APPENDIX

STRATEGY FOR DEVELOPING   
NON-GOVERNMENTAL ORGANISATIONS AND VOLUNTEERING UNTIL 2023

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# 1 Situation, policies and vision

In the Strategy for Developing Non-governmental Organisations and Volunteering (hereinafter: the Strategy), the Government of the Republic of Slovenia defines and lays down measures which will enable non-governmental and volunteer organisations, as key building blocks of civil society, to contribute to realising the principles of pluralism and democracy in society. Until now, Slovenia has had no comprehensive strategic document; however, the Government as well as other participants believe it could be useful, and necessary, for the further development of non-governmental organisations and volunteering; that is, only well-developed non-governmental organisations and organised and quality volunteering can respond to **the needs of the environment in an efficient, prompt and effective manner** and significantly contribute to establishing and preserving social cohesion, solidarity and welfare in the country. Since the sphere of volunteering and non-governmental organisations are interconnected and overlap, the Strategy fully addresses both issues.

The part of the Strategy dealing with the development of non-governmental organisations follows the more widely accepted definition, specifying that a non-governmental organisation means any organisation which is a legal person governed by private law with its seat in the Republic of Slovenia, the founders of which are exclusively domestic or foreign natural or legal persons governed by private law; it is a non-commercial and non-profit organisation independent of public authorities, political parties or economic operators; if it engages in a commercial activity, the activity should be connected to its goals and objectives; and it should not distribute its surplus income, but use it instead to implement and develop its activities. In Slovenia, this definition covers associations, institutes and foundations.

Contemporary international **policies** concerning the development of non-governmental organisations show that almost every developed country has recognised the importance and role of non-governmental organisations, which is why, in the last two decades of the 20th century, we have documented a genuine flourishing of non-governmental organisations and, in particular, an expedited strengthening of partnerships between non-governmental organisations and the state. This is evident both in the integration of non-governmental organisations in decision-making processes and in their constantly growing integration in the network of service providers that operate in the public interest (public networks).[[1]](#footnote-1) In European Union Member States, non-governmental organisations are closely involved in the activities of the state, particularly in the fields of education (Belgium, Ireland), health care (Netherlands), social security (Austria, France, Germany, Spain) and culture and sports (Czech Republic, Hungary, Slovakia). Consequently, they employ as much as 5.42% of active population. Their close cooperation with the state is also evident in the share of income they receive from public sources, because in EU Member States this amounts to an average of 58% of all the income of non-governmental organisations, and states allocate an average of 2.2% of GDP to programmes that benefit the general public. In the field of volunteering, the developmental trend is visible in social responsibility and the development of corporate volunteering and other innovative forms of volunteering which follow the rapid developments in society.

### Analysis of the needs of non-governmental organisations

International comparative analyses indicate the level of development of non-governmental organisations and volunteering in other countries, and on what the level of development depends (tradition, social order, development of local self-government, etc.).[[2]](#footnote-2) In Slovenia, just over 27,600 non-governmental organisations were registered, of which 24,100 were associations, 3,200 (private) institutes and 257 foundations.[[3]](#footnote-3) Most of these are active in the fields of sport, culture, social welfare, education, environmental protection and protection, rescue and aid.[[4]](#footnote-4) According to data for 2016, they employed slightly less than 7,600 persons, which is 0.82% of the active population. The great majority of non-governmental organisations (92.2%) do not have employees, most of them being associations (94.9%), followed by foundations (91.8%) and then institutes (71.6%).[[5]](#footnote-5) The majority of employees (approximately 40%) work for non-governmental organisations in the field of social security. Insufficient staffing in non-governmental organisations also influences volunteering, which in Slovenia has a long tradition and is widespread. The low employment rate of volunteer organisations is reflected in less competent volunteers and a lack of good-quality mentoring and monitoring of volunteers.[[6]](#footnote-6) The vast majority of volunteers are older people/elderly people, whereas volunteering among youth and children is not sufficiently common.

Non-governmental organisations and volunteering constitute an important segment of Slovenian society; they have a significant impact on social cohesion and solidarity, and have potential for further development. The wide network of non-governmental organisations existing in Slovenia, the diversity of their forms of organisation and staffing (professional and, in particular, volunteering potential) and own financial resources constitute a solid basis for extending the scope of social and other services in accordance with the needs of the population and for the partial transfer of these services to non-governmental organisations. During the drafting of the Strategy, the development potential for support instruments, which also took a long time to develop in other countries, was recorded and addressed. The connectivity and cooperation of non-governmental organisations also needs to be actively promoted and stimulated. The rise in the number of non-governmental organisations and their fragmentation essentially contribute to a fragmentation of assets and are the most important reasons for the lower level of professionalism and inferior staffing capacity.

Almost no non-governmental organisations in Slovenia work without the assistance of volunteers. Even though more than 27,000 non-governmental organisations are registered in Slovenia, only 1,370[[7]](#footnote-7) volunteer organisations are currently entered in the register of volunteer organisations and organisations with volunteer programmes (hereinafter: the register). The analysis of information for 2016 showed that there is a total of 307,262 volunteers, who did almost 11 million hours of voluntary work. According to the estimated value of volunteer hours as per the Rules on Voluntary Work Areas and Register, a total of **over EUR 108 million worth of voluntary work** was done in 2016. The official information given includes only voluntary work which, in compliance with the law, is done within the framework of volunteer organisations and which is done by an individual for at least 24 hours per year. Volunteering within the framework of organisations which have not been entered in the register, or work of which individuals do less than 24 hours per year are not included. It is thus estimated that there are a lot more volunteers and volunteering in Slovenia than are included in the official records.[[8]](#footnote-8)

The Joint Report on Volunteering for 2016 (*Skupno poročilo o prostovoljstvu v Republiki Sloveniji za leto 2016*) shows that most volunteer work was done in the field of social activities (almost 62.5 % of all volunteer hours), followed by education and training, then human rights and freedoms.[[9]](#footnote-9) Fire-fighters’ organisations and other associations which operate in the field of protection against natural and other disasters comprise an extremely important element of volunteering.

