CHAPTER 5: GOOD PRACTICES OF VOLUNTEERING IN THE AU MEMBER STATES

According to the United Nations Agricultural Fund (FAO) "A good practice is not only a good practice, but a practice that has been proven to produce good results and is therefore recommended as a model. It is a successful experiment, tested and validated, in the broad sense, repeated, that deserves to be shared so that more people appropriate it".

Good practices are shared to promote learning among volunteering stakeholders. This will allow organizations with poor performance to get closer or reach the level of those who perform well. The use of good practices will also save costs and time while increasing effectiveness and efficiency and avoiding reinventing the wheel.

In the particular area of volunteering, some criteria used to measure good practices are:

1. Improve access to:
    *   Basic social service through, among others, increasing the number of social service recipients, introducing breakthroughs in social service delivery modalities, ensuring social services to marginalized or less-served communities, etc.;
    *   Social justice: the role of volunteers in avoiding exclusion, equity, rights for marginalized in the hard-to-reach areas of a country, etc.;
2. Ensure sustainability;
3. Promote coordination and coherence among volunteers involving organizations;
4. Develop the capacity of different stakeholders; and
5. Enhance the environment for the promotion of volunteerism.

From the 29 AU Member Nations that responded to the online questionnaire, 21 good practices were submitted. Of these, five (5) were dropped as they did not have enough information to qualify as good practices, six (6) were used as mini-case studies (presented in the preceding chapter), and the finally selected ten practices worthy of replicating are presented hereunder.

Figure 28. Impact of Good Practices Across African Union Member States
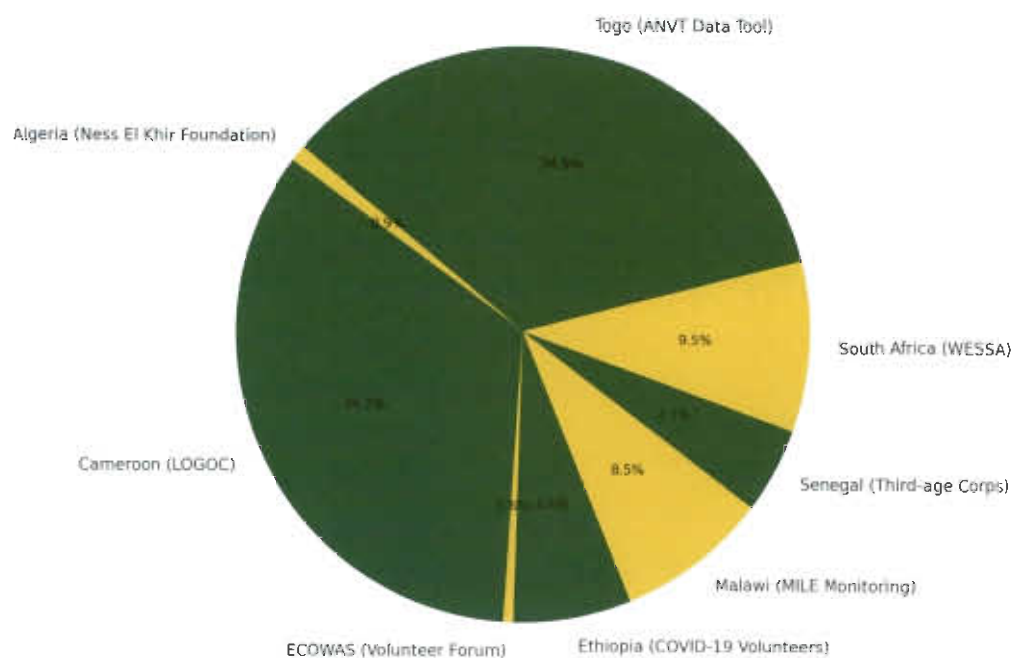
5.1. Algeria: Good Collaboration Between Volunteering Actors and Support from the Authorities[21]

The Ness El Khir Foundation has set up emergency cells to help, rescue, and accompany people in need through three sections: 1) First Aid Training; 2) Caregiver Platform; and 3) Stock of Para pharmaceutical products and supplies.

