of the multiplier effect of the Voluntary Organisations Project Scheme on the Maltese society, whilst also outlining the opportunities offered through the Scheme.

**g) Impact and long-term sustainability**

- Funded projects are to have a well-defined impact & long-term sustainability plan in place. Sustainability, meaning the continuation of project deliverables and sustenance of project outcomes after the initial/primary grant expires. The Voluntary organisation is to devise a strategy to continue to perform and deliver project benefits to the primary target group after the funding from MCVS has been consumed and project has been successfully terminated.
PART C

INFORMATION FOR APPLICANTS

All applicants who intend to submit a project to be considered for financial support from the Voluntary Organisations Project Scheme are invited to carefully read this section.

9. What do you have to do to submit a Voluntary Organisations Project Scheme?

To submit a project proposal under the VOPS you must perform the following three steps:

1. Check that your project complies with the Scheme criteria.
2. Check that you present an accurate budget proposal.
3. Fill in and submit your e-application form without leaving any missing Annexes that are required.

9.1 Check compliance with the Scheme criteria

As applicant and potential beneficiary, you must verify and ensure that your project meets; the eligibility, it does not include any exclusion criteria, it is aligned to the selection criteria and outlines the award criteria.

a) Eligibility criteria

The eligibility criteria relate to the project type, the target group, and the conditions for submitting a grant request under the VOPS. If your project does not meet the eligibility criteria, it will be rejected without being further evaluated (as stated in Annex I - III – Eligibility Criteria/Marking Scheme). To be deemed eligible, your project must meet all the eligibility criteria. For details of the eligibility criteria please consult Part B of this Guide.

b) Exclusion criteria

Applicants will be excluded from participating in the VOP Scheme if they are in any of the following situations:

- They are bankrupt or being wound up.
- They are having their affairs administered by the courts, and/or are having entered an arrangement with creditors, and/or have suspended business
activities, and/or are the subject of proceedings concerning those matters, and/or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.

- They are under investigation by the Commissioner for Voluntary Organisations.
- They have not submitted their financial returns to the Commissioner for Voluntary Organisations according to LN 379 of 2012.
- They have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata.
- They have been guilty of grave professional misconduct proven by any means which the contracting authority can justify.
- They have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority.
- They have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Ministry for Social Inclusion and Wellbeing as well as the Malta Council for the Voluntary Sector's financial interests.
- They are following another procurement disciplinary procedure or grant award procedure financed by the Ministry for Inclusion, Social Wellbeing and Voluntary Organisations as well as the Malta Council for the Voluntary Sector or any other Government Agency; they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

Applicants will not be granted financial assistance if, on the date of the signing of the grant award, they:

- Are subject to a conflict of interests.
- Are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the grant award procedure or fail to supply this information.

To comply with these provisions, applicants must sign a ‘declaration of honour’ certifying that they are not in any of the situations mentioned above. This ‘declaration of honour’ constitutes a specific section of the e-application form.

c) Selection criteria

The selection criteria enable the Voluntary Organisations Project Evaluation Committee to assess the applicant's financial and operational capacity to complete the proposed project.
d) **Financial capacity**

This means that the applicant has stable and sufficient sources of funding, to maintain its activity throughout the project.

The applicant must submit with the e-application:

- A copy of the Bank Statements of the *organisation’s main account* as of the last month prior to the opening of the call (August bank statement). The bank Statement shall clearly indicate the name of the Voluntary Organisation, date, and balance as on the end of month of the indicated month, which should at least correspond to the 20% co-financing sum. The account presented shall be the same account presented to the Commissioner for the Voluntary Organisations in the organisations Financial Returns to the same Commissioner.

If, on the basis of these documents, the Evaluation Board concludes that the required financial documentation has not been provided or is not satisfactory, then they shall reject the e-application.

e) **Operational capacity**

This means that the applicant must show that it has the necessary people, skills competencies, and motivation to complete the project. This constitutes a specific section of the e-application form.

f) **Award criteria**

The award criteria are indicators/outcomes that allow the Evaluation Board to evaluate the quality of projects submitted for grants. Based on these criteria, grants will be awarded to those projects which are maximizing and aligned to the overarching objectives of the VOPS.

