

VERA Research Project

Research on Discrimination in the Voluntary Sector in Malta

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1.0 Introduction

We live in a world where many times people are treated differently for one reason or another (Moreau, 2020). Society consists of people of different wealth, power, status or some other measure. These inequalities among people often lead to unfair treatment directed against certain groups of individuals or particular social groups (Hvidberg, Kreiner and Stantcheva, 2023).

Discrimination is an important concept used to understand why social inequalities exist across the world (United Nations 2016a). Many are those people who feel that they have been discriminated against (Lippert-Rasmussen, 2006). Discrimination may take place when persons are perceived to belong to a particular other group based on their race, ethnicity, nationality, class, caste, religion, belief, sex, gender, language, sexual orientation, gender identity, sex characteristics, age, health or other status. It often also results in people expressing negative attitudes and taking actions which can be physically or emotionally harmful, often perpetuating inequality (Abrahams, 2010). As long as discriminatory behaviour persists, it remains important to protect citizens, as well as to educate people and perpetrators to respect all individuals, whatever their background, to ensure equality.

The voluntary sector may not be immune to discriminatory practices and behaviours. There has been, in recent years, an increased attention on the voluntary sector and its responsibility to provide an equally accessible space for all, free of discrimination, and inclusive to people from all different backgrounds (VSSN, 2022). The Voluntary Sector Studies Network reports how recent research has identified bullying, racism, and discrimination taking place within large charities. This highlights how the voluntary sector may not be living up to its reputation of supporting vulnerable groups within society. This calls for more research about identifying potential such practices within voluntary organisations.

This research focuses on discrimination and discriminatory behaviour in the voluntary sector in Malta. It intends to gather insights about discriminatory behaviours as there is limited knowledge about the local voluntary scene. It looks at whether there is any differential treatment of the voluntary sector compared to other sectors of society, and whether different sectors of volunteering are considered and/or treated differently. It questions whether one finds elements of discrimination at management levels. The study also looks at possible instances of discrimination among volunteers, as well as by volunteers while volunteering with particular groups of society. Since research on inclusion within the voluntary sector is mainly limited to specific sectors, through this research, the Malta Council for the Voluntary Sector (MCVS) will be able to determine, through both quantitative data and qualitative data, the extent of discriminating aspects, and at what level they exist within the voluntary sector.

2.0 Theoretical background to the study

A first step in reviewing literature about discrimination is that of identifying the various definitions of discrimination and the different ways that discrimination can be manifested. It also distinguishes between discrimination and differential treatment. Different types of discrimination (direct and indirect) are discussed. This is then followed by a review of literature (mainly international) about different forms of discrimination that have been identified within the voluntary sector.

2.1 Defining and understanding discrimination

Discrimination is considered to create, preserve, and perpetrate inequalities in health, wealth, housing, work, education, and other life domains. Discrimination is a term with many meanings according to the context and perspective taken. Harnois (2023) refers to the multiple meanings of discrimination, highlighting how even the Oxford dictionary includes eight different meanings for the term. There are different meanings and use of the term discrimination depending on whether one is taking a legal and sociological perspective. From a sociological perspective discrimination usually relates to recurring undesirable behaviours which target socially disadvantaged groups, often on a daily basis, depending on individuals' personal characteristics or as a result of belonging to particular social groups (Harnois, 2023).

Discrimination can be either direct or indirect.

- **Direct discrimination** is the most well-known form of discrimination. It happens when persons are treated differently because of the way they are. Discrimination is demonstrated through indignities like calling degenerative names, hassles, and microaggressions (physical and emotional) often towards socially disadvantaged groups. Examples of direct discrimination include rejecting employment to a female due to her gender, not providing access to buildings to persons with disabilities, or denying promotions to employees due to their racial background. Such examples are clear and easy to identify. However, direct discrimination is not always obvious to identify. It can also be subtle and difficult to prove (Forshaw & Pilgerstorfer, 2008).
- **Indirect discrimination** is recognised as a result of the ways in which institutions, organisations, and policies tend to perpetuate, intentionally or not, social inequalities. Indirect discrimination happens when something which applies to everyone in the same way, at times in the name of equality, affects some people unfairly.

In her study in the US Harnois (2023) highlighted how people she interviewed used the term discrimination in vastly different ways: with responses varying from legalistic understanding, issues of inequality and social justice, to considering discrimination to be synonymous with 'differential treatment' (Harnois, 2023).

Legislation against discrimination

Antidiscrimination legislation is a strategy and means through which disadvantaged people can fight denied equality due to a personal characteristic which cannot change such as race, gender, and other aspects (Jones and Marks, 2001). There is official agreement at global, European and national level for the need to protect citizens against discrimination through various declarations and legislations. It is globally accepted that persons possess human rights because of their existence as human beings. These rights were recognised by the United Nations as universal rights, inherent to all persons, regardless of their nationality, sex, national or ethnic origin, colour, religious beliefs, language, or any other status. This is stated in Article 2 of the Universal Declaration of Human Rights (UDHR), adopted by the UN General Assembly in 1948 which states that:

'Everyone is entitled to all the rights and freedoms...without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status. Furthermore, no distinction shall be made on the basis of the political, jurisdictional or international status of the country or territory to which a person belongs, whether it be independent, trust, non-self-governing or under any other limitation of sovereignty.' (United National, 1948)

The Universal Declaration of Human Rights remains as relevant today as it was 75 years ago. The Declaration is relevant as the world still struggles to ensure these rights to all humans across the globe. The declaration has also served as an inspiration for many national constitutions across the world such as those of Portugal, Romania and Spain (European Union, 2018). The UDHR's article about discrimination also remains very important as inequalities and discriminatory actions still prevail in today's world (United Nations, 2016b).

The European Union holds the same position against discrimination as that declared in the Universal Declaration of Human Rights. The European Union strives to strengthen the protection of fundamental rights in the light of changes in society, social progress and scientific and technological developments. Human rights and an anti-discrimination stance is stated by the European Union through Article 21 of the EU Charter of Fundamental Rights (European Union, 2012) which states that:

'Any discrimination based on any ground such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation shall be prohibited.' (European Union, 2012)

Antidiscrimination is also reflected at national level in Malta. One finds a direct reference to anti-discrimination in Malta's constitution Article (3) which defines "discriminatory" as

'different treatment to different persons attributable wholly or mainly to their respective descriptions by race, place of origin, political opinions, colour, creed, sex, sexual orientation or gender identity whereby persons of one such description are subjected to disabilities or restrictions to which persons of another such description are not made subject or are accorded privileges or advantages which are not accorded to persons of another such description' (Government of Malta, 1964).

In discussing discrimination, it is important to distinguish between discrimination and differential treatment. Differential treatment is taken to refer to different behaviour towards an individual or groups of people, employees etc. because of specific attitudes or behaviours. Differential treatment is not always illegal. For example, it is not unlawful if an employer treats an employee poorly because of his/her job performance. Discrimination takes place when differential treatment occurs based on protected characteristics. In the case of a European and national perspective, protected personal characteristics include: race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status.

2.2 Research about discrimination within the voluntary sector

Participation in volunteering is often related to having a healthy and positive lifestyle which results in a strong social capital, mental tranquillity, and sense of calm for volunteers and to the wider community (Azzopardi, 2010). Voluntary organisations are often challenged to be inclusive and open about differences (Taniguchi and Thomas, 2011). They also often need to recruit the best volunteers which may be in conflict with the goals of civil society organisations to integrate disadvantaged groups (Meyer and Rameder, 2021). There thus results, both in management and governance, a conflict between stakeholder representation, accessibility, and the skills demanded from volunteers.

Barriers to volunteering

Volunteering may not be immune to discrimination (VSSN, 2022). This section highlights results from recent research related to discriminatory practices (direct or indirect) identified in volunteering in international literature as well as with reference to volunteering in Malta. Volunteering in civil society organisations may not be always inclusive, with research showing that participation in volunteer work may depend on gender, wealth, education, and social networks.

Volunteering is not only determined by individuals' willingness to volunteer, but also by their resources and individual circumstances (Broese van Groenou and van Tilburg, 2012). Meyer and Rameder (2021) highlight how different types of persons tend to volunteer in different sectors. For example, in the US, volunteers in sports, religion, and politics typically live in rural neighbourhoods, whereas volunteering in social services typically takes place in urban environments. In addition, more women tend to volunteer in religious organisations and in social services, while more men tend to be involved in sports and politics.

A rapid review on barriers to volunteering carried out by Southby and South (2016) showed that volunteering reflects broad exclusionary forces reflecting contemporary social structures, creating barriers at an individual-level, and affects groups of people between and across generations. Age was found to affect access to volunteering in different ways. A trend for decrease in volunteering was noted in the transition from youth to adulthood, which is then followed by a steady increase again until older-old age, where volunteering rates decline again. Potential barriers to volunteering for older people were identified as poor health and physical functioning, poverty, stigma, lack of skills, poor transport, time constraints, inadequate volunteer management and other caring responsibilities. Barriers to volunteering experienced by young people, on the other hand, included a lack of institutional support and not being socialised into volunteering roles.

Persons with disability often feel discouraged from volunteering (Cruz *et al.*, 2023). Barriers experienced by persons with disability included physical and mental impairments as well as long-term or life-limiting mental and physical health conditions. A significant barrier may result from an attitude held by others that persons with a disability cannot contribute, reflecting a stigma associated with impairment and the perception that people with a disability have little to offer or that supporting them will be too much effort. Some persons with a disability may be concerned about the safety of the spaces where they will be asked to volunteer. Persons with disability may sometimes also require additional skills development to take part in volunteering (Southby and South, 2016). Other barriers to volunteering experienced by persons with disabilities can also include inadequate physical access to the places where volunteering takes place, to a lack of understanding and awareness by voluntary organisations that even persons with a disability can contribute to their work (Volunteer Development Scotland, 2005). A study in Australia (Victoria ALIVE Project Team, 2019) highlights how some volunteer support organisations (VSOs) reported how there are more people with disability wanting to volunteer than there are roles available in organisations for them. This reinforces the case for voluntary organisations to adapt to the needs of people with disability to achieve disability inclusive volunteering.

Women in the UK were found to volunteer more than men but for different reasons. Women tend to experience more barriers due to their family responsibilities (Southby and South, 2016). Gender discrimination in the voluntary sector can be reflected in a gender imbalance

in the management levels of VOs, with many male members despite a majority of female volunteers within the organisation (Harris and Miller, 2018).

Volunteering among ethnic minorities was registered as increasing in the UK. Research showed that persons from minority ethnic groups experienced limited access to volunteering infrastructures, felt alienated or excluded within volunteer organisations and environments, possessed fewer skills and resources to volunteer, resulting in fewer positive outcomes from volunteering (Southby and South, 2016). Research in Scotland (Coalition of Racial Equality and Rights, 2017) reported few examples of racial inequality or discrimination during volunteering. Volunteers stated that they did not always experience discrimination in a direct or obvious way but was instead subtle involving words said or actions which made them feel uncomfortable or unwelcome.

A greater proportion of people identifying as 'gay/lesbian/bisexual' take part in informal volunteering regularly. Volunteering is associated with positive well-being among older people, providing opportunities to stay active and socially connected. This may be especially relevant for older lesbian and gay people (Lyons *et al*, 2021).

Religiousness and religious attitude and its impact on volunteering was the focus of a study by Taniguchi and Thomas (2011). The researchers highlight how social groups, including religious groups, are made up of people who share a similar way of life or worldview, providing "a system of orientation for self-reference" (Tajfel and Turner 1986, p. 16). When a group perceives itself as legitimately superior, this feeling of self-reference may lead its members to react in a discriminatory or exclusive fashion to other groups. Southby and South (2016) also found that in the UK religion may form exclusionary boundaries around who can volunteer and what kind of activities are undertaken.

There is limited research about the voluntary sector in Malta, and even less about discrimination. One study focusing on awareness of discrimination in Malta was carried out among civil servants (but not volunteers) (Gatt, 2013) with the greatest frequency of discrimination reported by respondents to the questionnaire relating to discrimination due to age and gender. There is so far no research which specifically targets discrimination within the voluntary sector in Malta. Azzopardi (2010) highlights the importance for the recruitment of volunteers to be based on equal opportunity and non-discrimination (Azzopardi, 2010). This study also highlighted how youth participation varies with the level of educational attainment. A more recent study by Azzopardi, Bonnici and Cuff (2022), evaluating the voluntary sector, makes one main reference to discrimination. The research quotes how some VOs in Malta may feel that there is a degree of discrimination and unfair treatment of organisations, in favour of larger or more politically influential organisations. This example is a reference to differential treatment that occurs between different VOs in Malta.

Discrimination in the hierarchy of voluntary organisations

Discrimination may also be reflected in the hierarchy of VOs. Musick and Wilson (2008) suggest that while race, employment status, or church attendance were not reflected in a volunteer's hierarchical position, yet higher ranks are more likely filled by older people, males, professionals, managers, and persons with higher education. This reflects how the voluntary sector may mirror paid work in the case of management levels (Webb and Abzug 2008). Stratification in volunteer work mirrors and reproduces the social hierarchy in paid work (Meyer and Rameder, 2021). Rotolo and Wilson (2007) confirm how recruiting and organizing in volunteering are becoming similar to paid work, with men overrepresented on civil society boards and committees. Those already holding high positions in paid work tend to also take on higher positions in volunteering (Rigney 2010). In addition, volunteering requires specific knowledge, education, social capital, and reputation, as well as financial security. These aspects put particular people in a better position to be recruited by civil society organisations and given more responsibility. From their analysis, Meyer and Rameder (2021) conclude that women are disadvantaged in their advancement toward senior/managerial positions for volunteering in politics, sports, and social services, and they cannot compensate for this disadvantage with a higher occupational or educational status.

Fighting discrimination in the voluntary sector

Donahue *et al* (2020), in their research on diversity and volunteering, recommend that voluntary organisations develop more inclusive volunteering by creating flexible roles to fit around the diverse lives of volunteers, their needs and motivations, removing barriers to participation to make volunteering more accessible.

Harris and Miller (2018) provide an example of a study for tackling the gender gap in Jewish third sector organisations in the UK. The research involved six third sector organisations concerned about the gender constitution of their boards. They noted that despite being organisations with a preponderance of female staff and volunteers, their boards tended to be male-dominated boards. It was thought that tackling gender imbalances at board level required a long-term strategy. The approach taken was based on gender awareness and diversity awareness more broadly. Some of the organisations involved planned a series of awareness-raising sessions for staff and board members. Other actions considered to make gender issues important for staff and boards included changes in procedures and taking on new initiatives. The third sector organisations involved realised that gender equality may be just one element in a broader organisational context with respect to diversity and good practice. The smaller organisations tackling gender equality issues wanted more than simple friendly 'hand holding'. They were keen to have outsiders to bring in new perspectives and connect them to networks, training and learning resources.

3.0 Background to the Research

The overall aim of this research study is to uncover the realities of discrimination and injustices within the Maltese Voluntary Sector. This is to be achieved by collecting data regarding diversity or the lack thereof within the voluntary sector in different ways. The main outcome of this research is to obtain the first recorded statistics and findings regarding inclusion, or lack of, with respect to volunteering in the Maltese Islands. This study will set a 2023 reference point which can then be used for comparison and analysis in future years. The research is also intended to provide evidence which MCVS will be able to use to challenge gaps in infrastructure, policies, and programmes as it strives to provide adequate equal opportunities to diverse groups of people.

MCVS will also be able to explore further which aspect/s of the voluntary sector is limiting groups of individuals from being involved in the sector. This can be achieved by outlining systems, frameworks or logistical, and practical aspects which are failing groups of individuals. With the research results, MCVS will be in a better position to align the voluntary sector with inclusion-oriented values and action-based solutions.

3.1 Research Questions

The research focused on discrimination related to volunteer profiles based on the main categories of age, sex, gender, religion, disability, ethnicity, and political beliefs which may act as instigators of discrimination or lack of inclusivity within the Maltese voluntary sector. Discrimination is usually considered in terms of behaviours and actions against persons due to their various aspects and identities. This study is considered within a wider perspective, also including potential differential, unfair or unequal treatment of the voluntary sector and voluntary organisations. Whereas discrimination is considered illegal, differential treatment does not tend to be illegal. This approach is taken to allow a research study which looks at differential treatment at sector and organisational level in addition to discrimination against persons, in this case volunteers. In view of this wide perspective to the study, the following research question was set:

What type of differential treatment can be identified, if at all, in the voluntary sector in Malta:

- a. at national level compared to other sectors of society?
- b. across the different voluntary sectors?

and what type of discrimination in Malta based on (Age, Gender, Disability, Ethnicity, Sexual Orientation, Religion and Political beliefs) exist, if at all,

- c. within the management of voluntary organisations?
- d. among volunteers? and
- e. by volunteers as they provide support to vulnerable and other groups in society?

The research will thus consider differential treatment within the voluntary sector compared to other sectors of society and among the different voluntary organisations (VOs) within the sector. It will focus on discrimination targeting volunteers at different levels within Voluntary Organisations, among the volunteers, as well as by volunteers against groups they work with while volunteering.

4.0 Methodology

The study aims to gather data about differential treatment and discrimination at different levels. For this reason, the research was designed to gather data about all the different levels: at national level; sector level; within voluntary organisations; among volunteers; as well as by volunteers during voluntary service with vulnerable groups and others they work with. The research was also designed to gather data from different sources to ensure triangulation and validity for the research results obtained.

A mixed methodology was used to answer the research question set. Mixed methodology uses a combination of qualitative and quantitative research methods, allowing the researcher to achieve an understanding of the topic researched (in this case differential treatment and discrimination within the voluntary sector in Malta) that is broad in terms of mapping the frequency and type of discrimination within the voluntary sector (afforded by quantitative), with in-depth explanations of the contexts and possible reasons for discriminatory behaviour reported (afforded by qualitative data). The use of mixed methodology leads to more complete evidence where the investigator gains both depth and breadth. It also allows the research question to be framed in terms of both identifying trends in discrimination while also allowing for insights as to why such trends occur (Cresswell, 2009). This approach also provides strong triangulation in that the data about the social context is studied from different perspectives and results are confirmed by different methods.

4.1 Research tools

The research methods used as part of the mixed methodology included: desk research of legislation and databases about the voluntary sector to be able to first frame the voluntary sector in Malta; individual interviews with key stakeholders to obtain insights about how the sector works and awareness of possible discrimination within the voluntary sector by those involved at national level in terms of regulation, lobbying, and participation in the voluntary Council; focus groups with volunteers and volunteer administrators from the various voluntary sectors in Malta; questionnaires with voluntary organisations; and questionnaire with volunteers. These different forms of data collection targeted different aspects of the research question set.

1. Desk Research

Desk research involved a review of national legislation related to the voluntary sector and an analysis of the database of the voluntary sector. The review of the national legislation involved an analysis of relevant laws with respect to aspects which may lead to structural (indirect) and direct discrimination towards VOs as well as individual volunteers. Legislation which was reviewed included, but was not restricted to: legislation with respect to regulation of VOs; employment laws with respect to the role/entitlements/protection rights of volunteers; and

any other legislation suggested by MCVS.

The following legislations were reviewed:

Chapter 492 of 2007 Voluntary Organisations Act To regulate voluntary organisations and their administration	(Government of Malta, 2007a)
Chapter 343 of 1990 Employment and Training Services Act	(Government of Malta, 1990)
Chapter 267 of 1976 Employment Commission Act	(Government of Malta, 1976)
Subsidiary Legislation 220.07 of 1998 Appointment and conditions of service of the volunteer reserve Force regulations	(Government of Malta, 1998a)
Subsidiary Legislation 220.08 of 1998 Appointment and conditions of the individual Reserve Force Regulations	(Government of Malta, 1998b)
Chapter 452 of 2002 Employment and Industrial Relations Act	(Government of Malta, 2002)
Chapter 456 of 2003 Equality for Men and Women Act: To promote equality for men and women	(Government of Malta, 2003a)
Civil Protection Act (CAP. 411) of 2003 Civil Protection (Volunteers Corps	(Government of Malta, 2003b)
European Union ACT (CAP. 460) of 2007 Equal Treatment of Persons Order	(Government of Malta, 2007c)
Equality for Men and Women Act CAP.456 of 2008 Access to Goods and Services and their Supply (Equal Treatment)	(Government of Malta, 2008)
Chapter 576 Work-based Learning and Apprenticeship Act	(Government of Malta, 2018)

In addition to the legislation, the database of registered voluntary organisations was also used to obtain a statistical picture of the type of VOs in the different sectors at national level. It is also important to understand the Voluntary sector in terms of the different areas of society that they serve. This mapping exercise provided a current snapshot of the different types of VOs and the different concentration across the different sectors. The exercise was also carried out in terms of size. This was obtained through the VOs' turnover. The database was provided by the Malta Council for the Voluntary sector. The database is dynamic in that it is continually being updated. The database up to end of September 2023 was used to map the voluntary sector.

2. Semi-structured Interviews with Key Stakeholders

It was considered essential that data was also collected from different stakeholders to ensure that different perspectives are obtained. The aim of the interviews was to obtain insights of holistic views of the voluntary sector from key persons involved in high level discussions and governance levels.

The semi-structured interviews included questions designed according to the research question set. It started with the interviewee invited to describe his/her role at national level. The discussion then started with discussing the value and importance given to the voluntary sector compared to other sectors of society such as health, education etc. The interviewees were asked to reflect whether the voluntary sector was being given the importance and attention by government that it deserves. The interview then moved to differences between

the different voluntary sectors. The interviewees reflected on whether some voluntary sectors were given more attention, media attention, funding compared to others. The questions then moved on to voluntary organisations level. The discussion at this point focused on discriminatory practices with respect to age, gender, race, religion, disability and sexual orientation. The interviewees were asked to reflect on whether VOs tended to attract certain types of volunteers rather than others (**indirect discrimination**) due to the way that they operate and how they are organised. They were also asked to share their experience of whether there tended to be any discrimination (**direct discrimination**) with respect to who is given roles of responsibility within VOs, where persons with some characteristics potentially not given opportunities based on one or more of discriminatory factors. The interviewees were asked to share if they were aware of instances of discriminatory behaviour based on age, gender, race, religion, disability and sexual orientation among volunteers as well as by volunteers towards groups of people that they work with. The interview protocol is provided in Annex I at the end of the document.