With this initiative, the foundation aims to solve problems in the following areas:

- *Social*: Despite the free access of Algerian citizens to medical care, some citizens face financial constraints in acquiring the equipment and para-pharmaceutical supplies they need for their care. This is more pronounced, especially among people living in remote areas, who often suffer more during medical emergencies or natural disasters as they cannot access emergency care due to lack of transport.
- *Economic*: The existence of a workforce in need of a decent income and able to meet the demand of the social welfare profession; but training opportunities in this area are low and platforms for connecting qualified life support workers with people in need of this service were not available.
- *Humanitarian/ disaster management:* Algeria faces several climate change-related adversities and frequent natural disasters, such as floods, snow cyclones, sand winds, and earthquakes. Despite the solidarity and unity of the citizens during these catastrophes, there is a significant lack of qualified volunteers and professionals in rescue and first aid to support the management of risks and disasters.

The Ness El Khir Foundation implemented the following actions to address these challenges:

- Establishment of an emergency Ness El Khir cell in each of the foundation's 58 offices throughout the national territory; and

- Training: Professionalize the Ness El Khir Emergency Cells staff by equipping them with qualified volunteer rescuers for prevention missions, first aid, and rescue services in places assigned to them in coordination with the official Risk and Disaster Management bodies.

This initiative served as a good mechanism that synergized the efforts of all local actors, public, private, and citizens to manage risks and disasters in an integrated and participatory manner and in coordination with local authorities. Today, thanks to this initiative, an average of 10 humanitarian interventions are carried out each week at the national level help to bring relief to vulnerable people. Added to this, several volunteers were mobilized to participate in the fight against forest fires in the country.

Figure 29. Notable Good Practices: Community Support and Resilience Strategies Across Africa

Notable Good Practices

In recent months, various countries have implemented unique strategies that demonstrate effective community support and resilience. From Algeria's disaster management initiatives to Ethiopia's inclusive volunteer efforts, these practices are truly inspiring.

Algeria's Crisis Plan

The Ness El Khir Foundation has been making strides in providing weekly humanitarian support, enhancing emergency operations, and offering crucial assistance during forest fires. Discover how they are setting benchmarks for crisis response within the region.

Cameroon Groups

By 2026, Cameroon plans to establish 360 functional clusters that integrate volunteerism into grassroots development strategies. This initiative aims to foster community engagement and sustainable growth through localized teamwork

ECOWAS Volunteer Forum

This gathering enhances regional collaboration by facilitating experience exchange and the compilation of a comprehensive 'Good Practices Guide.' It represents a collective effort to improve volunteer engagement across the West African region

Ethiopia's Youth Response

Ethiopia's inclusive outreach during the pandemic utilized youth volunteers to connect with marginalized groups, notably employing sign language for broader accessibility. This initiative has notably supported over 70 vulnerable individuals in restoring their livelihoods.

Malawi's Monitoring Plan

The VSO's Monitoring Initiative for Learning and Evidence (MILE) has seen a remarkable 90% satisfaction rate, empowering local communities to actively participate in addressing climate challenges and enhancing their resilience.

5.2. Cameroon: Integrating Volunteering into Public Policies at the Local Level Through the Establishment of Local Goodwill Clusters (Municipal Volunteer Spaces)[22]

Even though **Cameroon** has adopted a law on volunteerism, very few Local Decentralized Authorities (LDA), were aware of the law and its use in local development strategies.

To address this crucial gap, the government, through the Ministry of Youth and Civic Education (MINJEC), more specifically the National Volunteer Programme (NVP), set up Local Goodwill Clusters (LOGOC). These groups were assigned not only to sensitize the LDA but also to accelerate the ownership of volunteering by them and its integration into their annual action plans, which is anchored both in the SND30 (*Stratégie Nationale de Développement-Cameroun 2030/* National Development Strategy-**Cameroon** 2030 (SND30) and Axis 3 of the National Volunteerism Strategy.

Taking voluntary action into account at local level is an innovative approach that should position it as a credible alternative among the tools for planning and implementing local development. The expected result is to have 360 functional Local Goodwill Clusters by 2026, with 720 volunteer work camps completed and 360 local development plans modified.