The award criteria indicated in Part B of these Guidelines describe exactly which elements will be taken into consideration to assess the quality of the project.

**9.2 Check the financial conditions**

a) **Types of grants**

The grant under the VOPS is of a lump sum (fixed amounts) approach. The amount granted (contracted grant) is equivalent to a maximum of the 80% of the total amount of the project and shall not exceed the maximum amounts stated in section 3.4 of these guidelines. In the case of Action 1, 2 and 3, 20% of the contracted grant will be given to the beneficiary on submitting a satisfactory Budget Breakdown and the signing of the agreement, 40% will be given on the
submission and verification of a satisfactory quarterly report, 20% will be given on the submission and verification of a satisfactory interim report and the final balance of 20% will be given to the beneficiary on closure of the project with submission of a satisfactory final report. In the case of Action 4, 40% of the contracted grant will be given to the beneficiary on submitting a satisfactory Budget Breakdown and the signing of the Agreement, 40% will be given on the satisfactory interim report and the final balance of 20% will be given to the beneficiary on closure of the project with submission of a satisfactory final report.

b) **Co-financing**

The VOPS grant shall finance 80% of the project costs to the maximum indicated in Article 3.2 and 3.4 of these guidelines. Should the total cost of the project exceeding the 100% amount as indicated in Article 3.4 of these guidelines the applicant may complement the sum granted through the voluntary organisation’s own financial resources or by seeking private assistance.

Contributions in kind are considered an eligible source of co-financing. The value calculated for such contributions must not exceed:

- The costs actually borne and duly supported by accounting documents of the third parties who made these contributions to the beneficiary free of charge but bear the corresponding costs.
- The costs generally accepted on the market in question for the type of contribution concerned when no costs are borne.

c) **No double-financing**

A project supported under the VOPS Scheme may not be in receipt of any other Government or European Union funding.

To avoid the risk of double-financing, the applicant must indicate in the relevant section of the e-application form, the sources and the amounts of any other funding received or applied for in the same financial year.

**9.3 Fill in and submit the e-application form**

Once the e-application form is submitted online, it is forwarded to the Voluntary Organisations Project Evaluation Committee.

In case of a group of Voluntary Organisations collaborating and consequently presenting one e-application form for a project, it is important that the e-application form outlines the leading Voluntary Organisation which has the role of the coordinator. The e-application is then forwarded to the Voluntary Organisations Project Evaluation Committee for the whole project on behalf of all the Voluntary Organisations. If the e-application is positively assessed and
selected, the applicant established as coordinator will be the beneficiary of a single grant agreement proposed by the VOPS for the funding of the project.

a) E-application procedure

The eligibility criteria to be met regarding the procedure to be followed for the submission of a project are described in Part B of this Guide. Furthermore, the applicants must respect the provisions described below.

An e-application will be accepted only if:

1. Submitted via the correct e-application form which is completed in full.
2. It shows a budget in conformity with these Guidelines.
3. It is accompanied by all the requested additional documentation.
4. It is delivered by the stipulated deadline.

**Please note that applicants are eligible to apply for one action only falling under the same call.**

b) Use the official e-application form

E-applications must be submitted only online through the following link: www.vofunding.org.mt

c) Provide proof of your legal status

The **successful** applicants must be in enrolled and compliant with the Commissioner for the Voluntary Organisations.

d) Estimated budget

E-applications must include a detailed estimated budget (included in the e-application form) in which all prices are given in Euro (€).

Any e-application which exceeds the maximum limits will not be automatically excluded but will be scaled down within the limits set by the Guidelines.

10. What happens once the e-application is submitted?

All e-applications received by the Voluntary Organisations Project Evaluation Committee will undergo a selection procedure.