### Vision of the development of non-governmental organisations and volunteering with strategic guidelines

The basic strategic objectives of the Strategy are:

**1. well-developed, effective and innovative non-governmental organisations which are able to properly identify and address the needs of their environment, and which respond effectively and efficiently to them.**

Through their work, they contribute to social cohesion and solidarity; they provide widely accessible and good-quality services, and they have a proper systemic supportive environment for their operations and development. They enjoy high reputations and support in their environment among decision-makers, public administration, the business sector and general public. They have knowledge of different, innovative and sustainable sources and models of financing. They are well connected both at the domestic and international level, and they have well-developed infrastructural support;

### 2. connected, stable, less fragmented and sustainable non-governmental organisations; and

**3. well organised and sustainable volunteering which is recognised as a value and which makes an important contribution to social well-being.**

The fundamental strategic objectives will be achieved with three concrete goals which are mutually supporting:

1. strengthening the integration and efficiency of non-governmental organisations in response to social challenges and needs;
2. strengthening the cooperation of the state with non-governmental organisations and
3. developing high-quality volunteering in all segments of society.

The Strategy is based on systematically and gradually set goals which were identified as necessary and useful in a direct dialogue with non-governmental and volunteer organisations and competent ministries. It requires tangible measures be taken by public authorities in order to improve conditions for the operation of non-governmental organisations and volunteer organisations in Slovenia and to strengthen their cooperation.

The purpose of the Strategy is to strengthen and optimise approaches and the participation of ministries, and therefore addresses, in particular, systemic and horizontal issues concerning the development of non-governmental organisations, especially the issue of strengthening the general supportive environment on the one hand and improving mechanisms of cooperation between the state and non-governmental organisations on the other. **Strategic deliberations concerning individual fields remain in the domain of ministries, and are subject to their policies and strategic documents.**

The Strategy urges non-governmental and volunteer organisations to take tangible measures aimed at integration and cooperation and to strengthen the reliability, efficiency, quality and transparency of their operations.

### The process of implementing the strategy for developing non-governmental organisations and volunteering

The strategy for developing non-governmental organisations and volunteering is laid down in three sets. The first set can be summarised as an arrangement of the existing status and legal framework, supportive environment in the fields of finances and infrastructure and professionalisation of non-governmental organisations for their development. The objective of these measures is to strengthen the ability of non-governmental organisations to respond in an effective and reliable manner to modern challenges and needs in the wider environment.

The second set includes measures to promote instruments for cooperation between non-governmental organisations and the state in the planning and implementation of public policies. For this purpose, public financing of non-governmental organisations must improve compliance with targets, which means that public financing in all fields must be subject to achieving public policy objectives and promoting the integration and cooperation of non-governmental organisations at both the domestic and international level. The potential for cooperation between non-governmental organisations in the implementation of the set tasks will be studied during the drafting of various development and strategic documents and their action plans.

The third set addresses the development of good-quality volunteering and its position in society. It is necessary to establish mechanisms that contribute to raising visibility and strengthening organised volunteering by individual fields at both the local and national level. Special attention should be paid to the promotion of mentoring and coordination of volunteers, the development of various forms of volunteering and the recognition of competences acquired through volunteering.

# 2 Strategic guidelines

## 2.1 Strengthening the integration and efficiency of non-governmental organisations in response to social challenges and needs

OBJECTIVES:

 strengthening the integration, efficiency, innovativeness and sustainability of non-governmental organisations by establishing an appropriate framework and supportive environment and

 strengthening the transparency of non-governmental organisations’ operations.

Only **effective, connected and stable** non-governmental organisations which operate in a transparent, responsible and ethical manner can actually contribute to social development, the improvement of social well-being, the quality of life and social security. The state can contribute to the development of non-governmental organisations by implementing incentive and promotional measures, and in the case of public funding, by demanding integration, quality and the achievement of intended objectives and results.

As in all other social subsystems, the key prerequisites and driving forces for successful development in non-governmental organisations are a clear and predictable legal framework, a well-functioning supportive environment and the transparent and high-quality operation of non-governmental organisations.

After following the example of good practices in the most developed countries in the world which have had comprehensively developed elements of supportive environment for decades, the **infrastructure and supportive environment** for non-governmental organisations have undergone intensive development with the assistance of European Structural Funds since 2008. Thus, a series of national and regional supportive environment entities with the key task of supporting new and innovative initiatives of non-governmental organisations in different development phases was recently developed in Slovenia. At present, the supportive environment for non-governmental organisations can offer various mentoring and advisory programmes and training opportunities, as well as professional assistance to non-governmental organisations with identifying the needs of the environment, developing and optimising programmes and activities, as well as in identifying and obtaining financial resources, and it makes targeted connections between non-governmental organisations in order to find synergies and achieve sustainability. At the national level, this function is performed by the national horizontal network, for individual fields by substantial networks, and at the local level by regional hubs of non-governmental organisations. The sustainability of these support institutions and their activities after the expiry of the current European financial perspective, their ability to accumulate diverse financial resources to further develop operations, and their stronger role as interlocutors of ministries and municipalities in planning the development of non-governmental organisations or cross-sectoral cooperation in addressing the current challenges of the social environment remain a challenge. Thus, the objective concerning the infrastructure and supportive environment for developing non-governmental organisations is to further **develop the network of supportive environment entities for non-governmental organisations and the targeted development of those activities and services which are most efficient in strengthening the innovation and development potential of non-governmental organisations in Slovenia.**

To additionally strengthen the operations of non-governmental organisations, the Ministry of Public Administration will establish a budgetary fund for the development of non-governmental organisations which will be intended for financing projects and programmes of non-governmental organisations and volunteering. The sources of financing the budgetary fund will include personal income tax assets which were not earmarked by taxable persons for the funding of purposes of general interest, of political parties or of representative trade unions. The assets will be allocated to non-governmental organisations based on calls for proposals, which will be drafted by the Ministry of Public Administration after prior consultation with the Council of the Government of the Republic of Slovenia for the promotion of the development of volunteering and volunteer and non-governmental organisations.

Public funds used mainly to finance non-governmental organisations operating in the general interest will be provided at the state level in the framework of the financial plans of budgetary users, the competence of which includes activities of the relevant non-governmental organisations. A non-governmental organisation will be granted the status of an organisation operating in the public interest in a specific field if its operations in this field exceed the interests of its members or founders, if it is in the general interest, and if it fulfils the following conditions: its members are not legal persons governed by public law; its activities are in the public interest and are defined in an instrument of incorporation; it has operated for at least two years prior to applying for the status; it can prove significant achievements resulting from its activities in a certain field within the preceding two years; it has used its assets in the preceding two years mainly to carry out activities in the public interest in a specific field, and it has regularly implemented programmes, projects or other activities to achieve purposes and objectives in the public interest; it has drafted a programme for at least two years of future activities, which includes the regular implementation of activities in the public interest; it has not been subject to a final judgement in the form of a fine for a major tax offence or a particularly grave tax offence, or it has not been finally convicted of a criminal offence, and no bankruptcy or wind-up proceedings have been initiated against it. A legal person governed by private law which operates as a non-governmental organisation operating in the public interest may also engage in commercial activities or activities for the market. If so, it must take into account the rules on state aid and the obligations arising from these rules. Among other things, it must guarantee the proper separation of non-commercial activities (public service which, in principle, does not fall under the rules on state aid) and commercial activities or activities for the market, which can be distinguished from the implementation of public powers (e.g. relevant distribution and calculation of costs and income in the use of publicly funded activities when they are intended for the implementation of activities for the market).

With regard to the **legal framework**, systemic solutions will have to be created in order to arrange the situation of private institutes in terms of status, and they will lead to the provision of greater autonomy in their management, and to the introduction of a strictly enforced ban on profit distribution. In the field of humanitarian organisations’ activities, amendments to the Humanitarian Agencies Act will be drafted to guarantee the equal treatment of non-governmental organisations, regardless of their legal form of organisation.

The **professionalisation of non-governmental organisations** will also have to be strengthened, as data for 2016 show that more than 92% of non-governmental organisations still have no employees, and that in total they employ 7,600 people.[[10]](#footnote-10) Although this is a social subsystem the very nature of which is essentially defined by volunteering, its professional core is a basic condition for both good-quality management of volunteers and their professionalisation. The professionalisation of non-governmental organisations leads to greater competence, efficiency and effectiveness. Analyses show that the main reasons for the low level of professionalisation include a decrease in staffing, poor financial conditions, unstable financing and unfair competition between sectors.[[11]](#footnote-11) It is necessary to promote support mechanisms for the employment of professional staff in non-governmental organisations and to adopt measures for the targeted, efficient and stable financing of non-governmental organisations in order to enhance cooperation of non-governmental organisations both in the planning of public policies as well as in their implementation.

In order to address the common challenges of the social environment, it is necessary to strengthen the **active involvement of the business sector, state institutions and non-governmental organisations** in order to exchange experience, expertise and good practices to strengthen sustainable cooperation between the business sector and non-governmental organisations.

Pursuing the objective of increasing the uptake of public services will entail incentive measures to strengthen the transparency of non-governmental organisations’ operations. **The transparency of non-governmental organisations’ operations** is statutory; however, the transparency of, and accountability for, actions are still weak points in the operations of non-governmental organisations. Thus, in a study of the national pillars of integrity, Transparency International established that non-governmental organisations in Slovenia “often neglect their own transparency”, and therefore they were rated 5/10 for this criterion.[[12]](#footnote-12) A research carried out in the context of the CIVICUS project showed an equally unfavourable assessment with regard to transparency of non-governmental organisations.13

#### DEVELOPMENT OF NON-GOVERNMENTAL ORGANISATIONS’ CAPACITY TO RESPOND ACTIVELY TO SOCIAL CHALLENGES AND NEEDS

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| INTERNAL    FACTORS | ADVANTAGES | WEAKNESSES |
| * political will to improve the supportive environment for the operation of non-governmental organisations * Non-Governmental Organisations Act enacted * ESF funds in the 2014–2020 FP earmarked for support structures * recognised potential of non-governmental organisations   in specific fields | * Different practices of ministries with respect to calls for proposals (non-observance of advance payments, own participation, different forms and contracts, disproportional administrative burdens based on the amount of funds, inconsistent   changes of objectives)   * project funding as a predominant form of funding from public sources * low professionalisation of non-governmental organisations |
| EXTERNAL FACTORS | OPPORTUNITIES | DANGERS |
| * among the general public and in the media, non-governmental organisations have become visible actors * structures of a supportive environment established * municipalities recognise the role and potential of regional hubs in regional/local development * greater openness of the business sector to cooperation with non-governmental organisations | * political instability does not guarantee a durable vision, priorities, strategies or the implementation of measures * insufficient assets for co-financing publicly beneficial activities of non-governmental organisations * measures adopted at the national level will not be enforced at the local level |

## 2.2 Enhancing the cooperation of the state with non-governmental organisations

OBJECTIVES:

* reinforcement of cooperation between non-governmental organisations in the planning and preparation of policies and regulations;
* enhancement of the recognition of potential for cooperation with non-governmental organisations in achieving the objectives of public policies; and
* establishing targeted public funding of non-governmental organisations made contingent upon integration and cooperation between non-governmental organisations in order to achieve the objectives of public policies.