5.3. ECOWAS: Forum of National Volunteer Agencies in the ECOWAS Region[23]

The ECOWAS Volunteers Programme (EVP), initiated by the Commission of the Economic Community of West African States (ECOWAS) with the support of the African Development Bank (AfDB) and the United Nations Volunteers (UNV), was launched in Monrovia, Liberia on 26 March 2010.

In addition to the mobilization, training and deployment of its own volunteers called "ECOWAS volunteers", the EVP has also the mission to promote volunteering at the level of all ECOWAS Member States. Following this, the ECOWAS Youth and Sports Development Centre (EYSDC), which administers the EVP, embarked on organizing an annual Forum of National Volunteer Agencies in West Africa to provide them with opportunities to share experiences and strengthen volunteering in the ECOWAS region. Participants of the forum usually include heads or representatives of national volunteer agencies, technical and financial partners, national volunteers involving civil society organizations, directors of ECOWAS national offices, Resident Representatives of the ECOWAS Commission, the ECOWAS Commissioner for Social Affairs and Gender, the Director and staff of the EYSDC and the ECOWAS Volunteers Programme (EVP).

Figure 30. Achievements Across ECOWAS Volunteer Forum Editions
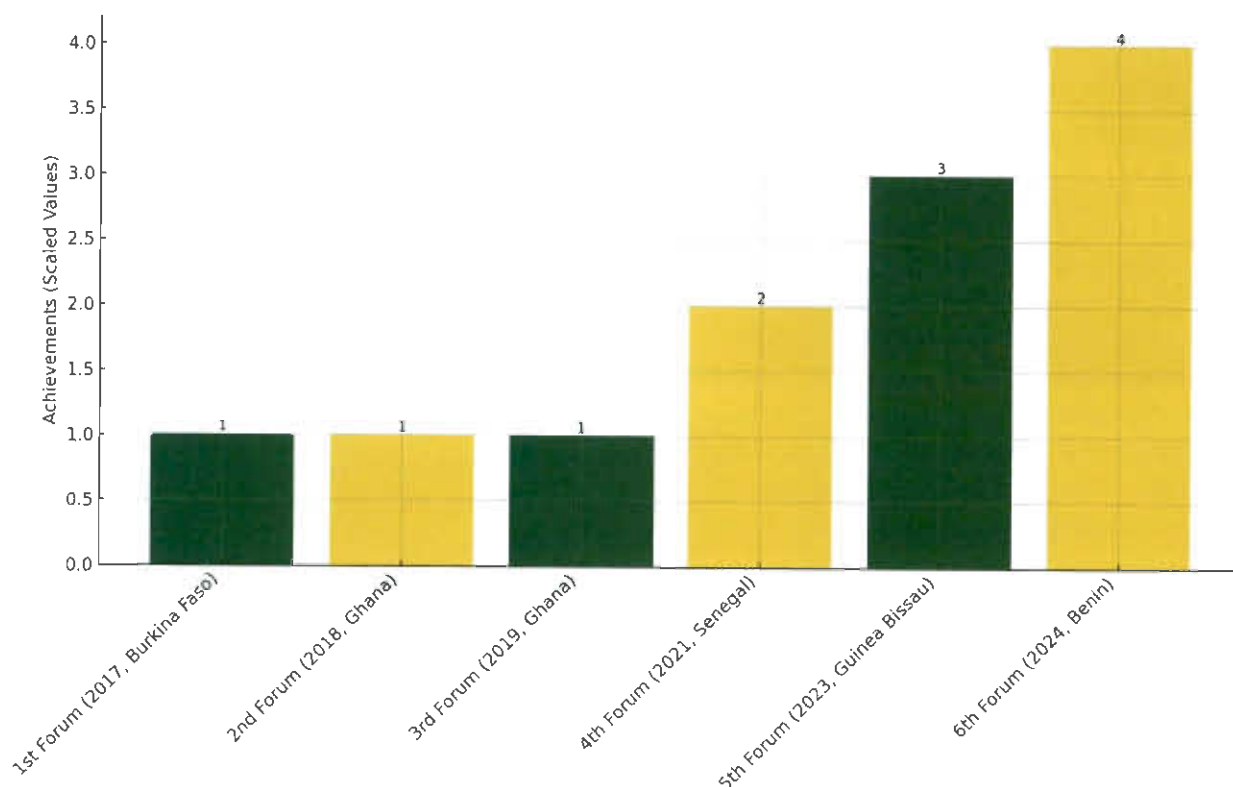
The first edition of the forum was held in Ouagadougou, Burkina Faso in 2017, the second and third in Accra, **Ghana** in 2018 and 2019, the fourth in Saly, Senegal in 2021, and the fifth, in Bissau, Guinea Bissau in 2023. The sixth edition was organized in Benin in 2024. Moreover, a theme has been dedicated for each edition starting from the second by the participants as follows: Second edition: "The Role of Volunteering in the Fight Against Youth Unemployment in ECOWAS Member States"; **Third edition**: "Volunteerism for Peace And Security"; **Fourth edition**: "Regional Volunteering in the Face of COVID 19 in the ECOWAS Region"; and **Fifth edition**: "Volunteers, Agents of Social Cohesion and Promotion of the Culture of Peace in the Face of Insecurity in the ECOWAS Region.