It was planned to carry out semi-structured interviews with seven key stakeholders. The interviews were to be held online and audio recorded.

3. Focus group interviews with representatives from each voluntary sector required:

It was considered important to also obtain insights from persons who are working on the ground within voluntary organisations. Focus groups were also included to obtain such insights. The focus groups were intended to provide access to direct experiences of volunteering and potential discriminatory behaviours directly from volunteers and persons managing voluntary organisations. In order to cover the voluntary sector as much as possible, four focus groups with representatives of the different sectors were planned.

The focus groups were designed to provide each sector space to share their specific sector's experiences of discrimination at organization and volunteer levels. The focus groups were planned to include 5-10 participants from different VOs representing different sizes and types within the sector. It was also decided to carry out the focus groups online as it was considered easier for volunteers to participate, as many have full-time jobs, and it would be difficult to find a common time to attend a meeting physically.

The focus group questions were similar to those used for the individual semi-structured interviews, with questions first targeting differential treatment at national and sectoral levels. It then tackled direct discrimination within the management of voluntary organisations and in attracting volunteers, moving on to direct discrimination with respect to age, gender, race, religion, disability and sexual orientation among volunteers as well as by volunteers towards groups of people that they work with. The focus groups were to be around 2 hours long and audio recorded. The focus group questions are included in Annex II.

4. Online Questionnaire with registered VOs

It was also considered important to obtain information about how voluntary organisations work and their experience of indirect and direct discrimination directly from the VOs. A questionnaire was used to gather this information. The questionnaire asked VOs to provide some information about their sector, turnover, number of volunteers, and type of volunteers. This will, to a degree, help map the types of persons involved in volunteering. The questionnaire then included questions which tackled direct discrimination in terms of age, gender, race, religion, disability and sexual orientation among volunteers by volunteers towards groups of people that they work with as well as issues related to aspects of discrimination experienced by both. The last section targeted training and processes related to reporting and monitoring against discrimination within VOs.

The questionnaire was designed to be available online and anonymous. Due to the limited time persons tend to spend on responding to questionnaires, the questionnaire for the VOs was designed with questions which were considered relevant and important to gather information related to the different aspects of differential treatment and discrimination included in the research question. While it would have been ideal that all VOs fill in the questionnaire, this was considered unlikely. The intention was to try to obtain responses from the different sectors so that the research will cover all the different sectors. The questions in the VO questionnaire are included in Annex III at the end of the document.

5. Online Questionnaire with Volunteers

A questionnaire for volunteers was also included to ensure that all the players in the voluntary sector can contribute to the study. The volunteer questionnaire collected information from volunteers about their experiences of different aspects of direct and indirect discrimination which they have experienced in the volunteering sector. This questionnaire was also online and anonymous. The questionnaire was designed to be short to complete, with limited questions to ensure a higher response rate. It was intended not to take more than 7 minutes to complete to ensure maximum response rate.

The questionnaire asked volunteers to provide some information about their sector, indicating the different types of volunteers that they work with in terms of age, gender, race, religion, disability and sexual orientation. This helped to map the types of persons involved in volunteering. The questionnaire then presented volunteers with situations of discriminatory behaviour and asked them to indicate whether they had come across such situations, and if so, how often.

The questions which followed included additional questions which tackled direct discrimination in terms of age, gender, race, religion, disability and sexual orientation among volunteers as well as by volunteers towards groups of people that they work with as well as

issues related to aspects of discrimination experienced by both. In order to make the questionnaire accessible, it was translated in Maltese to offer both an English and Maltese version to the respondents. The volunteer questionnaire is included in Annex IV at the end of the document. All these different research tools were designed to gather data from different perspectives as part of triangulation.

4.2 Ethical Considerations

Research carried out needs to respect ethical issues as well as General Data Protection Regulation (GDPR). Ethical and GDPR issues in this study concern the ways used to gain access to participants, as well as the audio-recordings of the interviews and focus groups which may be used to identify participants. Ethical clearance to conduct the study was obtained from the University of Malta. Permission was obtained from the Malta Council for the Voluntary Sector to act as intermediary and use its database to contact the key stakeholders for the semi-structured interviews. MCVS also used their contacts to identify volunteers and actors within voluntary organisations to participate in the focus groups. In the case of the questionnaires, MCVS used its database to circulate the questionnaire among voluntary organisations. Reaching volunteers was more complex. Through MCVS, permission was obtained from a number of voluntary organisations who agreed to circulate the invite to the online volunteer questionnaire to their volunteers. This approach respected GDPR as no personal contact would have been divulged in order to reach potential volunteers to participate in the study.

Ethics highlights the importance for participants to know what the purpose of the study is and how data collected from them will be used. Of particular importance is, as much as possible, that of protecting participants. Information letters and consent forms were distributed by MCVS on behalf of the researcher prior to the interviews and the focus groups. In the case of the interviews with key stakeholders, participants were informed that their contributions would be referred to by their position, in case of which their identity may become known. Otherwise, the audio recordings were stored password protected and anonymised transcripts produced. In the case of the focus groups, pseudonyms were used to refer to the participants' contributions, protecting their identity. All participants were made aware that they could withdraw from the study at any point without any consequences and data collected from them not used. All data would be destroyed at the end of the study. All participants were asked to give consent, either by signing a document or recorded consent.

The two questionnaires used were anonymous. They both included information about the study at the beginning of the questionnaire explaining the purpose of the study and that there was no way to gain the identity of the participants. Participants were also reminded that submitting the questionnaires meant that they were giving consent to participate in the study. The ethical clearance obtained from the study and the information letters and consent forms used in the study are included in Annex V.

4.3 Data Collection

Having developed the research tools and obtained ethical clearance to carry out the study, it was then possible to start with the data collection process. Through a series of meetings with MCVS, it was possible for the researcher to identify the best stakeholders to invite to participate in the semi-structured interviews. These stakeholders were contacted by MCVS as indicated in the ethics application and appointments for the online interviews set.

4.3.1 Semi-structured interviews

In total, seven online semi-structured interviews with key stakeholders were carried out. The interviews took around one hour each to complete. The seven key stakeholders interviewed included:

Table 1: Position of the persons participating in the interviews for stakeholders

No.	Position of person interviewed
1	Commissioner for Voluntary Organisations
2	CEO of the Malta Council for the Voluntary Service
3	Chairperson of the Council of MCVS and Health and Special Needs Sector representative
4	General Workers Union Secretary General
5	CEO of a Voluntary Organisation working in the Humanitarian sector
6	Volunteer from within the Animal Welfare sector
7	Representative and ex board member from the Scout sector

4.3.2 Focus Groups

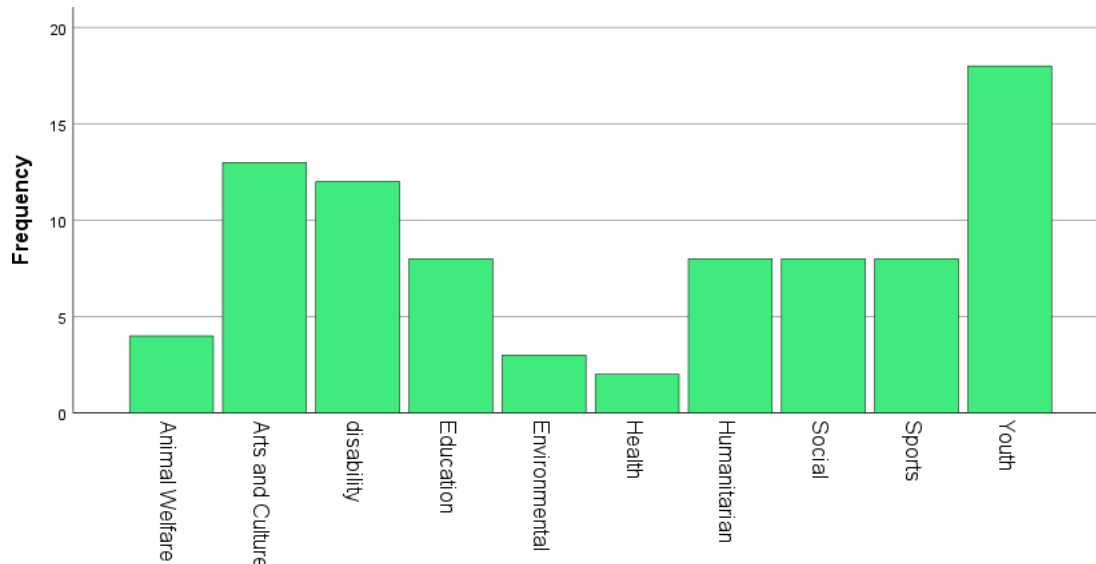
Four focus groups were organised, with participants to each focus group varying from 5 to 10 participants. The focus groups were organised to cover all the different sectors in the voluntary sector. The number of participants and the sectors represented are presented in the table below.

Table 2: Number of participants and sectors represented in the focus groups

No.	Date held	Sectors Represented	No of Participants
1	2/11/2023	Social / Humanitarian / Education / Youth	10
2	3/11/2023	Arts/ Culture / Sport	4
3	9/11/2023	Environment / Animal Welfare	8
4	10/11/2023	Health / Disability	9

4.3.3 Questionnaire for VOs

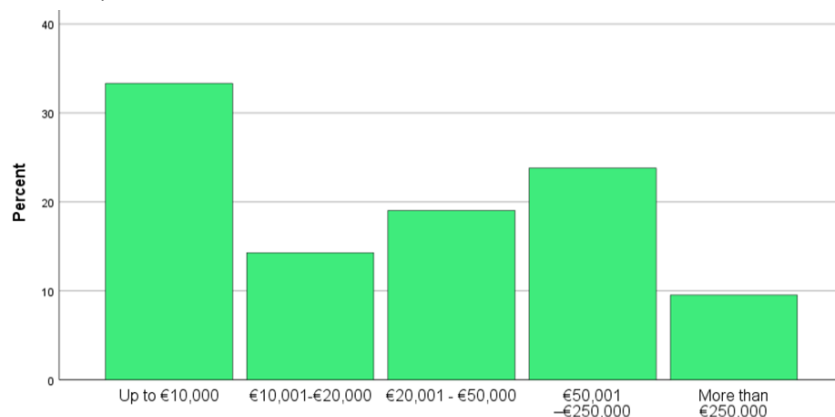
There was a reasonable response from among the voluntary organisations, with a total of 84 responses collected. Not all the respondents filled in the questionnaires till the end. However, those who filled in up to question 7, which allowed the mapping of types of volunteers were still kept in the sample.



Sector	Animal welfare	Arts & Culture	Disability	Education	Environment	Health	Humanitarian	Social	Sports	Youth
No.	4	13	12	8	3	2	8	8	8	18
%	4.8	15.5	14.3	9.5	3.6	2.4	9.5	9.5	9.5	21.4

Figure 1: Range of Respondents to the VO questionnaire by sector

When looking at the sectors of the VOs which responded to the questionnaire, it can be noted that most responses were obtained from the Youth sector followed by the Arts and Culture and Disability sectors. The fewest number of responses were obtained from the Health, Environment, and Animal Welfare sectors.



Turnover	<€10,000	10-20,000	20-50,000	50-250,000	>250,000
No.	28	12	16	20	8
%	33.3	14.3	19.0	23.8	9.5

Figure 2: Distribution of VOs by turnover responding to the questionnaire for VOs

It can be noted that voluntary organisations of various turnover have filled in the questionnaire. It is noted that the largest percentage of respondents was from the VOs with the smallest turnover. This shows that the questionnaire, even if filled in by just a percentage of VOs, was filled in by diverse types of voluntary organisations.

4.3.4 Questionnaire for Volunteers

There was a very positive response from volunteers. While there was a total of 401 volunteers who started the questionnaire, only 47 responded only half of the questions i.e up to Question 12. A total of 280 filled in the questionnaire completely. Overall, 327 questionnaires were used in the analysis. This large number of respondents provides a good basis for obtaining a clear snapshot of the instances of discrimination within the voluntary sector in Malta.

There was a good gender balance among the respondents, with 188 (57.5%) female respondents and 139 (42.5%) male respondents. There was also a range of ages of volunteers responding to the questionnaire. As can be noted from the figure below there were respondents from each age range, with the highest percentage of respondents being at 60+ years, amounting to one quarter of the sample (25.4%), followed by those aged 45-59 (24.2%). The smallest percentage of respondents was among those aged 16-24 years at 14.4%.

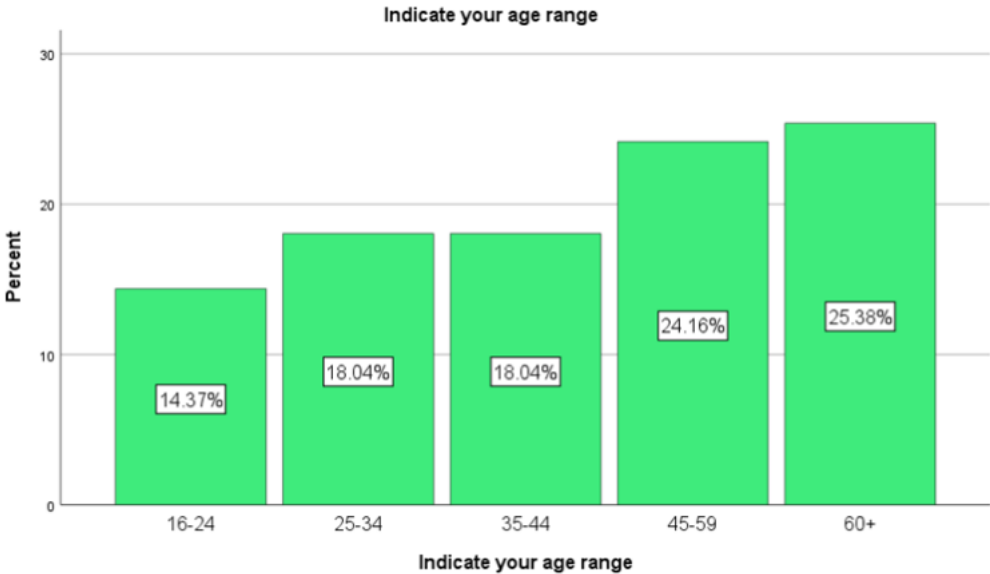


Figure 3: Distribution of respondents (questionnaire for volunteers) by age

The distribution of respondents across status shows that the majority of the respondents (56.7%) are employed. This is followed by the category 'other' which probably includes many retired people. It is to be noted that there are otherwise small percentages of persons who are housewives/househusbands, students or employed part-time.

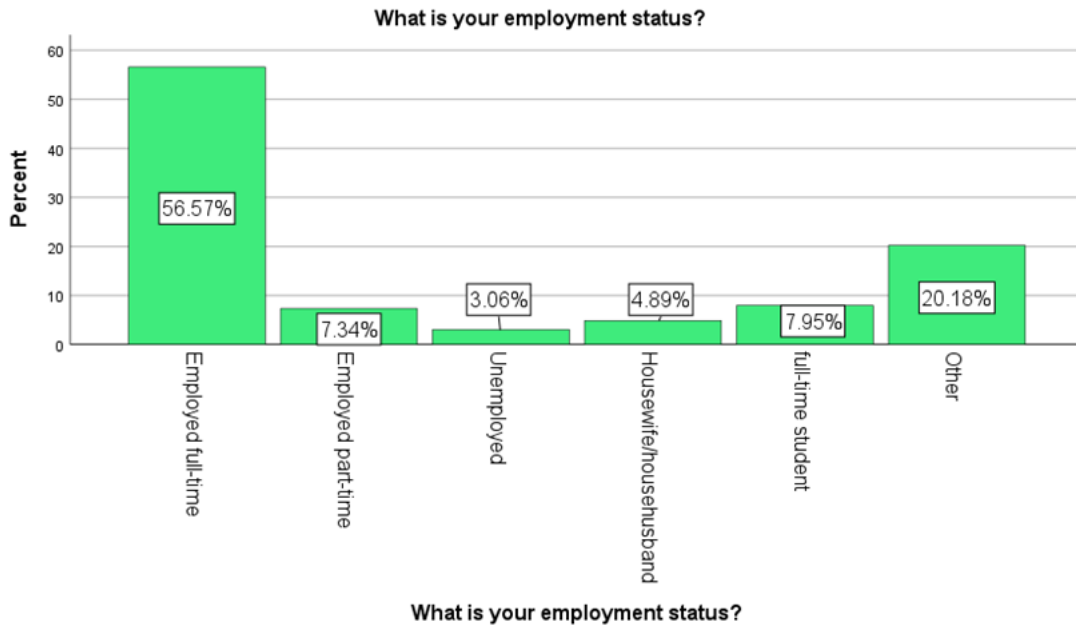


Figure 4: Distribution of status of volunteers responding to the questionnaire

The educational background of the respondents to the volunteers' questionnaire shows that persons with a range of different educational levels participated in the study. However, it can be noted that the majority of the participants possessed a post-graduate degree or tertiary education (Bachelor), between them making nearly 60% of the respondents. There is less participation by persons with a secondary education or vocational education.

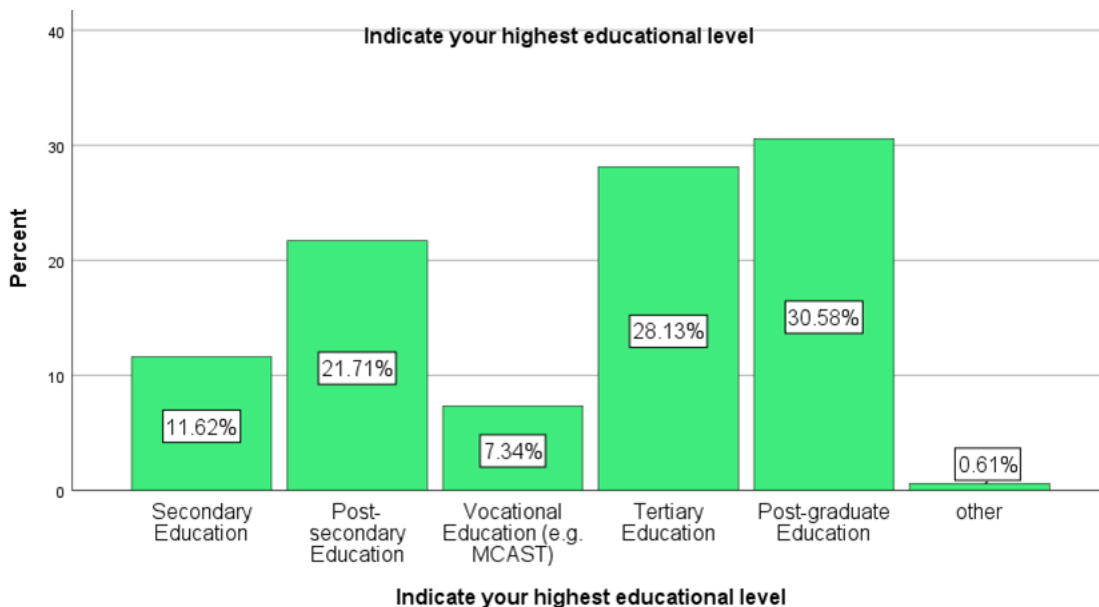


Figure 5: Distribution of volunteers across their educational background

The volunteers responding to the questionnaire also contribute to a range of sectors. Responses obtained show that volunteers tend to volunteer in more than one sector. Youth is

the sector with the most responses from volunteers, amounting to 110. These are then followed by the education and social sector. Otherwise there is a good distribution of volunteers from the rest of the sectors.

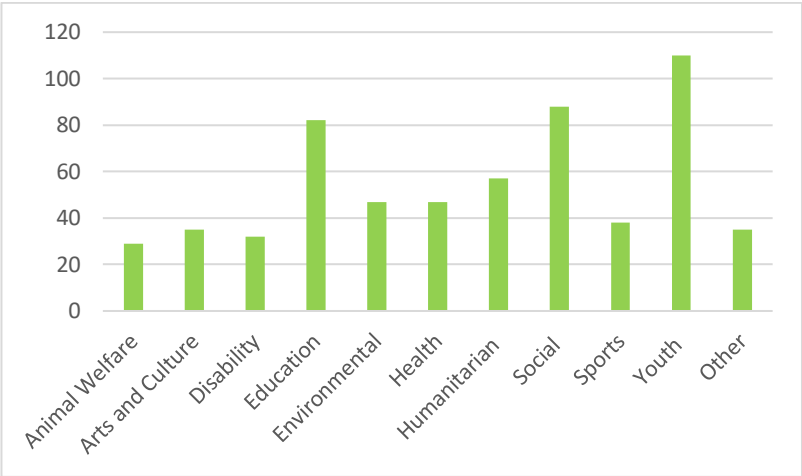


Figure 6: Distribution of sectors in which volunteers contribute

The respondent volunteers were also asked to indicate how long they have been volunteering. As can be noted from the figure below, volunteers with various ranges of experience in volunteering participated in the research. About one third of the volunteers have been volunteering for more than 10 years. Another quarter have only been volunteering for 1-2 years. The rest of the volunteers are distributed across different duration of volunteering. This shows that the volunteers responding to the questionnaire provide a good range of experience of volunteering.

