



VOLSERVNET a Malta Resource Centre project in joint collaboration with the Ministry of Health, the Elderly and Community Care – 2007-2009

Volservnet includes three sub projects: The key project is called **Volserv** aimed at developing and organising voluntary services to support patients and relatives in the main general hospital as well as in the community. The other projects are the setting up and administration of a **Malta health Network** – a network of health NGOs and not for profit organisations, and **capacity building** events for health NGOs.



VOLSERV aims at developing and organising voluntary health services to support patients and relatives in the main general hospital as well as in the community.

Main Aims of VOLSERV Hospital:

- Enhancing quality of overall patient experience
- Enhancing the experience of the relatives of patients
- Providing a more personal response to patients
- Adding value to the work of the hospital staff, through the creation of roles of value for the volunteers
- Offering rewarding opportunities for the volunteers, a chance to meet new people, feel a sense of satisfaction etc.

Main Aims of VOLSERV Community:

- Promoting health in the community through non-medical services
- Preventing people at risk of social exclusion from becoming isolated
- Understanding the health needs of the Maltese community better through ongoing research
- Tapping into the energy and enthusiasm of individuals who are willing to give up their time to volunteer in the community and empower individuals

Outline of projects

Voluntary Services in Hospital

MRC will recruit individual volunteers and also create of partnerships with various organizations and NGOs that provide voluntary services, including educational establishments and youth groups.

The voluntary services provided will aim to satisfy the needs identified by the hospital staff. These needs will focus on any service that if provided, will enhance the quality of the hospital experience of the patients and their families. MRC will liaise with the hospital authorities who will coordinate the logistics of the process in the hospital with regard to the (non-nursing and non-medical) services carried out by the volunteers. Examples of the service to be carried out by volunteers include: guiding for relatives in the new hospital, greeting and providing assistance to patients in the out-patients department; reading to patients' etc. Training and support will be provided for the volunteers by MRC.

Voluntary services to facilitate Health Care in the Community

Voluntary services to be provided will facilitate the provision of health services in the community focusing on a number of services. An example of a few of these services are: supporting the elderly within the community by, for example running a research service which aims to identify more thoroughly the needs of the primary health care system through continuous questionnaire and survey inquiry; developing the information-delivery service for patients and their relatives at health centres.

Projected Volunteer Programme

May - Information meetings and interviews

June - Basic training in communication, code of conduct and skills, volunteer policy and procedures

June - More specific training

- Distribution of information pack to volunteers

July - Placements and commencement of work



The Malta Health Network is also part of a Malta Resource Centre project called Volservnet and being supported by the Ministry of Health, the Elderly and Community Care

Aim of the MHN

The aim of the Malta Health Network is to develop better coordination, collaboration, and capacity building through exchange of best practice among health NGOs

Operating Policies and systems of the Malta Health Network

- **Malta Health Network** is independent of the Government and any political party or organisation
- **Malta Health Network** seeks to build active participation of people who experience health problems and the organisations in which they participate in the structure of the network.
- **Malta Health Network** is open to a wide range of Health NGOs and groups
- **Malta Health Network** seeks to contribute and influence health related policies and National Action Plans.
- **Malta Health Network** seeks to contribute and influence EU health related directives and policies
- **Malta Health Network** seeks to network with other International and European health NGO networks
- **Malta Health Network** seeks to support health NGOs to disseminate health information
- **Malta Health Network** seeks To promote use of the EU Community Action Programmes funding among health NGOs

Main Activities of the Malta Health Network

- Website
- e-newsletter for staff, members and volunteers who work in Health NGOs
- Thematic Seminars to discuss common underlying factors
- Sub-committees to discuss health policies and welfare services with NGOs, groups, and persons that are themselves effected by the policies and systems, in order to make recommendations for the National Action Plans
- Coordination Committee Meetings
- Conferences – to bring together Health NGOs and Government ministries and agencies to develop and enhance policies and services related to health.
- Dissemination of information on health matters among the general public, and more specifically among the media, Policy makers, Parliament, University Students, parents and educators.

Structure:

- **Coordination Committee**
Made up of representatives from different health NGOs
- **NGOs /Groups Liaison person** from all the health NGOs
- **Working groups / Sub committees and task forces**
- **Advisory Group**
- **Administrative backup** by Malta Resource Centre

Affiliation to EPHA (European Public Health Alliance) <http://www.ephpa.org>

The network will be affiliated to the European Public Health Alliance. MRC has already participated in meetings with EPHA in Brussels and invited one of their representatives for a meeting with the local NGOs at the end of 2006

Role and responsibilities of the Malta Health Network Coordination Committee

- To plan and implement meetings, communications, promotions, seminars, conferences, sub committee, task forces, dissemination of information and events of Malta Health Network
- To Liaise with member organisations and groups
- To clarify statutes / aims/ priorities and working methods of each NGO (to ensure quality service)
- To liaise with the Malta Resource Centre
- To liaise with the government NGO regulatory body / commission (if set up)
- To liaise with Government ministries, departments and agencies on behalf of the network

The coordination committee is made up 8 to 10 NGO representatives

The coordination committee meets once every 2 months for 2 hours (other meetings may be called if necessary)

Role and responsibilities of the Malta Health Network NGOs /Groups Liaison person

Each NGO / Group is to nominate a person (staff or volunteer) to act as the liaison person with the network. The person will be responsible to communicate with the network on behalf of his organisation, and to communicate actions by the network to his/her organisation.

Role and responsibilities of the Advisory Group

The Advisory Group shall be made of various health, social and management professionals. Their role and responsibility is to advise the **Malta Health Network** on its plans, policies, position papers and work

The advisory Group meets twice a year with the Coordination Committee

Role and responsibilities of the Malta Health Network working groups / Sub committees and task forces

The role and responsibilities of the working groups / sub committees and task forces are to bring together representatives of different NGOs to discuss common issues which affect health policies, systems and plans. The main aim is to discuss difficulties and recommendations to be fed to the authorities concerned. One of the main objectives is to provide input for National Action Plans and EU directives. The committees and task forces may also include representatives of service users

Work implemented to date

Meetings with NGOs to setup the Malta Health Network were held in 2006 and 2007 at MRC. The first Coordination Committee was elected from among the NGOs. Currently the Coordination Committee is meeting to develop the procedures and systems for memberships. Details will be announced in the coming months (May – June 2007)

Capacity Building of health NGOs

Capacity Building is the third part of the Malta Resource Centre project 'Volservnet' and is also being supported by the Ministry of Health, the Elderly and Community Care.

Capacity Building will focus mainly on training and information events including seminars, courses and workshops for NGOs and support groups working in the Health Field.

Background about the development of the project

the project was developed by Malta Resource Centre, led by Ms Claudia Taylor East and Mr Godfrey Kenely over the last two years. The project was discussed and further developed with the Ministry of Health, the Elderly and Community Care – 2007-2009. Discussions were held mainly with the Permanent Secretary Mr Frank Mifsud, Director Corporate Services Mr Joe Church, and Ms Marija Montebello.

The concept of the Volserv project (voluntary services in Hospital) was developed by Ms Claudia Taylor East

during the pre-implementation phase; discussions and development meetings led by Project Executive Ms Nicola Critien and Mr Godfrey Kenely have been held with Mr Rodrick Bugeja regarding primary health care and with Mr Andrew Xuereb regarding Mater Dei.

Background about Malta Resource Centre

Malta Resource Centre for Civil Society NGOs is an [SOS Malta](#) initiative to support and strengthen civil society NGOs in Malta.

Malta Resource Centre (MRC) was set up in 2004 following Malta's membership in the EU.

The main aim of MRC is to provide capacity building as a means to help NGOs and groups working for social change, development, health, environment, culture and the fight against poverty and social exclusion become more effective and efficient and better equipped to operate and participate within the European Union, specifically to influence policies and plans and access EU funds. Our vision is to provide stronger identity for the NGO sector and to develop structured systems of NGOs representation

This is done through the setting up of networks, providing a forum for sharing good and useful practices, provision of training and consultation, research, projects development, providing technical assistance for applying and managing EU funding and the promotion and development of corporate social responsibility (CSR).

MRC is a non-profit, non governmental organisation. It is independent of Government and any political party or organization.

Training

MRC organises various training programmes, courses, seminars and workshops focusing mainly on EU funding and capacity building

Administrative back up to Networks/ NGO Federation

The role of MRC is to facilitate the process and the day to day administration. This means that the NGOs which are member organisations of the networks/ federation can focus on the content and core work especially to influence policies and plans. To read more about services provided as administrative back up [click here](#)

MRC provides administrative back up to:



EAPN (European Anti Poverty Network) Malta A network of Maltese NGOs and groups fighting poverty and social exclusion



Malta Health Network - A network of health non governmental organisations and not for profit organisations



NATIONAL FEDERATION OF NGOS OF MALTA

National Federation of NGOs of Malta The mission of the Federation to represent the interests of NGOs operating in Malta and to strengthen the role of NGOs within civil society. The Federation has just been set up on 18th April and a communication to the press is planned for 28th April 2007.

Meeting and Training Facilities

MRC provides [meetings and training facilities](#) for NGOs and support groups.

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