



VolunteerCentre

Guidelines for Volunteer Centres

Contents

	Page
1.0 Introduction.....	3
2.0 Services Provided	4
3.0 Use of Services.....	5
4.0 Management of Centres.....	6
5.0 Rules and Conditions.....	7

Appendix

1 Rates.....	8
2 Terms and Conditions of Use / Checklist for Client	10

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1.0 Introduction

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

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

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

2.0 Services Provided by Volunteer Centres

In addition to housing the offices of the MCVS, the Volunteer Centres are aimed at supporting Voluntary Organisations. This is done by providing both space and facilities from which such organisations can operate. All bookings are to be done through the online application: <https://maltacvs.org/resources/volunteer-centres/> . Space availability may be checked on the same portal following the booking calendar. MCVS administration shall confirm the booking via email. Bookings are to be undertaken at least 24 hours prior to the requested slot.

2.1 Services Provided

Valletta Volunteer Centre – 181, Melita Street, Valletta

1. MCVS Administrative Offices.
2. Reception Area which will be operational between 08.00 – 16.00hrs to provide support in the booking of the meeting/training rooms and administrative support.
3. Provision of mailbox system for receiving mail to the various Voluntary Organisations registered with the Centre.
4. One (1) VO Meeting Room to be used by Voluntary Organisations both for meetings as well as to serve as an operating base.
5. Training Hall which will cater for a seating capacity of 30 persons with presentation facilities.
6. Training Hall catering has presentation facilities (LED Screen using HDMI).

Birkirkara Volunteer Centre - 63 Triq il-Herba, Birkirkara

1. Two (2) VO Meeting Rooms to be used by Voluntary Organisations for meetings.
2. There are three computers which will be at the disposition of VOs registered with the Centre.
3. Each room is furnished with a conference table, chairs and presentation facilities (LED Screen using HDMI).

Rabat Volunteer Centre – 17, Triq Bartolomeo, Rabat (Malta)

1. Three (3) VO Meeting Rooms to be used by Voluntary Organisations for meetings.

2. Room is furnished with one with presentation facilities (LED Screen using HDMI).
3. Each room is furnished with a conference table and chairs.
4. Training Hall catering for a seating capacity of 20 persons with presentation facilities (LED Screen using HDMI).

Xewkija (Gozo) Volunteer Centre

1. Two (2) VO Meeting Rooms to be used by Voluntary Organisations for meetings.
2. Room is furnished with one computer which will be at the disposition of VO's registered with the Centre. The room also provides storage space, to be used by VOs on request, for storage of filing and physical documentation.
3. Each room is furnished with a conference table and chairs.
4. Training Hall catering for a seating capacity of 20 persons with presentation facilities (LED Screen using HDMI).

3.0 Use of Services

Voluntary Organisations may view availability and request the use of the Volunteer Centre facilities by going to the online booking system <https://maltacvs.org/resources/volunteer-centres/valletta/> for the Valletta Centre, <https://maltacvs.org/birkirkara-volunteer-support-centre/> for the Birkirkara Centre or on <https://maltacvs.org/resources/volunteer-centres/rabat/> for the Rabat Centre. The following directives apply:

1. Space will be allocated to VOs on a first come first served basis.
2. Each VO may only apply for one meeting room at a specific time. Should other rooms be free, the VO may make use of extra rooms.
3. Enrolled VOs with the Commissioner for VOs will make use of the premises free of charge for meetings with members, committee meetings and meetings with the general public.
4. Enrolled VOs with the Commissioner for VOs who organised paid training sessions to members or third parties will pay a nominal fee for the use of the premises.
5. Non-Enrolled VOs with the Commissioner for VOs will pay a nominal fee for the use of the premises.
6. All VOs who wish to make use of other facilities than those listed in Article 2.1, such as photocopy service, shall pay for such service at cost. The cost will be published when the service is made available.

7. The Main Hall at the Valletta Volunteer Centre (CH) may be used by both private parties and individuals for training or exhibitions at a fee. Should such request clash with a request for use by a VO, the latter is given precedence.

4.0 Management of the Centres

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

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

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

event/activity taking place in the same premises falls in line with the scope of the Volunteer Centres and MCVS. All rules and regulations appertaining to the use of these premises apply and such access may be given on a case-by-case basis at the discretion of the Administrator.

- 4.8 The Administrator on behalf of the MCVS has the right to refuse an application. The reason for refusals should be recorded on the bottom of the application for bookings form and fully explained to the enquirer.

5.0 Rules and Conditions

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

Rules and Conditions:

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

- 5.10 Opening times of the centre shall not exceed 11.00 p.m. except in exceptional cases, in which case written consent shall be given by the Administrator. There may be specific time arrangements to the particular Centres.
- 5.11 Any complaint should be done in writing addressed to the Administrator within 24 hours.

MCLVS

Appendix 1 – Rates*

1.1 Hall

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

Rental	€0
Cleaning after booking	€0
Cleaning when hall is used for reception or other extraordinary activity	€25
Security (if requested by client or required by MCVS)	€20 per hour or part thereof

Cost of use of Volunteer Centre (CH) Hall to *non-enrolled VOs and enrolled VOs with paying events/activities.*

Rental	€20 per hour
Cleaning after booking	€0
Cleaning when hall is used for reception or other extraordinary activity	€25
Security (if requested by client or required by MCVS)	€20 per hour or part thereof

Cost of use of Volunteer Centre (CH) Hall to *Private Events*

Rental	€50 per hour
Cleaning after booking	€20
Cleaning when hall is used for reception or other extraordinary activity	€35
Heating and lighting	€10
Security (if requested by client or required by MCVS)	€20 per hour or part thereof

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

All rates quoted above are per one activity.

1.2 Meeting Rooms

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

Rental	€0
Cleaning after booking	€0

Cost of use of Volunteer Centre (CH) VO Meeting Rooms to *non-enrolled VOs and enrolled VOs with paying events/activities.*

Rental	€20 per session (maximum of 4 hours)
Cleaning after booking	€0

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

Rental	€40 per session (maximum of 4 hours)
Cleaning after booking	N/A

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

All rates quoted above are per one activity.

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

Appendix 2: Terms and Conditions of Use / Checklist for Client

Terms and Conditions for use of Premises

All organisations that use the premises are required to read these terms and conditions and agree to abide by them.

Interpretation

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

'The Administrator' means the Chief Executive Officer (CEO) of the MCVS.

'Client' means the organisation booking and using the premises.

'Voluntary Organisation' means a Voluntary Organisation enrolled with the Commissioner for VOs.

Purpose of use

1. The premises shall only be used for the purposes stated on the application, and within the hours agreed in the booking agreement issued by the MCVS. The Client shall be responsible for ensuring these conditions of occupation are observed.
2. MCVS property/equipment/premises is to be left as it was found prior to use by Client.

Health and Safety

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

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

Payment of Hire Charges and Deposit

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

Responsibility of the Client for Good Order and Safety

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

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

Indemnity & Insurance

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

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

Advertising

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

Cancellation

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

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