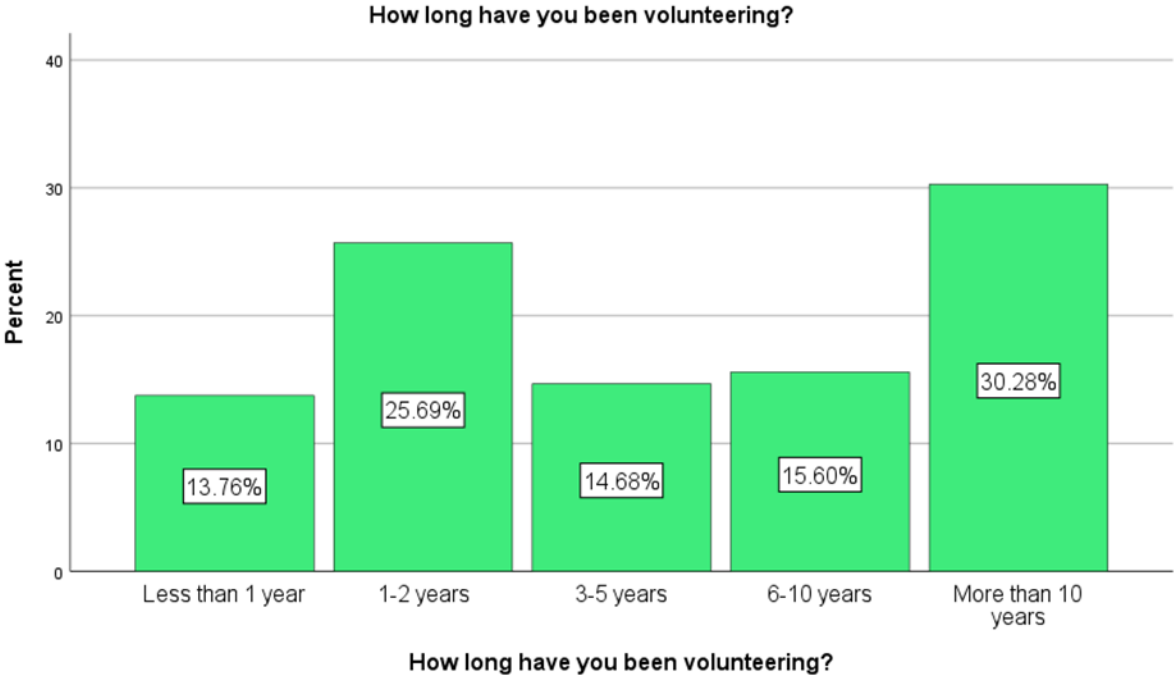


Figure 7: Distribution of years of experience in volunteering by respondents to the

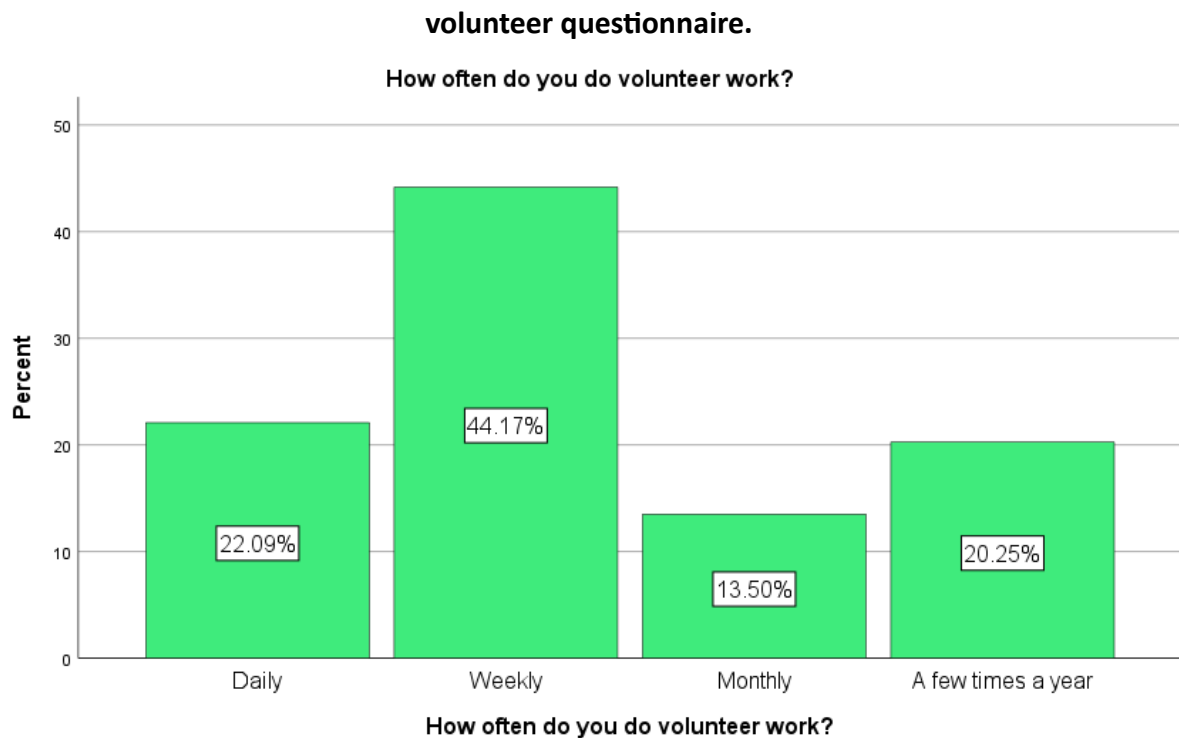


Figure 8: Distribution of frequency of volunteering among respondent volunteers

The figure above shows that a little less than half of the respondents (44.17%) volunteer on a weekly basis, reflecting a long-term commitment to volunteering. A little less than quarter volunteer on a daily basis, while another fifth volunteers few times a year. This shows that the questionnaire also represents volunteers with different levels of commitments to volunteering.

It can be concluded that a good representation of volunteers has responded the questionnaire for volunteers. While the responses cannot be considered to be exactly representative of the volunteering population as the total number of volunteers in Malta is not known, the sample presents good distribution across gender, sectors and commitment, with good potential to provide good insights into discrimination within the voluntary sector.

4.3.5 Overall participation numbers

One rich aspect of this research refers to the number of participants who participated. Not only did it give a voice to key people within the voluntary sector, but it also has a strong input from the volunteer which makes the sector so particular and different from other aspects of society. The table below shows the numbers of participants for the different research data collected.

Table 3: Distribution of participants in research according to research tool

No.	Research tool used	Number of Participants
1	Interviews	7
2	Focus Groups	31
3	Questionnaire for VOs (fully completed)	84
4	Questionnaire for Volunteers (fully completed)	280*
Total number of Participants		390

* Questionnaires which were filled up to question 12 were also included in the analysis as they provide an insight into the type of volunteers in the sector. These amount to an additional 47 participants which would amount to 327 volunteers starting the questionnaire and at least responding to half of the questions.

Table 3 provides a summary of the number of participants in the study. A total of 390 participants have contributed to the research.

This section has presented the methodology adopted in the study. It justifies the use of a mixed methodology approach and explains how participants involved in different levels of the voluntary sector were included. It also shows how different research tools were used and for what purpose. The chapter also described the questions set in the different types of data collected, and how these were related to the research question set. Ethical aspects were also presented, followed by a description of the number of respondents to the various parts of the data collection.

5.0 Analysis of the Results

This chapter presents the results obtained from the data collected with the intention of answering all the aspects of the research question set. The analysis started with the mapping of the voluntary sector using the database provided by MCVS and the responses about the sector from the VOs' and volunteers' questionnaires. It is then followed by a review of the various legislations to see how volunteers are covered in the current national laws. It also includes references made to the legal aspects of the volunteers which emerged from the interviews and the focus groups. Insights into differential treatment with respect to the voluntary sector at different levels (sectoral) and insights into potential aspects of discrimination (in management, among volunteers and by volunteers) is then tackled, again using the various sources of data collected as part of the study.

5.1 Mapping the Voluntary Sector in Malta

It is important, as part of the study, to first frame well the sector which is under study. The voluntary sector has only in recent years started becoming regularised, even if it has been existing and supporting different groups of society for many years. It has, also, in recent years, evolved and grown, with its presence and voice in society gaining traction. This makes it even

more important to be able to obtain as clear a picture as possible, of the range of types and size of voluntary organisations as possible. The database held by MCVS and the Commission for the Voluntary Organisations up to September 2023 was used for this mapping exercise. It is to be understood that the voluntary sector is very dynamic, with new VOs continually being set up and others dissolving. The snapshot presented here thus presents the voluntary sector at this point in time.

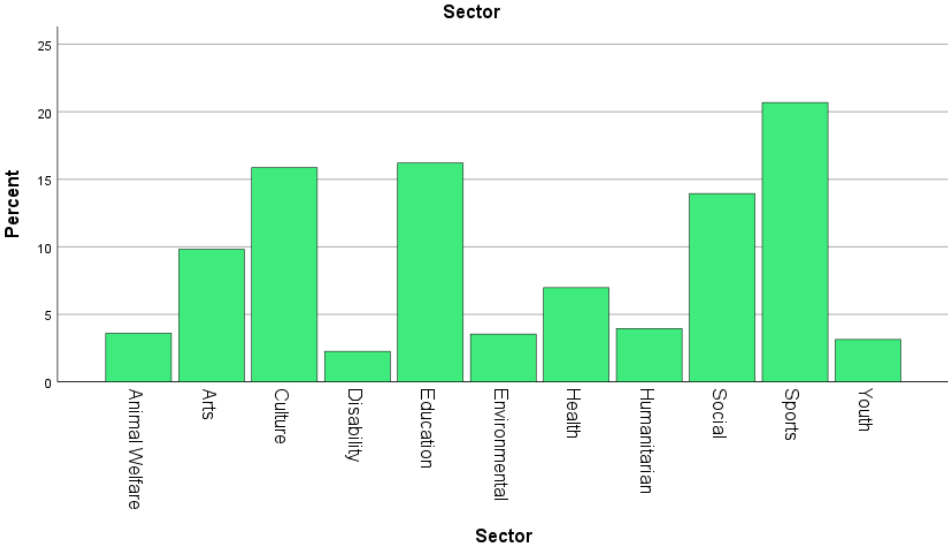


Figure 9: Distribution of voluntary organisations by sectors in Malta

The database shows that currently, the largest proportion of voluntary organisations are in the Sports sector which amounts to one fifth of the sector, followed by Culture and Education at a slightly lower percentage, and followed by the Social sector. There are significantly fewer VOs for animal welfare, disability, Environment, Health, Humanitarian and Youth.

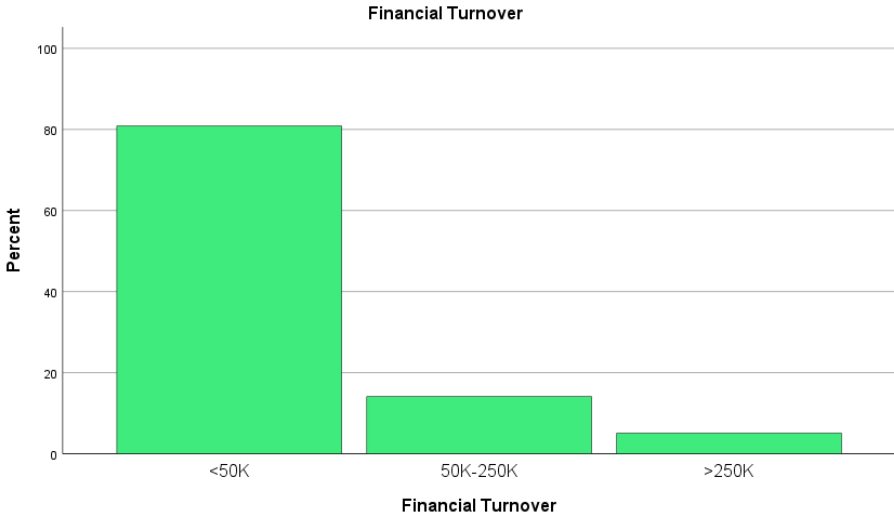


Figure 10: Distribution of VOs according to turnover

It can be noted that the great majority of voluntary organisations in Malta have a small turnover of less than 50K euros. This shows how the voluntary sector is mainly characterised by VOs with small turnover (even if not necessarily of small service). Only one twentieth of the VOs have a turnover of greater than one quarter of a million euros.

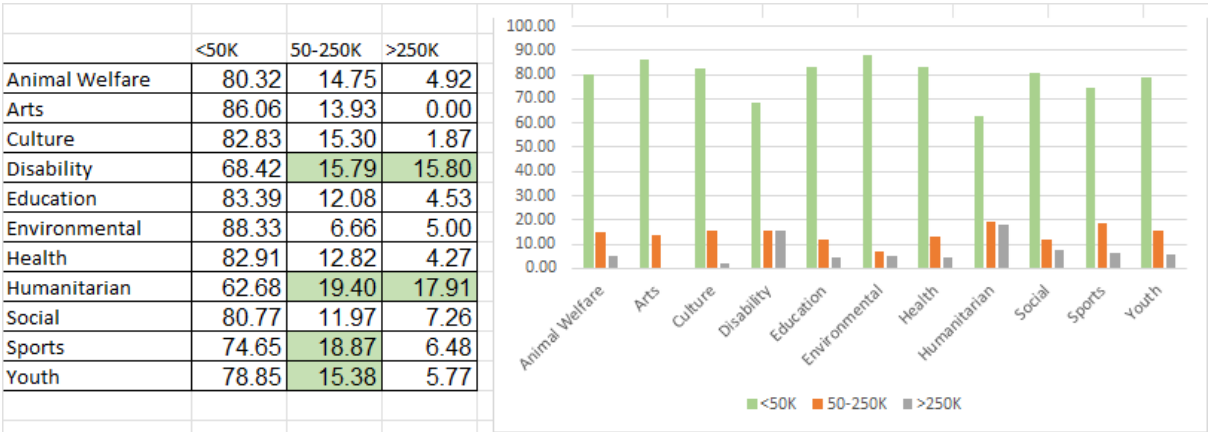
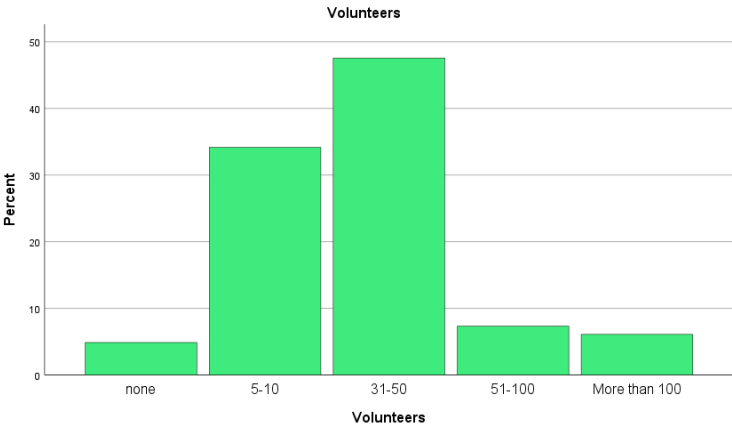


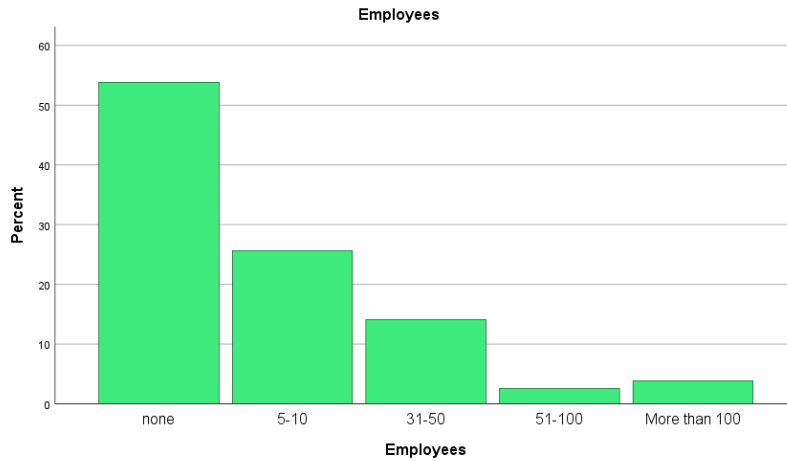
Figure 11: Percentage distribution of VOs according to turnover

It can be noted that the great percentage of VOs across all sectors have a turnover of less than 50K. However, the greatest percentage (rather than number) of large VOs are in the disability and humanitarian sectors. There are also a number of VOs with medium turnover in the disability, humanitarian, Sports and youth sector.

Responses obtained from the questionnaire for voluntary organisations.

Another way of obtaining a snapshot of the voluntary sector can be obtained from the responses provided by the Voluntary organisations. While not considered representative of the voluntary sector, this data still provides some insights.





Volunteers	None	5-10	31-50	51-100	>100
No.	4	28	39	6	5
%	4.9	34.1	46.4	7.3	6.1
Employees	None	5-10	31-50	51-100	>100
No.	42	20	11	2	3
%	50.0	23.8	13.1	2.4	3.8

Figure 12: Distribution of employees and volunteers in VOs responding to VO questionnaire

It is evident that many VOs do not have employees, with half of the respondent VOs not having any employees and another one quarter having up to a maximum of 10. Only a few VOs indicated having employees, with 3 at >100, and 2 at 51-100 employees. A different trend is obtained respect to volunteers within VOs. The majority of the VOs (nearly half) stated having 31-50 volunteers. There are also another one third of the VOs stating having 5-10 volunteers. While these responses do not represent the whole voluntary sector, they show that the sector consists of a range of sizes, with some having many employees, while many others none, quite a few having up to 50 volunteers and others less than 10.

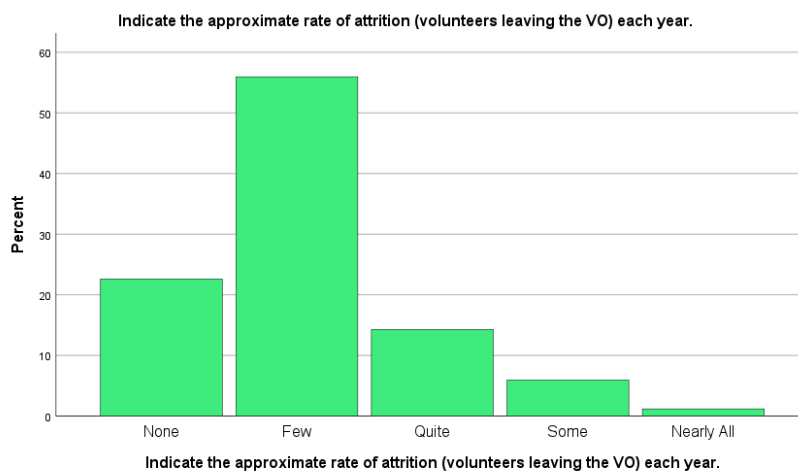


Figure 13: Rate of yearly attrition among volunteers

VOs were also asked to indicate how much attrition they experience among their volunteers every year. It can be noted that about one quarter of the VOs stated that they never lose their volunteers. On the other hand, over half (56%) of the VOs stated that this only happens on rare occasions. 14.1% of the respondents, however, admitted that each year they tend to lose quite a number of their volunteers. It appears that there is a tendency (even if still small) for some VOs to lose volunteers on a regular basis.

One question in the VOs’ questionnaire asked respondents to indicate from which group they experienced most attrition. Many of the VOs mainly indicated young people. The reasons provided for such attrition were various, referring to exams and study, and young people becoming bored. Some also indicated that at times, working with difficult clients led some volunteers to quit. One VO indicated that when volunteers become adults with family responsibilities, they do not have enough time and energy to continue to volunteer. Elderly people were considered to stop when their health starts to fail. Below are some examples of the responses obtained.

‘16yr olds due to exams and new employment commitments’

‘28-35 years, mostly because of early married/couple life. Also because of part times, some do not have more time for voluntary works.’

‘Younger volunteers tend to have a higher turnover rate. Possibly due to time constraints and volunteering to gain experience prior to embarking in employment.’

Mapping different types of volunteers in VO sector

Another mapping exercise involved mapping the types of volunteers from the responses obtained from the VOs’ and volunteers’ questionnaires. In both questionnaires, respondents were asked to indicate how many volunteers (none, few, quite or many) there were within their VO.

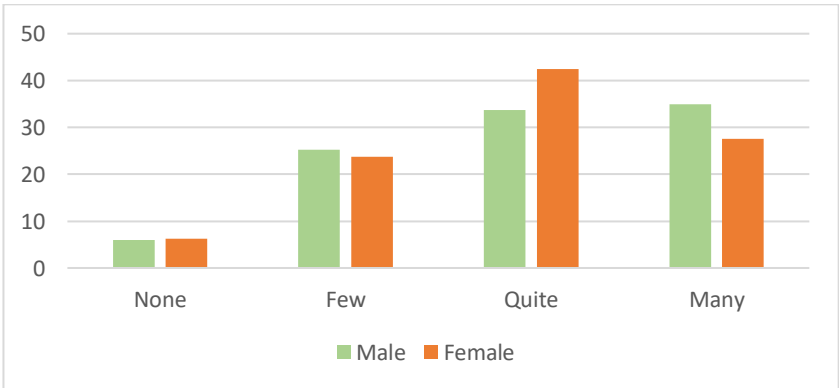


Figure 14: Percentage distribution of volunteers across gender

VOs were asked to indicate how many male and female volunteers there were within their organisations. The figure above does not reflect any specific gender difference with respect to the distribution of male and female volunteers. One, however, has to keep in mind that this result has been obtained from only 85 VOs, which are few compared to the large number of VOs in the local sector. This does not mean that there may not be segregation across genders with respect to the types of voluntary sectors in which male and female volunteers prefer to be affiliated with.