The key results achieved from the first to the third edition were: i) Experience sharing became a reality as each country presented its contribution to that year's theme, allowing fruitful discussion among participants; ii) Creation of strong bonds among the agencies, which led to study visits, signing of agreements to exchange volunteers, etc.; and iii) Setting up of an online platform to continue experience and information sharing.

In addition, good practices on the contribution of volunteerism to the fight against epidemics were collected during the fourth edition. The contributions of the different countries were compiled in a document *"Guide to Good Practices in the Contribution of Volunteerism to the Fight against Epidemics in the ECOWAS Region"* which is used today as a reference document to the fight against epidemics through volunteerism. The good practice guide was based on the experiences volunteer organizations acquired during the fight against the COVID-19 pandemic. The successful outcomes of these forums led the Commission to establish a budget line in the EYSDC's budget to fund small voluntary initiatives from national volunteer agencies and national volunteers involving civil society organizations, which will undoubtedly boost the contribution of volunteerism to development and peace in the ECOWAS region.

5.4. Ethiopia: An Inclusive Approach to the Fight Against COVID-19 Through Youth Volunteerism[24]

The COVID-19 hit Ethiopia in early 2020. To mitigate the impact of the epidemic, a national task force was established, comprising influential persons across the country. Preventive measures were put in place and disseminated to the populations. Various information dissemination and awareness-raising campaigns were organized by the government and various actors.

However, people without access to the Internet and people with disabilities were often left behind during these campaigns.

It is against this background that youth volunteers of Voluntary Service Overseas (VSO) in Ethiopia joined hands with the national COVID-19 task force to support communities. The volunteers targeted those communities who were more exposed to the pandemic because of a lack of access to appropriate information regarding the barrier measures. They covered the capital city and surrounding communities.

When everyone was staying at home and gripped by fear, these young volunteers put their lives at risk for the well-being of their communities. They adopted an inclusive approach and used various communication modalities (sound and visual), which added value to the efforts of the different stakeholders who were fighting against the pandemic. Through door-to-door engagement, the distribution of communication materials and verbal guides to raise awareness of gender-based violence (GBV) and the support available, the volunteers were able to reach out to more people. For instance, they used sign language to inform the hard of hearing on the precautionary measures of Covid-19. Their voluntary actions led to many other cases, where abuse against children and people with disabilities were identified, reported, and managed by the government.

The VSO youth volunteer Lukas describes how quickly they were able to respond in Ethiopia:

"We were the first in the city to integrate audio, sign language, and visual resources during house-to-house awareness creation campaigns against COVID-19 and GBV. We [also] supported 30 people with disabilities and 40 highly vulnerable women through livelihood recovery. That included vulnerability assessment, intervention design, and purchase and provision of start-up kits for them... Volunteering against COVID-19 was unforgettable. Beyond serving our community, we were seen as role models who showed the local government how volunteering plays a key role in development efforts, as well as during emergencies".

5.5. Malawi: Using VSO's Blended Approach in Project Monitoring and Evaluation[25]

VSO's Volunteering for Development (VfD) framework is primarily actor-centric with programme design and implementation, monitoring, and evaluation, where organization learning is informed by the primary actor's views and feedback. To this end, processes have been institutionalized to enable periodic evidence generation, collation, organization, analysis, and dissemination for learning. Such a process is being implemented at each project level and the information is processed at the global portfolio levels to inform the organization. Through Measuring Impact for Learning and Empowerment (MILE), the VSO seeks to establish its own accountability and that of its partners towards primary actors and improve project implementation. In short, MILE is a systematic process of designing, setting up, and practicing participatory planning, monitoring, evaluation, and learning (PMEL) with the participation of the key project stakeholders and primary actors.

About 90% of survey respondents rated MILE as good (50%) or very good (40%) in promoting the participation of primary actors – including parents, teachers, students, youth groups, and community volunteers. These positive survey findings are mirrored and reinforced by the powerful testimonies of the primary actors themselves, citing tangible and compelling examples of how MILE has yielded positive impacts through the in-country fieldwork designed to capture, promote, and learn from the experiences of those who have directly contributed to and/or been affected by MILE and its roll-out and impact to date.

The young women who participated in both MILE and the in-country fieldwork in Malawi, among other countries in Africa and Asia, are commendable cases who spearheaded local responses to the climate crisis that is blighting their communities. Thus, one of VSO and MILE's central objectives is "to empower" to yield the desired impacts.

As part of the program design for the Active Citizenship Through Inclusive Engagement (ACTIVE) grant in Malawi, for instance, several cadres volunteered to promote participatory monitoring in two categories:

- **National Volunteers**: These are volunteers recruited nationally. They prepare and make modifications to monthly reporting tools; these are further translated into the local language for better understanding. The tools align with the key indicators of the grant and provide room for the primary actors to detail what the key challenges have been, and this improves the overall grant implementation.

- **Community Volunteers**: These are part of the youth network in various rural locations. They gather the data required to fill out the reporting tools.

In view of its benefits and effective contribution to easing project monitoring and evaluation as well as handling data-related tasks, this approach is deemed a best practice worth replicating.

5.6. Senegal: Bridging the Intergenerational Divide Through Volunteerism: the Case of the Third-age Volunteer Corps[26]

Most of the national volunteer programmes in Africa focus on youth and do not sufficiently consider seniors in the design of these programmes. This is a challenge as volunteerism is basically about integration that promotes the concept of "Not leaving anyone behind".

In 2004, a group of retirees decided to establish an organization called "Third - age Volunteer Corps" (*Corps des Volontaires du 3ème Age/CV3A*), to value the expertise and experience of seniors and promote intergenerational solidarity through volunteerism. Members of the CV3A are senior

citizens retired from public and private sectors, army and civil society organizations, and any Senegalese citizens older than 55 years, which includes army officers, university professors, secondary and primary school teachers, physicians, nurses, midwives, diplomats, engineers, etc.

In 2008, the project "Support to the Coordination and Promotion of Volunteerism (*Appui à la Coordination et la Promotion du Volontariat/ACOPROV*) included in its activities and budget support to this initiative. The project enabled CV3A to have an office in the "Maison des volontaires/Volunteers' house" that the government provided to all volunteers. It also helped increase the number of regional branches of the CV3A from the initial four to ten, thus covering the entire country.

This interesting and maybe unique initiative in West Africa and even in Africa at large added value to the coordination and promotion of volunteerism through capacity-building seminars for its members on several themes, such as *the fight against poverty, gender equity, age-related diseases, voluntary service and local development,* and *household waste management.* The capacity-building enabled the senior volunteers to in contribute their respective areas of competence through their voluntary actions.

Some of the results achieved by this initiative are:

- One branch of the CV3A developed and implemented a project for the treatment of municipal waste in their town of residence. The activity was later passed on to the town council. Thanks to this project, plastic wastes are now recycled to make useful products for sale and part of the waste is transformed into organic fertilizer;
- Another branch helped pupils in their town by preparing for exams and providing courses to strengthen their knowledge;
- Members of the CV3A coach young civil servants serving in their region in various areas of competence.

These are indeed good practice achievements that may be of value to other similar national as well as international volunteer organizations.

5.7. South Africa: Matching the Passion and Skill of Volunteer Candidate with the Right and Meaningful Volunteer Assignment: Case of the "Co-benefits Model" of WESSA[27]

Young people with the energy and enthusiasm to volunteer are eager to contribute to a better world in the most effective way they can. It is therefore important to not only let them participate as a volunteer but to also encourage them in what they do as volunteers. Aligning their innate passions with meaningful participation can act as a catalyst in optimizing their potential contribution. To achieve this, it is important to not only understand the needs behind the voluntary tasks required, but to also appreciate the benefits individual volunteers can bring to addressing those needs and create a voluntary relationship of "co-benefits".

To enable young people to contribute meaningfully through voluntary participation, Wildlife and Environment Society of South Africa (WESSA) strives to strategically "match" the passion and skills of the young to the existing gaps that need to be addressed through voluntary action.

The outcomes of the practice of the 'co-benefits model' are:

- Young people are enabled and feel empowered through meaningful contributions as volunteers;
- Young people are more motivated to volunteer;
- The outcomes of their voluntary contribution are strengthened as a result of the volunteers'

passion, abilities, and enthusiasm to contribute in a positive manner; and

- Both the volunteer participants and the co-benefits model benefit from the practice.

5.8. Togo: Data Collection and Evaluation System for Volunteers' Contribution to Development, Developed by *Agence Nationale de Volontariat du Togo* (ANVT (Togo)[28] [29]

Collecting data to monitor and evaluate the contribution of volunteering is a challenge for many volunteer organizations. Good tools and methodologies are not readily available to most of them. Therefore, the data collected does not always enable the production of reliable and robust information on the contribution of volunteering to development. This would have allowed better recognition of the value-addition of volunteerism and improving or bringing about its integration into national development programming and policy decision-making.

In an effort to alleviate this challenge, the National Volunteer Programme of Togo (*Agence Nationale de Volontariat du Togo/ANVT*) was created in 2014. The programme was aimed at ensuring the sustainability of the mechanism for promoting and managing volunteerism in Togo and showing how the initial focus of volunteerism on youth issues has moved on to a more global approach focused on contribution to development goals. This ambition required the production of information on volunteering to demonstrate its impact and provide a solid justification for investing in it.

It was in this context that, three years after its establishment, the National Volunteer Agency of Togo (NVAT) decided to develop an IT application in 2017 for collecting, processing, and analyzing data

on the various activities undertaken by volunteers (see the presentation in Appendix ˜). The objective was to have reliable and usable information aimed at measuring the contribution of volunteers to development. This mechanism concerns all volunteers deployed in four (4) development sectors: health, education, agriculture, and environment. Each year, data was collected from a sample of 1,000 volunteers deployed, which represented 6,000 volunteers over the period from 2017 to 2022.

As a result of the implementation of the above mechanisms, ANVT was able to produce well-informed and reliable reports on the contribution of volunteerism to development. So much so that some of the reports were published on the United Nations Volunteers' Knowledge Platform.

Some examples of the data compiled by this application and published in these reports are:

- In the education sector, analysis of the data collected for the 2018-2019 school year showed that: (i) the deployment of 368 volunteer teachers at the Secondary 1 level and 721 volunteer teachers at the Secondary 2 level, contributed to decreasing the pupil-teacher ratio by 10 points from 47 to 37 and 5 points from 33 to 28 respectively; (ii) the intervention of these volunteers contributed to the success of 1,470 pupils for Junior Secondary School Certificate (i.e. 2.4% of the national total of admitted pupils) and 2,223 pupils for Senior Secondary School Certificate (i.e. 12.07% of the total on the national scale) ;
- In the health sector, the analysis showed that 110 volunteer nurses and 87 volunteer midwives deployed in 2018, and 106 volunteer nurses and 101 volunteer midwives deployed in 2019, were involved in the actions to fight against malaria and HIV/AIDS and improve maternal and child health over these years.