In the Public Administration Development Strategy 2015-2020, which was adopted already in 2015, it is noted that “in the field of transparency and openness, the state has yet to face many challenges with regard to enabling public participation in rule-making”. “The change of organisational culture” or how “to make sure that efforts and tangible measures to achieve openness and transparency are actually included in the operations of individual authorities” are underlined as the most important challenge in this field, because the principles and standards in previous years were already properly defined in the **Resolution on Legislative Regulation** of the National Assembly, while the Ministry of Public Administration also issued guidelines on including the public in the preparation of regulations and a practical guide for public administration bodies. It will actually be possible to change organisational culture, especially with constant and systematic promotion, education and systematic expert support for authorities in the implementation of cooperative processes.

In order to improve cooperation with all the participants, a few steps have already been taken, e.g. a Resolution on Legislative Regulation has been adopted, and a manual for planning and implementing consultative processes and guidelines on stakeholder involvement in the preparation of regulations have been issued. The measures should also result in the more appropriate placement of non-governmental organisations’ role within different strategic and development plans of the Republic of Slovenia. With regard to current international policies, an **important development opportunity** lies in processes of **deinstitutionalisation and the development of community care**, and when planning these, the potential of non-governmental organisations will have to be comprehensively evaluated and the situation of non-governmental organisations working in different fields will have to be properly analysed. It is also necessary to promote the enhancement of the role of non-governmental organisations in the relevant strategic and development documents of the Republic of Slovenia in all other areas in order to enhance their partnership with the state.

Developed, effective and connected non-governmental organisations and good-quality and sustainable volunteering positively influence the spread of e-democracy and democracy. They contribute to improving general awareness of the significance of the development of information and communication technologies (hereinafter: ICT) and the internet and to improving digital literacy, and they also provide training for e-skills and the equal integration of all generations in the European digital society. The further cooperation of non-governmental organisations in the Slovenian Digital Coalition, which was established on 24 November 2016 by the Chamber of Commerce and Industry of Slovenia, the Government of the Republic of Slovenia, the Slovenian Rectors Conference, Coordination of Independent Research Institutions of Slovenia (KOsRIS), the Association of Municipalities and Towns of Slovenia and the Network of NGOs for an inclusive information society in Slovenia and the advocate of digital technology, and the implementation of the Development Strategy for the Information Society until 2020 will provide synergy effects and the harmonious development of the information society in Slovenia. In the framework of digitisation, non-governmental organisations are increasing the efficiency, accessibility and transparency of their work and the work of other public organisations with their activities.

When enhancing cooperation between the state and non-governmental organisations, special attention should be paid to public financing; namely, in future, public financing will have to strictly follow the principles of **transparency, efficient use, pursuit of public benefit, quality and cost-effectiveness**. All calls for proposals and calls on non-governmental organisations must be targeted, and their objectives must stem from the objectives of public policies in individual fields, rules on state aid and identified needs of the state. It is necessary to **promote the integration, cooperation** and partnerships of non-governmental organisations, which will ensure increased stability and professionalisation, the two basic conditions for the inclusion and effective implementation of services in the public interest.

Once the funding ends, it is necessary to consistently check whether results and objectives have been achieved, and to consider potential improvements. Only this way will it be possible to ensure that state investments in non-governmental organisations actually enhance high-quality activities and programmes with the potential for sustainability, because their response to the real needs of the social environment Is successful.

Another important objective is the analytical monitoring of the state and development of non-governmental organisations by ministries and cross-sectionally, as such analysis is a fundamental condition for planning and evaluating the performance of governmental measures for the development of non-governmental organisations.

#### ENHANCING COOPERATION BETWEEN THE GOVERNMENT AND NON-GOVERNMENTAL ORGANISATIONS

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| INTERNAL    FACTORS | ADVANTAGES | WEAKNESSES |
| * Resolution on Legislative Regulation adopted * examples of best practices of cooperation with non-governmental organisations in the planning and implementation of public policies * existence of the Council of the Government of the Republic of Slovenia for the promotion of the development of volunteering and volunteer and non-governmental organisations * Cohesion Policy implementation | * failure to comply with the Resolution on Legislative Regulation and frequent adoption of acts under urgent procedure * no in-depth or complete analyses on the state of non-governmental organisations * weak human resources support for the implementation of individual measures * reduction of the proportion of public funds for   financing non-governmental organisations   * failure to recognise the advantages of cooperation with non-governmental organisations |
| EXTERNAL FACTORS | OPPORTUNITIES | DANGERS |
| * operational networks of the supportive environment for non-governmental organisations * a high level of confidence in non-governmental organisations | * political instability does not guarantee a durable vision, priorities, strategies or the implementation of measures * measures adopted at the national level will not be enforced at the local level * too little cooperation and integration between   non-governmental organisations |

## 2.3 Development of good-quality volunteering in all segments of society

OBJECTIVES:

 enhancement of volunteering as a social value which responds to the needs of the community; and

 enhancement of the development of various forms of volunteering.

Volunteering contributes to enhanced solidarity, integration and inclusion, the promotion of an active population and mitigation of social distress, and therefore the state will promote the **development of good-quality and organised volunteering**, which in a time of constant social change enables the easier tackling of current social challenges in local communities, as well as at the national level and in the international sphere. Volunteering is implemented formally and informally. An important advantage of volunteering is that there are no age limitations, as children and young people obtain valuable experience when doing voluntary work, and they build a system of values, whereas the older generation pass their knowledge and experiences on to the younger generation. The field of volunteering was systemically regulated with the adoption of the Volunteering Act in 2011. Slovenia thus created the conditions for ensuring equality, safety and transparency in the operations of all individuals and organisations included in organised volunteering.

The Government is aware that volunteering is a mode of operation, and that it is a condition for the existence of non-governmental organisations, and that in the public sector, it constitutes an **upgrade of the quality of services and an added value**; therefore, the Government intends to endeavour to provide better conditions and measures for the promotion, development and greater visibility of organised volunteering in volunteer organisations and organisations with volunteer programmes.

To make the contribution of voluntary work to the social well-being visible, it will be necessary to promote the entry of volunteering organisations and organisations with volunteering programmes in the Register. The Government of the Republic of Slovenia will also promote **the introduction of volunteer programmes in public institutions** in order to enrich and improve the quality of services, taking into account the principle of incompatibility and unpaid nature of volunteering, and it will pay special attention to **promoting volunteering in education and care**. Namely, a number of best practices show that experiences in volunteering contribute to the building of positive self-esteem in children, direct their energy towards good deeds, and strengthen social responsibility[[13]](#footnote-13); therefore, it is necessary to encourage volunteering in schools.

Individuals gain new knowledge and experience through volunteering, and they remain active and socially integrated even if they lose their jobs, retire or find themselves in other circumstances with negative consequences for their lives and thus negative effects on society. Volunteering is an important **social corrective in society**, because it contributes to the integration of different organisations in local communities, it is important for personal and social development of children and young people, and it positively influences both people in need and people providing various volunteering activities. It can be an opportunity for the social reintegration of people who have had to deal with major hurdles in life and who wish to overcome them. Therefore, the Government of the Republic of Slovenia will pay special attention to the **development of volunteering in all areas and to the development of various forms of volunteering** which will follow changes in society and in the environment.

Ensuring organised and good-quality voluntary work and the provision of appropriate qualifications of volunteers demands organisations which organise this voluntary work and direct the process of volunteering, as well as **qualified mentors and coordinators of volunteering**. Information from an analysis of social security programmes for 2015 shows that in the field of social security programmes, volunteers alone represented 81.6% of all providers of programmes.15 For this purpose, the Government of the Republic of Slovenia will promote training for the development of mentoring for volunteers in all individual fields (planning of programmes and provision of training for mentors) and include the labour costs of trained mentors or coordinators of volunteering as eligible costs in calls for proposals.

The promotion of employment of mentors and coordinators of volunteers in individual thematic and geographic areas will contribute to the **creation of new community programmes and improved quality of volunteering management**. The objectives of substantive programmes of volunteering will also include the **activation of unemployed persons and social activation of inactive persons and vulnerable individuals**.

#### THE DEVELOPMENT OF QUALITY VOLUNTEERING IN ALL SEGMENTS OF SOCIETY

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| INTERNAL    FACTORS | ADVANTAGES | WEAKNESSES |
| * existing and amended Volunteering Act * annual presentation of state awards and prizes for voluntary work * option of reimbursement of expenses to volunteers * the Ministry of Public Administration supports the network of volunteer organisations which offers service support to organisations on the ground and which also plays the role of advocate | * weak human resources support for the implementation of individual measures by competent ministries and insufficient recognition of the importance and role of volunteering * insufficient incentives for the entry of volunteer organisations in the register and reporting on the voluntary work done * insufficient incentives for mentoring, coordination and new forms of volunteering * volunteering is not properly included in the education or care systems * insufficient support of expertise in volunteer organisations |
| EXTERNAL FACTORS | OPPORTUNITIES | DANGERS |
| * a long tradition and reputation of volunteering in Slovenia and solidarity among people * growth of the number of active retirees and activation of unemployed people, as well as the interest of young people in active participation and acquisition of competences (social activation) * the need for intergenerational and cross-sectoral integration and cooperation to resolve social challenges * already established ILO methodology for capturing informal employment in GDP * stable operation of a support structure for the development of volunteering at the national level | * exploitation of volunteering * lack of awareness of the need to measure the social impact of volunteering * demands for additional red tape |

# 3 Action programme

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| **PLANNED OBJECTIVES** | **EXPECTED RESULTS** | **MEASURES** | **ACTIVITIES** | **RESPONSIBLE INSTITUTION/PARTICIPANT** | **EVALUATION CRITERIA** | **TARGET**  **VALUE** | **DEADLINE** | **NECESSARY**  **FINANCIAL**  **RESOURCES** |
| **1 To establish an encouraging supportive environment for the functioning and development of non-governmental organisations (NGO)**    (points 2.1 and 2.2 of the Strategy) | **1.1 Appropriate status and legal framework**      (Point 2.1 of the Strategy) | Institutes Act – preparation of systemic solutions to regulate the status of private institutes, which lead to an update of the regulation of the position and operations of private institutes as non-profit legal persons, **ensuring enhanced autonomy of their management and the introduction of a strictly enforced ban on profit distribution** | * situation analysis * preparation of variant solutions | Responsible institution: MJU  Participant: competent ministries and NGO | Implementation of analysis and preparation of a proposal for solutions | 1 | 2019 | / |
| Drafting amendments to the Humanitarian Agencies Act  – **extending the range of persons entitled to acquire the status** (amendment of Article 2  of the Humanitarian Agencies Act) | * drafting a proposal   for amendments to the Act in order to ensure equal treatment and, consequently, the extension of the range of persons entitled to funds from the Foundation for Funding Disability and Humanitarian Organisations of Slovenia and the adoption of the Act | Responsible institution: MZ  Participants: MDDSZ and  MJU | Amending act adopted | 1 | 2019 | / |

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| **PLANNED OBJECTIVES** | **EXPECTED RESULTS** | **MEASURES** | **ACTIVITIES** | **RESPONSIBLE INSTITUTION/PARTICIPANT** | **EVALUATION CRITERIA** | **TARGET**  **VALUE** | **DEADLINE** | **NECESSARY**  **FINANCIAL**  **RESOURCES** |
|  | **1.2 Regulated infrastructural framework at regional and national level, as well as in thematic fields**    (Point 2.1 of the Strategy) | Call for proposals for the provision **of stable, effective and sustainable operational support of NGOs** and volunteer organisations – to provide funding for support structures and/or activities of advocacy, training, **integration, cooperation and association of NGOs, in order to deal with local needs**, as well as informing, and they are also intended for the development of NGOs, ensuring the sustainability of NGO operations, development and promotion of volunteering and cooperation of NGOs with other sectors | * preparation and implementation of targeted calls for proposals for operational and effective support structures at the regional and national levels and by thematic areas | Responsible institution: MJU  Participants: SVRK and competent ministries and NGO | Public tender | 1 | 2019–  2022 | Cohesion  funds |
| **1.3 Continued awareness of development indicators and the effectiveness of NGOs and volunteering**    (Chapter 2.2 and Chapter 2.3 of the Strategy) | Setting-up of the system to monitor the development of NGOs and volunteering – **analysis of the existing situation and the monitoring of the development of NGOs** by reference to certain parameters across sectors and by ministries | * implementation of a joint analysis of the monitoring of the development of NGOs and volunteering * preparation of joint annual reports on volunteering * research with regard to the scope and types of voluntary work in health care | Responsible institution: MJU, MZ, MDDSZ  Participants: competent ministries, Social Protection Institute of the Republic of Slovenia and NGO | No. of analyses of the development of NGOs and volunteering      No. of joint annual reports on volunteering    No. of studies in the field of health care | 1 per year        1 per year      1 | 2019–2023          2018–2023      2018 | /          /        10,000.00  PP 7075 |

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| **PLANNED OBJECTIVES** | **EXPECTED RESULTS** | **MEASURES** | **ACTIVITIES** | **RESPONSIBLE INSTITUTION/PARTICIPANT** | **EVALUATION CRITERIA** | **TARGET**  **VALUE** | **DEADLINE** | **NECESSARY**  **FINANCIAL**  **RESOURCES** |
|  |  |  | * a research with regard to the scope and types of voluntary work in the field of social security |  | No. of studies in the field of social security | 2 | 2019 | / |
| **2 To establish long-term financing of non-governmental organisations** | **2.1. Regulated financial framework**    (Points 2.1, 2.2 and 2.3 of the Strategy) | Establishment of a budgetary fund for the development of NGOs and volunteering – assets will be provided annually from residual income taxes (0.5); the funds will be managed by the Ministry of Public Administration (MJU) and allocated based on calls for proposals; the use of funds will be decided by MJU in accordance with the priorities set by the MJU in cooperation with NGOs and ministries | * establishment of a budgetary fund * preparation and   implementation of calls for proposals | Responsible institution: MJU  Participants: competent ministries, Council of the Government of the Republic of Slovenia for the promotion of the development of volunteering, volunteer and non-governmental organisations | Established  budgetary fund    Programme on the use of funds    No. of calls for proposals | 1      1      4 | 2019      2019      2019–2023 | PP 153395  (approx.  4.8 million)          PP 153395 |
| supportive measures for the provision of **targeted, effective and transparent funding of NGOs** at the national level and promotion at the local level – monitoring and promotion of targeted calls for proposals at the national and local level, promotion of integration and cooperation of NGOs, training for the persons issuing calls for proposals, | * promotion of targeted   calls for proposals at the national and regional/local level and trainings for the persons issuing calls for proposals   * implementation of targeted   calls for proposals | Responsible institution: MJU  Participants: competent ministries          Responsible institution: competent ministries | No. of training events for the local and national level          Share of calls for proposals which follow targeted, effective and transparent funding | 1/1 per  year            70% | 2018–2023              2023 | /              / |

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| **PLANNED OBJECTIVES** | **EXPECTED RESULTS** | **MEASURES** | **ACTIVITIES** | **RESPONSIBLE INSTITUTION/PARTICIPANT** | **EVALUATION CRITERIA** | **TARGET**  **VALUE** | **DEADLINE** | **NECESSARY**  **FINANCIAL**  **RESOURCES** |
|  |  | evaluation of calls for proposals, incentives for the status of acting in the public interest, placement of the funding of coordinators and mentors of volunteers, monitoring of measures relating to NGOs at the level of the European Union | * monitoring and evaluations (taking into account the ZProst, ZNVO and the recommendations drawn up for the implementation of calls for proposals – Guide) | Responsible institution: competent ministries | Share of evaluated calls for proposals | 50% | 2023 | / |
| **3 To strengthen the role of NGOs in the planning and implementation of public policies at the local and national level**    (Chapter 2.1 and Chapter 2.2 of the Strategy) | **3.1 Enhanced cooperation with NGOs in the planning of public policies and regulations** | Implementation and promotion of the provisions of the Resolution on Legislative Regulation in relation to the **inclusion of the public in drafting regulations at all levels of decision making** – to supplement the Rules of Procedure of the Republic of Slovenia in order to increase the responsibility of policy makers, monitoring  of the violation of the Resolution, and the implementation of training programmes on the subject of including the public | * implementation of training programmes for public officials and non-governmental/volunteer organisations for effective co-operation with a view to establish participation (including the promotion of the use of the e-Democracy mechanism and of other support tools for consultation processes (in non-governmental and volunteer organisations) | Responsible institution: MJU  Participant: competent ministries and NGO | No. of training events at  the national level      No. of training events at the regional/local level | 1 per year      1 per year | 2018–2023        2019–2023 | /        / |

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| **PLANNED OBJECTIVES** | **EXPECTED RESULTS** | **MEASURES** | **ACTIVITIES** | **RESPONSIBLE INSTITUTION/PARTICIPANT** | **EVALUATION CRITERIA** | **TARGET**  **VALUE** | **DEADLINE** | **NECESSARY**  **FINANCIAL**  **RESOURCES** |
|  |  | Promotion of cooperation between NGOs in the Slovenian Digital Coalition | * preparation and   implementation of organisational, thematic and promotional activities of NGOs within the framework of the Coalition | Responsible institution: MJU  Participants: NGO | No. of projects implemented | 1 | 2018–2023 | / |
| **3.2 Enhanced role of NGOs within public policies and development plans** | Promoting of the enhancement of the role of NGOs in the planning and preparation of strategic and development documents | * Promotion of the   enhancement of the role of NGOs in the relevant strategic and development documents of the Republic of Slovenia | Responsible institution: MJU  Participants: competent ministries | No. of training events    Share of relevant public policies in which the enhancement of the role of NGO was promoted | 1 per year    100% | 2018–2023      2023 | /      / |
| Review of the situation and fields where it is possible/necessary to transfer services and definition of conditions | * implementation of analyses of areas for the transfer of services and definition of conditions | Responsible institution: competent ministries (MK, MZ, MDDSZ, MOP, MKGP, MGRT, MORS, MZI) | Share of ministries which performed the analysis | 30% | 2018–2023 | / |

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| **PLANNED OBJECTIVES** | **EXPECTED RESULTS** | **MEASURES** | **ACTIVITIES** | **RESPONSIBLE INSTITUTION/PARTICIPANT** | **EVALUATION CRITERIA** | **TARGET**  **VALUE** | **DEADLINE** | **NECESSARY**  **FINANCIAL**  **RESOURCES** |
|  | **3.3 Measures adopted to increase the number of permanent jobs in**  **NGOs** | Setting up and establishment of a **support mechanism for the employment of professional staffing in NGOs** – paid work in NGOs and additional training of NGOs and employees with the objective of their transition to permanent employment | * preparation and implementation of calls for the employment of professional staffing which offers paid work in non-governmental organisations and additional training with the objective of the employee’s transition to permanent employment and the enhancement of the development of non-governmental organisations | Responsible institution: MJU | No. of calls for proposals | 3 | 2018–  2023 | Annual funds within the framework of PP 153395  (For 2018  2 million) |
| **4 To enhance cooperation between NGOs and the business sector, as well as overseas partnerships (commercial sector, NGO, public administration)**    (Chapter 2.1 of the Strategy) | **4.1 Active partnerships between NGOs, the business sector and public administration established** | Promotion of cooperation andintegration of sectors – preparation of partnership programmes, **promotion of partnerships in the public administration and the economy**, which is implemented by the support structures of NGOs, inclusion of overseas partnerships among the objectives of calls for proposals. | * preparation of partnership programmes and their promotion in public administration and the economy * inclusion of cross-sector partnerships among the objectives of calls for proposals when this brings the added value of partnership | Responsible institution: MJU  Participants: MGRT, SVRK, other competent ministries  and NGOs | No. of partnership  programmes        No. of calls for proposals which include cross-sector partnerships in their objectives | 3          5 | 2019–2023          2018–2023 | /          / |

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| **PLANNED OBJECTIVES** | **EXPECTED RESULTS** | **MEASURES** | **ACTIVITIES** | **RESPONSIBLE INSTITUTION/PARTICIPANT** | **EVALUATION CRITERIA** | **TARGET**  **VALUE** | **DEADLINE** | **NECESSARY**  **FINANCIAL**  **RESOURCES** |
| **5 To promote the transparency, integrity and responsibility of NGOs**    (Chapter 2.1 of the Strategy) | **5.1 Measures adopted to ensure greater transparency, integrity and responsibility in NGOs** | Promotion of transparency, integrity and responsibility in NGOs | * preparation and implementation of education and training | Responsible institution: MJU  Participants: competent ministries and NGOs | No. of training events | 1 per year | 2018–  2023 | Annual funds within the framework of the PP  153395 |
| **6 To promote**  **solidarity and good-quality volunteering, as well as the development of different types of volunteering at the local, national and international level**    (Chapter 2.3 of the Strategy) | **6.1 Enhanced visibility of organised volunteering** | Establishment of mechanisms to enhance the visibility of organised volunteering by individual fields in NGOs and public institutes (organisations with volunteer programmes) – preparation and implementation of training and events, which include the **promotion of organised volunteering** and **mentorships** and various types of volunteering | * promotion of volunteering through calls for proposals * preparation and implementation of education and training with a view to promoting solidarity and organised volunteering * promotion of solidarity and presentation of best practices regarding the inclusion of volunteering in various fields at the national and regional/local/international level | Responsible institution: MJU, MDDSZ and MZ  Participants: competent ministries, Government Communication Office of the Republic of Slovenia, National Education Institute Slovenia Social Chamber of Slovenia, NGO | No. of training events/presentations of best practice at the national/local level    No. of volunteers included in social security programmes (2016: 7823)    No. of volunteers included in the programmes to support families  (2016: 375)    No. of volunteers included in the programmes for the protection and promotion of health    No. of hospitals with a volunteer programme | 2 per year          10,000 volunteers by  2020    600 volunteers by  2020    1000 volunteers  by  2020    20 | 2018–2023            2018–2020        2018–2020        2018–2020      2018–2020 | Annual funds within the framework of the PP  153395    20,000.00  PP 170083  20,000.00  PP 170082    50,000.00 annually  PP 4071      100,000.00 annually  PP 7083    5,000.00 annually  PP 7083 |
| Encouragement and **promotion of entry in the Register** of volunteer organisations and organisations with volunteer | * activities to increase in the number of volunteer organisations and | Responsible institution: MJU  Participants: competent ministries and NGOs | No. of best practices presented | 3 per year | 2018–2023 | / |

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| **PLANNED OBJECTIVES** | **EXPECTED RESULTS** | **MEASURES** | **ACTIVITIES** | **RESPONSIBLE INSTITUTION/PARTICIPANT** | **EVALUATION CRITERIA** | **TARGET**  **VALUE** | **DEADLINE** | **NECESSARY**  **FINANCIAL**  **RESOURCES** |
|  |  | programmes – with a view to obtaining information on the actual scope of the implementation of volunteering | * organisations with a volunteer programme increase in the number of recorded volunteers and volunteer hours worked |  | Increased share of volunteer organisations and organisations with volunteer programmes in the Register | 300% | 2023 | / |
| **6.2 Measures adopted for the development of different types of volunteering** | Calls for the promotion of different types of volunteering (corporative, e-volunteering, family volunteering, etc.) | * preparation and implementation of a targeted call for proposals for the development of various types of volunteering | Responsible institution: MJU  Participants: competent ministries, Prison Administration of the Republic of Slovenia | No. of calls for proposals | 2 | 2019–  2023 | Annual funds within the framework of the PP  153395 |
| **6.3 Measures adopted to achieve good-quality work by volunteer mentors in all fields** | Promoting volunteer mentorship in all individual fields | * co-financing the employment of mentors and coordinators of volunteering for the implementation of good-quality volunteer programmes * implementation of training and annual professional consultations for mentors with volunteers * creation of criteria for the evaluation of mentors’ and coordinators’ work with volunteers in organisations with a volunteer programme | Responsible institution: competent ministries (MJU, MDDSZ, MIZŠ, MK,  MZ, MO, MOP, MZZ, MP, MZ, MKGP, MNZ, MGRT, MZI)    Participants: National Education Institute, Social Protection Institute, social work centres, Prison Administration of the Republic of Slovenia, NGO | No. of employed mentors and coordinators for  volunteering            Share of ministries  which implement or enable training for mentors of volunteers      No. of criteria created | 20 per  year                40%                2 | 2018–2023                  2023                2019 | Annual funds within  the framework of the PP  153395          3,000.00 for 2018  PP 7083            / |

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| **PLANNED OBJECTIVES** | **EXPECTED RESULTS** | **MEASURES** | **ACTIVITIES** | **RESPONSIBLE INSTITUTION/PARTICIPANT** | **EVALUATION CRITERIA** | **TARGET**  **VALUE** | **DEADLINE** | **NECESSARY**  **FINANCIAL**  **RESOURCES** |
|  | **6.4 Measures adopted to promote partnerships among volunteer organisations and organisations with volunteer programmes** | Promotion of cooperation between volunteer organisations and public institutes for the provision of optimal services to the users | * promotion and presentation of best practices * creation of a recommendation for the organisation of good-quality volunteering in educational institutions | Responsible institution: competent ministries (MIZŠ, MZ, MDDSZ)  Participants: educational institutions, hospitals, the School for Head Teachers, National Education Institute of the Republic of Slovenia, social work centres, NGO | No. of best practices presented      No. of recommendations prepared and sent | 2 per year      1 | 2018–2023        2019 | /        / |
| **6.5 Recording of competences acquired through volunteering** | Establishing a model of competences acquired through volunteering | * designing a model of competences of volunteers * presenting the model | Responsible institution: MIZŠ  Participants: MDDSZ, MJU, other competent ministries, National Education Institute of the Republic of Slovenia, Employment Service of Slovenia, Institute of the Republic of Slovenia for Vocational Education and Training, Slovenian Institute for Adult Education and NGO | Established model      No. of presentations | 1        3 | 2019        2019 | /        / |

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1. Obseg in viri financiranja nevladnih organizacij (društev, ustanov, zavodov) v obdobju 2010–2015, A. Črnak Meglič, July 2016. [↑](#footnote-ref-1)
2. Information for 2016 shows that the income of NGOs amounted to EUR 802 million, 36.16% being from public sources. The share of public sources has been decreasing since 2010, when it amounted to 40.01%. In total, the Government earmarked 0.72% of its GDP, i.e. EUR 290 million, for NGO programmes in 2016. From this amount, NGO programmes received slightly more than EUR 263 million from direct and indirect budget users (ministries, municipalities, public agencies and establishments), EUR 26 million from the Foundation for the Financing of Organisations of the Disabled and Humanitarian Organisations in the Republic of Slovenia, and from the Foundation for Financing Sport Organizations in the Republic of Slovenia (NGO sector: FACTS AND NUMBERS: https://www.cnvos.si/en/ngo-sector-slovenia/). [↑](#footnote-ref-2)
3. NGO sector: FACTS AND NUMBERS: https://www.cnvos.si/en/ngo-sector-slovenia/. [↑](#footnote-ref-3)
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8. Skupno poročilo o prostovoljstvu v Republiki Sloveniji za leto 2016, Ministry of Public Administration, June 2017. [↑](#footnote-ref-8)
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13. Zrcalo prostovoljstva in vloga države pri njegovem razvoju, Slovene Philanthropy, Association for the Promotion of Volunteering, August 2015.

    15 Spremljanje izvajanja programov socialnega varstva, Poročilo o izvajanju programov v letu 2014, Social Protection Institute of the Republic of Slovenia, May 2015. [↑](#footnote-ref-13)