Religious diversity

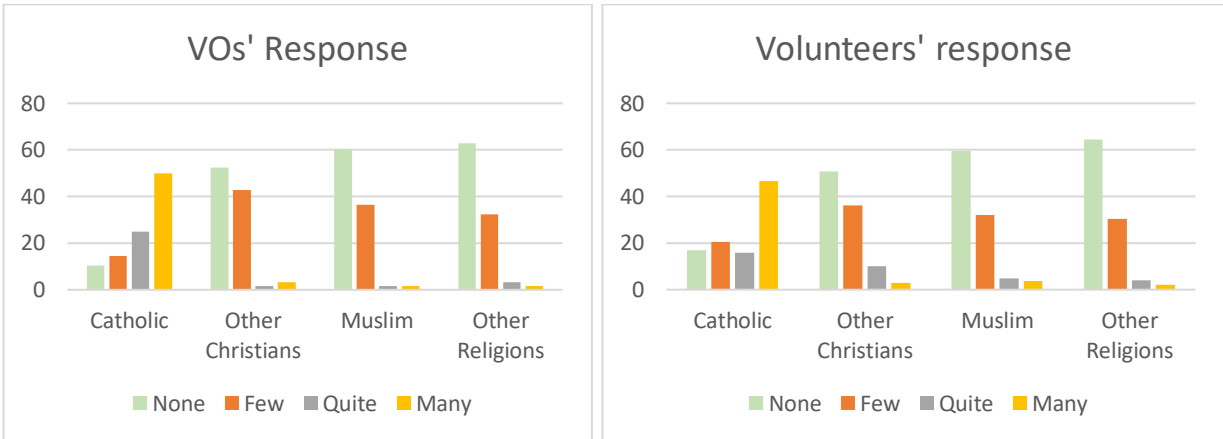


Figure 15: Distribution of volunteers by religious belief as reported by VOs and Volunteers

One question set targeted the degree of religious diversity among volunteers. There is not much difference between the frequencies reported by the VOs and volunteers with respect to religious diversity. This is reflected in the similar patterns obtained in both tables obtained from the VOs and Volunteers. Both VOs and volunteers agree that the majority of volunteers are Catholic, with few 'other Christians', Muslim, or of other religions.

Diversity in ethnicity

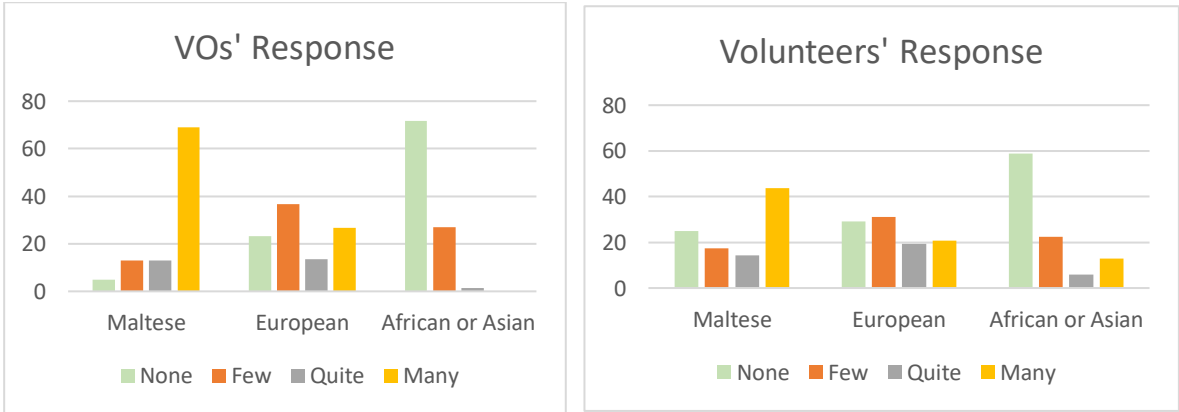


Figure 16: Distribution of volunteers by ethnicity as reported by VOs and Volunteers

Similar trends were obtained with respect to diversity in ethnicity, reflecting a majority of volunteers being Maltese, followed by Europeans, and with few or no Asians and Africans. More VOs indicated having Maltese volunteers, these amount to nearly 60%, indicating that they had 'many' Maltese volunteers. Only 43% of the Volunteers stated that their VO had 'many' Maltese volunteers.

Diversity in Age

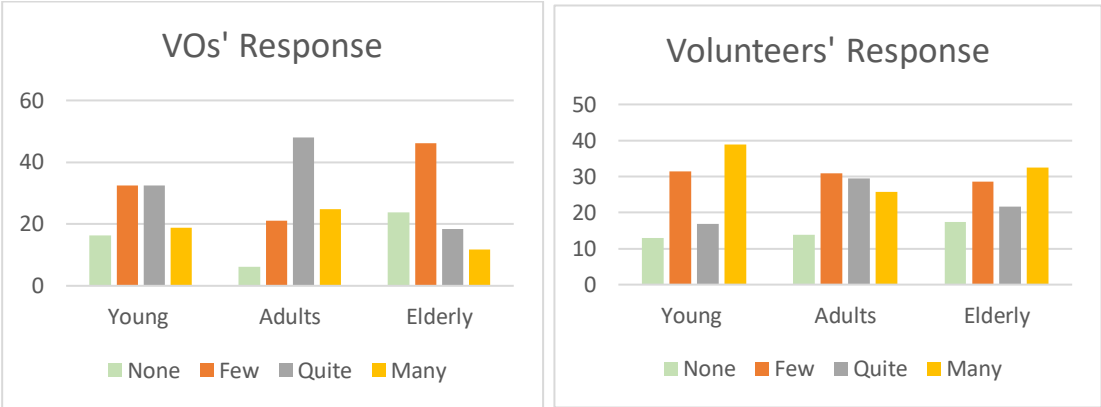


Figure 17: Distribution of volunteers by age as reported by VOs and Volunteers

Whereas VOs indicated that there are more 'few' (over 30%) elderly volunteers, volunteers indicated a greater percentage of elderly volunteers with around 30% stated having 'many' elderly volunteers. This may be due to adults appearing more elderly to younger persons or else elderly persons actually volunteering more than VOs believe. What is clear is that there is a difference between VOs' and volunteers' perceptions about the age range of volunteers.

Diversity in disability and Sexual orientation

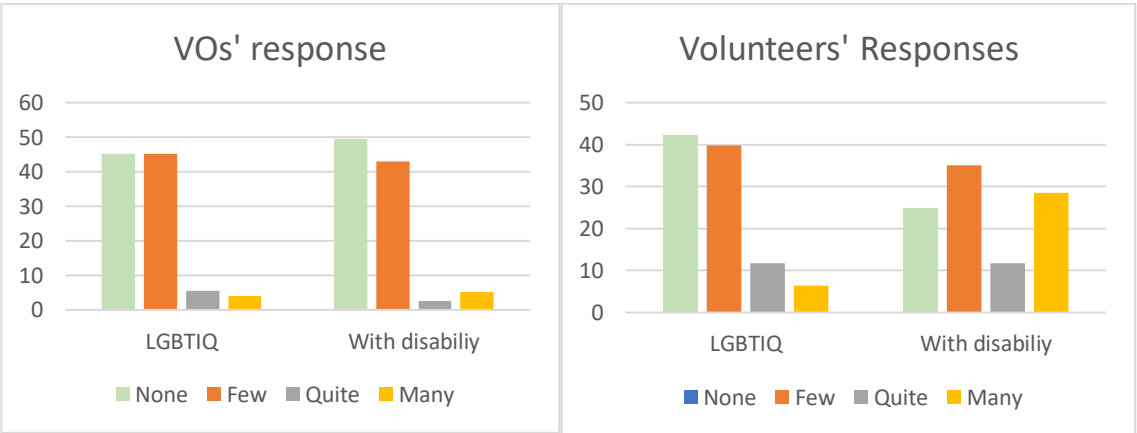


Figure 18: Distribution of volunteers by sexual orientation and disability as reported by VOs and Volunteers

Similar perception was obtained with respect to the range of volunteers with disability and different sexual orientation. Both the VOs and the volunteers reported limited participation by LGBTIQ volunteers. This may be due either to LGBTIQ persons not making their sexual orientation evident or else volunteering mainly with VOs concerned with LGBTIQ issues. In the case of disability, volunteers tended to indicate more instances where there were many volunteers with disability. This may reflect a greater number of respondents who work with persons with disability.

The trends reflect how the voluntary sector still tends to have a large concentration of Maltese volunteers, many of whom are Catholic. This shows that the growing diversity in Malta's population has not yet started to be reflected well within the voluntary sector, even if there are small percentages of diverse groups of volunteers involved.

5.2 Differential treatment of volunteers in legislation

The study also involved an analysis of legislation and legal aspects related to volunteering with the intention of highlighting any issues of existing differential treatment. The analysis looks at the legal definition and role of the volunteer, to identify whether volunteers are included in national legislation and what types of references there are with respect to their role and protection when volunteering, at times next to employees within the same organisation. It has to be highlighted that in the interview with the Commissioner for the voluntary sector, other legislation than the ones included in this study, have not been included. The legislation mentioned included: civil code for associations, canonical law, the Regulation of the production of Cannabis for medical and research purposes, most of which are related to the sector of particular VOs.

There are few laws among those analysed as part of the current research which make direct reference to volunteers and their role and responsibilities. The range of references identified are grouped and discussed below:

- **Definition and regulation of volunteers:** The current Voluntary Organisations Act Government of Malta (2007a) provides a legal definition of a volunteer within the voluntary sector in Malta. The Act defines the 'volunteer' as '*a person who provides unremunerated services through or for a voluntary organisation*'. The Act also identifies the Commissioner for Voluntary Organisations as the person with the responsibility and right to raise issues about the role and function of volunteers with government with respect to regulating and supporting volunteers. The legislation also covers how disputes which volunteers may have with VOs are to be tackled. It identifies the Minister responsible for the voluntary sector as having the right to lay down rules on the position of volunteers in relation to their employers when such volunteers wish to carry out voluntary activity, in Malta or abroad, for periods beyond their leave entitlement.

- **Regulation of volunteers within civil protection:** One can find regulation of volunteers with respect to volunteers involved in civil protection. The Civil Protection (Volunteers Corps) Regulations (Government of Malta, 2003b) regulates volunteers within civil protection. The legislation states that volunteers do not receive remuneration during training, and that a register of trained volunteers is to be kept. There is, however, no reference made to their legal status, remuneration and protection should they be called to service. On the other hand, Subsidiary Legislation 220.08 (Government of Malta, 1998b) adds a reference to the volunteers' access to medical assistance as part of the Volunteer Reserve Force. There is no particular reference to other rights.
- **Regulation of recruitment of volunteers with the Voluntary Reserve Corps:** Regulations also exist through subsidiary legislation on the appointment and conditions of the Volunteer Service Corps Regulations (Government of Malta, 1998a) with respect to members of the Volunteer Service Corps within the Malta Armed Forces. The legislation indicates the type of training they need to undergo when volunteers enrol and what forms are needed to be filled in as part of the process.
- **Code of ethics for volunteers:** While this is not legislation, it is an official document published by the Archdiocese of Malta (2014) which includes the volunteers' rights and obligations, and the organisations' obligations. It refers to the right that 'volunteers...[are] treated with decency and respect by all persons connected with the voluntary process. The organisation is also obliged to hold third party insurance to cover anything that may happen to volunteers during their service. This document reflects both an anti-discrimination position as well as a responsibility to protect volunteers.
- **Volunteering not included in legislation on Equality:** The Equality for Men and Women Act (Government of Malta, 2003a) which protects equality, refers to various activities such as employment, financial activities, education and vocational guidance, sexual harassment. However, it does not make any reference to discrimination with respect to volunteering.

Otherwise, there was no direct reference to volunteers identified in the other legislations reviewed. The outcomes of this analysis highlight how 'the volunteer' has yet not achieved enough attention as a distinct role worthy of inclusion in legislation similar to references made to employment.

There were a number of issues related to legislation which were raised by stakeholders during the interviews and the focus groups discussions. Issues raised considered the legal implications related to the role and work of volunteers within VOs. The following discussions, in more detail, included:

- **Need to hold a register for volunteers at national level:** This issue raised by the researcher was discussed with respect to the legal definition of a volunteer. A number of participants in the stakeholder interviews were not against the idea of the existence of a register of volunteers which would allow MCVS and VOs to track their volunteers. However, this was not considered without problems as setting up and maintaining such a register would introduce additional work and requirement which might be too great a burden on the VO sector. VOs highlighted that this may introduce significant additional administrative work, particularly since there often is a large turnover of volunteers and a continuous need to deregister volunteers and register others.
- **Protection of volunteers in the case of accident.** The stakeholders were asked about their views with respect to the protection of volunteers in case of accidents compared to employees. The question was set on the basis that whereas employees are covered by their social security in the case of injury which may lead to disability during work, volunteers will only be covered by a third-party insurance (a measure taken by many of the VOs participating in the study). It was acknowledged, particularly by actors representing particular voluntary sectors, that it is true that volunteers are not covered in the same way as an employee. They did agree to the suggestion that government may, in recognising the services which volunteers provide, extend the access to contributory social security assistance to volunteers. However, they were adamant that volunteering should not start being treated as employment. It was, none the less, acknowledged that even though volunteers are covered by insurance, in the case to injury which results in loss of a volunteer's full-time employment, the volunteer will not have access to benefits in a similar way to employees, and the amount in consideration may not be covered by insurance due to the long-term impact. The stakeholder from the trade union acknowledged that since most volunteers already have full-time employment, which means that they are already paying social security, it would make sense to request that government extends their social security protection due to their employment elsewhere to also cover the time spent volunteering. This would mean that if a volunteer has an accident while volunteering, s/he would have access to contributory social security benefits in the same way as if s/he were hurt when at work. This would support both the VOs who may not need to invest that much in insurance as well as provide better protection to volunteers. However, all participants were of the opinion that this was too early to consider formally, and it would also require an extensive discussion on the issue due to the implications to the definition of a volunteer that such recognition may bring. A similar argument was put forward with respect to liability which volunteers in charge of administration of a VO may face in the case of accidents, fatalities etc. While an employee is protected from personal liability, this may not be the case in the case of volunteers. This would then result in the differential treatment of volunteers based solely on their status as volunteers where they are engaged in doing work without being paid.

There was a good level of agreement with the need for an article in the legislation for the voluntary sector that defines the status of a volunteer. It was reported by the Commissioner for the Voluntary sector that a new legislation is being prepared which will define better volunteering and the different types of registered VOs. New tools for better classification of VOs will be introduced and will be included in the legislation. There will also be an attempt to define between a volunteer and an administrative volunteer. Better regulation will also be sought for categorising the different type of VOs based on the way that they function i.e. whether they are not-for-profit, public purpose/benefit or public purpose/private benefit. Distinctions will also be made in terms of whether VOs are associations, platforms or federations, foundations or trusts. VOs will also be categorised differently, depending on whether they are philanthropic, professional associations, NGOs/advocacy etc. The main intention behind such categorisations is to introduce better regulation which is better tailored to the nature and size of the different VOs, as well as introduces a better level playing field across the different voluntary sectors.

With respect to different treatment of volunteers compared to employees, there was an overall agreement across participants with the issue of protection of volunteers in cases of injury. The great majority of participants were concerned that this may change what the work of a volunteer, but still thought that there could be a discussion around the protection of volunteers in cases of injury which is covered by more than an insurance.

As the voluntary sector has evolved, so has the role of the volunteer. There is agreement that there is need for better regulation of volunteers as well as ensuring that government starts considering incorporating implications specific to volunteers in relevant legislations.

5.3 Discrimination across the different levels of the voluntary sector

Differential treatment and discrimination within the voluntary sector may take place in different ways as well at all the different levels of voluntary organisations. This section includes differential treatment of the voluntary sector compared to other sectors of society.

Differential treatment within the voluntary sector was tackled in the interviews with key stakeholders in the voluntary sector and in the focus groups. Questions first asked stakeholders to reflect on how the voluntary sector is considered compared to other sectors in society. It then tackles differential treatment that there may exist across the different sectors. The analysis then turns to direct and indirect discrimination that may exist. It tackles indirect discrimination resulting in barriers for certain groups of society to access volunteering. It also probes whether there are instance of direct discrimination taking place among volunteers and by volunteers towards groups that they work with. Data collected from both the interviews and focus groups, as well as from the questionnaires with VOs and volunteers will be used to capture what type of differential treatment and discrimination takes place at all the different levels.

5.3.1 Differential treatment within the voluntary sector

This section first tackles possible differential treatment between the voluntary sector and other sectors of society. It then considers what the research participants think about differential treatment that there may be between the different voluntary sectors.

Differential treatment between the voluntary sector and other sectors of society

The stakeholders interviewed, as well as the participants (volunteers and administrative volunteers) had various reflections to share with respect differential treatment of the voluntary sector compared to other sectors of society. The issues which emerged from the feedback obtained are tackled here overleaf:

- **There is increasing recognition of the voluntary sector within society.** The Voluntary sector has gained a lot of attention and respect from different spheres of society in recent years. However, as the research participant from MCVS highlighted, recognition still came late, since legislation was only introduced in 2007 when volunteering had been existing in Malta for over than 100 years. None the less, the CEO of MCVS acknowledged that the voluntary sector has moved forward. This was demonstrated by the publication in 2020 of the first National Strategy on volunteering (MCVS, 2020) published.
- **The voluntary sector was not credited for its contribution to Malta's economy:** One of the key stakeholders interviewed from the health sector highlighted that despite development in the voluntary sector, government and society do not tend to recognise the contribution that the voluntary sector makes to the economy and to the economic growth of the country. This statement was made in view of the economy of the country currently being the major priority to the government. A similar statement was made by another stakeholder from the humanitarian sector who highlighted how the voluntary sector loses its importance in times of economic crises despite their work in supporting most vulnerable groups in society.
- **It is unfair to treat VOs like businesses:** In certain instances during the focus groups, representatives from VOs complained that the government required them to keep financial records and reporting like businesses. They considered this requirement quite burdensome considering that many VOs, as has already been shown, are small and have a small turnover. The stakeholder from the health sector complained that many VOs lacked the required funds to cover the costs for all the administrative requirements, stating that they simply do not have enough turnover to survive.

- **Some VOs were taken aback by being considered money launderers:** Some of the participants in the focus groups complained that they had been given a large administrative and financial burden to ensure that they do not engage in money laundering practices. The key stakeholder from the health sector interviewed highlighted how VOs were offended they were considered as means to launder money. She felt that it *'was unfair and limited the work of well-meaning Vos'*. This said, many participants in the focus groups managing VOs appreciated the need for regulation against money laundering, and their complaint mainly related to being treated in the same way as businesses.
- **Government was not giving VOs the attention that they felt that they deserved:** Some participants in the focus groups complained that they were disappointed that after a lot of work and effort lobbying with government to take action within their sector, government still did not take any action. This was highlighted mainly by the stakeholder from animal welfare, who complained that the government does not really pay that much attention/value to volunteering as much as it implies. Often the recognition of the voluntary sector is mainly *'lip service, with partnership and collaboration not really existing'*.
- **VOs lack support to invest in lobbying with government:** The stakeholder from the humanitarian sector highlighted that, due to the nature of VOs depending on volunteers and thus having limited financial capacity, it is often difficult for them to invest and engage in the required amount of lobbying for actions and initiatives in their sectors, even when they are given space to lobby and share their opinion. The stakeholder argued that *"many times, as volunteers...[they] are often stretched, how many of...[them] have the time and energy to fully engage?"*
- **Different approaches taken to planning between government and VOs:** The stakeholder from the humanitarian sector indicated that since many times VOs working in their sectors *"with passion and a will to really improve the societal situation"* they tend to plan long-term. However, this tends to be in contrast with the way government works. There is a tendency for the government to prefer to plan more short-term in view of the need to ensure it keeps votes for re-election.

The issues raised demonstrate that while the voluntary sector has moved forward over the past years, many of the participating VOs feel that they still lack the actual recognition which they deserve for the work which they do. The voluntary sector in Malta needs recognition to be able to work at a professional level. There have, none the less, been significant achievements by some VOs, particularly those which have service agreements with government, allowing THEM to offer their professional services to their target groups on a large scale.

However, as aptly stated by the CEO of MCVS, “*philosophical recognition is not necessarily reflected in the financial support that the sector should receive*”. One example of this refers to the financial support which the government provided to support businesses at the beginning of the Covid crises. In this instance, while initially the voluntary sector was excluded from the scheme, it was only eventually that government also included VOs in its financial package.

Differential treatment between different voluntary sectors

Participants in the interviews and focus groups were asked whether they thought that there was differential treatment between the various voluntary sectors in terms of funding, voice in lobbying and media exposure that they are given. There were various examples of differential treatment across the voluntary section highlighted by the research participants. These are listed here overleaf.

- **Treating all VOs in the same way results in differential treatment across the sectors:** The Commissioner highlighted that there is need to distinguish the different types of VOs. The fact that all the sectors are considered under the same umbrella leads to differential treatment, mainly against smaller VOs. Smaller VOs are not given openness and access like larger VOs. VOs can have access in different ways. It can refer to greater access to lobbying at Ministerial level, access to more financial support, as well as more access to share their plight and achievements on local media. None the less, most of the participants felt that there is the perception within the voluntary sector that some sectors are more preferred than others by government. One example given referred to government supporting provision of premises to band clubs, but offering less support to provide premises to VOs from other sectors. Representatives from the animal lobby complained that government does not consider their plight as important, not taking action in legislation etc. despite their many efforts.
- **Differential treatment with respect to financial support:** A key stakeholder highlighted how government invests more in some VOs e.g. large VOs, which get service contracts from government, enabling them to have a large turnover and to grow as a VO. The sectors given service contracts mainly include disability and social solidarity sectors. Participants in the focus groups highlight how some voluntary sectors are at an advantage compared to their VO, as they have greater access to funding than their sector e.g. VOs in Arts and Culture in Gozo had more funding programmes than just those managed by MCVS. A key stakeholder from animal welfare indicated how schemes tend to be set up for some sectors when less funding is then offered for other sectors, as in the case of animal welfare. Sports also was considered to be given particular additional support which other sectors do not receive. These comments highlight the need to acknowledge the different roles of VOs across sectors, as well as the need for more consistency and transparency in terms of the

reasons behind support provided to the different voluntary sectors. From the contributions made during data collection it appears that VOs in the animal welfare sector, whilst making great efforts, do not manage to find the required support. On the other hand, VOs working with vulnerable groups have gained more recognition in view of their valuable contribution in tackling social problems that are growing due to the impact of the economy. One participant in the focus groups also highlighted how some very small VOs have problems with accessing funding as, due to their very small turnover, they do not have sufficient funds to ensure the minimal co-financing required when applying for grants.