10.1 The selection procedure

The selection of e-applications is as follows:
1. All e-applications are checked against the eligibility criteria, the selection criteria, and the exclusion criteria.
2. Those e-applications which have successfully passed these checks are evaluated by two independent external evaluators and ranked accordingly.
3. In case of a 15% or more variant between the final marks of the two External Evaluators, a third External Evaluator shall be asked to evaluate the project e-application.
4. In the case of a third evaluator, the two nearest marks and taken for average purpose and the third (furthest) mark is discarded.

The process is described in Annex II titled Evaluation Process.

10.2 Decision

Once the evaluation, including the verification of financial conditions, is completed, the Fund Officer prepares a ranking list of the final mark of each project according to the final marks issued by the External Evaluators.

The Voluntary Organisations Project Evaluation Committee shall endorse the final marks and decides on the projects to be granted funding, based on the ranking order list and the budget available.

10.3 Notification of award decisions

Applicants should, be notified with the results and these will be available online on www.maltacvs.org.

All successful applicants will be informed in writing. On termination of the e-application procedure the documents including the e-application form and the scoring documents will not be returned to the applicant.

10.4 Appeal

Unsuccessful applicants have a right to appeal within five working days of the issue of the official results on the funding portal. An Appeals Board shall be appointed by the Voluntary Organisations Project Evaluation Committee to decide on the appeals. The decision of the Appeals Board is final and indisputable.
11. What happens if your e-application is approved?

11.1 Deliverables and Detailed Budget

Once results are issued, and the list of projects is published, the fund officer will contact the applicants to discuss:

- The deliverables and any criteria that need to adhere to the guidelines
- Any further documentation required by MCVS
- To submit a detailed budget

11.2 Grant agreement

In the event of definitive approval by the Voluntary Organisations Project Evaluation Committee, a grant agreement is drawn up between the Malta Council for the Voluntary Sector and the beneficiary. The agreement is drawn up in Euros (€) with the details of the conditions and funding amount. The grant decision is a unilateral act awarding a subsidy to a beneficiary.

For projects approved by the Voluntary Organisations Project Evaluation Committee, it is intended that beneficiaries should receive the agreements for signature by the first quarter of 2023. This agreement must be signed and returned to the Malta Council for the Voluntary Sector (181, Melita Street).

11.3 Grant amount

Acceptance of an e-application does not necessarily constitute an undertaking to award funding equal to the amount requested by the applicant (this funding could be reduced). The awarding of a grant does not establish an entitlement for subsequent years.

It should be noted that the grant amount foreseen by the agreement is to be considered as a maximum which cannot be increased in any circumstances.

Furthermore, the amount allocated may not exceed the amount requested.

11.4 Eligible costs

In order to be eligible under this VOPS, costs must:

- Be necessary for the implementation of the project.
- Be included in the provisional budget attached to the agreement.
• Be consistent with the principles of sound financial management, in terms of value for money and cost-effectiveness.
• Be incurred during the lifetime of the project as defined in the agreement.
• Be truly and actually incurred by the beneficiary.
• Be recorded in the beneficiary’s accounts in accordance with applicable accounting principles.
• Be deposited in a standalone account.
• Be declared in accordance with the requirements of the applicable tax and social security legislation.
• Be identifiable and verifiable and be backed up by original supporting documents.
• Be innovative and not a repeat of previously approved projects by the same organisation.

11.4.1 Eligible direct costs

Eligible direct costs are costs which, with due regard for the conditions of eligibility set out above, are identifiable as specific costs directly linked to the performance of the project and which can therefore be booked to it directly. The following are the parameters to follow whilst preparing the costs for the VOPS project:

• Staff costs are eligible but are limited to a maximum of 10% of the allocated total direct cost (only applicable for Project Management).
• In case the Voluntary Organisation proofs that the staff recruited onto the project was previously employed with the same organisation, no procurement procedures are needed in the adjudication of the services rendered. However, the employment history of the employee must be submitted.
• If the VO is utilising its own members/employees beyond Project Management, they need to pre inform MCVS and give evidence that the person has competences in the specific area of the deliverable and that the fee is within marketing value.
• If the person is an external provider (not employed with the VO), a VAT receipt must be submitted.
• Infrastructural costs are eligible but are limited to a maximum of 25% of the total allocated direct costs under Action 1.
• Research costs are eligible but are limited to a maximum of 40% of the total allocated direct costs under Action 1.
• Events costs part of the Activity costs are eligible but are limited to a maximum of 20% of the total allocated direct costs under Action 1.
• Hospitality (catering) costs are eligible but are limited to a maximum of the following ceilings:
1. Up to 10% of the allocated total direct cost if the funds approved are up to €10,000.00.
2. Up to 5% of the allocated total direct cost if the funds approved are between €10,001.00 up to €20,000.00.
3. Catering is only approved if distributed during project launching, conferences and formal meetings and activities related to the project.
4. In the case of Action 4, hospitality is up to 25% of the total direct cost.

- Marketing costs such as newspaper, leaflets, posters, banners, roll ups, Facebook, radio, and television advertisement are eligible but are limited to a maximum of 15% of the allocated total direct cost.
- In the case of Action 4, Marketing is up to 40% of the total direct cost
- Indirect costs should amount to a maximum of 5% of the total amount requested. The indirect costs represent the beneficiary’s general administrative costs which can be regarded as chargeable to the project such as postage, photocopying etc. Indirect costs may not include costs already entered under another budget heading.

**Important to note that if Budget parameters are not respected throughout the e-application form the project will not be deemed eligible in the final ranking list.**

11.4 Payment procedures

a) Procedure with one pre-financing instalment

The projects supported under the VOPS will be subject to a payment procedure consisting of one pre-financing payment, a quarterly payment (only in the case of Action 1, 2 and 3), an interim payment, and a final payment/recovery of the balance due, as described below:

b) Pre-financing payment

In the case of Action 1, 2 and 3 a pre-financing payment of 20% will be transferred to the beneficiary once satisfactory Budget Breakdown is submitted. In the case of Action 4, 40% will be transferred to the beneficiary once satisfactory Budget Breakdown is submitted Pre-financing is intended to provide the beneficiary with a float.

c) Quarterly payment (only applicable for Action 1, 2 and 3)

A quarterly payment of 40% will be transferred to the beneficiary within 30 days of the date of the satisfactory delivery of the quarterly report.

d) Interim payment
In the case of Action 1, 2 and 3 an interim payment of 20% will be transferred to the beneficiary following the satisfactory delivery of the interim report. In the case of Action 4 40% will be transferred to the beneficiary following the satisfactory delivery of the interim report.

e) Payment or recovery of the balance

The amount of the final payment to be made to the beneficiary will be established on the basis of a final report to be submitted within one month following the end date of the project.

f) Documentation to be presented with reports

The beneficiary must provide documents giving evidence that the activities organised with the support of the VOPS funding effectively took place. These shall include:

a. The report on the implementation of the project.
b. A final detailed financial statement of eligible costs actually incurred, following the structure of the estimated budget, which justifies the funding requested expressed as a percentage of the eligible costs actually incurred.
c. A full summary statement of the actual receipts and expenditure of the project.
d. Full justification of the costs incurred (including quotations where applicable), invoices, cash sales, copy of cheques and original VAT receipts.
e. Achievements to be described in the report.
f. In the case of Action 2 (Infrastructural) an engineer’s/architect’s work certification.

If the eligible costs actually incurred by the beneficiary during the project are lower than the pre-financing payment, the beneficiary will be required to refund excess amounts already transferred under the pre-financing payments.

12. Other main contractual provisions

12.1 Non retroactivity

1. No grant may be awarded retrospectively for projects already completed.
2. Expenditure eligible for financing may not have been incurred prior to the date of commencement of the project in the e-application form.
3. A grant may be awarded for a project which has already begun following the publication of the results and only where the applicant can demonstrate the need to start the project before the agreement has been signed.
4. Starting the project before signing the grant agreement is done at the risk of the beneficiary.

12.2 Finance, Sub-contracting, and award of procurement contract

1. In all cases beneficiaries shall abide fully with Public Procurement Regulations (PPRs) - SL 174.04 (LN 352-2016).
2. The beneficiaries are to allocate a specific bank account solely for the use of the grant award.
3. In those cases where the implementation of the project requires the engagement of personnel external to the voluntary organisation, the remuneration/salary package shall be pegged to the salary scales as issued by the Ministry of Finance, referred to Schedule of Grades, for 2023.

When undergoing the project under the VOP Scheme, beneficiaries must abide with the procurement thresholds and relevant requirements to guarantee transparency and accountability as per Table 1 (page 26).

12.3 Applicable Procurement Regulations

When undergoing the project under the VOP Scheme, beneficiaries must abide with the procurement thresholds and relevant requirements to guarantee transparency and accountability as per table here above.

1. Grant beneficiaries are obliged to abide by the Public Procurement Thresholds and Procedures as listed hereunder.
2. In the case of Direct orders (Under €500 exclusive of VAT) the beneficiary may only utilise this for a total of €2,000 (exclusive of VAT) and in exceptional circumstances. (This rule appertains strictly to the funding scheme and is applied per project)
3. With regards to quotations and tenders the Price/Cheapest mechanism is utilised.
4. However, in the eventuality that an VO publishes a Call for Tender utilising the Best-Price-Quality-Ratio BPQR (previously termed as MEAT) award mechanism, prior to publication, this must be channelled through the Department of Contracts (DoC), to obtain the approval of the BPQR Evaluation Criteria and the corresponding scorings.
<table>
<thead>
<tr>
<th>THRESHOLDS</th>
<th>MADE THROUGH</th>
<th>REQUIREMENTS</th>
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<tr>
<td>Under EUR 500</td>
<td>Direct Order</td>
<td>Justification for Direct Order</td>
</tr>
<tr>
<td>EUR 500.00 -</td>
<td>Obtain Quotations</td>
<td>Obtaining Quotes - Minimum of 3 quotations</td>
</tr>
<tr>
<td>EUR 4,999.99</td>
<td></td>
<td>Or Publication in Government Gazette, &amp; Local Apolitical Commercial Newspaper approved by MCVS, &amp; circulated through MCVS’ mass mail</td>
</tr>
<tr>
<td>EUR 5,000 –</td>
<td>Published Call for</td>
<td>Call for Quotes - Minimum of 3 quotations</td>
</tr>
<tr>
<td>EUR 9,999</td>
<td>Quotations</td>
<td>Publication of call for quotes <strong>mandatory</strong> on Government Gazette</td>
</tr>
<tr>
<td>EUR 10,000 –</td>
<td>Public Tender/Expression</td>
<td>Contact 10 prospective bidders</td>
</tr>
<tr>
<td>EUR 144,000</td>
<td>of Interest</td>
<td>Internal Evaluation of Quotes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Publication of Results &amp; communication to bidders</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Agreement/Contract with successful bidder</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Unsuccessful bidders have a right of appeal</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>‘Internal’</strong> refers to the setting up of an evaluation committee by the same organisation of at least three official members</td>
</tr>
</tbody>
</table>

*Table 1: Outline of the procurement procedures that should be respected whilst implementing the project*

**NOTE:** ALL figures are NET [excl.] of VAT

- The minimum time limit (Publication period) for Tenders shall be twenty (20) days.

**NOTE:** Government Gazette
• In order for us to publish in the Government Gazette, you have to provide us the advert (call for quotes) in word document both in English and Maltese version. The fee will be deducted from the final payment

**NOTE: Training**

• Training should be conducted locally and not abroad. However, the Voluntary Organisation may have the option to bring an expert from abroad to conduct the training in Malta/Gozo.

12.4 Information on the grants awarded

Grants awarded in the course of a financial year must be published on the website of the Malta Council for the Voluntary Sector during the first half of the year following the closure of the financial year for which they were awarded. The information may also be published in any other appropriate medium. The Malta Council for the Voluntary Sector will publish the following information:

• Name and address of the beneficiary.
• Purpose of the grant.
• Amount awarded and rate of funding.

12.5 Publicity

Apart from the measures foreseen for the visibility of the project and for the dissemination and exploitation of its results (which are award criteria), there is an obligation of minimal publicity for each granted project. Beneficiaries must clearly acknowledge the Malta Council for the Voluntary Sector and the VOPS in all communications or publications, in whatever form or whatever medium, including the Internet, or on the occasion of activities for which the grant is used.

This must be done according to the following instructions:

1. Use of the Malta Council for the Voluntary Sector and of VOPS logos.
2. Use of disclaimer stating the following: “This project has been funded through the Voluntary Organisations Project Scheme managed by the Malta Council for the Voluntary Sector”. The font Arial must be used when quoting this sentence.

**Beneficiaries are to use the official logos of the Malta Council for the Voluntary Sector (MCVS) and of VOPS and any other publicity material such as credits and disclaimers as per Marketing Guidelines published by MCVS.**

*If these provisions are not fully complied with, the beneficiary’s grant may be reduced.*
12.6 Audits and monitoring

A granted project may be subject to monitoring visits. The beneficiary will undertake, with the signature of its legal representative, to provide proof that the grant has been used correctly. The Malta Council for the Voluntary Sector on behalf of the Ministry for Inclusion, Social Wellbeing and Voluntary Organisations may itself check or appoint an authorised delegate to audit the implementation procedures of the grant at any time during the term of the agreement. Such audits may be carried out up to 24 months from the date of the signing of the Grant Agreement. Consequently, all documentation pertaining to this project including copies of invoices and fiscal receipts (VAT) should be retained for audit purposes. Original of invoices and fiscal receipts (VAT) shall be submitted to MCVS with the final report.

12.7 Recovery of Funds

The audit conclusions may necessitate that the Grant Award, in full or in part, be recovered from the applicant Voluntary Organisation due to a failure to honour one or more of the conditions stated in the Grant Agreement.

Recovery may also be applied in the case of underutilization/wrong utilization of the previously advanced funds.

12.8 Data protection

All personal data contained in the e-application forms and grant agreement shall be processed in accordance with the Data Protection Act as per local legislation.

This data will be processed solely in connection with the implementation and evaluation of the VOPS, without prejudice to the possibility of transferring such data to the bodies responsible for inspection and audit appointed by the Ministry for Inclusion, Social Wellbeing and Voluntary Organisations, and/or the Ministry of Finance, through whom the funds for the VOP Scheme are made available.
Contact details

Action 1, 2 and 3

Ms Alexis Milne
Fund Officer
Tel: +356 22481121
E-mail: alexis.milne@gov.mt

Action 4

Ms Martina Livori
Fund Officer
Tel: +356 22481118
E-mail: martina.livori@gov.mt

or

Malta Council for the Voluntary Sector
Volunteer Centre, 181, Melita Street,
Valletta, VLT 1129, Malta
Tel: +356 22481110
E-mail: mcsv.mivc@gov.mt
Website: www.maltacvs.org
Annex I: Eligibility Criteria/Marking application for Action 1 supporting the “Project Based Initiatives”

<table>
<thead>
<tr>
<th>Project Code</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Yes/No</td>
<td>Complete e-application form</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Project fits within one or more of the focus areas of VOPS objectives</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Not in any situation which would prevent the applicant from receiving a grant as per Part C of this Guide</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Project remit within the mandate of the applicant</td>
</tr>
<tr>
<td>Yes/No</td>
<td>The applicant is enrolled with the Commissioner for VOs and compliant by the deadline of the funding scheme</td>
</tr>
<tr>
<td>Yes/No</td>
<td>The applicant has applied for only one project under the VOPS of the same year</td>
</tr>
<tr>
<td>Yes/No</td>
<td>The project should be innovative and not a repeat of previously approved projects by the same organisation</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Maximum of project duration is 12 months including preparatory period</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Financial Capacity to support implementation of the project</td>
</tr>
<tr>
<td>10</td>
<td>Previous funding experience</td>
</tr>
<tr>
<td>5</td>
<td>Relevance towards objective of VOPS</td>
</tr>
<tr>
<td>5</td>
<td>Clarity of E-application Form</td>
</tr>
<tr>
<td>10</td>
<td>Addressing the Sustainable Developments Goals (two or more)</td>
</tr>
<tr>
<td>10</td>
<td>Addressing National Strategy for Volunteering</td>
</tr>
<tr>
<td>10</td>
<td>Operational capacity of applicant to implement project</td>
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<td>20</td>
<td>The quality of project - content and methodology</td>
</tr>
<tr>
<td>10</td>
<td>Budget Breakdown</td>
</tr>
<tr>
<td>15</td>
<td>Impact and long-term sustainability of project</td>
</tr>
<tr>
<td>5</td>
<td>Involvement of people with fewer opportunities</td>
</tr>
<tr>
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<td>Ranking:</td>
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Annex II: Eligibility Criteria/Marking application for Action 2 supporting the “Infrastructural Projects”

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<th>Project Code</th>
<th>Marking criteria</th>
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<tbody>
<tr>
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<td>Complete e-application form</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Project fits within one or more of the focus areas of VOPS objectives</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Not in any situation which would prevent the applicant from receiving a grant as per Part C of this Guide</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Project remit within the mandate of the applicant</td>
</tr>
<tr>
<td>Yes/No</td>
<td>The applicant is enrolled with the Commissioner for VOs and compliant by the deadline of the funding scheme</td>
</tr>
<tr>
<td>Yes/No</td>
<td>The applicant has applied for only one project under the VOPS of the same year</td>
</tr>
<tr>
<td>Yes/No</td>
<td>The project should be innovative and not a repeat of previously projects by the same organisation</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Maximum of project duration is 12 months including preparatory period</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Financial Capacity to support implementation of the project</td>
</tr>
<tr>
<td>Yes/No</td>
<td>Technical documents describing any specific structural changes are submitted *</td>
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<tr>
<td>10</td>
<td>Previous Project Performance</td>
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<td>Relevance towards objective of VOPS</td>
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<td>Clarity of E-application Form</td>
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<tr>
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<td>Addressing National Strategy for Volunteering</td>
</tr>
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<td>10</td>
<td>Operational capacity of applicant to implement project</td>
</tr>
<tr>
<td>10</td>
<td>The quality of project - content and methodology</td>
</tr>
<tr>
<td>10</td>
<td>Budget Breakdown</td>
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<tr>
<td>10</td>
<td>Impact and long-term sustainability of project</td>
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<tr>
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<td>Safety procedures implemented through the project</td>
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<tr>
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<td>Facilitating Accessibility</td>
</tr>
</tbody>
</table>

100 | Total Marks: |

**Ranking:**

*In such case where Planning Permits are required, these should be in hand prior to signing of the agreement.*
Annex III: Eligibility Criteria/Marking application for Action 3 supporting the “Research Projects”

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<td>10</td>
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</table>

Total Marks: 100

Ranking:
Annex IV: Eligibility Criteria/Marking application for Action 4 supporting the “Events and Activities”

<table>
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<tr>
<th>Project Code</th>
<th>Yes/No</th>
<th>Complete e-application form</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes/No</td>
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<td>Project fits within one or more of the focus areas of VOPS objectives</td>
</tr>
<tr>
<td>Yes/No</td>
<td></td>
<td>Not in any situation which would prevent the applicant from receiving a grant as per Part C of this Guide</td>
</tr>
<tr>
<td>Yes/No</td>
<td></td>
<td>Project remit within the mandate of the applicant</td>
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<tr>
<td>Yes/No</td>
<td></td>
<td>The applicant is enrolled with the Commissioner for VOs and compliant by the deadline of the funding scheme</td>
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<tr>
<td>Yes/No</td>
<td></td>
<td>The applicant has applied for only one project under the VOPS of the same year</td>
</tr>
<tr>
<td>Yes/No</td>
<td></td>
<td>The project should be innovative and not a repeat of previously approved projects by the same organisation</td>
</tr>
<tr>
<td>Yes/No</td>
<td></td>
<td>Maximum of project duration is 12 months including preparatory period</td>
</tr>
<tr>
<td>Yes/No</td>
<td></td>
<td>Financial Capacity to support implementation of the project</td>
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<td>Previous funding experience</td>
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<td></td>
<td>Relevance towards objective of VOPS</td>
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<td>Clarity of E-application Form</td>
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<td>Addressing the Sustainable Developments Goals (two or more)</td>
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<td>Addressing National Strategy for Volunteering</td>
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<td>Operational capacity of applicant to implement project</td>
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<td>Content and methodology</td>
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<td>Budget Breakdown</td>
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<td>Involvement of people with fewer opportunities</td>
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<td>Ranking:</td>
</tr>
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</table>
Annex IV – Evaluation Process

1. Submission of application form for the VOP Scheme

2. Evaluation of Eligibility Criteria
   - Evaluation process is stopped if applicant does not fulfil all the eligibility criteria
   - Evaluation process is continued if applicant fulfils all eligibility criteria

3. Evaluation of Project

4. Ranking of the Project
   - Project deemed eligible but not shortlisted to be funded through VOP Scheme

5. Application form will not be evaluated

6. Project funded through VOP Scheme
Annex V – Priorities arising from the National Strategy for Volunteering 2020-2025

The National Strategy on Volunteering – Moving Towards 2025, focuses on three main pillars which are both independent yet still dependent on each other in their growth and functionality.

The first pillar is the reality of the community in which the same community exists in Malta and Gozo today, with all the realities that affect the lives and the environment in which we live in. This pillar looks into the setting up of coherent policies which, through their effective implementation, support communities in an active and effective manner to address realities, needs and aspirations.

The second pillar is the development of the first National Volunteer Strategy to compliment both decades of work undertaken by the sector as well as reflect the newly amended legislation that regulates the same sector. The newly amended VO Act requires that such a Strategy is put in place in order to support and promote the VO Sector in its operation in respect of the established legislations while creating the tools, administrative frameworks, and financial support for the sector to work within such legislation.

The third pillar is the Government’s policy for greater democratic participation, equitable economic and social progress for all, and inclusive participation. This direction is already enacted in the newly amended VO Act 2018 where the framework for more democratization has been embedded in the law, which now needs to cascade in the various Government policies and initiatives which relate to and effect the VO Sector.

Priorities:

1. Offer equality of opportunity to all its members regardless of race, colour, sex, sexual orientation, age, marital status, disability, language preference, religion, or family/domestic responsibilities; and is inclusive and enables people to participate in all its economic, social and cultural activities.
2. Address the issue of creating young willing volunteers by reassuring their confidence through offering peer ambassadors and mentors; accessing their influencers (including schools and other educational institutions, families, and peers); and adapting the length or regularity of their volunteer role to address their transient time commitments.
3. Establishing partnerships with educational institutions namely University of Malta, MCAST, Junior College, supporting volunteering programmes to promote youth volunteering.
4. Extend the reach of information sources and partners, particularly amongst under-represented sections of society.
5. Developing and sharing innovative approaches to service delivery based on the needs and circumstances of the service users; and providing high-quality, cost-effective services with systems to assure quality and accountability to the people who use them.