5.9. VSO: Community Volunteers as local Community Development Experts: Practical Examples of VSO's Blended Approach from Malawi and Uganda[30]

Communities in Africa face multiple social and economic challenges. The people within these communities are aware of community coping mechanisms and thus are experts in generating relevant solutions.

Cognizant of this untapped potential, VSO has developed the blended volunteering approach which is its flagship method in the field. This approach brings together volunteers from the local community and other parts of the global South alongside volunteers from the global North with the aim that their collective experiences can be synergized on projects to maximize impact. Volunteers working together is not new, but VSO's blended approach is unique in that it aims actively to maximize the opportunities such blends can offer. As such, the objectives of this approach are: to strengthen the outcomes of volunteering; and to facilitate effective participation of the community as experts during design, delivering, and measuring the impact of Volunteering for Development (VfD) programmes.

The VfD approach attracts, recruits, prepares, and places the right volunteers strategically across the system to bring about transformational change. VfD aims at engaging community primary actors to identify risks and vulnerabilities and strengthen resilience by building their assets and capabilities to address shocks and stresses. Whereas international experts were initially fronted as key experts, VSO's learning over the years showcased the need to promote a more blended model where national and community volunteer experts are recruited and blended to achieve results more effectively.

The number of international experts has since significantly reduced while that of national experts and community volunteers has increased. International experts continue to bring a significant technical capacity, but always ensure that their technical assistance is of short duration and focuses on building local systems and capacity.

For instance, within the framework of the project "ACTIVE (Active Citizenship Through Inclusive Volunteering and Empowerment)," the mixed team was composed of:

- International volunteers: They build the capacity of the education system's actors to recognize the Early Childhood Development (ECD) strategy, and strengthen outreach and supervision;
- National Volunteer experts in early childhood, Education in Emergencies, disability inclusion, livelihoods, and advocacy;
- Community Volunteers: ECD caregivers, male champions of champions, youth volunteers, and community-based trainers.

International and national volunteers build the capacity of community volunteers to support the establishment of ECD centers, operationalization, training, and building resilient and context-specific solutions to education challenges while community volunteers support their communities in building mechanisms for community resilience, ownership, and support by parents and development partners including local government agencies.

Research showed that for blended volunteering to work effectively in development projects, two critical factors need consideration: (1) The tendency for top-down volunteer planning and placement must give way to the emergence of a blended model that acknowledges that each modality is as critical as the other, and (2) a blended model is designed based on an informed understanding of specific primary actor contexts.

Some exemplary results of this approach are:

- **Increased community participation:** Community experts/resource persons contribute in a participatory way through community volunteers in designing development responses to their challenges;
- **Better resilience mechanism:** Community Volunteers have experience in building the best

resilience mechanisms for their communities;
- **Greater impact and sustainability of development results in the lives of marginalized and vulnerable communities:** International and national expert volunteers build the capacity of local community volunteers, which enables local experts to sustain the changes brought about after international and national experts have left the community at the end of the technical assistance.

In conclusion, the value of international volunteers may indeed be better realized when the value of local volunteers, through a blended model of volunteering, is recognized as a value addition to the volunteering for development methodology for sustainable development.

5.10. Intersectional[31] Community Scorecard-Tool for Advocacy.[32]

The Intersectional community scorecard is introduced by VSO. The idea of using an intersectional community scorecard to mainstream the intersectional lens arose to tackle specific issues, especially regarding marginalized communities such as:

- *Overlooking Intersectionality:* Traditional community scorecards or assessment tools may not adequately consider the intersecting factors of identity and marginalization, such as race, gender, class, and disability. This oversight can result in policies and programmes that fail to address the unique challenges faced by individuals with intersecting identities.
- *Inequitable Impact of Policies:* Without an intersectional lens, policies and interventions may inadvertently perpetuate or exacerbate existing disparities.
- *Limited Representation:* Traditional community assessments might not capture the diverse voices and experiences within a community.

- *Incomplete Understanding of Needs:* Without accounting for intersectionality, there is a risk of overlooking the nuanced needs of specific communities. For example, a programme designed to address economic challenges might not be effective if it fails to recognize the additional barriers faced by individuals who belong to both economically disadvantaged and marginalized racial or gender groups.

Moreover, these issues, if not adequately addressed, could lead to:

- **Ineffective Resource Allocation:** Traditional scorecards might not provide accurate insights into where resources are most needed. By contrast, an intersectional community scorecard intends to guide more targeted and effective resource allocation by revealing how various factors intersect to create complex challenges that require specific interventions.
- **Failure to Achieve Inclusive Development:** Communities are diverse, and a one-size-fits-all approach to development may not be inclusive or sustainable. The intersectional community scorecard aims to promote a more nuanced and inclusive understanding of community needs, fostering development strategies that consider the multifaceted nature of identities and challenges.

Figure 31. Power of the Intersectional Scorecard: A Tool for Inclusive Community Advocacy

POWER OF THE INTERSECTIONAL SCORECARD

Understanding the Tool

A pivotal resource in advocacy, the Intersectional Community Scorecard (ICS) redefines how we approach community assessments by integrating diverse identities.

Addressing Complex Issues

It may seem straightforward, yet advocacy can often dismiss the complexities that marginalized groups face, making nuanced understanding essential.

Engage Community Insights

While some advocates claim to intuit community needs, genuine engagement and research are imperative to inform effective strategies.

Focus on Long-Term Impact

Real change emerges when advocacy targets long-standing issues that often go unnoticed, paving the way for sustained community growth and resilience.

Embrace Diverse Views

There isn't one clear solution that applies universally; understanding distinct community layers is crucial for effective intervention.

Empower Through Resources

While challenges abound, effective resource allocation can uplift communities. However, be cautious—resources that seem abundant may not be sustainable long-term.

The intersectional community scorecard has therefore been developed based on the following premises to ensure, among others:

- **Inclusive Assessment**: Community assessments and evaluations consider the intersectionality of identities, acknowledging the complex ways in which various social categories (such as race, gender, class, and more) intersect and influence experiences when accessing services;

- **Equitable Resource Allocation:** The allocation of resources must be done in a way that accounts for the diverse needs of individuals with intersecting identities, aiming to address disparities and promote equity within the community regarding access to services;

- **Targeted Interventions:** Specific challenges faced by different intersectional groups within the community must be identified and addressed, allowing for the design and implementation of targeted interventions that are more likely to be effective;

- **Representation and Participation**: The active participation and representation of all intersecting identity groups in community decision-making processes must be encouraged, ensuring that diverse voices are heard and considered when it comes to access to services;

- **Policy Impact Assessment**: Assess the impact of existing policies and programs on different intersecting identity groups to identify any unintended consequences or disparities that may arise from these initiatives;

- **Holistic Development**: Promote a more comprehensive and nuanced understanding of community development that goes beyond a single-dimensional approach. Recognize that individuals with intersecting identities may face unique challenges that require multifaceted solutions;

- **Social Justice and Advocacy:** Contribution to social justice initiatives by highlighting and addressing systemic inequalities that affect marginalized and intersectional communities in accessing services. The scorecard can serve as a tool for advocacy and policy change;

- **Community Empowerment:** Community members, particularly those with intersecting marginalized identities, must be empowered by providing them with the knowledge to actively engage in shaping their development and advocating for their rights;

- **Cultural Competency:** Cultural competency and sensitivity among policymakers, service providers, and community leaders must be fostered to ensure that strategies and interventions are respectful and responsive to the diverse cultural contexts within the community.

The practice of using an intersectional community scorecard is therefore a useful tool or method for evaluating and assessing the performance or well-being of a community. This can include aspects like social, economic, and environmental factors, among others. Therefore, an intersectional community scorecard could potentially refer to a tool or approach that considers and evaluates community well-being or development in a way that recognizes and accounts for the intersectionality of different social identities and experiences. It has five steps and may involve assessing how policies, programmes, or interventions impact various intersecting dimensions of identity within a community. If these steps are followed, the intersectional community scorecard provides valuable insights into the well-being of a community, highlights disparities for advocacy, and guides targeted interventions (for more details on this good practice please use the source indicated in Endnote No. 32).

The next chapter will summarize the key data on the state of volunteerism in the AU Member States.