- **Different levels of media exposure between VOs:** There is more visibility for some VOs, usually those which are very big, compared to other smaller VOs. As a result, it is very difficult for smaller VOs to be noted by the media, even if their work is also of great value. During the focus groups some participants complained that their press releases are never published, unlike some big VOs which are given much more exposure by the media.

The interviews and focus groups have shown that VOs are aware of differential treatment between VOs across different sectors and also of different size. The comments reflect how much VOs need to fight to gain the attention of the government for their sectoral plights, as well as how to attract the required financial support to allow them to continue to thrive and hopefully to also grow.

5.3.2 Barriers to volunteering

This section focuses on discrimination which volunteers in Malta may experience within the voluntary sector. It first considers indirect discrimination which may lead to the creation of barriers which prevent or discourage people from certain groups to volunteer, as well as to making it less likely for some groups to take on roles of responsibility within the VO.

Barriers to volunteering

Indirect discrimination in volunteering relates to forms of subtle discrimination which results from the way that voluntary organisations are set up and operate. While VOs may treat all volunteers in the same way, the same process may affect different groups differently. This explains why some groups of people tend to experience barriers to volunteering as a result of indirect discrimination. This issue becomes a major concern as it is becoming much more difficult to attract and keep volunteers. This may explain why the mapping exercise carried out earlier with respect to diversity among volunteers highlighted how the voluntary sector does not mirror well the diversity that currently exists in Maltese society.

During the focus groups, participants complained that they were struggling to find volunteers to support the work of their VOs. Some VOs highlighted their struggles to find volunteers, and how this became harder after Covid. Examples of segregation within volunteering were identified in some sectors. For example, the sport sector still has a greater tendency to have more male volunteers. On the other hand, more women volunteers were reported within VOs working in the social sector. Young people tend to be more active in environmental issues. Many adults (particularly parents of children with disability) were also reported to volunteer and support VOs in the disability sector. Middle aged persons tended to be more active in the humanitarian sector. Some participants in the focus groups only became aware of the potential segregation in volunteering following this discussion. They had previously believed that they were inclusive and 'accepted everybody' to help with the work of their VO.

There were various practices mentioned during the interviews and focus groups which can be considered as reflecting indirect discrimination:

- **Some VOs have a history of having certain types of volunteers:** This may be the result of practices within VOs which have been in place for many years, and which keep on attracting certain types of people, and finding it difficult to be more open to diversity. One example mentioned by participants were band clubs, which although accepting both men and women, still make women feel uncomfortable, reducing female participation.
- **VOs not ready to accommodate volunteers with disability:** A number of stakeholders and participants in the focus groups highlighted how they find it difficult to have volunteers with disability due to problems with access. Their lack of physical strength was also a reason for not allowing them to volunteer. Persons with disability may thus be turned away from volunteering by certain VOs out of concern for their welfare. However, such approach still results in indirect discrimination. In fact, none of the participants in the focus group made reference to carving of volunteer roles for persons with disability as is usually done in the case of employment. There was only one example mentioned which reflected inclusive practices with respect to persons with disability, and in this case also to ethnic diversity. The example relates to a Band club which has reached out to the members of its community, many of whom are third country nationals. This resulted in giving space for a blind boy from the community to learn music and to play in front of the community as part of his contribution to the VO's activities.
- **Cultural barriers:** There were also examples of turning away people from volunteering due to cultural barriers. One example involved discouraging people of certain cultural background from volunteering in the care of animals such as dogs based on the belief that persons from that culture usually do not consider dogs important. The VOs thus believed that they would not be able to work well if they offer to volunteer and help to care for them.

- **Young people forced to volunteer are frowned upon.** During the focus groups, some participants commented on young people who participate in volunteering as part of their course of studies. This reflects the practice by MCAST and other sixth forms schools which include volunteering experience as part of the students' educational programme. The research participants commented that often this programme does not work well as many of the young people involved are just after doing the hours to fulfil their programme obligation and often leave as soon as the hours are completed. The VOs argued that if young people do not volunteer in sectors that they are interested in they will then not keep on volunteering once they finish their programme.
- **Specialised VOs prefer highly literate volunteers:** As services offered by VOs become more specialised, the selection process of volunteers becomes more rigorous and demanding. This was mentioned by a stakeholder from the humanitarian sector. As stated by a stakeholder from the healthcare sector, this creates a barrier to persons with low literacy levels and digital skills. This reflects indirect discrimination towards persons from low socio-economic status and education levels who struggle to access volunteering.
- **Lack of inclusive recruitment practices:** Among the examples provided by the participants in the focus groups, there was one case which referred to an effort to open a VO's activities beyond the usual group of volunteers. In this case it involved an effort to try and attract children with Muslim faith. Even though there was the support of the Imam, the initiative was not a success and was eventually abandoned. This highlights how it may not be enough to invite diverse groups to participate in volunteering. If the VO does not adapt its activities to the needs of diverse groups, this results in indirect discrimination where the activities, however well-meaning they may be, may still push certain groups of people away from volunteering.
- **Language barrier as a barrier to volunteering:** A good number of participants in the focus groups remarked how it was difficult for persons with language barriers to volunteer. This demonstrates how problems with language and communication may create indirect discrimination and create barriers to volunteering to groups who may not possess adequate language proficiency. VOs are often not aware at how they unintentionally discriminate against certain groups based on their language proficiency, with complaints about foreigners struggling even to answer phone calls due to language issue/accent.
- **Old-fashioned management structures:** Some participants in the focus groups and interviews highlighted that there still exists a practice within some VOs where management was passed on from one group to another in a way which reflects a system of succession and a degree of nepotism. This may result in indirect discrimination which

may keep certain persons from certain groups away from volunteering with VOs as they are considered to be a closed group and not really open to outsiders and diverse types of people.

- **Volunteering hours not adapted to different types of volunteers:** VOs usually tend to have their ways of working, often reflecting the availabilities of their volunteers. However, this may still result in indirect discrimination as at times they may not be flexible enough to also accommodate different time availabilities of other groups. This issue was raised with respect to volunteering by third country nationals who often work for very long hours and thus have very limited time windows available for volunteering. If VOs are not flexible enough to adapt to these availabilities, then barriers to volunteering result.
- **VOs reluctant to invest in training volunteers with low skills:** Some volunteers do not possess the necessary skills to do the work required from volunteers. VOs would thus need to invest a lot in training these people before volunteers can start to contribute. Some VOs tend to discourage the participation of people who need a lot of training as they do not have the time and capacity to train them. It is, none the less, an indirect means of keeping low-skilled persons away from volunteering.

The data collected shows that there are still practices within VOs which are indirectly discriminating against groups in society, pushing them away from volunteering. It also highlights how VOs need to change their ways of working and start implementing inclusive practices to make them more open to diversity in their volunteers.

The interviews and focus groups also provided some good examples of inclusive practices which enabled VOs to overcome barriers to volunteering for some groups of people. One representative from a VO in the health sector explained how they introduced the use of translators to overcome language barriers. This enabled foreign volunteers to contribute to the VO's work as a result of the increased participation of foreigners in volunteering. Participants also highlighted how efforts to change the mentality among persons in management within a VO convinced older members to give young volunteers space to contribute to the management of the VO. It changed a VO which functioned like a gentleman's club into an inclusive VO with respect to young people taking on leadership roles. The focus group discussions also showed how inclusive VOs which are sensitive and open to diversity use transformative language and tailor their ways of working to cater for a diversity of volunteers. It was noted from the focus groups, that those VOs which had the most diverse range of volunteers were also the ones who used transformative language as well as adopted inclusive approaches in the management of their VO.

5.3.3 Discrimination among and towards volunteers

One way of obtaining insights about whether discrimination exists within the voluntary sector and how frequent it is, is through the voluntary organisations. The questionnaire for voluntary organisations thus included questions which targeted discrimination specifically.

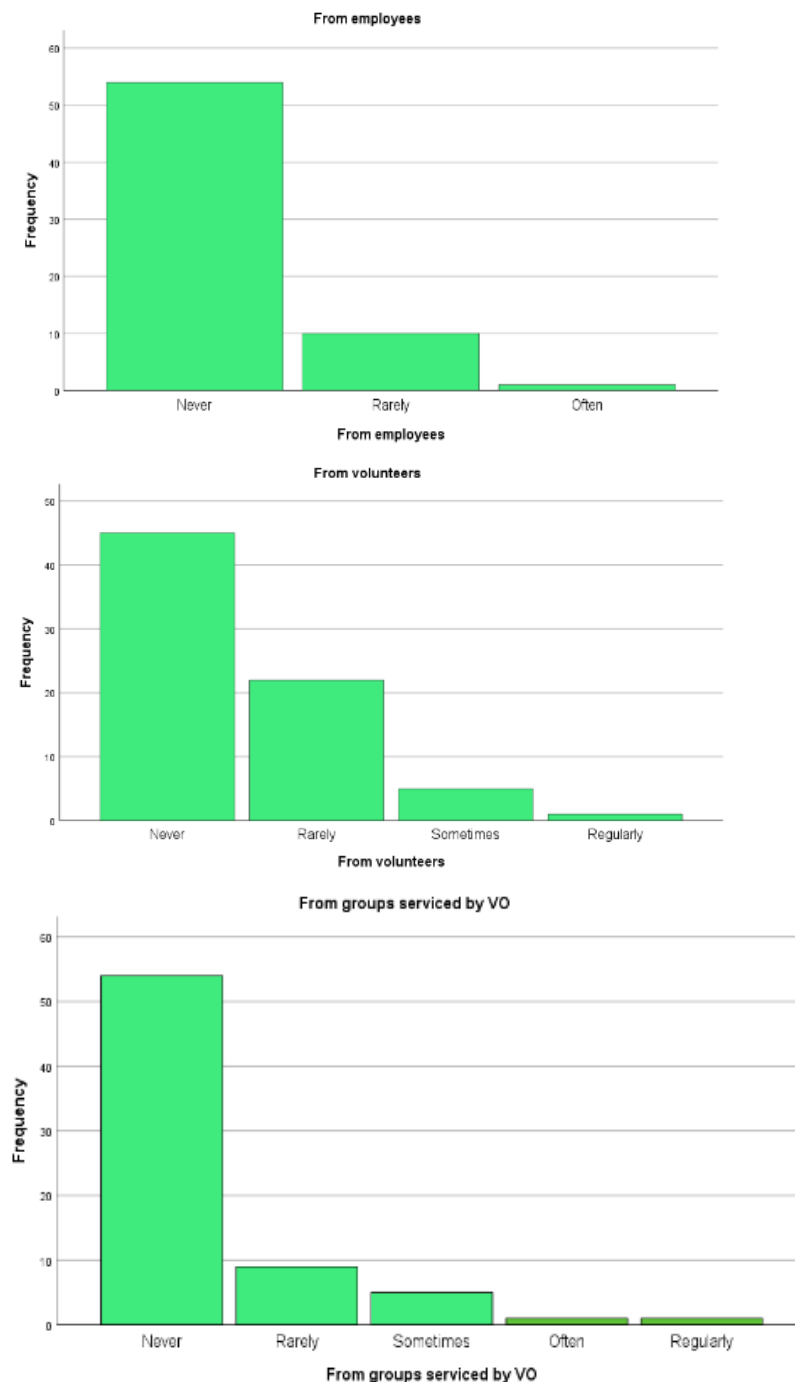


Figure 19: Responses from VOs on complaints about discrimination

One of the questions for VOs invited them to indicate whether they tended to have complaints about discrimination from their employees, volunteers as well as clients. Responses from the VOs shows that they experience few complaints about discrimination from their employees, volunteers or from persons who receive support from volunteers. As can be seen from the frequency graphs below to the question on whether they ever receive complaints about discrimination from these groups, at most, VOs report mainly 'rare' instances.

VOs reported experiencing very low instances of discrimination reported to them from either their employees, volunteers or clients. The most common occasions of complaints refer to volunteers, with over 20 of the VOs responding (about one fourth) admitting that they did have rare occasions of reports of discrimination from their volunteers. There were fewer instances of complaints from employees, and less from groups serviced by volunteers. VOs responses show that they do 'sometimes' (amounting to 20%) have complaints from volunteers and to a lesser extent (around 10%) by groups that they provide a service too. This shows that the responding VOs admit that there exists some form of discrimination at the different levels within their organisations, even if this result cannot be considered as representative of the whole voluntary sector.

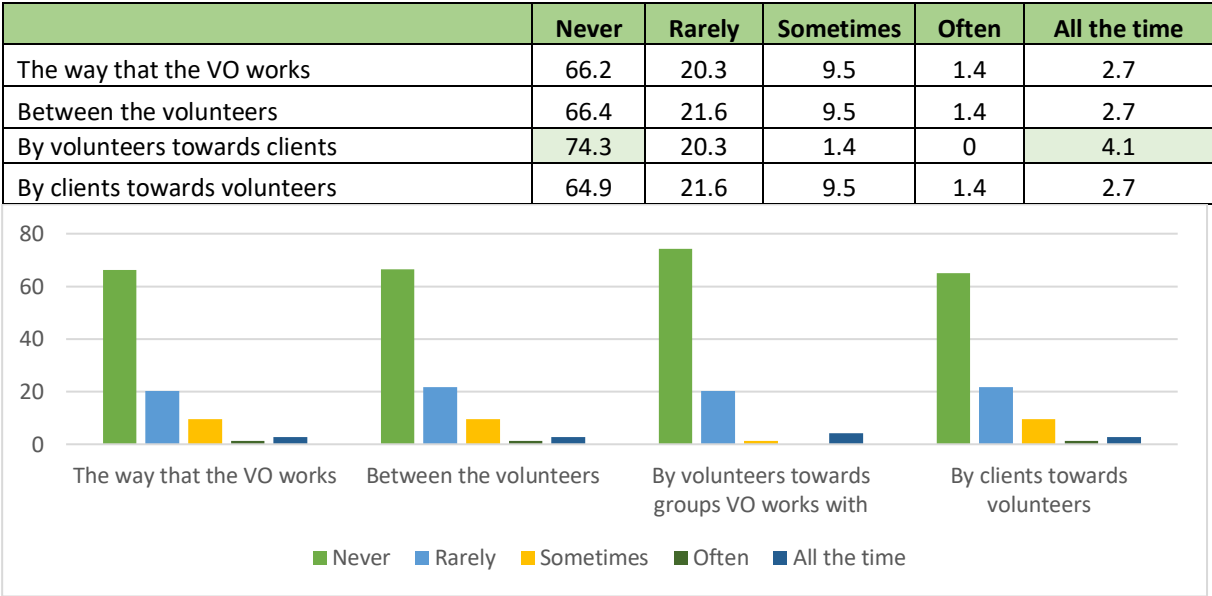


Figure 20: Percentage response by VOs about potential different forms of discrimination

Voluntary organisations were also asked to indicate how much they think that their organisations contributed to discrimination due to the way that they work, as well as whether there is discrimination between its volunteers, by volunteers towards their clients, and by clients towards volunteers.

From the responses obtained (see figure above) it can be noted that the majority of the respondent VOs believe that there is no discrimination within their organisation and by volunteers. There are some who admit that there have been rare occasions where such discrimination took place. These amounted to about one fifth of the respondent VOs (around 20% of VOs responded 'rarely'). There were very few VOs which reported some forms of discrimination taking place 'often' or 'all the time' within their organisation. To be noted is that a few of the VOs reported that they had issues with volunteers who were discriminating against clients 'all the time'. While the responses do not provide a whole picture, an overall pattern in responses is being created.

Volunteers, like VOs, were asked in the questionnaire for volunteers, to also indicate whether they have ever noticed discrimination against volunteers with respect to gender, age, religion, ethnicity, disability, sexual orientation, as well as political beliefs.

Table 4: Percentage frequency of volunteers' experience of discrimination

	Never	Rarely	Sometimes	Often	All the time
Gender	64.5	21.5	11.1	2.5	0.4
Age	62.4	23.7	12.5	1.4	0
Religion	76	15.8	12.5	1.4	0
Ethnicity	70.4	15.8	6.8	1.4	0
Disability	67.1	18.8	11.6	2.5	0
Sexual Orientation	73.4	18.3	6.1	1.8	0.4
Political beliefs	66.1	18.9	11.4	2.5	1.1

The responses shown above demonstrate that the majority of the volunteers did not identify any discrimination against volunteers, with almost two thirds of respondents stating that they never experience any discrimination. However, there still appears to be some aspects of discrimination, with it being most evident in the case of age where nearly one fourth identified that there are 'rare' occasions and another 12.5% who said that it 'sometimes' occurs. A similar percentage of around 12% also indicated that discrimination sometimes takes place in the case of gender, religion, disability, sexual orientation and political beliefs. This means that one does find a degree of discrimination within the voluntary sector, even if not often displayed.

Experience of different manifestations of discrimination by VOs and volunteers

The VOs and volunteers were presented with the same set of instances of discrimination and asked to indicate whether they ever had instances of discrimination based on gender, age, religion, ethnicity, disability, sexual orientation, as well as political beliefs. Each instance will be considered in turn.

1. Volunteers being called names

VOs were asked to indicate whether and how often they had instances where volunteers were called names due to their gender, age, religion, ethnicity, disability, sexual orientation, as well as political beliefs. In each case respondents had to indicate how often this occurred (if at all). From the table overleaf it can be noted that calling volunteers by names never occurred mostly in the case of volunteers with disability, or different sexual orientation, followed by religion and ethnicity. This may reflect VOs' and overall greater sensitivity to respect these groups. While still low, a degree of discrimination in terms of name calling was identified in the case of age, with around 8% indicating that this 'sometimes' tends to take place, and at times also 'often' or 'all the time'. It is, however, not clear whether this discrimination is against young persons or the elderly or all age groups. Discrimination in terms of name calling occurred 'rarely' in a sixth of the respondent VOs due to age, gender, and political beliefs.

Table 5: Percentage frequency of volunteers called names due to characteristics (VOs' response).

Volunteers called names	Never	Rarely	Sometimes	Often	All the time
Gender	77	16.2	5.4	1.4	0
Age	76.7	15.1	5.5	1.4	1.4
Religion	86.5	8.1	4.1	1.4	0
Ethnicity	86.5	8.2	5.5	0	0
Disability	91.7	6.9	1.4	0	0
Sexual Orientation	91.7	6.9	1.4	0	0
Political beliefs	76.4	16.7	4.2	2.8	0
Volunteers' view	Never	Rarely	Sometimes	Often	All the time
Gender	79.3	14.6	4.3	1.4	0.4
Age	77.1	16.1	5.7	1.1	0
Religion	79.6	16.1	3.2	1.1	0
Ethnicity	78.1	14.7	4.7	2.2	0.4
Disability	75.4	16.8	5.4	2.5	0
Sexual Orientation	76.7	15.8	4.3	2.5	0.7
Political beliefs	69.9	19	9.0	1.4	0

The volunteers reported slightly more instances of discrimination involving calling names than VOs. This is the trend across all types of discrimination with the exception of age and gender where both the volunteers and VOs reported more or less the same rates of discrimination. Otherwise, there is greater reported 'rare' occasions of discrimination by around one sixth of the volunteers. Greater incidence of discrimination involving calling names was reported to 'sometimes' occur in the case of political beliefs.

2. Volunteers being ignored

A second form of discrimination which is subtle involves ignoring a person due to their gender, age, religion, ethnicity, disability, sexual orientation, as well as political beliefs. As can be noted from the table below, the great majority of the responding VOs stated that they never had such instances. However, there were few who stated that this took place on few occasions. The highest occurrence was reported again with respect to gender where around 8% of the VOs reported that this ‘sometimes’ happens and another 3% that it was common occurrence. The overall responses show that there are some VOs which believe that there do exist instances of discrimination.

On considering the volunteers’ response, similar trends are observed. The volunteers, however, indicated a greater percentage of ‘rare’ instance of persons being ignored with respect to age, gender, religion, ethnicity and disability. An increase in discrimination taking place occur ‘sometimes’ was also reported for age, gender and disability which was reported by 10-12% of the volunteers.

Table 6: Percentage frequency of volunteers ignored due to characteristics

VOs’ view	Never	Rarely	Sometimes	Often	All the time
Gender	83.3	5.4	8.1	2.7	0
Age	75.3	13.7	8.2	2.7	0
Religion	91	4.1	2.7	1.4	0
Ethnicity	87.8	6.8	4.1	1.4	0
Disability	90.3	6.9	2.8	0	0
Sexual Orientation	90.4	5.5	4.1	0	0
Political beliefs	86.3	8.2	4.1	1.4	0
Volunteers’ view	Never	Rarely	Sometimes	Often	All the time
Gender	74.6	11.4	11.8	1.8	0.4
Age	71.3	12.9	12.5	2.9	0.4
Religion	82.5	10.4	6.4	0.7	0
Ethnicity	79.5	13.7	5.8	1.1	0
Disability	74.6	12.5	10.7	2.1	0
Sexual Orientation	90.4	5.5	4.1	0	0
Political beliefs	86.3	8.2	4.1	1.4	0

3. Volunteers being told that they do not belong and to ‘go back home’

Another form of discrimination is telling people who are different to ‘go back home’ as they do not belong. This usually takes place against persons of different ethnicity as well as or different beliefs. When one looks at the table below, it can be noted that this seems to happen

mainly to persons of particular age. This reflects similar responses obtained for the previous cases of discrimination and may reflect the same volunteers being discriminated in different ways due to their age. The questionnaire, however, does not identify what aspect of age (being elderly or too young) is leading to discrimination.

Unlike the other two previous instances, one also finds a higher rate of ‘rare’ occasions of telling people to ‘go back home’ due to their political beliefs. However, this still occurs with less than 10% of the VOs reporting that this happens rarely or sometimes.

Table 7: Percentage frequency of volunteers told to ‘go back home’ due to characteristics.

VOs’ view	Never	Rarely	Sometimes	Often	All the time
Gender	93.2	4.1	1.4	1.4	0
Age	81.1	12.2	5.4	1.4	0
Religion	94.5	4.1	1.4	0	0
Ethnicity	93.2	5.5	1.4	0	0
Disability	91.9	5.4	1.4	1.4	0
Sexual Orientation	95.9	2.7	1.4	0	0
Political beliefs	90.4	6.8	2.7	0	0
Volunteers’ view	Never	Rarely	Sometimes	Often	All the time
Gender	89.6	5.4	4.6	0	0.4
Age	84.3	11.4	3.6	0.7	0
Religion	92.1	5	1.8	1.1	0
Ethnicity	89.3	6.4	2.9	0.7	0.7
Disability	87.8	9.7	1.8	0.7	0
Sexual Orientation	87.1	7.5	4.6	0.4	0.4
Political beliefs	82	10.4	6.8	0.7	0

Volunteers reported similar instances of discrimination as VOs with respect to age. However, they reported more instances of discrimination taking place ‘rarely’ and ‘sometimes’ in the case of disability, sexual orientation, and political beliefs.

4. Volunteers not given roles of responsibility

Persons may also be discriminated against by not giving them opportunities to take on more responsibility despite providing themselves capable due to their gender, age, religion, ethnicity, disability, sexual orientation, as well as political beliefs. VOs were also asked to indicate how often, if at all, they had such situations taking place within their own organisations.

Table 8: Percentage frequency of volunteers not given responsibility due to characteristics.

VOs' view	Never	Rarely	Sometimes	Often	All the time
Gender	93.2	1.4	4.1	1.4	0
Age	68.9	24.3	4.1	2.7	0
Religion	95.9	2.7	1.4	0	0
Ethnicity	95.9	1.4	2.7	0	0
Disability	87.7	9.6	1.4	1.4	0
Sexual Orientation	97.3	2.7	0	0	0
Political beliefs	95.9	4.1	0	0	0
Volunteers' View	Never	Rarely	Sometimes	Often	All the time
Gender	77.9	13.6	7.5	1.1	0
Age	67.5	16.8	13.2	2.5	0
Religion	87.8	7.9	4.3	0	0
Ethnicity	88.2	7.5	3.6	0.7	0
Disability	78.5	11.8	7.9	1.8	0
Sexual Orientation	85	11.1	3.2	0.7	0
Political beliefs	79.5	11.9	7.6	1.1	0

While there is still an overall large percentage of the VOs who indicated that they never experienced such situations, 'rare' occasions of such situations were reported by one fourth of the respondents in the case of age. Again, age was a discriminatory characteristic with respect to 'sometimes' as well as 'often' not giving access to roles of responsibility. Volunteers too reported instances of discrimination due to age, but a greater percentage of volunteers reported this happening 'sometimes'. Volunteers also reported more discrimination than VOs taking place 'sometime' in the case of religion, ethnicity, sexual orientation and political beliefs. VOs did not report much these types of discrimination, particularly against persons of different ethnicity. This shows how voluntary organisations may not be fully aware of situations arising among volunteers during their service.

5. Volunteers treating clients disrespectfully

VOs were also asked about the occurrence of instances where volunteers act disrespectfully when working with clients depending on aspects such as gender, age, religion, ethnicity, disability, sexual orientation, as well as political beliefs. From the responses it appears that the responding VOs believe that there is very little occurrence of such instances, with the great majority of VOs stating that this never happens. There is, however, the admittance of such disrespectful behaviour due to gender and political bases where around 8% experiencing it on 'rare' occasions. While the percentage occurrence is low for age, it is the only factor where

there were a few VOs which admitted that this happened ‘sometimes’, ‘often’ and ‘even all the time’.

Table 9: Percentage frequency of volunteers treating clients disrespectfully due to characteristics.

VOs’ view	Never	Rarely	Sometimes	Often	All the time
Gender	89.2	8.1	1.4	1.4	0
Age	85.1	1.4	1.4	1.4	1.4
Religion	93.2	5.4	1.4	0	0
Ethnicity	94.5	5.5	0	0	0
Disability	94.5	5.5	0	0	0
Sexual Orientation	94.5	5.5	0	0	0
Political beliefs	87.7	8.2	4.1	0	0
Volunteers’ View	Never	Rarely	Sometimes	Often	All the time
Gender	81.1	14.6	3.9	0.4	0
Age	81.4	12.5	6.1	0	0
Religion	88.6	8.9	2.1	0.4	0
Ethnicity	84.9	10	3.9	1.1	0
Disability	80.6	12.6	5.8	1.1	0
Sexual Orientation	86	8.6	4.7	0.7	0
Political beliefs	83.6	10.7	5.4	0.4	0

As in the previous cases, volunteers reported more occurrences of discrimination than VOs. In fact, there were greater percentages of instances where volunteers were disrespectful to persons due to their age, religion, ethnicity, disability, sexual orientation, and political beliefs. Consistently volunteers have reported greater degree of discrimination than VOs.

6. Volunteers refusing to work with particular clients

Discrimination can lead certain people to refuse to work with clients due to gender, age, religion, ethnicity, disability, sexual orientation, as or political beliefs. As in the case of the previous instances, a number of VOs reported that they did have ‘rare’ experiences where their volunteers refused to work with clients due to age. There were also a few VOs admitting that this happened sometimes, often as well as all the time. There were also around 8% of VOs who stated that they had ‘rare’ occasions where their volunteers refused to work with clients who had a disability.

Table 10: Percentage frequency of volunteers refusing to work with particular clients due to characteristics.

VOs' View	Never	Rarely	Sometimes	Often	All the time
Gender	91.9	6.8	1.4	0	0
Age	87.8	8.1	1.4	1.4	1.4
Religion	90.5	5.4	2.7	0	1.4
Ethnicity	94.5	5.5	0	0	0
Disability	90.4	8.2	1.4	0	0
Sexual Orientation	95.9	4.1	0	0	0
Political beliefs	93.2	5.5	1.4	0	0
Volunteers' view	Never	Rarely	Sometimes	Often	All the time
Gender	88.9	8.9	2.1	0	0
Age	87.1	8.9	2.1	0	0
Religion	91	5.8	2.9	0.4	0
Ethnicity	88.2	6.8	4.6	0.4	0
Disability	85.7	8.6	5	0.7	0
Sexual Orientation	86.8	7.3	5.4	0.5	0
Political beliefs	74.2	22.2	3.3	0.4	0

Volunteers again reported greater levels of discrimination than VOs, these being significantly higher in the case of age, gender, disability, and political beliefs. One major difference reported by nearly one quarter of the volunteers refers to 'rare' instances where volunteers refused to work with persons of different political beliefs.

Volunteers were invited to provide examples of types of discrimination that they experienced. The quotations below provide examples of contributions made.

"Mild but chronic misogyny, sexism and internalised homophobia. A heavy focus of prominent homophobia and lookism in some religion focused groups"

"social exclusion, hate speech"

"Ethnic, because some volunteers are from different countries especially from the East."

"Gender - females are still considered to be emotional, problematic."

"Gender bias (for example assuming something is a man's role or assuming women would be doing certain work). Not accepting members with disabilities such as autism due to behaviour difficulties."

"Disability, I come from a background surrounded by people with Down Syndrome, however people I volunteer with sometimes refuse to work with people with a disability, bringing up the excuse that they are not trained for the situation."

This research has shown that both VOs and volunteers agree that there is only a degree of discrimination within the voluntary sector. This is reflected in a comment made by one of the respondents in the questionnaire who wrote: *“not really, I've encountered more discrimination in the workplace setting than in volunteering”*. However, volunteers tended to report greater occurrence than that admitted by VOs. The reason may be that not all instances of discrimination tend to reach management levels of voluntary organisations.

M CVS reported that they never had any reports on discrimination within the voluntary sector. The role of volunteering organisations of working for the benefit and support, often of particular vulnerable groups, makes them more sensitive to diversity, often leading to many VOs to be more open. This may explain why discrimination is less common within their surroundings.

5.3.4 Support against discrimination within the voluntary sector

Both the questionnaires for VOs and with volunteers probed whether voluntary organisations in Malta have policies and processes to monitor potential discrimination which is present within the voluntary sector as well as within voluntary organisations. The research thus has also focused on learning about whether voluntary organisations have in place any methods and mechanisms which help them identify whether there is any discrimination taking place within their organisation, where persons who feel that they are being discriminated against can report, as well as monitoring and training for staff and volunteers about discrimination.

Views about processes and procedures within VOs (from the questionnaire among VOs)

Some insights were obtained from the questionnaire among voluntary organisations. One question asked VOs specifically to state whether they possess an official policy against discrimination. From the responses obtained, as shown from the figure below, it can be noted that only 28.2 % of the VOs stated that they have an official policy. The majority, these amount to just over half of the respondents (57.7%), indicated that while they do not possess a formal policy, they are aware of discrimination and make sure that there is no discrimination taking place. It was only 14.1% of the responding VOs who stated that they did not have a formal policy against discrimination.

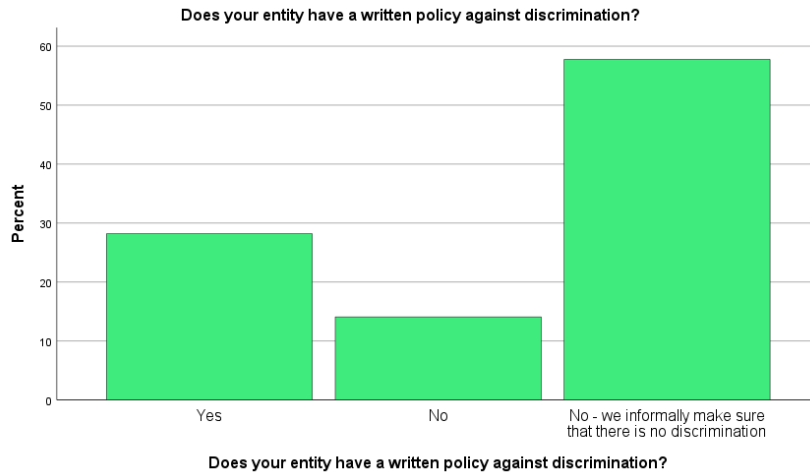


Figure 21: VOS' Response to whether they possess a formal policy against discrimination

The voluntary organisations were then asked if they have in place any processes and procedures for monitoring that there is no discrimination taking place or where volunteers can report discrimination if this is noted to be taking place.

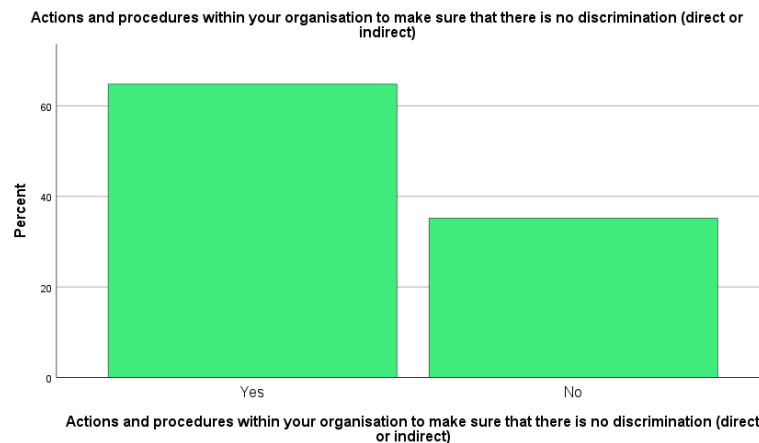
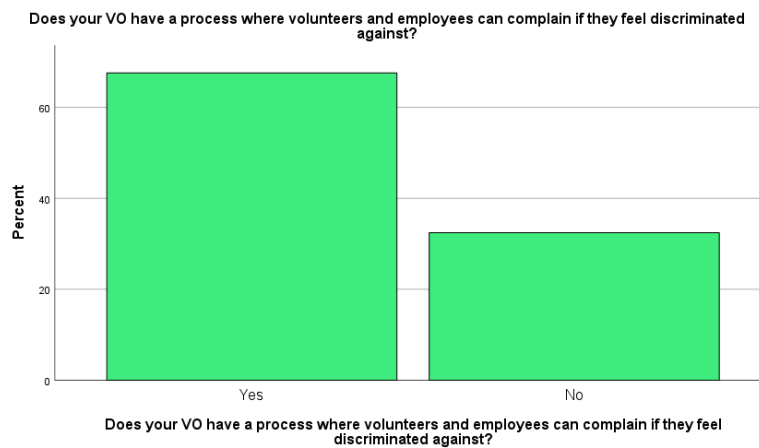


Figure 22: Existence of process and procedures for monitoring and reporting discrimination

As is shown in the figures overleaf, it can be noted that about two thirds (67.6%) of the voluntary organisations responding to the questionnaire stated that they have a process where volunteers can make a complaint if they experience or are witness to discrimination taking place. Similarly, about two thirds (64.8%) of the VOs responded that they have procedures which allow them to monitor whether there is any direct or indirect discrimination taking place within their organisation. While this is positive, the question did not ask the respondents to state whether the process and procedures were formalised. The number of VOs responding are also few, and so they cannot be considered to represent the whole voluntary sector.

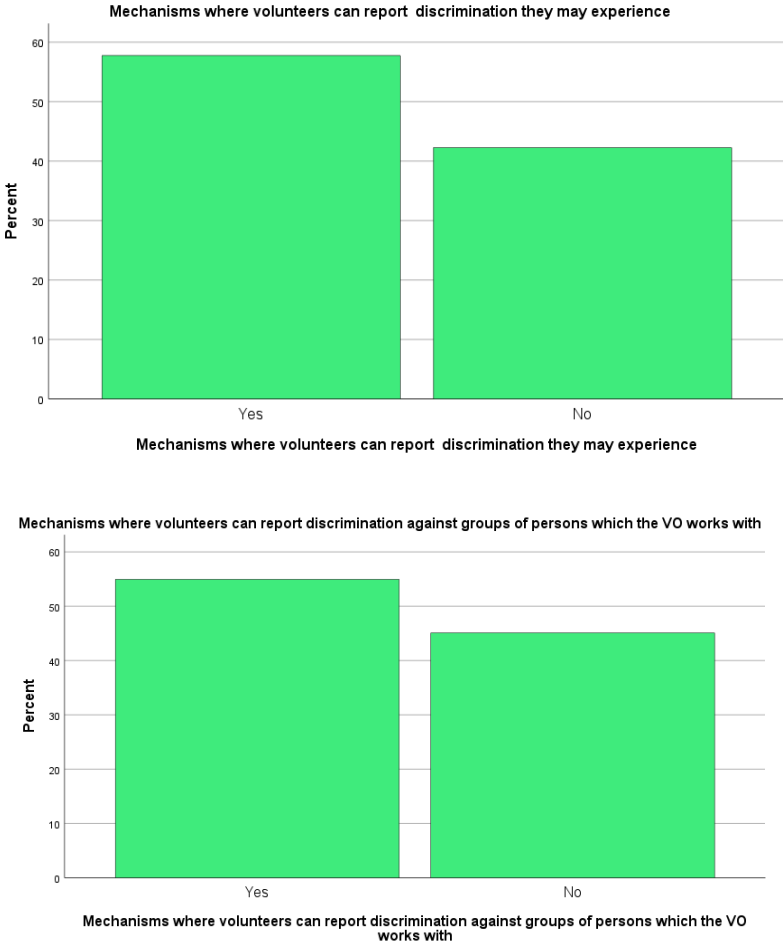


Figure 23: Percentage responses to whether VOs have mechanisms to report discrimination from other volunteers as well as from clients.

The voluntary organisations were also asked to indicate whether they have mechanisms that allow volunteers to report if they feel that they are experiencing discrimination from other volunteers, as well as for discriminatory behaviour demonstrated by their clients during volunteering. While the majority of the responding VOs stated that they have such mechanisms (57.7% for reporting discrimination they are experiencing from other volunteers, and 54.49% for reporting discriminatory behaviour from clients), the percentage was less than

for complaints. (See figures overleaf). This may reflect voluntary organisations' distinction between treating a complaint and reporting an instance of discrimination.

Periodic surveys among staff within an organisation as well as regular training are means through which to prevent discrimination. The responding VOs were thus to indicate whether they periodically carry out such surveys as well as whether they organise training for their volunteers about discrimination. Only about a little more than one third (39.1%) of the responding VOs stated that they organise training on discrimination. A smaller percentage amounting, about one fourth (22.9%) of the respondents, stated that they used surveys to monitor the potential of any discrimination taking place within their organisation.

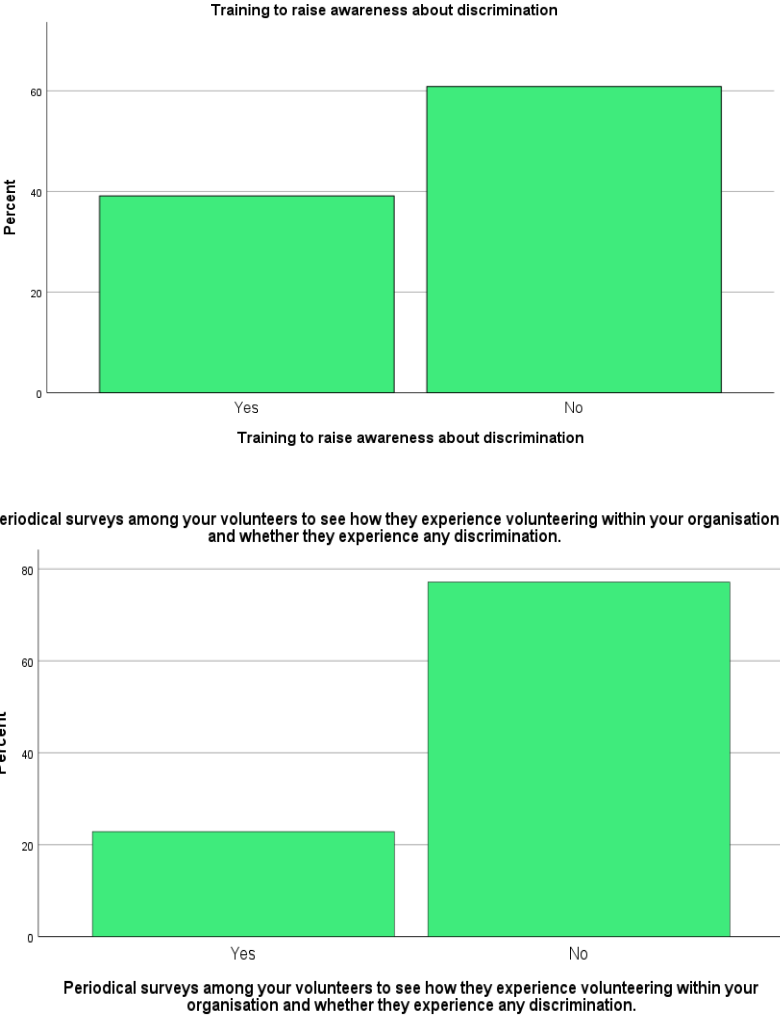


Figure 24: Percentage responses to whether voluntary organisations carry out periodical surveys related to discrimination and organise training on discrimination

Views about processes and procedures within VOs (from the questionnaire among Volunteers)

It is not enough for voluntary organisations to have processes and procedures. It is just as important for volunteers to be aware of what they can do in terms of launching complaints and reporting any discrimination which they may experience themselves or witness against other volunteers or clients. For this reason, volunteers were also asked to indicate about such mechanisms.

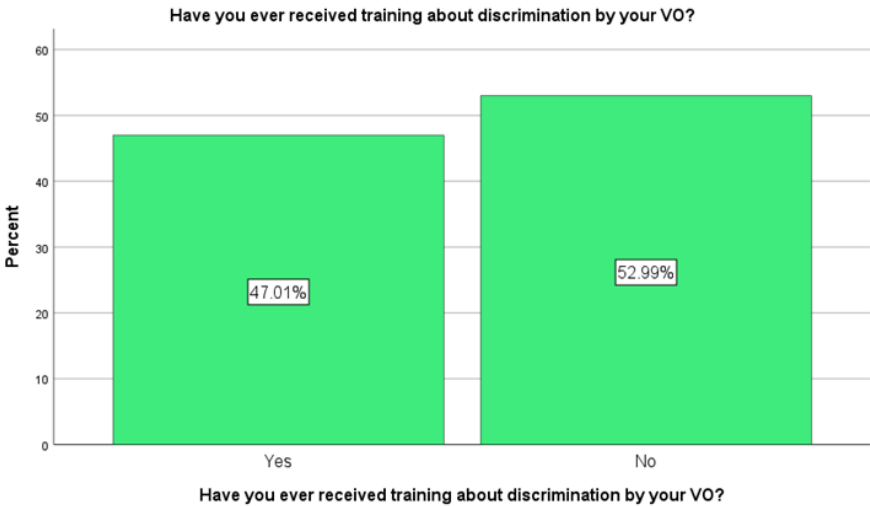


Figure 25: Distribution of volunteers who received training on discrimination.

Volunteers were first asked to indicate whether they have ever received any training on discrimination. As can be noted from the figure above a little more than half of the volunteers stated that they received training, while the other half stated that they did not. This shows that while there is a certain degree of attention given to discrimination within the voluntary sector, there is more which can be done.

Volunteers were also asked to indicate whether they are aware of their VO possessing a policy against discrimination. Half of the volunteers answered that their VO possesses an anti-discrimination policy while another third stated that they are not sure. This is promising although it is not clear whether the respondents are referring to a formal written policy or to ways in which the VOs work.

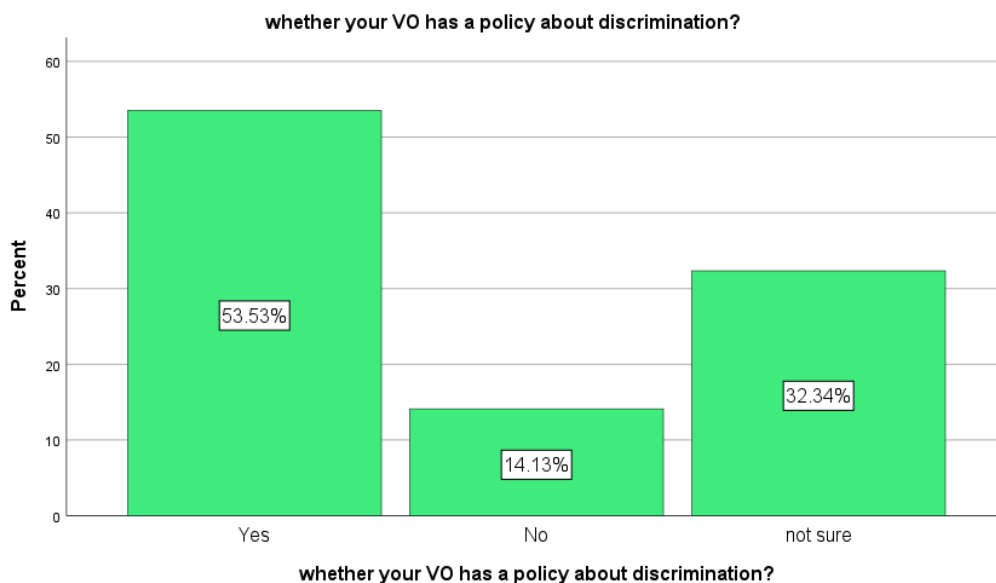


Figure 26: Distribution of volunteers about knowledge of a discrimination policy within their VO

Volunteers were also asked whether they know what they have to do if they are aware of discrimination taking place. Just over half of the volunteers responded that they know what they have to do. However, another third is not sure. It is only about one sixth of the volunteers who stated that they do not know what they have to do. This shows a similar trend in responses to the previous question where half of the volunteers knew what they have to do. As in the previous case, there is also place for improvement.

Volunteers were also asked to indicate whether they know where they have to report cases of discrimination. Almost two thirds of the volunteers stated that they know where they have to report. It was only 17% who were 'not sure' and 14.3% who did not know where to report. This shows that the majority know both what to do and where to report cases of discrimination within their voluntary organisation.

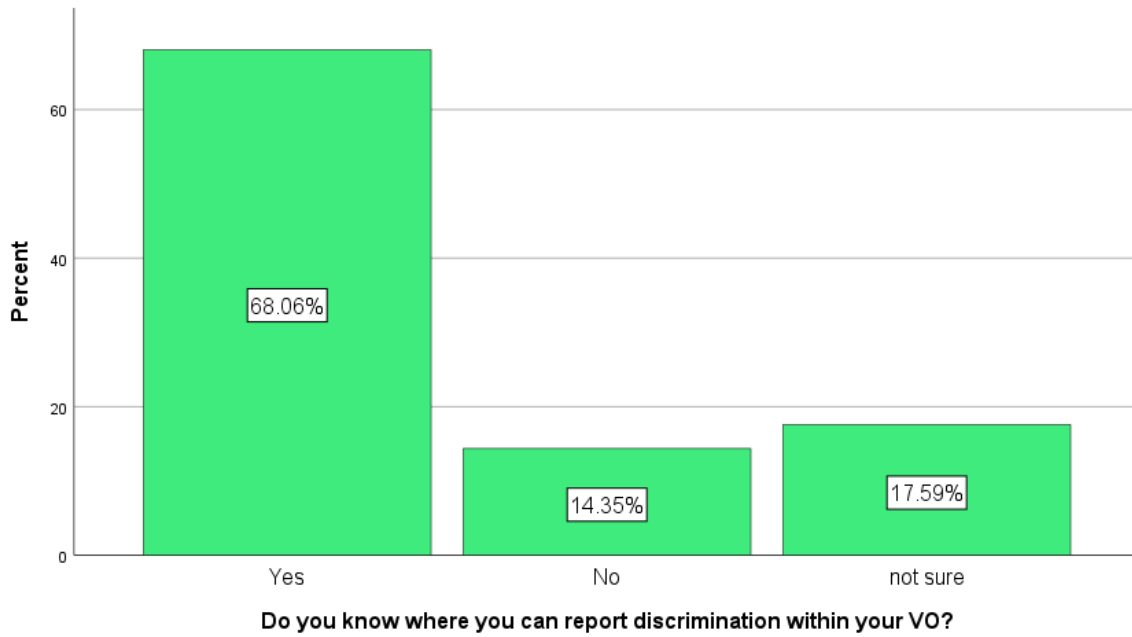


Figure 27: Distribution of responses to knowledge about where to report discrimination

Volunteers were finally also asked whether they knew how to act in the case that they observed other volunteers being discriminated against. The responses obtained are consistent with the previous responses, with over 60% of the volunteers stating that they know how they have to act, with only around one fifth of the volunteers admitting that they do not know what to do. About another one fifth stated that they were not sure.

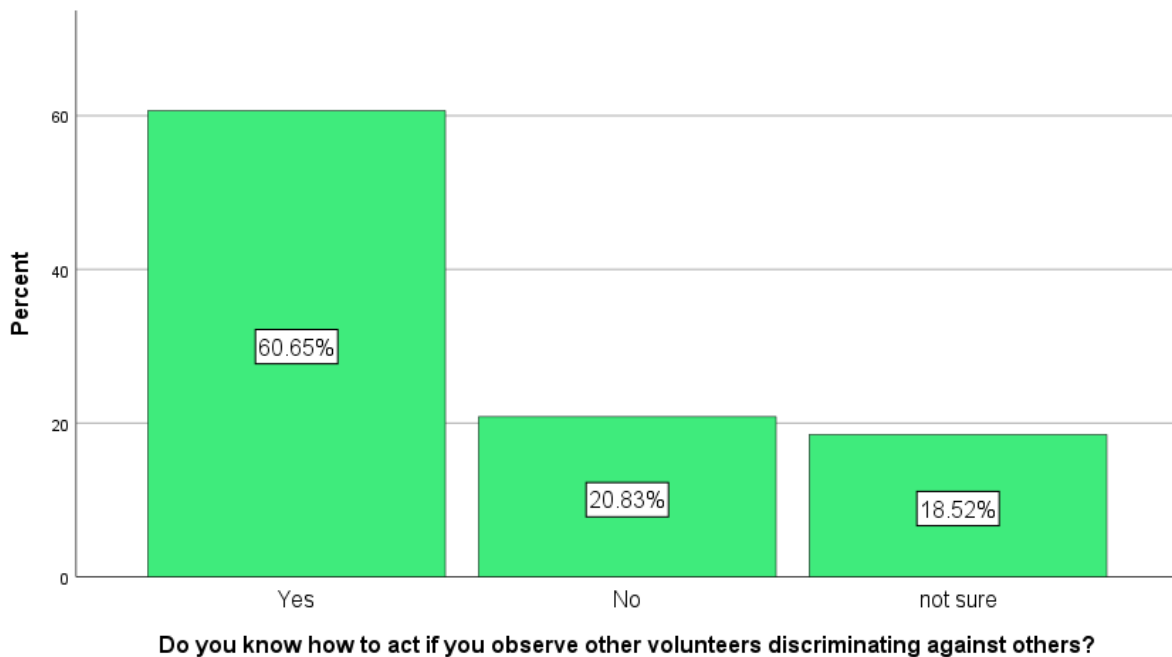


Figure 28: Distribution of responses to knowledge of how to act when other volunteers are being discriminated against

Taking the volunteers' responses overall it can be concluded that there is a very good percentage of the volunteers who are aware of discrimination, what to do and where to report. This is very positive. However, these set of questions were the ones which were answered least, with around 100 volunteers not providing an answer. It is not clear whether these non-responses just reflect respondents not having the energy to complete the questionnaire fully or else not wishing to provide an answer to these questions.

Differences across gender

Gender differences were obtained in three of the responses given by volunteers. There was a statistically significant gender difference in the volunteers' responses about whether their VO possess a policy on discrimination (p value = 0.008). The figure overleaf shows how more men than women stated that their VO has a policy on discrimination. On the other hand, more women than men were unsure if this was the case. It is not clear whether these differences reflect the types of VOs female work at or whether women tend to be less informed or involved in the administrative aspect of their VO.

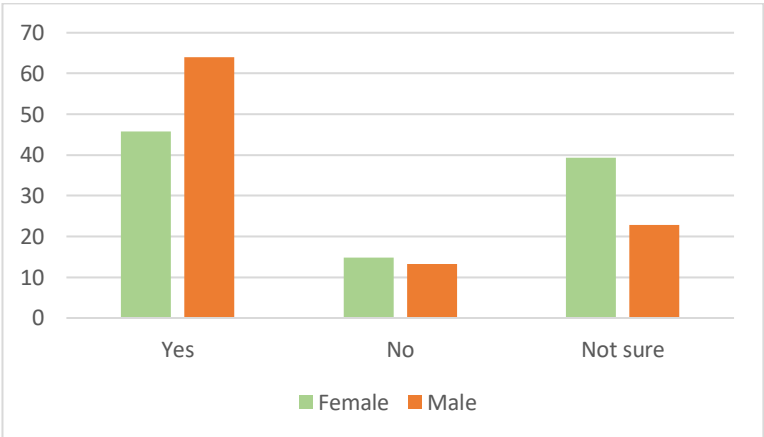


Figure 29: Percentage distribution against gender of responses on whether VOs have discrimination policy

A χ^2 (Chi) test¹ across gender also shows that two of the other responses given were statistically significant across gender. There is also a difference in responses obtained from the questions asking volunteers whether they know what to do (p value =0.018) if they experience discrimination and how to act if they observe other volunteers discriminating against others (p value =0.003).

¹ statistical test done in quantitative analysis of questionnaire to indicate whether differences obtained are by chance or reflect trends.

The figures below show similar trends in the responses obtained. While more males stated that they knew what they have to do, more females than males being unsure about what to do in both cases. This reflects consistency in the responses given by the volunteers. More attention should be given to make women more aware of policies on discrimination as well as how to act in cases of discrimination.

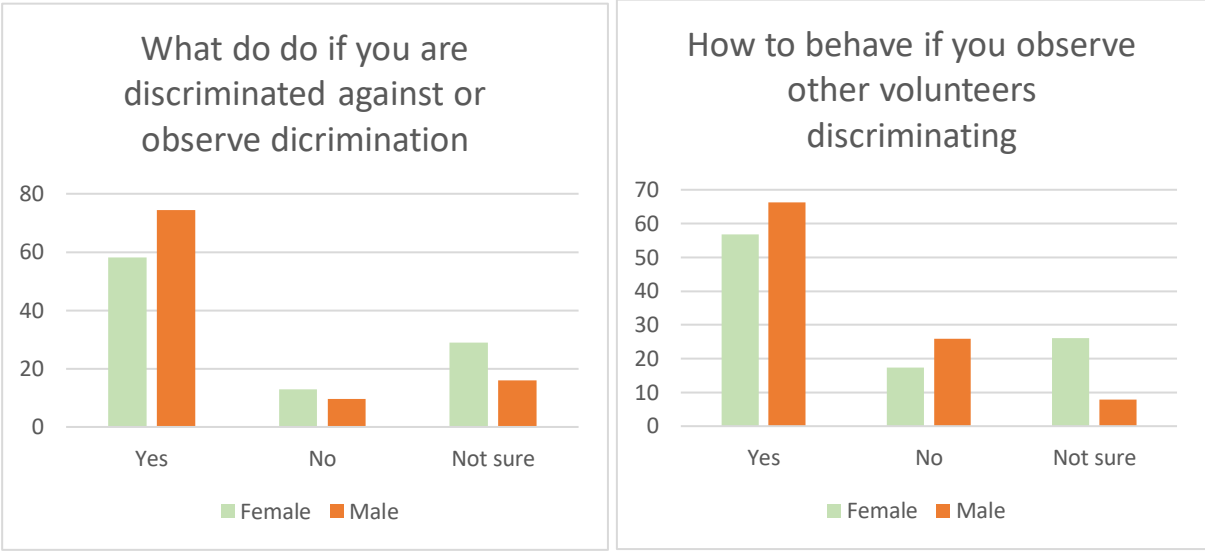


Figure 30: Percentage distribution of responses about action on discrimination across gender

No statistical significance was obtained in the responses given across the volunteers’ education level or status.

Some insights obtained from the interviews show how some VOs are already sensitive to discrimination within the voluntary sector and highlight how awareness can help make VOs more inclusive:

“Education on intercultural and intersectoral understanding is not enough...some VOs embrace this and they can act like lighthouses on how VOs can get it right. Without being judgemental, we can find ways to reduce discrimination.” (stakeholder interview)

It can be concluded that there is a degree of awareness and effort with respect to policy and training against discrimination within the voluntary sector. What is not that clear is how much such processes are formal, rather than informal, due to the informal nature of the voluntary sector.

6.0 Discussion and Conclusion

This complex study has provided some insights with respect to whether there is a problem with discrimination within the voluntary sector in Malta. When combining the various quantitative and qualitative data collection methods used in this study, it was possible through their analysis, to obtain a good picture, even if not complete, of the frequency and types of discrimination present in the local voluntary sector.

The key main research findings of the study are stated below:

- **The largest proportion of VOs in Malta is in the sports sector**, followed by culture and education and social sectors. There are significantly fewer VOs in animal welfare, disability, environment, health, humanitarian and youth
- **Many VOs do not have employees**, with half of the respondent VOs having no employees. **Many VOs have 31-50 volunteers** while a third have 5-10.
- **The majority of volunteers in Malta are Maltese Catholics**. There is limited diversity among volunteers, showing that the voluntary sector is not mirroring the current diversity in Malta's society.
- **Differential treatment of the voluntary sector**: VOs acknowledged that the voluntary sector is gaining recognition. However, VOs consider it unfair to be expected to manage their finances like businesses. They do not like being considered potential money launderers as well as they feel that the government does not give the sector enough attention.
- **Differential treatment across Voluntary sectors** was identified in terms of access to financial support, lobbying, and exposure in the media.
- **Indirect discrimination within VOs creating barriers to volunteers to various groups**: There were various types of indirect discrimination identified with respect to access to volunteering. Key causes included: historical modes of work, disability, cultural differences, low literacy and skills levels, and language barriers.
- **Very few instances of direct discrimination were reported**. Volunteers reported slightly higher incidence than VOs.
- **Action on evidence of discrimination**: Many volunteers know how to act and where to report if they experience or witness discrimination. A gender difference in favour of men being more informed was identified.

6.1 Discussion of key issues emerging

Some of the findings from the study confirm what was probably already known about the voluntary sector in Malta. As expected, the majority of the VOs in Malta were found to be small, with around 30 volunteers and no or few employees, and a turnover of less than €50,000 a year. On the other hand, it also shows that some VOs have grown significantly, with a yearly turnover which is greater than €250,000, and with a good number of employees.

The study also shows that there is acknowledgement that the voluntary sector has grown in importance. However, VOs believe that even if there is greater reference to the voluntary sector by government at national level, there is differential treatment between the different voluntary sectors. This differential treatment varies with respect to opportunities to lobby for the sector at policy level, access to funding programmes other than those managed by the Malta Council for the Voluntary Sector, as well as support in the provision of premises. VOs are concerned with the differential treatment which exists between the different voluntary sectors.

The study created the space for discussion about the legal status of the volunteer and the implications of this should volunteers experience an accident or injury during volunteering. There was an overall consensus that there needs to be a discussion on issues related to the legal status of the volunteer, and to study what potential differential treatment there may be in terms of access to social security and liabilities in different scenarios. This discussion should enable an analysis of volunteers and their role in comparison to employees. While there was agreement that it may be too early to take decisions and propose actions, it is worthwhile having a national discussion on the role, contribution, regulation and protection of volunteers.

The study also shows that, to a degree, diversity among volunteers has not changed much, with the biggest portion of volunteers being Catholic Maltese people. While there is diversity in volunteers across age, disability, sexual orientation, religion, and ethnicity, it is still far off from the increased diversity that is being experienced in the local population. This highlights how persons from other groups than Maltese Catholics have not yet fully filtrated the voluntary sector.

The voluntary sector, reflecting its role of supporting vulnerable and other groups in need, did not demonstrate any significant amount of direct discrimination taking place. While not totally immune to discrimination, both VOs and volunteers, the latter to a great degree, reported instances of discrimination taking place 'rarely' or 'sometimes'. Unlike what was expected, higher rates of discriminatory behaviour were identified across age and gender, even if still with low occurrence.

The most significant finding of this study was the presence of indirect forms of discrimination which exist within the voluntary sector, and which are creating barriers for persons from different groups from volunteering. This was found to be particularly the case with respect to

persons with disability, those with lower educational level and skills, and foreigners. This finding is significant in view of the current shortage of volunteers which many of the VOs and volunteers participating in this study complained about. VOs need to eradicate practices which result in indirect discrimination. They would also benefit from implementing inclusive practices which would allow them to open up to a more diverse range of volunteers. An inclusive voluntary sector is of benefit to all. It will enable VOs to transform themselves into organisations which truly work for the benefit of society. They will also be able to attract more persons to volunteer, and at least alleviate, if not solve the problem of shortage of volunteers.

It is also worth noting what insights the study did not provide for some reason. Unlike what has been reported in the literature, there were no particular mentions of gender discrimination taking place within the management of VOs. Both stakeholders and volunteers were asked to reflect on this perspective in the interviews and focus groups. However, no instances of discrimination were indicated.

What was also noted during the qualitative data collection was that both in the interviews and during the focus groups, the majority of participants demonstrated an unclear understanding of discrimination. Similar to the study by Harnois (2023), many of the participants tended to use a sociological perspective of discrimination rather than the legalistic one which refers to protection against age, gender, disability, ethnicity, religion and sexual orientation. This also demonstrated how many working within the voluntary sector do not understand well the nature of discrimination, and while they may be sensitive to obvious examples of direct discrimination, they are less aware and sensitive to how processes and structures on which their VOs are based may be resulting in indirect discrimination and create barriers of certain groups from participating in volunteering.

7.0 Conclusion – Recommendations and Way forward

The findings of the study provide food for thought to those who are active in the voluntary sector. The issues which were raised as a result of the findings provide direction with respect to the next steps which would need to be taken. The following recommendations are being put forward in view of the findings:

- The voluntary sector would benefit from developing better and more accurate ways of tracking how the voluntary sector is evolving. The voluntary sector, through the Commissioner for the Voluntary Sector, or the Malta Council for the Voluntary Service, may develop a regular data collection process which can take place periodically, with all VOs required to provide data on volunteers.
- A national discussion on the role of the volunteer in terms of legal status, regulation, protection, rights and code of ethics can be initiated. This would enable VOs to reflect on how the role of the volunteer has changed as the voluntary sector evolved, and how the sector can be better regulated, also by regulating volunteers.

- The study shows that there is a good level of awareness of discrimination within VOs. None the less the voluntary sector would benefit from training on the different forms of discrimination. This would help VOs and volunteers learn to distinguish between discrimination and differential treatment, as well as raise their awareness of how processes and structures can result in indirect discrimination. Training can be organised to help VOs understand how they can implement inclusive modes of working by learning from examples of good practice.

This study has provided some insights in the voluntary sector as well as highlighted the existence of elements of discrimination, direct or indirect, which exist within it. These insights can serve to help the voluntary sector learn from its shortcomings and find ways to eradicate exclusionary practices from voluntary organisations, even if these have been present for many years. Changing mindsets and attitudes is not easy to achieve. However, if the voluntary sector wants to move forward and avoid losing its many sectors and actors, it can only prevent VOs from perishing by becoming inclusive and transformative organisations.

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Annex I – Interview questions Stakeholders

Key stakeholders in the VO sector and related aspects

Interview Questions

[questions will be adapted according to the position of the interviewee]

1. Can you please give me some background about your role/position and in what way you are involved with the voluntary sector.

At sector level

2. Can you reflect on whether you feel that there is any form of discrimination against/preference towards the voluntary (third) sector compared to other sectors in Malta with respect to budget allocation, regulation of the sector, importance given to the voluntary sector etc.?
3. Is there any reason why such discrimination/preference identified takes place?

Between different sectors within the voluntary sector e.g. those working towards the environment, health aspects, groups with social issues etc.

4. The voluntary sector is growing. Do you feel that there is any difference between NGOs from different sectors – are NGOs working in particular sectors of society given more importance, media attention and exposure, voice, financial support etc.?
5. If so, what differences do you identify, and what do you think may the reason be for these differences?

Attracting volunteers

6. Do you feel that there are groups of people in society (e.g. young, old people, Third country nationals, of different ethnicity, persons of different Religion, disabled persons, persons of different sexual orientation, different gender) who tend to be more attracted to volunteering than other groups? If so, is there any reason for this? Do you think that this may impact the voluntary sector, and if so, in which way?
7. Are there groups in society (e.g. young, old people, Third country nationals, of different ethnicity, persons of different Religion, disabled persons, persons of different sexual orientation, different gender) who for some reason do not tend to be attracted to volunteering? If so, is there any reason for this? Is there any impact on the voluntary sector?
8. Do you think that the way in which NGOs operate may tend to attract some groups or push away others (as a form of indirect discrimination)? If so, with respect to which groups and in which context and way?

Volunteers in administrative and management roles

9. What is the status (in terms of responsibilities, social protection, rights as workers etc.) of volunteers working in administrative and management roles compared to regular employees? Do you think that they are treated equally/better/discriminated against due to their status as volunteers?
10. Are you aware of any forms of discrimination against giving/not giving volunteers levels of responsibility/management roles depending on their:
 - gender
 - age
 - Religious beliefs
 - ethnicity
 - disability
 - sexual orientation?
11. If so, can you please elaborate on instances and contexts in which such discrimination has taken place and in what way?

Discrimination with and by volunteers

12. Are you aware of discrimination against/preference towards volunteers working in the voluntary sector?
13. If yes, can you indicate what form of discrimination/preference volunteers experience during their work as volunteers, and whether this was based on their:
 - gender
 - age
 - Religious beliefs
 - ethnicity
 - disability
 - sexual orientation
 - any other reason?
14. Can you elaborate on the type of discrimination/preference which you have just mentioned – against/in favour of groups – who it is mainly directed at, the contexts in which it takes place, and possibly for what reason? Can you kindly do this for the different types of instances of discrimination/preference that you are aware of?
15. Are you aware of any type of discrimination/preference which volunteers themselves exhibit toward persons they are volunteering with (whether intentionally or unintentionally). If yes, which groups tend to be discriminated against/preferred, in what way and for which reason?
16. How much are you concerned about the existence of discrimination/preferential attitude and discriminatory/preferential practices within the voluntary sector? If so, which are your main concerns?

17. What can be done to fight any existing discrimination/preferential treatment of particular groups in the voluntary sector?

Annex II – Questions focus Group

Interview Questions

1. Can you please give me some background about your role/position and in what type of volunteering are you involved (persons in focus groups share a little information about the sector and volunteering role that they take)

At sector level

2. What is your opinion about the way that the voluntary (third) sector/NGOs that you volunteer at are considered compared to other sectors e. g. businesses, public entities etc. in Malta with respect to budget allocation, regulation of the sector, importance given to the voluntary sector etc.?
3. Is there any reason why such discrimination/preference identified takes place?

Between different sectors within the voluntary sector e.g. those working towards the environment, health aspects, groups with social issues etc.

4. The voluntary sector is growing. Consider the voluntary sector that you are involved in, do you feel that there is any discrimination/preferential treatment between your and other NGOs in your sector and from different sectors – are NGOs working in particular sectors of society given more importance, media attention and exposure, voice, financial support etc.?
5. If so, what differences do you identify, and what do you think the reason for these differences may be?

Attracting volunteers

6. Is there diversity in terms of gender/age/disability/ethnicity/sexual orientation/religion among volunteers within the NGOs that you are active in? Do you think that it could be more diverse, and if it isn't why do you think that this is the case?
7. Do you feel that there are groups of people in society (e.g. young, old people, Third country nationals, of different ethnicity, persons of different Religion, disabled persons, persons of different sexual orientation, different gender) who tend to be more attracted to volunteering than other groups? If so, is there any reason for this? Do you think that this may impact the voluntary sector, and if so, in which way?
8. Are there groups in society (e.g. young, old people, Third country nationals, of different ethnicity, persons of different Religion, disabled persons, persons of different sexual orientation, different gender) who for some reason do not tend to be attracted or are pushed away from volunteering? If so, is there any reason for this? Is there any impact on the voluntary sector and your experience as a volunteer?
9. Do you think that the way in which NGOs operate may tend to attract some groups or push away others (as a form of indirect discrimination)? If so, with respect to which groups and in which context and way, and why?

Volunteers in administrative and management roles

10. What is your status (in terms of responsibilities, social protection, rights as workers etc.) as volunteers working in administrative and management roles compared to regular employees (if in roles of responsibility)? Do you think that you are treated equally/better/discriminated in terms of respect, legal status, social protection etc. against due to your status as volunteers?
11. Are you aware of any forms of discrimination in giving/not giving volunteers levels of responsibility/management roles depending on their: (are some types preferred and others avoided?)
 - gender
 - age
 - Religious beliefs
 - ethnicity
 - disability
 - sexual orientation?
12. If so, can you please elaborate on instances and contexts in which such discrimination has taken place and in what way?

Discrimination with and by volunteers

13. Are you aware of discrimination against/preference towards volunteers working in the voluntary sector? Can you share examples which you have experienced?
14. If yes, can you indicate what form of discrimination/preference volunteers experience during their work as volunteers, and whether this was based on their:
 - gender
 - age
 - Religious beliefs
 - ethnicity
 - disability
 - sexual orientation
 - any other reason?
15. Can you elaborate on the type of discrimination/preference which you have just mentioned – against/in favour of groups – who it is mainly directed at, the contexts in which it takes place, and possibly for what reason? Can you kindly do this for the different types of instances of discrimination/preference that you are aware of?
16. Have you ever experienced any type of discrimination/preference towards you as volunteer or towards other volunteers (whether intentionally or unintentionally)? If yes, what type of discrimination/preference was it? Which groups tend to be discriminated against/preferred, in what way and for which reason?

17. How much are you concerned about the existence of discrimination/preferential attitude and discriminatory/preferential practices within the NOGs and in the voluntary sector? If so, which are your main concerns?
18. What action do you think can be taken to fight any existing discrimination/preferential treatment of particular groups in the voluntary sector – at regulatory level, by the NGOs themselves, or by the volunteers themselves?
19. Do you have any other suggestions/recommendations?

Annex III – VOs' Questionnaire

Research study 'Vera Research Project -Discrimination in Volunteering in Malta'

The Malta Council for the Voluntary Sector (MCVS) is researching discrimination among volunteers within the Maltese Voluntary Sector.

You are invited to respond to this questionnaire about volunteers within your VO.

The questionnaire is anonymous and will take around 10 minutes to complete.

Participation is voluntary. Submitting the questionnaire is considered as giving consent to participate in the research

For further queries about the research study, you are invited to contact me (as the researcher) at the contact details provided below.

Prof. Suzanne Gatt

Email: Suzanne.gatt@um.edu.mt

Mobile: 99820767

* 1. Please indicate the sector of your VO.

- Animal Welfare
- Arts and Culture
- disability
- Education
- Environmental
- Health
- Humanitarian
- Social
- Sports
- Youth

* 2. Indicate the budget size which your organisation manages.

- Up to €10,000
- €10,001-€20,000
- €20,001 - €50,000
- €50,001 -€250,000
- More than €100,000

* 3. Indicate the number of Employees and registered volunteers within your VO.

	none	1-5	5-10	11-20	21-30	31-50	51-100	More than 100
Employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** 4. Indicate how many of your volunteers are part of the following groups.**

	None	Few	Quite	Many
Male	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Female	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catholic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Christian Groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Muslim	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Religions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Young (under 30yrs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adults (31-59yrs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elderly (60+)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With a disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maltese	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
European	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
African or Asian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heterosexual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LQBTIQ	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*** 5. Indicate the approximate rate of attrition (volunteers leaving the VO) each year.**

- None
- Few
- Quite
- Some
- Nearly All

6. List the groups of volunteers among which there is most attrition.

Discrimination within the VO

* 7. Are there any complaints (and if so, how often) about discrimination within your VO?

	Never	Rarely	Sometimes	Often	Regularly
From employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
From groups serviced by VO	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 8. Have you had instances (indicate the frequency) where volunteers within your VO experienced some form of discrimination due to

	Never	Rarely	Sometimes	Often	All the time
Gender?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnicity?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual Orientation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political beliefs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 9. Can you indicate whether (and if so, how often) you are aware of discrimination taking place with respect to?

	Never	Rarely	Sometimes	Often	All the time
The way that the VO works	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between the volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By volunteers towards groups VO works with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By clients towards volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 10. Indicate whether Volunteers within your VO were called names (by other volunteers) due to their

	Never	Rarely	Sometimes	Often	All the time
Gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political beliefs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 11. Indicate whether Volunteers within your VO were ignored due to their

	Never	Rarely	Sometimes	Often	All the time
Gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual Orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 12. Indicate whether there were instances where Volunteers within your VO were telling other volunteers that it is not their place within the VO (or to go home) due to

	Never	Rarely	Sometimes	Often	All the time
Gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual Orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 13. Indicate whether Volunteers within your VO are not given roles of responsibility within your VO due to their

	Never	Rarely	Sometimes	Often	All the time
Gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual Orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 14. Have you ever had instances in the VO (and if so, how often) where your volunteers treat the persons they work with (groups that they support/clients) disrespectfully (or call names) due to their

	Never	Rarely	Sometimes	Often	All the time
Gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual Orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 15. Have you ever had instances in the VO (and if so, how often) where your volunteers refuse to support/work with persons due to their

	Never	Rarely	Sometimes	Often	All the time
Gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual Orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Do you think that there are elements of discrimination with the VO sector. Please write down your opinion in the space below.

Institutional support against discrimination

* 17. Does your VO have a process where volunteers and employees can complain if they feel discriminated against?

Yes

No

18. Please write any comments or suggestions you may have with respect to discrimination within the voluntary sector in the space below.

Action against discrimination

19. Does your entity have a written policy against discrimination?

Yes

No

No - we informally make sure that there is no discrimination

* 20. Can you indicate whether your VO has any of the following?

	Yes	No
Training to raise awareness about discrimination	<input type="radio"/>	<input type="radio"/>
Actions and procedures within your organisation to make sure that there is no discrimination (direct or indirect)	<input type="radio"/>	<input type="radio"/>
Periodical surveys among your volunteers to see how they experience volunteering within your organisation and whether they experience any discrimination.	<input type="radio"/>	<input type="radio"/>
Mechanisms where volunteers can report discrimination they may experience	<input type="radio"/>	<input type="radio"/>
Mechanisms where volunteers can report discrimination against groups of persons which the VO works with	<input type="radio"/>	<input type="radio"/>

Annex IV – Volunteers' Questionnaire

VERA Research Project

The 'Vera Research Project -Discrimination in Volunteering in Malta' is being carried out for the Malta Council for the Voluntary Sector (MCVS). It aims to find out if there is any discrimination experienced by Volunteers working in the Third sector.

We invite you, as volunteers, to complete this online questionnaire about your experience of direct and indirect discrimination whilst volunteering. The questionnaire is anonymous and will take around 7 minutes to complete.

Participation is voluntary. Submitting the questionnaire is considered as giving consent to participate in the research.

If you have any questions, you are invited to contact me on the contact details provided below.

Prof. Suzanne Gatt

Mobile: 99820767

email: suzanne.gatt@um.edu.mt

* 1. Indicate your age range

- 16-24
- 25-34
- 35-44
- 45-59
- 60+

* 2. What is your gender?

- Female
- Male
- Other

* 3. What is your employment status?

- Employed full-time
- Employed part-time
- Unemployed
- Housewife/househusband
- full-time students
- Other

*** 4. Indicate your highest educational level**

- Primary Education
- Secondary Education
- Post-secondary Education
- Vocational Education (e.g.MCAST)
- Tertiary Education
- Post-graduate Education
- other

Experience in volunteering

*** 5. In which sector(s) do you volunteer? (You can choose more than one)**

- Animal Welfare
- Arts and Culture
- Disability
- Education
- Environmental
- Health
- Humanitarian
- Social
- Sports
- Youth

*** 6. How long have you been volunteering?**

- Less than 1 year
- 1-2 years
- 3-5 years
- 6-10 years
- More than 10 years

*** 7. How often do you do volunteer work?**

- Daily
- Weekly
- Monthly
- A few time a year

* 8. Indicate whether and how many volunteers have you worked with from the following **Religions?**

	None	Few	Quite	Many
Catholic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Christian Groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Muslim	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other religions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Atheists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other religions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 9. Indicate whether and how many volunteers have you worked with from the following **ages ?**

	None	Few	Quite	Many
Young persons (under 30yrs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adults (31-59yrs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Elderly (60+)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 10. Indicate whether and how many volunteers with/without **disability** you have worked with?

	None	Few	Quite	Many
With disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Without disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 11. Indicate whether and how many volunteers of different **ethnicities** have you worked with?

	None	Few	Quite	Many
Maltese	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
European	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
African	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 12. Indicate whether and how many volunteers of different **sexual orientation** have you worked with?

	None	Few	Quite	Many
Heterosexual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LGBTIQ group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Experience of discrimination

* 13. Indicate whether, and how often **have you seen volunteers being discriminated against** due to their:

	Never	Rarely	Sometimes	Often	All the time
Gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual Orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 14. Indicate whether you have ever experienced **volunteers being called names** due to their:

	Never	Rarely	Sometimes	Often	All the time
Gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 15. Indicate whether you have ever experienced **volunteers being ignored** due to their:

	Never	Rarely	Sometimes	Often	All the time
Gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 16. Indicate whether you have ever experienced **volunteers being told that it is not their place (or go home) due to their:**

	Never	Rarely	Sometimes	Often	All the time
Gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 17. Indicate whether you have ever experienced **volunteers not given roles of responsibility due to their:**

	Never	Rarely	Sometimes	Often	All the time
Gender	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnicity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 18. Have you ever experienced **volunteers disrespecting the persons they are supposed to support due to their:**

	Never	Rarely	Sometimes	Often	All the time
Gender?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnicity?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual orientation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political beliefs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 19. Have you ever experienced **volunteers refusing to support persons** due to their

	Never	Rarely	Sometimes	Often	All the time
Gender?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Age?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Religion?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethnicity?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disability?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sexual orientation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Political beliefs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. What are the most common types of discrimination have you come across during your volunteering? Please list them here below.

Annex V – Ethical Clearance and letters used

23rd October 2023

RE: Application for Research Ethics Clearance EDUC-2023-00750 Suzanne Gatt

Dear Professor Suzanne Gatt,

With reference to your application EDUC-2023-00750 Suzanne Gatt for Research Ethics clearance, I am pleased to inform you that **FREC finds no ethical or data protection issues in terms of content and procedure.**

You may therefore proceed to approach potential informants to collect data using the tools/documents outlined in this application.

You are reminded that it is your responsibility - under the guidance of your supervisor - to distribute Information Letters and Consent/Assent Forms that are written in appropriate and correct English and Maltese.

It is also being assumed that the person granting permission can officially represent the organisation.

Yours sincerely



Dr Joseph Gravina
Chairperson Faculty Research Ethics Committee
Faculty of Education

Information Letter – Interview keys stakeholder

Research study ‘Vera Research Project -Discrimination in Volunteering in Malta’

Dear Sir/Madam,

I have been commissioned by the Malta Council for the Voluntary Sector (MCVS) to carry out the research study ‘Vera Research Project -Discrimination in Volunteering in Malta’. The research aims to probe if there is any discrimination within the Maltese Voluntary Sector with respect to sex, racial/ethnic origin, religion or belief, disability, age and sexual orientation, and if the case, collecting data regarding frequency or the lack thereof within the voluntary sector. The research question is: ‘Do volunteers in the Voluntary sector in Malta experience discrimination (direct/indirect), and if so, which types of discrimination is common and in which sectors?’.

The study involves interviews with a number of key stakeholders in the voluntary sector, focus groups with participants representatives of the different sectors, an online questionnaire among Voluntary Organisations (VOs), and an online questionnaire among volunteers.

You are being invited, as a key stakeholder in the voluntary sector, to participate in an interview. The semi-structured interview will be held online or face-to-face as you prefer, and will be about one our long. The interview will be about the VO sector in Malta, the types of volunteers that it attracts, and your views about possible existence of direct and indirect discriminatory practices towards volunteers with respect to sex, racial/ethnic origin, religion or belief, disability, age and sexual orientation. The interview will be audio-recorded.

Participation in the interview is voluntary. You can withdraw from the study at any time without any negative consequences. In such case, any data collected (interview audio-recordings) will be destroyed. The audio-file of the interviews will be password protected and stored in encrypted format on a safely stored hard drive. The interview transcripts will be anonymised. However, it will be possible that you may be identified from your contributions which will be referenced by your position. The audio-recordings will be destroyed once the study is finalised.

As a participant, you have the right, under the General Data Protection Regulation (GDPR) and national legislation that implements and further specifies the relevant provisions of said regulation, to access, rectify and where applicable, ask for the data concerning you to be erased.

The data collected will be used by the researcher to write up the research report and for academic publications. If you have any further queries about the research study or any other aspect, you are invited to contact me on the contact details provided below.

If you are willing to participate in the interview, **please sign the consent** form attached and kindly send me a scan by email.

Regards

Prof. Suzanne Gatt

Email:

Mobile:

Date:

Consent Form – Key Stakeholders’ interview

Research study ‘Vera Research Project -Discrimination in Volunteering in Malta’

I, the undersigned, give my consent to take part in the study conducted by Prof. Suzanne Gatt. This consent form specifies the terms of my participation in this research study.

1. I have been given written information about the purpose of the study; I have had the opportunity to ask questions and any questions that I had were answered fully and to my satisfaction.
2. I also understand that I am free to accept to participate, or to refuse or stop participation at any time without giving any reason and without any penalty. Should I choose to participate, I may choose to decline to answer any questions asked. In the event that I choose to withdraw from the study, the data collected, and my contributions will be deleted.
3. I understand that I have been invited to participate in an interview in which the researcher will ask questions about the VO sector in Malta, the types of volunteers that it attracts, and about possible existence of direct and indirect discriminatory practices towards volunteers with respect to sex, racial/ethnic origin, religion or belief, disability, age and sexual orientation. I understand that the interview is to be conducted online or face-to-face at a time that is convenient for me.
4. I understand that it may be possible that I may be identified from my contributions which will be referenced by my position.
5. I understand that my participation does not entail any known or anticipated risks.
6. I understand that there are no direct benefits to me from participating in this study.
7. I understand that, under the General Data Protection Regulation (GDPR) and national legislation, I have the right to access, rectify, and where applicable, ask for the data concerning me to be erased.
8. I understand that all data collected (the audio-recording) will be erased on completion of the study. The transcripts will be kept in an anonymised format.
9. I have been provided with a copy of the information letter and understand that I will also be given a copy of this consent form.

I have read and understood the above statements and agree to participate in this study.

Name of participant: _____

Signature: _____

Date: _____

Prof. Suzanne Gatt, Faculty of Education, University of Malta

Email:

Mobile no.:

Information Letter – Focus Group

Research study ‘Vera Research Project -Discrimination in Volunteering in Malta’

Dear Sir/Madam,

I have been commissioned by the Malta Council for the Voluntary Sector (MCVS) to carry out the research study ‘Vera Research Project -Discrimination in Volunteering in Malta’. The research aims to probe if there is any discrimination within the Maltese Voluntary Sector with respect to sex, racial/ethnic origin, religion or belief, disability, age and sexual orientation, and if the case, collecting data regarding frequency or the lack thereof within the voluntary sector. The research question is: ‘Do volunteers in the Voluntary sector in Malta experience discrimination (direct/indirect), and if so, which types of discrimination is common and in which sectors?’.

The study involves interviews with a number of key stakeholders in the voluntary sector, focus groups with representatives of the different sectors, an online questionnaire among Voluntary Organisations (VOs), and an online questionnaire among volunteers.

You are being invited, as part of the Voluntary sector, to participate in a focus group for volunteers and VO representatives. The focus group will be held online or face-to-face, and will be about 1.5 hours long. The focus group will be about the VO sector in Malta, the types of volunteers that it attracts, and the possible existence of direct and indirect discriminatory practices towards volunteers with respect to sex, racial/ethnic origin, religion or belief, disability, age and sexual orientation. The focus will be audio-recorded.

Participation in the focus group is voluntary. You can withdraw from the study at any time without any negative consequences. In such case, any data collected will not be used in the study (but cannot be destroyed due to its intertwining with the contribution of others). The audio-file of the focus will be password protected and stored in encrypted format on a safely stored hard drive. The interview transcripts will be anonymised. Pseudonyms will be used to protect your identity. The audio-recordings will be destroyed once the study is finalised.

As a participant, you have the right, under the General Data Protection Regulation (GDPR) and national legislation that implements and further specifies the relevant provisions of said regulation, to access, rectify and where applicable, ask for the data concerning you to be erased.

The data collected will be used by the researcher to write up the research report and for academic publications. If you have any further queries about the research study or any other aspect, you are invited to contact me on the contact details provided below.

If you are willing to participate in the focus group, **please sign the consent form attached and kindly send me a scan by email.**

Regards

Prof. Suzanne Gatt

Email:

Mobile:

Date: 28th October 2023

Consent Form – Focus group

Research study ‘Vera Research Project -Discrimination in Volunteering in Malta’

I, the undersigned, give my consent to take part in the study conducted by Prof. Suzanne Gatt. This consent form specifies the terms of my participation in this research study.

1. I have been given written information about the purpose of the study; I have had the opportunity to ask questions and any questions that I had were answered fully and to my satisfaction.
2. I also understand that I am free to accept to participate, or to refuse or stop participation at any time without giving any reason and without any penalty. Should I choose to participate, I may choose to decline to answer any questions asked. In the event that I choose to withdraw from the study, the data collected, and my contributions will be deleted.
3. I understand that I have been invited to participate in a focus group in which the researcher will ask questions about the VO sector in Malta, the types of volunteers that it attracts, and about possible existence of direct and indirect discriminatory practices towards volunteers with respect to sex, racial/ethnic origin, religion or belief, disability, age and sexual orientation. I understand that the focus group is to be conducted online or face-to-face at a time that is convenient for me.
4. I bind myself not to divulge contributions made by other participants during the focus group.
5. I understand that pseudonyms will be used when quoting my contributions to protect my identity.
6. I understand that my participation does not entail any known or anticipated risks.
7. I understand that there are no direct benefits to me from participating in this study.
8. I understand that, under the General Data Protection Regulation (GDPR) and national legislation, I have the right to access, rectify, and where applicable, ask for the data concerning me to be erased.
9. I understand that all data collected (the audio-recording) will be erased on completion of the study. The transcripts will be kept in an anonymised format.
10. I have been provided with a copy of the information letter and understand that I will also be given a copy of this consent form.

I have read and understood the above statements and agree to participate in this study.

Name of participant: _____

Signature: _____

Date: _____

Prof. Suzanne Gatt, Faculty of Education, University of Malta

Email:

Mobile no.:

