

Parceiros

Voluntários

RESPECT

ATTITUDE

COOPERATION

ETHICS

VOLUNTEER

COMMITMENT

SOLIDARITY

ENTHUSIASM

2010 ANNUAL REPORT

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VOLUNTEER AUDIT

PricewaterhouseCoopers Independent Auditors analyzed the financial statements referring to the 2010 accounting period with the objective of ensuring the Organization's transparency in the investment of its resources.

The Audit considered that the statements adequately present, in every aspect, the Organization's wealth and financial status. It is important to mention that PricewaterhouseCoopers' work was done on a volunteer basis.

The financial statements are available in this Report (p. 39 and 40) and on the website www.parceirosvoluntarios.org.br in the Transparency section.

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PRINCIPLES OF THE ORGANIZATION



People building networks,



transforming realities



and transforming lives

Vision

Be a movement that disseminates organized volunteer work culture in Brazil, envisioning greater solidarity on the part of people, communities and society.

Mission

Potentialize human development through organized volunteer work, towards the solution of community social demands.

Beliefs and Values

- Everybody shows solidarity and is a potential volunteer.
- Philanthropy and the practice of citizenship, through volunteering, are indispensable to the transformation of today's society.
- Organized volunteering is the foundation of third sector development.
- All volunteer work generates returns for the community and people who do it.
- Practicing the Principle of Subsidiarity* is indispensable to the autonomy of communities for their development.
- Sustained development is achieved through interaction of the economic, environmental and social systems.

* Principle of Subsidiarity: individuals or groups acting proactively on their street, in their neighborhood and city, and only recurring to higher authorities when they lack the conditions to adequately deal with the problem in their own sphere of action. In this way, each community tends to become the managing agent of their own development, reducing bureaucratic interference and costs. It means the community working for the community, in a relationship where everybody wins.

14 years of solidarity and transparency



At the close of another year, we are entering our 14th year of solidarity, organization and transparency of the NGO Volunteer Partners, an entity whose work is having an impact all across Brazil and the world.

Submission of accounts and transparency are important principles for the Organization in all its work, incorporating three fundamental elements for taking responsibility for the quality and realization of these activities and the impact they have on the community, which are: keeping its commitments, the responsibility of providing reliable and transparent information and responsibility for its actions and decisions.

Publishing these principles is part of this attitude. As a Brazilian citizen, I am sure that our society would be proud of its state and nation if this policy were implemented and practiced by the three sectors (government, businesses and non-governmental organizations).

The management of the NGO Volunteer Partners, exercised with dedication and efficiency by president (volunteer) Maria Elena Pereira Johannpeter and her management peers and technical staff, is an example to be followed by the Brazilian management class.

Active in 82 cities, with more than 360,000 volunteers, 2,700 Civil Society Organizations, 2,500 engaged businesses, 1,900 public and private schools and 80,000 youths engaged in the action **Tribes on Track towards Citizenship**, is solid proof that Brazilians know how to show solidarity.

As a matter of fact, solidarity has been shown recently by the population to recent victims of flooding or drought, where the government's lack of organization can be seen, as it is unable to rationalize and organize transportation for the products of the Brazilian people's generosity.

For ten years, the NGO Volunteer Partners limited its operation to the state of Rio Grande do Sul. However, for the last two years it has been expanding its expertise through agreements and partnerships in other Brazilian states and South American countries.

Our Organization faces the great challenge of taking its work to other Brazilian states, while keeping its beliefs and values intact and its role of advising and assisting organizations and social projects. The solid work done by its management, the dedication of its employees, the support of its Deliberative Board and, above all, the dedication and love shown towards others on the part of the volunteers is what has allowed Volunteer Partners to get where it is today.

We are also deeply thankful for the fundamental efforts made by founders, sponsors and supporters, whose contributions have made it possible for organized volunteer work to move beyond our frontiers.

Humberto Ruga
President of the Deliberative Board (Volunteer)

Times to change

This first decade of the twenty-first century is announcing that this will be a century of great change. Incidentally, it can be said that it will be more than just an era for change, but a change of era. The twenty-first century is calling us towards new behaviors, new attitudes, both in relation to ourselves and in relation to others, to the collective and the planet. The twenty-first century is calling on us to build partnerships, which shows that we have to work together to strengthen or build social capital. Natural phenomena have been causing great destruction. What do we see as the result of this? People coming together. Everyone seeking to minimize many people's suffering.

As the first year of the century, the UN decreed 2001 to be the **Year of the Volunteer**. In 2011, Brazil will be developing the 2001 + 10 Project, and it was for this reason that the Brazil Volunteer Network (RBV) was created. We believe that we have a lot to celebrate in Brazil, although there is still plenty of work to do, since the Millennium Development Goals, which should be met by 2015, are still quite far from being fully met.

As Brazilians, in the coming years we will all have to prepare to be hosts for the 2014 World Cup. The degree of our commitment and our volunteer attitude will determine the level of success of this event and how much all Brazilians will or will not benefit when it comes to an end.

The **report** you hold in your hands represents, in a very succinct form, what thousands of Brazilian volunteers are already practicing. Examples that call upon our own commitment to citizenship, to our human commitment and to our self-development. Volunteer work is a value. Therefore, that is how it should be respected and valued by the leaders of our country.

May God help Brazil meet the challenges ahead of it, which will be made possible through the unity of all Brazilians keeping in mind the practice of our Individual Social Responsibility (ISR).



Maria Elena Pereira Johannpeter
President (Volunteer)

All I'm saying is simply this, that all life is interrelated, that somehow we're caught in an inescapable network of mutuality tied in a single garment of destiny. Whatever affects one directly affects all indirectly. For some strange reason, I can never be what I ought to be until you are what you ought to be. You can never be what you ought to be until I am what I ought to be. This is the interrelated structure of reality.

Martin Luther King, Jr.

Disseminating volunteer culture

In 2010, the NGO Volunteer Partners engaged in deep reflection about the new paths it was to take. Thinking about the past and projecting itself into the future, using its previous stated vision as a base – to develop the culture of organized volunteer work – led the Committee responsible for discussing the Organization's strategy to deliberate upon the new stated strategy:

be a disseminating movement for the culture of organized volunteering in Brazil, envisioning greater solidarity on the part of people, communities and society.

NEW VISION

This broadening of scope and stated Vision was justified by retroactively approaching the work the Organization has been doing in cities, in addition to its operating network and even in other Brazilian states that presented demands for their advising services.

The Vision in effect until 2010 gave the Organization the opportunity to gain profound knowledge about the reach of organized volunteering. It led it to greater knowledge of the Civil Society Organizations (CSO), their needs, interests, their method of interacting with the social-assistance network, as well as to the systematization of social technologies to advise them; the develop-

ment of methods to advise the second sector (businesses) in the creation of Internal Volunteering Committees or to the organization of volunteering actions with the concepts and principles of transparency. This Vision also gave the NGO Volunteer Partners the opportunity to learn about the world of public and private schools and understand what children, young people and their educators yearned for, through their insertion as protagonists and citizens in the defense of social causes.

After establishing that the Organization had well-mapped and stabilized methods, the Committee confirmed the viability of expanding its coverage beyond Rio Grande do Sul, establishing other states of the Union as a new goal for the network's reach.

"Working in a network, [...] means going beyond simply signing up, since there is a need to break old paradigms, in which the practices have been historically built based on segmentation, fragmentation and focalization, and look towards reality, considering new challenges placed by the dimensions of everyday life, which is presented in multiple formats [...] (National Social Assistance Policy – PNAS, 2004). Based on this awareness, the NGO Volunteer Partners elaborated its plans of action, having social capital and human capital as fundamental links towards its insertion in the new networks in which it decides to take part.



Children present in the movement

EXPANDED MISSION

*Potentialize human development
through organized volunteering,
towards the solution of
community social demands.*

By accepting this expanded Mission, the Organization has recognized having consolidated, over the course of the last thirteen years, essential skills in mobilizing, articulating, training people and organizations, stimulating the formation of networks, partnerships and measuring results, in this way strengthening its work in social practices and technology, assisting and potentializing any and all social causes, especially those with entities that are already part of the social assistance network.

The concept of essential competency that was adopted was developed by professors Hamel and Prahalad, from Harvard University; it represents an alternative for clarifying the paths towards organizational growth, expansion and development and encouraging reflective thought, such as: What competencies are essential for guaranteeing the Mission today? Will new competencies be necessary to guarantee the Mission in the future? What opportunities are passed up by what our competencies cannot take on? Is there flexibility to move people according to their competencies and reallocate them on fronts in which the Organization's competencies may need them?

The essential competencies make it possible for people mobilized by organized volunteering to be oriented and directed towards making volunteer assistance and advising available to the social projects of communities, in this way establishing lines of trust and cooperation, which understand diversity, potentialities and needs. In this respect, this is concluded to be development. Nevertheless, let us not forget that the root of the word "development" is the verb "voluper," of uncertain origin, meaning "to wrap up." Thus, the word development can also be understood as becoming "wrapped up," involved in something new, an opportunity to become something renewed, renovated. It is the transformation of the transforming agent itself. Organized and aware volunteer work does not take a paternalist stance; it aims towards the development and evolution of all involved parts. In the words of Aldaíza Sposati, doctor in social service, "it means serving the need, not the needy."

"I chose to give of myself"

With much guidance from the NGO Volunteer Partners, at the age of 21 (I'm now 31) I founded an NGO with my best friends: the Generations Project. For many years, we worked at assisting a nursery school in Vila Areia, in Porto Alegre. But I didn't stop at that! I thought I could do more. Solidarity, individual social responsibility, DOING GOOD is like that – it's addictive! So I made a career choice that would open the doors for me to make more and more of a difference: the diplomatic career.

From that point on, I dedicated myself to my studies, passing the public test in 2008, at which point I went to live in Brasília. Naturally, bureaucratic work would never be enough to placate my desire to help. On my birthday in 2010 – January 12 –, a tragedy almost without precedents in the history of the world gave rise to a possibility. It was the day of the earthquake in Haiti, which consumed an unbelievable number of lives - more than 300,000, according to the latest estimates. Diplomat friends of mine weren't able to go to my birthday dinner because they had to work on coordinating the Brazilian response and help efforts. It seemed like maybe it was time for me to get back to work!

At that time, for various reasons (I don't think it was the right time...), I ended up not going to the poor Caribbean country, but my desire – my dream – came true when I was invited to work (granted by Brazil) at the office of the Organization of American States in Porto Príncipe, the capital of Haiti. Of course I accepted the invitation!

And here I am! Writing from my desk in Haiti! You might think: "but isn't that his JOB?" Or even better: "isn't that what he's paid for?" Sure, but what is most important is the willingness to give up things of your own in favor of other people's well-being – that is the message I would like to pass on! I could be in Brazil, with my girlfriend, family and friends, or in some foreign city with much greater comfort, where the work is easier, where coexisting with extreme material needs wasn't necessary, but no: I chose to give of myself for those that need more than I do.

Oh! But don't think that I'm better than anyone else for this reason! Doing good, being a volunteer, being socially responsible is everyone's pleasure and obligation. This is my suggestion: always do good, give something of yourself to others, no matter what the price. And ask God to enlighten you along the way! A warm hug from Patrick Mallmann, Brazilian diplomat at the office of the OAS in Haiti.

Synergy with Government Policies

In synergy with the National Social Assistance Policy (PNAS) and in accordance with Social Assistance Act no. 8,742 of December 7, 1993 (LOAS), social assistance entities or organizations are characterized as those which, in an ongoing, continuing and planned manner, provide services and carry out programs and projects concerned first and foremost with strengthening social movements and organizations of users, leadership training and education, directed to the social assistance public. The referred to services include:

- Advising to institutions in strengthening their protagonism and training, including towards intervening in government policies;
- Advising in systematization and diffusion of innovative and citizen inclusion projects that present creative solutions that can be incorporated into government policy;
- mobilizing actions towards the full and sustainable development of communities and income generation;
- Production and socialization of studies and research that expands knowledge of society and citizens regarding their

citizenship rights, as well as subsidizing the evaluation of government policy impacts.

In tune with the National Social Assistance Policy, as an advisory institution the NGO Volunteer Partners ensures:

- providing services with autonomy and guaranteeing rights in mind;
- offering free services to organizations and their users;
- participatory processes.

In 2010, the Organization maintained its registration with the agencies connected to the Social Assistance Policy.

The following projects coordinated by the NGO Volunteer Partners were registered with the social management and control agencies: Social Partnership Network (State Social Assistance Board – CEAS), Tribes on Track towards Citizenship (City Board on Rights of Children and Adolescents – CMDCA), and the Integrated Social Development Network (CEAS). Through these projects, approximately 1,000 organizations in the social assistance network received advising.



Advisory work with institutions of the social assistance network

Moved by solidarity culture

*In January of 1997, when Volunteer Partners presented the society of Rio Grande do Sul a new proposal, with a participatory culture slant in the place of our nation's traditionally paternalistic culture, it was inviting citizens to **participate as volunteers***

The main vector of volunteer practice consists of actions by way of solidarity, recognizably expressed through a personal or collective desire to help, in a way that strengthens the other, the subject of the help. This does not personally and socially diminish the person the actions are addressed to, because it presupposes human dignity and the practice of the person's autonomy and development.

It is work that is eminently ruled by individual freedom, endorsed by personal choice, although produced by a public demand. A critical form of volunteer work, from society's perspective, that goes against the culture of "keeping to oneself" and "taking advantage," by permitting the individual to become a producer of individual and collective change through successive comprehension and construction.

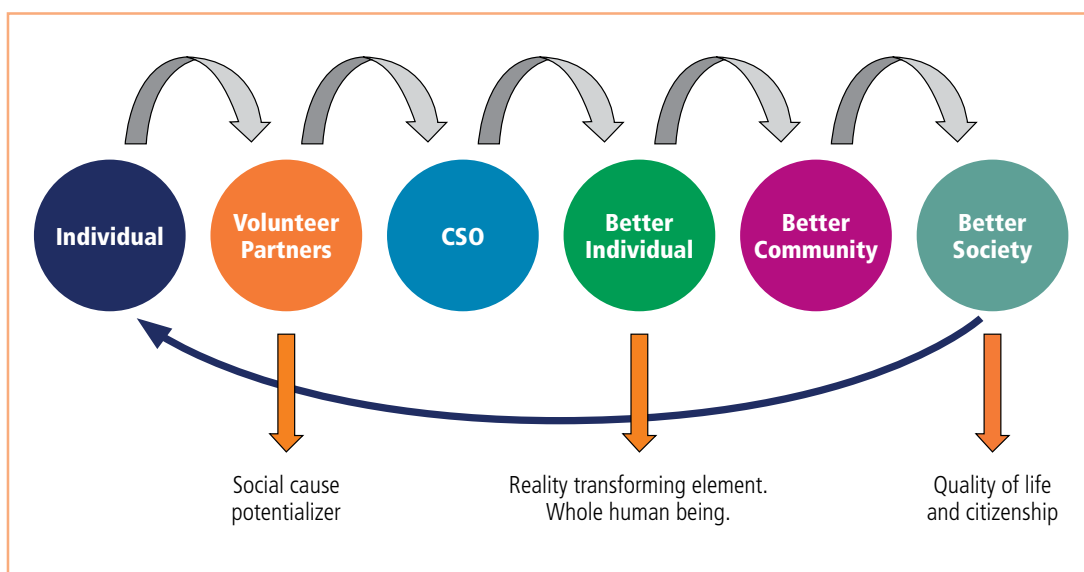
In the current global time period, the presence of civil society in discussing social priorities has become necessary. Critical and purposeful volunteer work, moved by solidarity, has a pioneering role in building a society committed to the well being of its members and a State with the effective participation of citizens in decisions of collective interest.

The management strategy of the NGO Volunteer Partners is completely new, in so far as it proposes to be the link between those who want to make themselves available and the people,

families, social entities and social projects that need them. Our Organization mobilizes and articulates desires from all segments, in favor of assisting and advising collective interests and needs. It is private, but works for the collective good.

In this logic of participation and development, the NGO Volunteer Partners characterizes itself as a potentializer of social causes, by **directing volunteer human resources** to entities that work with causes and entities of the social assistance network, and also by offering ongoing, **planned and free advising to these entities in management**, leadership development, transparency and submission of accounts. By way of trainings, it creates opportunities for qualified, efficient and effective management, which is translated into improved service to the users of organizations in the face of the vulnerabilities of socio-economic conditions and situations of life that result in poverty, privation and fragilization of family, social and community ties.

Volunteering actions, training in management and on social policies give rise to positive and effective results in communities, their beneficiaries and family members. At the same time, those who participate in volunteering are transformed by the experience, becoming protagonists now and in the future, as is the case for many young people, certainly becoming better individuals that are capable influencing the environment in which they live.



Individual Social Responsibility (IRS) Base-concept



Volunteers support for victims in the Rio de Janeiro Highlands Region

One of the concepts that supports the work of the NGO Volunteer Partners as an important agent of the social assistance service network is Individual Social Responsibility (ISR). When we had nearly finished writing the pages of this Report, a sad catastrophe in the highlands region of Rio de Janeiro took place. All media sources, national and international, reported on the commotion. There were calls for help from all over. Donations arrived and urgently needed to be duly packed and distributed. And, thank goodness, it was moving to see a huge movement of volunteers from all across Brazil help with what was needed, in such a way as to ease the suffering of thousands of people.

It is at times like these that our **human commitment** overcomes any other feeling. It is at times like these that ISR becomes active. How can we not include in our own Life Project, the Life

Working with personal values awakens people to their true worth, making them more active and committed to the social transformation of the world around them.

NGO - Volunteers Partners

Project of others? As Humberto Maturana said, “we need to educate human beings for the present, for any present. Beings which any other human being can trust and respect, beings capable of thinking and doing everything necessary, as a responsible act based on their social awareness.

We were overwhelmed with emotion by the following message from volunteer Ingrid Lins, demonstrating that the “**chain of doing good**” is strengthened by visible and invisible links. There were thousands of people who did not know each other, but the energy of doing good brought them all together in an attitude of helping those who needed it. Social mobilization occurs when a group of

people, a community or a society **decides on and acts** towards a common objective, seeking results that have been **decided on and desired by all**.

"... They appeared voluntarily to help..."

Message received from Ingrid Lins, from Rio de Janeiro, a volunteer who organized support groups for victims of the catastrophe in the Highlands Region of Rio de Janeiro in January of 2011

From: Ingrid Lins
Sent: Sunday, January, 16, 2011 10:08 p.m.
Subject: Thanks for the help!

I am sending this email to thank everyone on your list.

Many people who received your email or saw our announcements on Facebook and Twitter contacted us and helped in many different ways.

This volunteer action we started grew to proportions we hadn't expected: Nearly 600 m² of my building was filled with donations. We have a little over a ton of water alone. More than 50 volunteers just showed up, without knowing any of us personally. People came from various states across the country, they came just to help. Eventually, there we were, 50-60 new friends helping voluntarily, with the single purpose of helping so many other complete strangers.

Tomorrow, we'll be taking four trucks of donations, one helicopter to take donations to locations where cars aren't able to reach, and three cars with 4x4 traction (one borrowed and two rentals, all three by way of volunteers). We will all leave my building, in Laranjeiras, around nine in the morning. The trucks will arrive at eight a.m. and the volunteers will come back to help load them (we had to change the time because the trucks were only able to arrive a little later).

Rotary donated 1,000 shelterboxes, with capacity to provide shelter for 8,000 people, and made as many more that will be necessary available. As a result of that, several people from our groups will join Rotary and the English engineers from the shelterbox company (who arrive tomorrow at eight a.m.) to inspect the areas lent by local business owners to set them up. The technicians will also train volunteers to help set up the shelterboxes.

The contacts we welcomed today will also help us with our articulations with the government to help with the police escort of the donations, logistical and governmental help in the city, both for the shelters and in distribution of the donations, sites to set up the shelters and many, many other things that we aren't aware of yet that we may need.

It is important to say that everyone involved in this initiative is a volunteer and most have families that live in Nova Friburgo. We insisted on taking everything and everyone personally to monitor the progress of the processes. We already received four orders in the city of distribution locations for donations, but if you know of any locations with difficult access for donations, just contact us and we will do everything possible, and impossible, to help.

The donations keep coming in and we will make as many trips to Nova Friburgo as necessary to help them.

Once again, thank you, thank you and thank you.
Ingrid Lins e Silva

Lines of work with the community

Based on the belief that all volunteer work generates returns both for the community and the people who do it, Volunteer Partners is present in 82 cities in the state of Rio Grande do Sul and now in four other states: Rio de Janeiro, Amazonas, Bahia and Mato Grosso, through thousands of volunteers, multiplying concepts, knowledge in benefit of communities, their families and entities

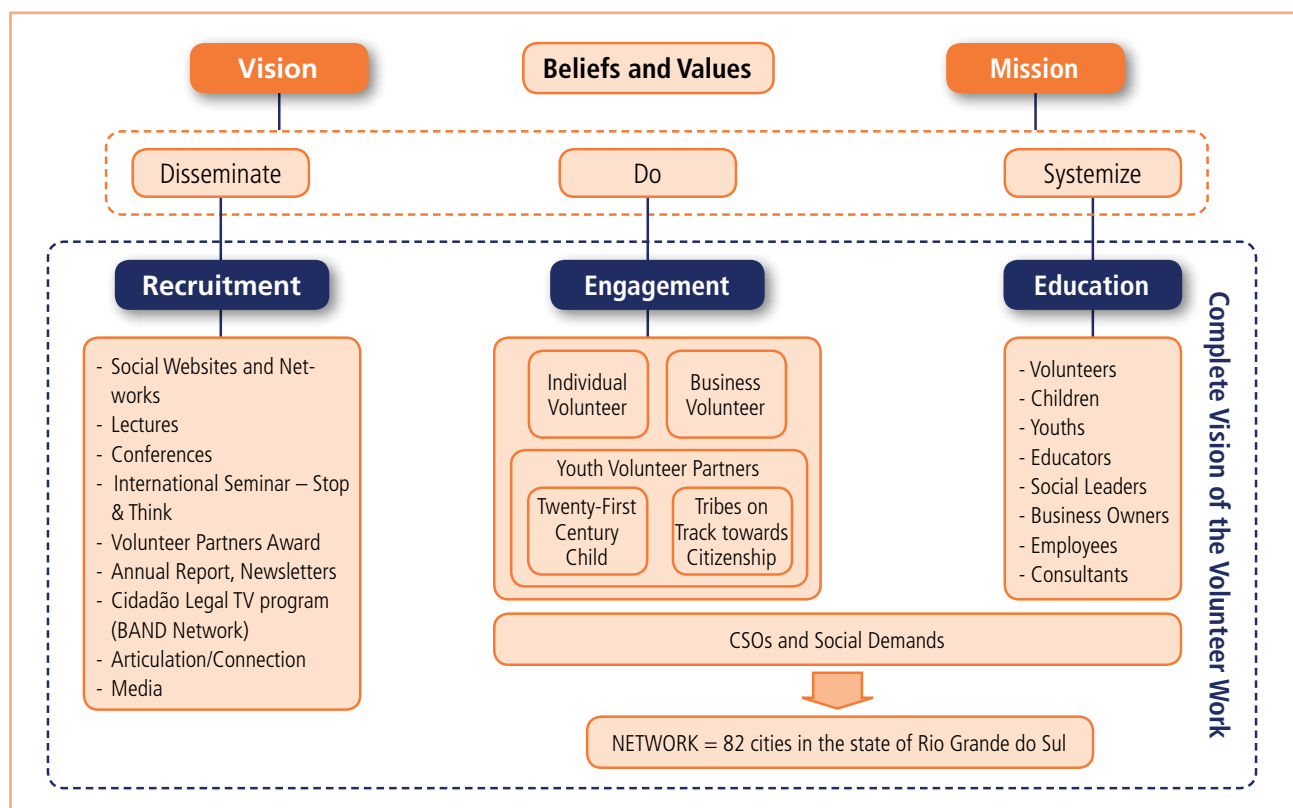
With **human development** as its purpose, through organized volunteer work towards the solution of the **social demands** of communities, our Organization guides their actions, knowing that sustained development is only achieved through interaction between the economic, social and environmental systems, and also by the union of the three sectors: government (first sector) businesses/market (second sector) and civil society organized around causes (third sector).

In this sense, it adopts three distinct, but complementary lines in its management strategy. One of them is **doing**, structured in the Volunteer Partners Network through four advisory programs: Individual Volunteers; Business Volunteers; Youth Volunteers and Civil Society Organizations (CSOs).

Another strategy is **disseminating**, which seeks to stimulate

critical thinking and is put into practice through seminars, conferences, lectures and debates that create opportunities to present the philosophy and conceptualization of participatory citizenship, from within social policies set out by the government.

Finally, **systemizing**, which transforms all of the Organization's experience, both in volunteering and in advising, into methodology and now into Social Technology, in order to create opportunities for a greater number of communities to use this knowledge and experience for their engagement in social causes. It is important to emphasize that all the actions involving the CSOs and the social assistance network take place in an ongoing, planned and free-of-charge manner, being concerned first and foremost with the strengthening of social movements and service user organizations.



PROFESSIONAL DEVELOPMENT

The NGO Volunteer Partners was the third sector's first organization to make use of the North American BSC management tool (Balance Scorecard, authored by Robert Kaplan and David Norton, supported by Symnetics company), which allows greater efficiency in measuring the impact of its social actions and advising on entities in the social assistance network.

For third sector entities, it is essential to be able to rely on efficient and effective management in order to:

- a) increase transparency and strengthen public confidence;
- b) inform the public how these organizations are administered and by whom;
- c) advertise how they provide services to communities.

From within this focus, the BSC Map facilitates the strategies' visualization and conversion into plans of action, seeking results towards compliance with the vision and mission.

Volunteering is gaining momentum in the state of Rio Grande do Sul. More than 1,400,000 users and other people are benefited, among them families, children, adolescents, the elderly, persons with special needs and communities in situations of social vulnerability. The NETWORK, composed of 82 cities, is where 60% of the state's population lives, estimated at 10 million inhabitants.

Number of Participants in Volunteer Work	2008	2009	2010
Mobilized Volunteers	290,645	333,241	369,066
Mobilized Youth	108,000	81,000	81,000
Mobilized Schools	1,727	1,922	1,945
Mobilized Businesses	2,323	2,423	2,473
Mobilized Civil Society Organizations	2,664	2,752	2,784
Network (no. of cities)	75	79	82
Beneficiaries and users (approximately)	1,050,000	1,200,000	1,476,000

All social order is created by us. Each person's action or non-action contributes to the formation and consolidation of the order in which we live.

José Bernardo Toro A. | Colombian sociologist

Call to **Action**

When we call on the community to participate in the volunteer movement, we are calling on men and women, children and adolescents, second and third sector organizations, to participate in social questions that are contemplated in the diversity of causes of Civil Society Organizations, the solution of which are important to all citizens

By directing volunteers to take part in the service, assistance and advising of the organizations' social demands, we are sending everyone from doctors, speech language pathologists, dentists, storytellers and people who provide management assistance, who are going to put together the solution of attending to the beneficiaries and users of that organization.

When we serve as advisors for organizations with trainings in management, leadership, submission of accounts and creation of networks, we are collaborating towards the optimization of a variety of resources, envisioning qualified services to the users of that organization. This is the Social Technology that is supplied **systematically and free** of charge to the CSOs.

This is one of the bases for the work done by the NGO Volunteer Partners: bring people who want to make their time, knowledge and emotion available closer to organizations that serve social needs. And it does this through four programs with their own methodology and processes designed to attend to the particularities and different needs for training, according to the public to which they are directed.

On the pages to come, we will describe the four programs.

"...Me, a volunteer? Since when?..."

"I was just asking myself: how long have I been volunteering? I can't remember, but it's been a while. And that's great, since we only keep doing something that does us well in turn. Now I remember! It's been more than 20 years! And everything began with my dear aunt Zilá Fagundes, an activist for peace and solidarity. She loved hearing me sing and, once, after a show, she came into the dressing room and said, "Bye dear, your aunt has to go now, because she has to drop by the hospital to visit some friends." That really left an impression on me and I went home thinking: I have to ask my mother (Marlene) what aunt Zilá does at the hospital. I asked her and she said: "Zilá takes cake and other snacks to patients with AIDS (because of disinformation at the time, many people wouldn't even touch those who were infected)." I went to the hospital and there she was, caring not only for their bodies, but their souls as well. Today I do the same work she used to (in a smaller proportion of course), with the help of a fantastic group of volunteers at Santa Rita Hospital. We periodically visit all the beds, taking guitars and singing to provide a little bit of affection through music to people who need it so much. My message to those who haven't started volunteering is: "When you're a volunteer, you're not helping others, you're helping yourself!"

**My name is Neto Fagundes.
I'm a singer, composer, TV
and radio presenter and
a proud Volunteer Partner**

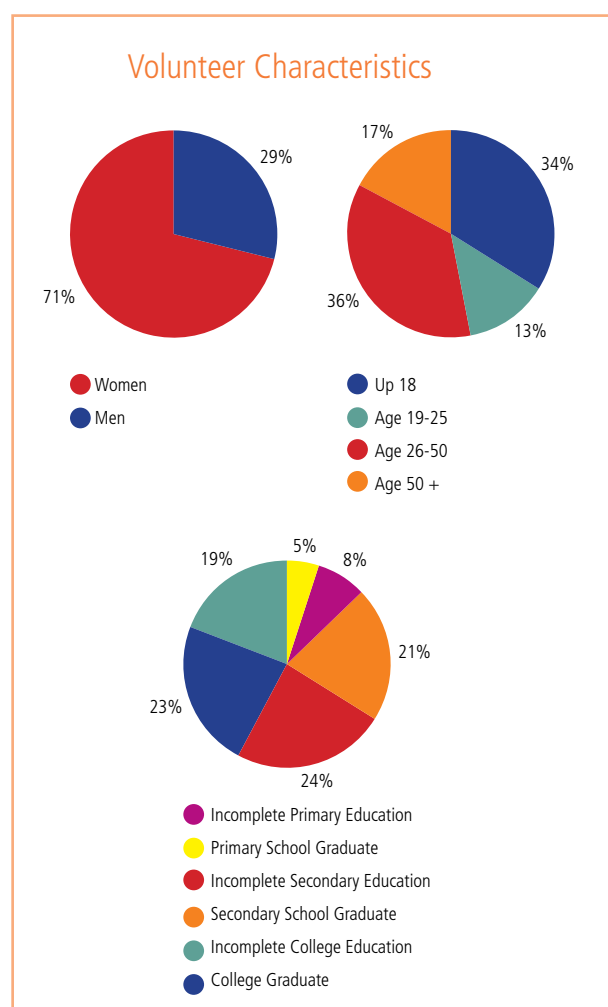


INDIVIDUAL – THE VOLUNTEER

*In 2010, more than **36,000 people** engaged in the organized volunteer movement*

The **Individual Volunteer Advising Program's** objective is to raise awareness about volunteer work, recommending paths of realization for those who would like to participate, but do not know how. Anyone can be a volunteer. To take part in the program, just look for one of the Volunteer Partners Network units. The first step is to take part in an Awareness Raising Meeting (AR) to learn what organized volunteering is and the importance of being a volunteer. Work which has its own responsibilities and commitments. From there, volunteers choose a public with which they want to work, a cause they identify with and want to become engaged in.

Evolution	2008	2009	2010
Engaged Volunteers	290,645	333,241	369,066



At the service of the community

Desire is what truly drives volunteering, and Ruy Iglesias, 69, has stamina that would cause envy in anyone

In addition to his volunteer work at the CSO Fazenda Senhor Jesus, in Novo Hamburgo/RS, he dedicates himself to a geo-processing project, which has the objective of guiding government policy for the third sector.

It is the first map of its kind, which will make it possible to locate and crosscheck information about people and volunteer businesses, organizations that are looking for volunteers, as well as public services that support solidarity action and all the units of the Volunteer Partners Network.

The engineer would like to start 2011 with a pilot program, but confesses that he is facing some difficulty, since he is learning how to use open-code software, as the programs he is an expert in are not in the public domain. Ruy Iglesias' dream might take slightly longer to come true, but his certainty and satisfaction about his responsibility to intervene is what makes all the difference.



"The satisfaction of the duty of intervening is what makes all the difference"

ADVISORY PROGRAMS

CIVIL SOCIAL ORGANIZATIONS

Since its creation, the NGO Volunteer Partners has established a strong partnership with Civil Society Organizations (CSOs) from the social assistance network towards the introduction and development of organized volunteer work culture

The NGO Volunteer Partners provides support and advising for organizations so they can better serve, directly or indirectly, their users, as we saw on page 8 in "Synergy with Government Policy."

The Emotions Extrapolate the Numbers

Over the course of 2010, by way of the training Management towards Sustainability, Entrepreneurship and Collaborative Networks, 271 CSOs in 21 cities across Rio Grande do Sul were served, with 24 groups being trained, 537 participants in all, for a total of 1,728 hours of training.

Providing the statistics in this way obeys the principle of transparency, but is perhaps not what matters most: the emotions felt by the participants, like Eunice Maria Queiroz Amaral, of Porto Alegre/RS: "the training was like opening a big window onto a beautiful landscape. I am very thankful for this opportunity." The statistics are not enough to quantify the responsibility expressed in the words of Nara Helena Damião, of Santo Ângelo/RS: "helping transform and improve people's lives is a challenge." Or the emotion expressed by Kátia Rossetti da Cruz, of Gonçalves/RS, when she says "the course gave me a new perspective on drawing up projects and capturing funding and seeing opportunities that were right in front of our entity's eyes and that we let slip away."

Development	2006	2007	2008	2009	2010
Advised Civil Society Organizations	1,906	2,337	2,664	2,752	2,784

From: Marli Medeiros

Subject: God may take his time, but NEVER fails!

When: Wednesday, June 23, 2010, 8:53 a.m.

Dear friends:

Your presence and especially your interest in helping us, I see as one more great present from God. I am still feeling the impact of this huge blessing, but although I am sure that sooner or later the answer to our efforts will arrive, I keep wondering in what shape, how and who is going to bring it. When it arrives, the happiness is such that it takes a little while to believe it.

Knowledge through training is the most important tool, which will ensure a great future for us. It will always be what sets us apart and keeps us on the market and in the interest of investors, in addition to ensuring our credibility in the community where we are installed, in the working community, in the city of Porto Alegre, and I will go even further, in Brazil! I thank God for having used Mirian [Miriam Muler, from the Porto Alegre Unit] to put you on our path. Welcome! See how our institution is growing at www.cejak.org.br, www.vovobelinha.blogspot.com, www.juscombomjesus.blogspot.com

Warm regards, Marli Medeiros – president

The James Kulisz Cultural Center (CEJAK) has worked with the Vila Pinto community in the city of Porto Alegre/RS for the past six years, serving 360 people creating income and 40 children through its Socio-Educational Service (SASE), before and after school. Its mission is to be a tool for carrying out activities in the areas of culture, education, sports, leisure and professional development, in this way encouraging the education of local protagonists for that community's social, cultural and economic development.

IT strengthening Communities



In August of 2010, the Rio Grande do Sul Secretary of Justice and Social Development sent the **Integrated Social Development Network** (RIDS) project to the State Social Assistance Board (CEAS) where it was approved. The funding came through the participation of the Gerdau Corporation, through the Solidarity Act.

At the foundation of the RIDS Project is the **Complete View of Volunteer Work** (VIV) tool, which was developed by the NGO Volunteer Partners with the technological support of **Microsoft Educação**, which granted licenses to use its programs to build the web portal.

The purpose of the **RIDS** Project is to make a free access portal on the Internet available to CSOs, with four choices of services:

1. Provide visibility to organizations and the formation of collaborative networks;
2. Supply process management tools;
3. Develop leadership through Distance Learning (EAD);
4. Supply volunteer management tools.

Beginning in September of 2010, the Project will be developed in 12 months, directly benefiting 500 social organizations and the management of the Volunteer Partners Network in many cities across the state. Each social organization will have at its disposition, in addition to management tools, a website that will assist in promoting its information in a transparent way, and will also display its needs so that society can support it in many ways.

SUPPORT

Microsoft | Educação



VOLUNTEER BUSINESSES

All businesses, no matter what their size, location or product, when they make strategic decisions as to how to practice their insertion in social projects of their community, find their own way of doing it

Their partnership with social projects can occur, for example, through making their employees' time available for volunteering, lending their management experience, or donating their product, making financial donations, or even making a social organization's social project part of their client portfolio.

For example, the Dinamize company chose the latter form when it decided to become a partner of the NGO Volunteer Partners.

Dinamize is a technology company. And Volunteer Partners, as a mobilizing and articulating organization, needs to maintain contact with communities and society. Therefore it was the perfect partnership! Technology is increasingly working in favor of direct communication with users. By making a tool for sending large quantities of marketing email messages available, Dinamize made itself voluntarily responsible for all contacts made with the Volunteer Partners mailing list: that means thousands of monthly contacts. In practice, the world of digital innovation has created the possibility of sharing, interacting and actively participating, both for companies like Dinamize and for any person in their relations. We always need to remember that our actions and words

inspire and influence people towards the practice of solidarity. It is the culture of generating generosity. And the big business of the twenty-first century is how to transform people into brand advocates. Dinamize has already begun!

In order to stimulate the relationship between businesses and entities in the social-assistance network, the Business Volunteer Advisory Program seeks to help businesses see themselves as agents to stimulate their employees towards the practice of Individual Social Responsibility (ISR), as well as the importance of their participation in community social projects, since this strategy adds value to the brand, according to Philip Kotler, in the book Marketing 3.0.

The introduction of an Internal Volunteering Committee is also a great instrument for promoting and organizing the actions. The committee is made up of a group of people with a multi-sector profile and identified with social causes that, upon receiving conceptual and methodological training, operationalize the program at the company, focused on attending to the community's social demands, chosen by the employees themselves.

The citizen-business takes on its own share of social responsibility, in so far as it includes questions regarding the environment, social activities, ethics, transparency, citizenship and employee development in its strategic planning. Profit begins to be the consequence of doing things well, in other words, new profit logic comes into being. The true citizen-business is competitive without being corporate.

Development	2006	2007	2008	2009	2010
Engaged Businesses	1,661	2,031	2,323	2,423	2,473



Rua da Praia shopping mall has made one of its stores available for organizations to advertise their causes, in this way selling their products, strengthening the entities' sustainability

Good examples

One good example is the partnership between the Instituto Espírita Dias da Cruz shelter and the business Smaltec Assessoria e Serviços em Software, which voluntarily developed a computer search solution for the organization's data. "the system turned out great and is being used every day in the triage of users for our night shelter," said Paulo Valladão Sperb, the institute's administrative manager. *"Once again, I would like to express my immense satisfaction in seeing two young entrepreneurs dedicate themselves with such tenacity to the cause of the less favored. It has renewed my confidence in the better world we are working to build."*

The two members of Smaltec sought out Volunteer Partners to see how they might contribute, offering their HR, time and technical knowledge. On the shelter's wish list was the development of software to control arrivals and departures of night shelter users. For an institution that survives on donations alone, investing from their own funding on this type of modernization would have been impossible. Smaltec is made up of young people with entrepreuneuring spirits, full of solidarity, who have already set out to face their next challenge with the Centro de Reabilitação São João Batista.



Rosana da Silva e Relsi Maron, from Smaltec, developed the system...



...that Abrigo Dias da Cruz uses to register and control the 100 people who use their shelter every day.

Partnership with Praia de Belas Shopping Mall

The Rio Grande do Sul Association for the Blind (ACERGS) displays its work at the Social Responsibility stand of Praia de Belas shopping mall.

Volunteer women from the Grupo Luz (Light Group), create a wide variety of work: knit baby clothing, refrigerator decorations, jewelry, door draft blockers, poufs made with PET bottle plastic, Christmas decorations and much more.

The sales of these crafts contributes to the sustainability of ACERGS, which serves approximately two thousand visually disabled persons across the state, including children, adults and the elderly, offering classes in Braille, computer training and the fundamentals of orientation and mobility. Also at ACERGS, work is carried out that includes sports, recordings of court proceedings, social services and psychological support.



Youth volunteering is **serious business!**

Brazil has approximately 19.7 million volunteers and six million of them are young people.

*Approximately 80,000 are in the state of Rio Grande do Sul,
engaged in the **Tribes on Track towards Citizenship** action.*

Among the methods developed by the NGO Volunteer Partners, is the Youth Volunteer Advisory Program, which is done in schools, involving primary and secondary students from public and private schools in the creation of groups of solidarity and volunteer work, called Tribes. Each Tribe chooses a "Track" to do their work in – Environment, Culture, or Education towards Peace – and performs, over the course of the year, at least four actions in their community.

Rio Grande do Sul is the Brazilian state with the largest number of youth volunteers and is an expression of the thought of Rosemari Garda, Secretary of Education of Nova Prata/RS, 180 km away from Porto Alegre on the banks of the Taquari River, who challenges those who complain about young people's lack of interest in the world: "oftentimes, they aren't given the opportunity. The moment they are heard and called on to share their opinion and collaborate, we can rely on them for anything." In Nova Prata, almost 100% of the schools have joined the Tribes action. Secretary of Education Rosemari says she feels gratified: "It's fantastic being able to count on the Tribes methodology in the schools and in the community. It is the community that comes out on top!"

Actions in alignment with the assistencial needs of the youth community

The action Tribes on Track towards Citizenship answers the directives of LOAS and the Children and Adolescents Statute (ECA), contributing to the security that both legal instruments offer their beneficiaries, by way of the services of Basic Social Protection and also the National Program for Family and Community Coexistence.



Graffiti underlines the action of art and citizenship

REALIZATION

Parceiros
Voluntários

RS Teaching
Institutions

SPONSOR



GERDAU

REFAP
Alberto Pasqualini - Refap S/A

The services of coexistence and strengthening of ties are carried out with groups, in accordance with the moment of their life, also strengthening the social work with their families and preventing the occurrence of situations of social risk. They seek to expand cultural sharing and experiences, developing feelings of belonging and identity, strengthening family ties and encouraging socialization and community coexistence. In this way, the services of the NGO Volunteer Partners are also regulated, which, acting together with the school network and other entities from the social assistance network, contribute to consolidating government policies concerned with young people and adolescents.

The action Tribes on Track towards Citizenship has a preventive and pro-active character, oriented towards the defense and affirmation of the rights and development of capacities and potentialities, aiming towards the achievement of emancipatory alternatives in the face of social vulnerability. In this aspect, it also answers Chapter IV of the ECA, in Art. 59, which promotes offerings of cultural, sports and leisure programs, concerned with childhood and adolescence.

Developing Young Tribespeople

The training program Developing Young Tribespeople, part of the work done by the Tribes action, aims to train young people in volunteering, entrepreneurship, leadership and planning, creating spaces for reflecting on and developing their skills and competencies. Thus, the NGO Volunteer Partners encourages their activities in Tribes on Track towards Citizenship, expanding their comprehension of how to become involved in the causes of their community.



Prof. Graziela believes in the transformative power of volunteer work

Childhood dream: it is possible to change the world

There is a time in our lives when we all believe we can change the world. This usually happens when we are young, full of ideas, overflowing with energy and excited to know more. Time takes its toll, convincing us that it's all utopia, a childhood dream... Right? Wrong! As a teacher and coordinator of my school's volunteer program, I say this with great confidence.

Nowadays there are many young people who believe in these ideas and have found in volunteer work the possibility of not only dreaming of a better world, but of making one.

Youth volunteering is a form of multiplying and, especially, strengthening an attitude that awakens the best human being in every one of us. It is an idea that ceases to be just an idea, becoming real, allowing the young person to be more than just hopeful, becoming an agent of social transformation that multiplies.

These young people are not doing "charity," they are doing much more, making their time and talent available, developing systematic activities in nursery schools, retirement homes and hospitals, in search of a dream that is no longer just a dream. The Youth Volunteer Program makes it possible for young people to "make it happen." The program offers young people training workshops that make it possible for them to do skilled volunteer work.

In 2003, the NGO Volunteer Partners launched the action "Tribes on Track towards Citizenship" that encourages young people to develop social actions in the areas of Education for Peace, Culture and the Environment. The statements from the young people who participated in the action all converge on the same point: they are the ones who most benefit from volunteer work. Volunteering becomes a watershed moment in their lives, since it leads to changes in attitudes and values.

By doing volunteer work, the young person has the opportunity to experience serious social problems, becoming familiar with a reality very different from their own and place into practice the lessons of citizenship and social responsibility they learn in the classroom.

In this way, the young person becomes more responsible, willing to help, aware of society's problems, committed to the positive transformation of their community and, certainly, becomes certain that their dream has come true: it is possible to change the world!

Graziela E. Loureiro dos Santos is an educator at São Judas Tadeu School and a professor at São Judas Tadeu College of Education in Porto Alegre/RS. Graziela has also coordinated the Volunteer Partners Unit in the institution for the last 10 years.

ADVISORY PROGRAMS

TRIBAL FORUMS

We aren't going to struggle for the new world we aspire to have, we're going to build it together!

At the Regional Forums, the Tribespeople show who they are and share results and knowledge, but they also celebrate together. The objective of the regional gatherings is to bring the groups closer to other young people who are making the social transformation sought by all happen.

Travelling the state of Rio Grande do Sul to see the Forums is

a learning experience regarding the differences and social demands of each region and an even greater lesson on the abilities of young people in believing and wanting to participate. The Forums are part of the methodology and it is the time for young people to present the results of their actions to the larger group..

The Taquari and Rio Prado valleys gathered more than 300 tribespeople

Held in Venâncio Aires/RS, in October, the forum gathered more than 300 young people. In addition to this city, Santa Cruz do Sul, Lajeado and Teutônia also took part.

In the opinion of Celi Lucia Dillenburg, the local coordinator, the meeting's high point was the presentation of the work being done by each Tribe. This opinion is shared by Gisele Francine Silveira, 17, from Alfredo José Kliemann State School, Santa Cruz do Sul. The Tribe, which has participated in the action for five years, shared their experience making armchairs with PET plastic bottles.

A member of the Tribe at Gaspar Silveira Martins School, Bárbara Fengler, 15, recalled the work done with the elderly at Lar Novo Horizonte nursing home and the creation of a toy library for a teaching institution in Linha Arroio Grande/RS. The magician Lui was the event's master of ceremonies, which also had a park with inflatable toys and storytelling by Geison Aquino, from SESC/RS's department of culture; with the dance group Panteras, from the dance troupe from Santa Cruz do Sul University (UNISC) and recycling workshops and face painting.



Recycling workshop attracted young people's attention

Theater, dance and volunteer actions at the Serra Forum

The city of São Marcos/RS celebrated, together with Antônio Prado/RS, another year of work by the Tribes in the two cities. The young tribespeople presented dance numbers, theater pieces and performed music. "The 2010 Forum was a unique moment that afforded learning experiences, awareness raising, emotions and great joy for everyone present," said an ecstatic Maria Lúcia M. Oliveira, coordinator of the tribe in the city of Antônio Prado/RS.



Extremely gratifying moments of self inclusion

Hip Hop is an ingredient of the tribe energy in the northwestern region

Panambi/RS was chosen as the host of the Regional Tribe Forum, which gathers 200 tribespeople from the cities of Ijuí, Marau, Frederico Westphalen, Santa Rosa, Condor, Passo Fundo and Quinze de Novembro. The event was marked by artistic and theatrical presentations and by soap making and papier mâché workshops, face painting, bocce ball, a Hip Hop workshop, stretching exercises and debates on drugs, with the presentation of the video “Te Liga na Vida” (Wake up to Life).

“November 11 was a lively and welcoming day. The objectives of celebrating and sharing knowledge were achieved,” stated the proud coordinator of the Panambi group, Emanoeli Paraginski Follmer.



Outstanding workshops and artistic presentations

Music and volunteers actions provide the tone for tribe's work in the Metropolitan Region

Porto Alegre/RS hosted the Metropolitan and Coastal Regions Forum, which was held at the headquarters of Anchieta School. More than 500 young people gathered to share their experiences, explaining the volunteer actions they developed in their communities during the year. Among the artistic presentations was the participation of the band ZeroDoze, which closed the day's activities and was a huge success with the crowd. It was time to REMEMBER – THANK – CELEBRATE!

In the opinion of Maria Angélica Machado, teacher at Dom Diogo de Souza Primary School, Viamão/RS, the themes chosen for this year's actions - sexual abuse, violence and teenage pregnancy - are recurring at the Condomínio Valença, where the school is located. “These young people are multipliers of a new culture that should be established. They alert and tell their classmates and friends about these subjects and what we see is that they acquire confidence from the other students.”



Flag parade marked the opening of the Metropolitan Region Forum

Sinos River Valley says yes to positive attitudes

Confirmed partnership in the actions of the Volunteer Partners in the Sinos River Valley Region, UNISINOS (Sinos River Valley University) once again supported the Regional Tribal Forum by letting it use Padre Werner Amphitheater, which hosted more than 450 young people from the cities of Sapucaia do Sul, Canoas, Portão, Esteio and São Leopoldo to share the results from the actions carried out and watch performances by the Txai Tribe, young vocalist Ariane Wink and the Youth Orchestra of the Instituto Rio Branco, whose members gave a show of their own.



Crowded theater for the meeting, which counted on the participation of the Youth Orchestra of the Instituto Rio Branco, São Leopoldo/RS



Calisthenics to integrate young people of the Sinos River Valley

At the opening of the event, the president of the São Leopoldo Trade, Industrial and Services Association/RS, Luiz Francisco Calgaroto warned the young people about the danger of the presence of drugs: "Always say yes to positive attitudes like the ones we're seeing here today and no to drugs." The anti-drug theme is present in many of the actions developed by the young tribespeople over the course of the year.

Recycling becomes fashionable among tribespeople in southern RS

Held in the gymnasium of Urbano das Chagas School, in the city of Dom Pedrito, the Tribal Forum for the Southern Region highlighted the importance of the actions concerned with the environment, carried out over the course of the year by the tribes in the cities of Bagé, Pelotas, Pedro Osório, Rio Grande and Dom Pedrito.

One of the afternoon's high points, in addition to the artistic presentations and sharing of actions, was the fashion parade of clothing made with recycled products, organized by the tribe Ação Cidadão (Citizen Action), in the city of Dom Pedrito/RS.



A fashion parade of clothing made with recycled products

Strong rain did not hinder forum in Gramado



Excitement with theatrical performance

Despite the strong rain that punished the Região das Hortênsias (Hydrangea Flower Region) that afternoon, the young tribespeople from six cities of the region, Ivoti, Taquara, Canela, Nova Petrópolis, Rolante and Gramado were present to share their experiences and celebrate the actions carried out. This forum was characterized by the presence of babies – beneficiaries of social initiatives – who receive from children, adolescents and young people actions that

include everything from fundraising campaigns to weekly presence at organizations of the social assistance network that provide shelter for them.

The play “The Three Pigs,” presented by young people aged 15-17, enthralled the young tribespeople, demonstrating the wide range of ages included by the tribes of the region and the level of interaction between them.



Young tribespeople pay tribute to mothers and babies



Education for **Educators**

"Educators participate in a big way in young people's choices."

This statement by educator Denise Moraes confirms the reason for being of the Educator Training towards Social Participation and Youth Mobilization course



Training methodology is made up of shared studies and experiences

Schools influence their choices, they are fundamental in the education of young people as mobilizing agents and articulators in the integration of school and community, based on Individual Social Responsibility. "The course allows educators to reflect on and rethink their teaching practices, through the commitment of young people to society," added Denise, who took part in the training program in Sapiranga/RS.

Like her, 405 educators had the opportunity to share their experiences, in 21 cities across Rio Grande do Sul, making up 21 classes, in which 70% of the participants were certified. Times that, in the opinion of Natália Aparecida Stchlhofer, from Panambi/RS, were "creative and dynamic, and reinforced our idea that we can change the world, all you need is to believe and participate." For her part, Alessandra de Souza Giacomini, from Santa Maria/RS, pointed out the course's methodology, which helped her "to find more dynamic ways of transmitting the importance of values like respect, solidarity and dignity to young people." While Marcelo Peixoto Marques, an educator from Santa Maria, valorizes the initiative that "answers the needs of teachers in the contemporary educational setting. We were given the opportunity to engage in debate, exchange ideas, knowledge, in addition to discussing possible projects and actions."

In order to meet the needs cited by Marcelo, training worked on content like Human Potential Development; Educational Setting – Mission of Education, Youths; Solidarity and Volunteer Participation and Proposal and Educational Strategies towards Youth Mobilization, in forty in-class and twenty distance-based hours.

The verb is **collectivize**

*Supposes the existence of social mobilization – which means **calling upon people's desire** to act towards a **common purpose**, under **an interpretation and meaning** that are also **shared***

The Volunteer Partners **Network** grew in 2010, arriving in 82 cities, where 60% of the state's population, estimated at more than 10 million people, is centralized.

The NGO Volunteer Partners adopted the strategy of working with and stimulating networks, since it believes that, beyond articulation, it is necessary for participatory models to be adopted in a sustainable way by communities. Taking part in a mobilization experience results in gains for the community. Taking part in a network contributes to local development in a wide variety of contexts. This is one of our **beliefs**, which says that the practice of the **Principle of Subsidiarity** is indispensable to the autonomy of communities and their development.

The systemic comprehension of life makes it clear that change will be absolutely necessary, not only for the well-being of companies and governments, but for the survival and sustainability of the human race as a whole.

Fritjof Capra

Current times are calling on us to form alliances, partnerships. They point insistently towards the obligation of union between the three sectors: government, businesses and civil society, in order to form a solid chain envisioning the processing of transformations that are urgently necessary to the common good. It is through the synergy of efforts between the three sectors that solu-

tions for the complex challenges we are facing at the beginning of the century will be found.

When people, businesses, governments and communities feel the strength of the network, then there will be **moving results**. To this end, the **purpose** should be expressed in an attractive way and with inviting imagery that synthesizes, in an attractive and valid way, the grand objectives that they seek to achieve; which

expresses the meaning and purpose of the mobilization for the network; which touches people's emotions and awakens their passion. Reason controls. Passion sets into motion.

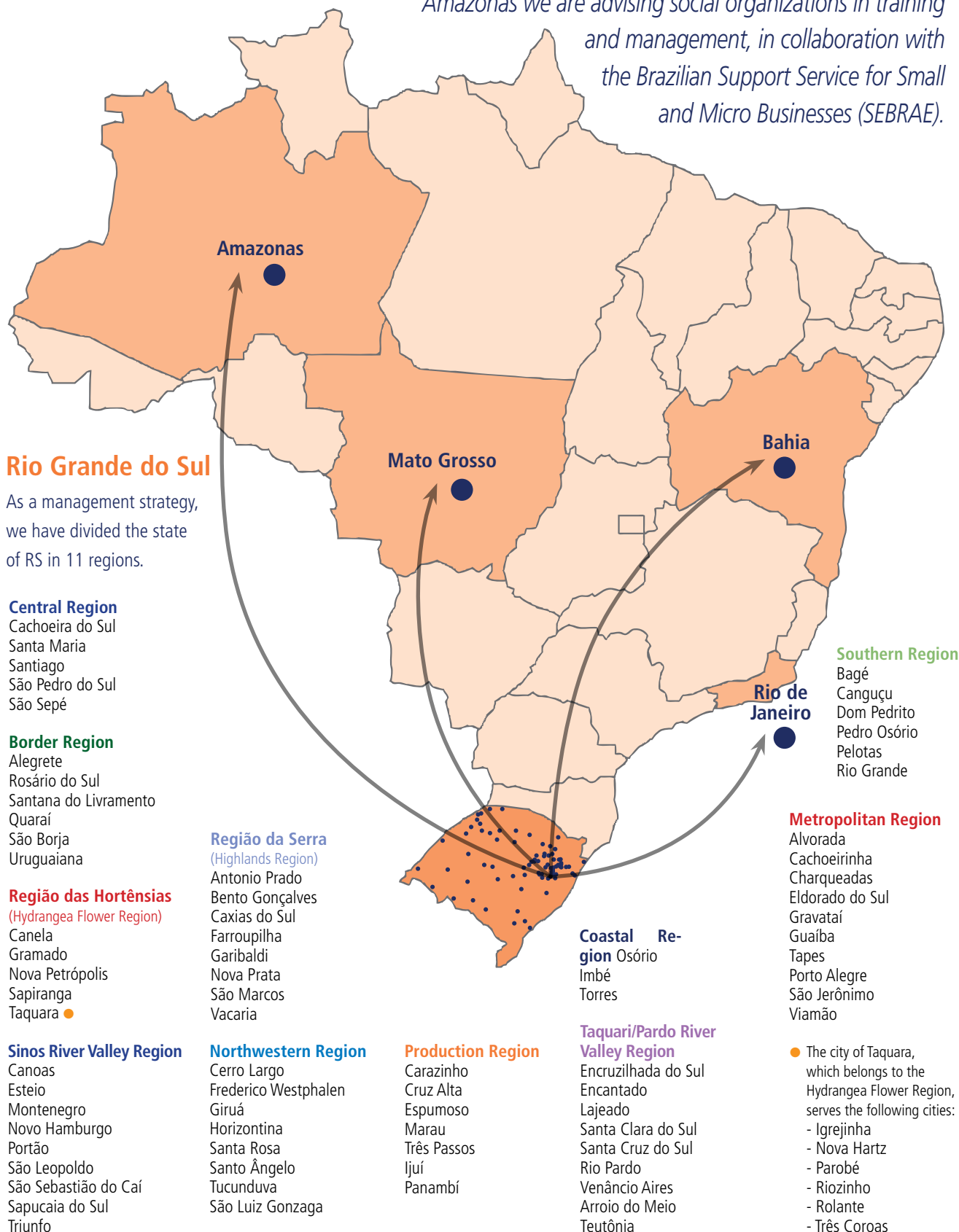
Our **thanks** to everyone who is part of the **Volunteer Partners Network**, especially local leaders from the 82 cities for their commitment to the volunteer cause, for their individual and business social responsibility and for their commitment to promoting, in their cities, the attitude of economic, social and environmental development; for their commitment in taking volunteer human resources support and management advising to the CSOs; for providing support in actions carrying out the Directives and Foundations for Education Legislation to public and private schools. In short, we are thankful for their commitment to full local development.



Leadership Meeting, Sapucaia do Sul/RS

WHERE WE ARE

In the states of Mato Grosso, Bahia, Rio de Janeiro and Amazonas we are advising social organizations in training and management, in collaboration with the Brazilian Support Service for Small and Micro Businesses (SEBRAE).



COORDENATORSHIP STATE GATHERINGS



A moment for learning and celebration

REGIONAL LAEDERSHIP GATHERINGS

Under the guidance of Vice-President (Volunteer) Hermes Gazzola, the process of Regional Leadership Gatherings was reviewed. They now have a new objective, that of strengthening their relationship in NETWORK, between the regional leaders, committing them to the sustainability of the Volunteer Partners Units, aiming towards an expansion of the Volunteer and Advising Movement in the state of Rio Grande do Sul.

Challenges observed, to be worked on in each region	
Metropolitan Region	Southern Region
<ul style="list-style-type: none"> ● Increase visibility, actions and volunteering; ● More management with results; ● Systematic gatherings of the region's coordinators; ● Reactivate the region's inactive units by a group effort; ● Expand the network in the region. 	<ul style="list-style-type: none"> ● Systematic meetings to share experiences; ● Foundation strengthening; ● Regional growth; ● Participation of the coordinators in the meetings of the executive board of the ACIs.
Sinos River Valley Region	Região da Serra (Highlands Region)
<ul style="list-style-type: none"> ● Form a regional committee consisting of leaders and volunteers to raise awareness in the cities; ● The goal of this committee – reactivate currently inactive units in the region; ● Regional growth. 	<ul style="list-style-type: none"> ● Roll out the 4 Programs at all units; ● Reactivate inactive units; ● Map poverty in the region – survey the social vulnerability of 3 cities (to be defined in order to expand the network).

These twice yearly state gatherings make it possible to deepen concepts and circulate experiences and their results in the NETWORK. They are a time of learning for everyone involved.

At the April 27-28 meeting, the agenda, among other matters, spoke of the city and regional stages of the Volunteer Partners Award, which deals with choosing the initiatives and social projects to be recognized in May of 2011.

On October 27-28, the meeting promoted reflection upon the organization's purposes. The institutional model was presented again and the indicators, the results of the trainings and examples of the transformation brought about by social mobilization in the communities were reaffirmed.



Meeting in Caxias do Sul/RS



Meeting in Sapucaia do Sul/RS

Personnel and Organizational Development

Educate human beings for the present, for any present, beings which any other human being trust and respect, beings capable of thinking and doing everything necessary as a responsible act based on their social awareness.

Humberto Maturana

By sharing this thought, the mission of the NGO Volunteer Partners to Educate is understood as having a greater objective, which seeks to promote technical, human and conceptual development of people and organizations. During the past thirteen years, it has strengthened its work in social practices and technology, **systematically potentializing social causes, free of charge**, through entities of the social assistance network. The systematization of social technology finally results in the internal public and users of social projects benefiting from their needs being better served.

Actively transforming knowledge and experiences into social technology

Faced with the challenge of expanding its national participation, both through presence based actions and through the online Internet network, it is necessary to have a well ordered set of wisdom, knowledge, information, expressions of values and guiding principles, and working and communication methods and techniques.

Raising Awareness about the Practice of Organized Volunteer Work: Mobilizing people to practice their individual social responsibility (ISR).

Development of Youth Leadership: Help young people see themselves as transformative and motivating agents, sharing their experiences with other youth leaders.

Youth Mobilization and Volunteer Practices: Offering young people the opportunity of a space to have experiences and act in their social context through volunteer work and entrepreneurship.

Training Educators in Solidarity Social Participation and Youth Mobilization: promoting and qualifying educators, envisioning the education of young people facing every day challenges and towards school/community integration based on a vision of ISR.

Training of In-Company Volunteer Committees: Contribute to the training of In-Company Committees based on the concepts of business social responsibility (BSR) and organized volunteering.

Training of Volunteer Coordinators in Civil Society Organizations: Advise representatives of civil society organizations on accepting and maximizing the contributions of volunteer human resources that society makes available.

Development of Third Sector Leadership: Advise managers of Civil Society Organizations on management models, project elaboration, results based actions, aiming towards their organization's transparency and sustainable management.

Educating for Transparency: Train and advise civil society organizations to introduce principles of transparency and submission of accounts.

Principles of sustainable social management: Provide advising to strengthen the management of civil society organizations, aiming towards their sustainability and greater effectiveness in serving the target public of their social assistance policy.

Social Partnership Network

The three sectors working together

“Public life” is more than just governmental action; it also includes citizen activities, since it is based on a democratic principle. Not only the government that has a public function, citizens and businesses do as well. And it is important for us to be fully aware of this fact and take responsibility for it.

An example of how this integration and responsibility takes place is the Social Partnership Network. “The Social Partnership Network is an initiative of the Rio Grande do Sul Secretary of Justice and Social Development, which optimizes the use of the Solidarity Act through networking, integrating the government, businesses and third sector. With this partnership, we have succeeded in creating real and productive interaction

between the three sectors, expanding the field of opportunities and improvement for the entire society,” explained coordinator Daltro Garcia.

The model is based on a web of volunteer relations: companies finance projects, chosen by a bid notice. The entities, called Anchors, assume commitments and responsibilities to the chosen projects. The Project Evaluation Committee authorizes the financing and makes training available. With this guidance, the financial resources are maximized. Volunteer Partners is a member of this network, through carrying out management and advising trainings for organizations in the social assistance network (Course: Principles of Responsible Social Management).

	2008	2009	2010
CSO	183	66	98
Participants	370	216	113
Groups	19	9	7



The advising provided for entities aims towards improving the service they provide their beneficiaries and users

Educating for Transparency

*The project entitled **Development of Principles of Transparency and Submission of Accounts for Civil Society Organizations**, held in partnership with BID/FUMIN (Inter-American Investment Bank/Multilateral Investment Fund), and sponsored by Petrobras, will continue inspiring statements like this one from Sara Rosa, from the NGO Partners for Hope, in the city of Venâncio Aires/RS: "It revitalized our institution's entire management process"*

In 2010, the course entitled Principles of Responsible Social Management taught **2 groups**, in **2 cities**, for a total of **200 hours** of training, adding up to **45 organizations**, with a **72% certification** rate. An opportunity for "deeply reflecting on the practice of our institutional management, triggering processes of evaluation, development and the implementation of corrective actions," evaluated Davi Jonatas, director of the Center for Promotion of Childhood and Adolescence, located in Vila Restinga, on the outskirts of Porto Alegre/RS, one of the **148 participants**.

Flávia Francisco Cardoso, of Cachoeirinha/RS, believes the training strengthened her institution: "we consider it to be a milestone in our development and internal organization, motivating a unique look at our identity and a path to strengthen it."

This project is voluntarily supported by a collaborative network, made up of the Advisory Board and the Technical Committee. These are professionals who bring their knowledge and wisdom, to voluntarily advise managers of civil society organizations, participants of the Educating for Transparency training.

Advisory Board: CEAS (State Social Assistance Board) – Iari de Menezes Vasconcelos; CFC (Federal Accounting Board) – Maria Clara Cavalcante Bugarim and Rogério Costa Rokembach; Consultant – Eduardo Szazi; CRA/RS – (RS Regional Administration Board) – Ruy Pedro Baratz Ribeiro; General Electric Foundation – Josie Jardim; Gerdau S.A – Geraldo Toffanello; GIFE (Institute, Foundation and Business Group) – Fernando Rossetti; IBGC (Brazilian Corporate Governance Institute) – Heloisa Bedicks and João Verner Juenemann; MDS (Ministry of Social Development – Secretary of Institutional Articulation and Partnerships) – João Claudio Basso Pompeu; MPE (State Public Ministry) – Luis Alberto Bortolacci Geyer; OAB/RS (Rio Grande do Sul Bar Association) – Silvia Saucedo; NGO Volunteer Partners – Daniel Santoro; PETROBRAS – Janice Dias and Gabriela Carneiro Peixinho; SEBRAE Nacional – Etel Tomaz and Adma Farid Nassif; SJDS/RS (Rio Grande do Sul Secretary of Justice and Social Development) – Fernando Schüller; Unisinos (University of the Sinos River Valley) – Nestor Pilz.

Technical Committee: Casa do Menino Jesus de Praga – Alberto Oliveira Annes; Consultant – Homero Santos; CRC/RS (RS Regional Accounting Board) – Lúcia Faleiro Carvalho and Pedro Gabriel Kenne da Silva; FMSS (Maurício Sirotsky Sobrinho Foundation) – Alceu Nascimento; GIFE Institute, Foundation and Business Group) – André Degenszajn and Renato Benine; IBGC/RS (Brazilian Corporate Governance Institute – Southern Chapter) – Luis Gustavo Schmitz; Vonpar Institute – Léo Voigt; MPE (State Public Ministry) – Telmo Tadeu Sant'anna Bitello; RS Internal Revenue Service – Marcos Vinicius Giacomelli; NGO Volunteer Partners – Staff

REALIZATION



SPONSOR



FEDERAL UNIVERSITY EVALUATES COURSE

The 2010 Partial Report on the Course Educating for Transparency presented the results of the external evaluation of the Development of Principles of Transparency and Submission of Accounts for Civil Society Organizations

The report was created by professors of the Graduate Program in Business Administration (PPGA) of the Federal University of Rio Grande do Sul (UFRGS): Dr. Rosinha Machado Carrion (Coordinator) and Dr. Pedro de Almeida Costa; with the collaboration of Claire Gomes dos Santos and Julia Lorenzetti, doctoral and master's degree students at UFRGS/PPGA, respectively. The inclusion of graduate students in putting together the referred to team aims towards contributing to raising awareness regarding the reality of the third sector, as well as towards development of the competencies of young people in the educational process in a graduate program, evaluated by Capes (Brazilian Federal Agency for Support and Evaluation of Higher Education), of the Ministry of National Education, as of maximum excellence (grade 7).

The objective of the report, according to the term of commitment between UFRGS and the NGO Volunteer Partners, is to offer to the Executing Institution, the financing agent and to the group of other stakeholders, an analysis/evaluation of the set of activities carried out in the realm of the referred to project in the period from May to December, 2010, as well as present suggestions that might contribute to their improvement. To this end, it was focused on three points: evaluation of the project's effectiveness (ii) evaluation of the Executing NGO's capacity to implement it, and (iii) suggestions for improvements. As the evaluating professors from UFRGS put it, the "project has a significant social reach, in so far as it proposes the incorporation of accountability as a CSO management principle."

During the 2010 accounting period, an economic scenario was consolidated in which Brazil was no longer a priority for traditional sources of international financing of the third sector, and the government came to invest strongly in programs that aim to minimize the perverse effects of the country's chronically poor income distribution. In this context, the use of a tool that aims to bring

transparency to actions of a social character is opportune and contributes in a significant way to the qualification of resources with social aims. Ensuring transparency is a condition for continuing to capture resources in the future.

Beyond that, as in any process of introducing a new management tool, the action of training and monitoring of the CSOs proposed by the project encourages rethinking the current management practices, since the principles of accountability are transversal to all ordinary and extraordinary procedures of organizations and management, forcing managers to take a new look at their practices and promote improvements.

The use of a tool that aims to bring transparency to actions of a social character is opportune and contributes, in a significant way, towards the qualification of resources with social aims. Ensuring transparency is a condition for continuing to capture resources in the future

During the edition of the course in 2010, the responsible agencies proposed alterations to the legal requirements for obtaining certifications for social assistance institutions and organizations, impacting the dynamics of the third sector in Brazil. Brazil's economic growth in 2010, despite the world economic crisis of 2008 and 2009, itself makes the large international financiers turn their attention to other areas of the planet, which makes capturing international funding more difficult for

Brazilian CSOs, thereby challenging them to improve their management processes to meet the increasing demands of this type of financing agent.

The project consists of a significant challenge to the management of the CSOs, since it causes them to overcome administrative/managerial limits that are often historical. It does not consist of an insurmountable reality, on the contrary: the objective of the project is to guide the CSOs towards meeting the challenge, but for this to happen there are pre-conditions that need to be ensured, especially mastery and application of basic management tools. That implies the existence of a culture or rationality of management that is not always found in CSOs.

TRAINING

MANAGEMENT TOWARDS SUSTAINABILITY, ENTREPRENEURSHIP AND COLLABORATIVE NETWORKS

The Brazilian Support Service for Small and Micro Businesses (SEBRAE) is the biggest partner in this training developed over the course of 2009 and 2010, planned to meet the needs for training of third sector entities. The partnership with SEBRAE made it possible to systematically take this knowledge to five other states

Managers and technicians of CSOs from the social assistance network received the free training, which included 72 in-class hours and practical workshops to apply what they have learned. From within the educational philosophy of Volunteer Partners, this proposal combines technical and social content, with the transmission of values of ethics and transparency, towards the

strengthening of the communities' social capital. Thus, it stimulates entrepreneurship and professionalized management of the CSOs, sharing experiences and socially viable and sustainable solutions in networks.

In Brazil

One of the premises of the project is the transference of methodology to four Brazilian states besides Rio Grande do Sul: Amazonas, Bahia, Rio de Janeiro and Mato Grosso, through selected consultants of the Brazilian Support Service for Small and Micro Businesses (SEBRAE), whose role is to multiply the trainings in their home states. 2010 ended with the states of Amazonas, Bahia and Rio de Janeiro trained and having gained great experience in forming networks of cooperation. The training of the multipliers in Cuiabá should be completed by March, 2011.



Training moments in Osório/RS, Cuiabá/MT, Manaus/AM and Rio de Janeiro/RJ

REALIZATION

Parceiros
Voluntários

SEBRAE
Serviço Brasileiro de Apoio às
Micro e Pequenas Empresas

VOLUNTEER PARTNERS AWARD

How much is reducing youth criminal recurrence rates to zero in a city of 40,000 inhabitants worth? How much is getting thirty children off the streets and offering them a media workshop worth? How much is preventing 500 liters of cooking oil from being released into nature worth?

Real examples like these prove the great transformation possible when the whole society becomes involved with a shared objective and meaning. These are the actions and attitudes that the **Volunteer Partners Awards** chooses and shares with the entire country and world, through the Internet, as a way of showing examples to be followed.

In the 2009 edition, all of the media publications, in a conscious demonstration of networking in favor of the common good, voluntarily created videos about the history of each project that was honored. Our **special thanks** to the **Band TV/ RS, RBSTV, Record RS, Pampa, SBT/RS and TVE/RS networks**.

In 2011, on the evening of May 23, at Bourbon Country Theater, we want to lend visibility to these positive actions, valorize them and provide encouragement so they can continue happening and become contagious to all those that learn about them. And that this contagion benefits everyone.



The image of emotion-filled volunteers, managers and partners that make up the network of “people who make things happen” in the social project and who receive the trophy is still imprinted on our retinas and in our hearts. The cold of the night of May 2009 contrasted with the human warmth inside the theater.

Maria Elena Pereira Johannpeter

More than 1,200 people cheered for the award winners



STOP & THINK INTERNACIONAL SEMINAR



*Always held during even years, the **International Stop & Think Seminar** is organized by the NGO Volunteer Partners and the United States Consulate in São Paulo, with the objective of **provoking thought regarding human development in the twenty-first century**, through interdisciplinary and multicultural approaches*

In 2010, the seminar's positioning was **"The Future of Human Beings is to be Present"**. Being humanly present as a form of social engagement; present in the bosom of your family, among your peers, friends and neighbors. Humanly present before the institutions one is related to and, in this sense, everyone is a *caretaker and an educator*. For Volunteer Partners, **being present** means being complete and self-aware of one's practices and values. Being present means not abdicating from any role or place, even if it appears to be just a small contribution. By example or anti-example, we are all interfering in the reality that is right here.

This dialectic and systemic movement provokes questions: is it possible to seek out repositioning in terms the creation of better education for the twenty-first century? What is the role of education and training in building a society that shows greater solidarity? What legacy do we want to leave behind?

In order to contribute to these thoughts, during this year's edition great national and international thinkers were present in May of this year: Anna Stetsenko, of City University of New York (CUNY), who called attention to a relational view of the world, with the theme "Education: a Project towards Expansion of the Subject in Transformation"; French anthropologist Noemi Paymal spoke on "Pedagogy 3000 TM," which proposes a break in the cognitive paradigm for global learning; besides professor Dr. Bernd Fichtner, of the University of Siegen (Germany), who coordinated the work.

The morning period brought two other national conferences: "The Roots of Violence" with Osmar Terra, MD, master in neuroscience; "Resignifying Values, Awakening the Human in the Human: Weaving the Web of Life," with professor and researcher Maria Dolores Fortes Alves, who emphasized education's political aspect



Evaluation of the theme approached: 92% approved



Panel: Young People Who Make Things Happen!

The Historical Records of the Seminar
are available on the Organization's website:

http://www.parceirosvoluntarios.org.br/pare_pense_2010/

and, citing Paulo Freire, questioned the intentionality of current education in the development of individuals.

The seminar also brought educators and young people from the Tribes on Track towards Citizenship action, in the panel "Young People Who Make Things Happen." Samanta, a young 18-year-old woman, spoke of the joy of having lived half her life sharing the volunteer experience with other people. Ricardinho, at just 13 years old, drew smiles with his statement, which was the synthesis of many others: "when people ask me what I make, I say not money! I earn much more! I earn affection, care and recognition from other people and invest it in my self-development".

Also in the panel, the statement by Luciano Rambo, president of the Child and Adolescent Rights Board of Sapucaia do Sul, gave the true dimension of youth volunteering and its impact on the communities and lives of young people: "First it causes a change in the young person, then in their group of friends and family, and finally, in the community. It is a change in values, since at the time in which the person might be at the height of violence, they are working for peace and for the transformation of their community into a better place."

The more than 2,000 participants experienced the theoretical proposals spoken of in practice. The lectures were anchored in group dynamic exercises that exemplified their approaches, making the audience interact and move around. According to the final evaluation by the participants, 83% said their expectations were met above what they had expected. And 92% responded that the approach of the seminar's themes facilitated their learning as human beings and professionals.

MEET THE LECTURERS

Anna Stetsenko is a tenured professor in the doctoral program in developmental psychology of the City University of New York (CUNY). Her research explores the intersection of human development and education, including the mind, identity and arrangements. She is recognized as a preeminent representative of Vygotsky's Theory of Activity, which contributed to the programmatic reconception of many traditional conceptions.

Dr. Bernd Fichtner is head professor and director of the international doctoral program in education (INEDD), of the College of Educational Sciences, Psychology and Social Pedagogy of the University of Siegen, Germany. In recent years, he has become closer to Brazil, collaborating on research, as a conference participant and as a visiting professor at Brazilian institutions. He advises German university students in projects with marginalized populations.

Noemi Paymal is an anthropologist, creator of Pedagogy 3000 TM and the author of several publications. In 2001, she began investigating the theme of children and young people called the "Third Millennium" assisted by a multidisciplinary team. She is the director of a variety of online magazines, coordinates radio programs, among them the program "Pedagogy 3000 – A Meeting with the New Generations." In addition to writing, she is the producer of three television programs on the subject of education and personal development.

Osmar Terra is a medical doctor and has a master's degree in neuroscience from the Pontifical Catholic University of Rio Grande do Sul (PUCRS), and has worked both with government administration and in politics. He has twice served as the Rio Grande do Sul State Secretary of Health. He has been president of the Committee for Full Development of Early Childhood (Codipi), a program of the Brazilian presidential administration. In 2003, he was the creator of the program Better Early Childhood (PIM), the only one of its kind to this day in Brazil.

Maria Dolores Fortes Alves is a teacher and has authored many books on learning. A researcher belonging to GEPI (Interdisciplinary Research Study Group), RIES (International Ecology of Wisdom) and ECOTRANS (Ecology of Wisdom and Transdisciplinarity).

REALIZATION



SPONSOR



SUPPORTERS



teatro do bourbon country



Partnerships with the media have been a constant in our work. For this reason, we never tire of recognizing and being thankful for this strong partnership!



ACCOUNTING STATEMENTS

For your appraisal, we hereby present the Accounting Statements of the NGO Volunteer Partners referring to the accounting periods closing on December 31 of 2010 and 2009, in a summarized form, together with the operational context and official opinion of the independent auditors PricewaterhouseCoopers (volunteers)

Balance Sheets as of December 31 (In BRL)

Assets	2010	2009	Liabilities and Owners' Equity	2010	2009
Circulating			Circulating		
Cash and cash equivalents (Note 3)	1,848,141	1,956,807	Suppliers	4,818	11,670
Other credits (Note 5)	165,316	12,469	Salaries and social charges (Note 8)	99,855	84,292
Accelerated payments	337	300	Tax obligations	17,404	16,571
			Deferred revenue – projects in progress (Note 9)	1,117,955	1,471,879
			Others accounts payable	13,155	13,180
	2,013,794	1,969,576		1,253,187	1,597,592
			Non-circulating		
			Social Obligations	21,989	8,796
				21,989	8,796
No circulating					
Noncurrent receivables			Owners' equity (Note 10)		
Sustainability fund (Note 4)	1,594,439	1,500,000	Donation reserve	79,760	78,387
Judicial deposits	20,199	6,663	Reserve – Sustainability fund	1,500,000	1,500,000
Fixed (Note 6)	92,119	182,765	Valuation of asset adjustment (Note 6)	27,202	32,965
Intangible (Note 7)	527,608	694,221	Accumulated surplus	1,366,021	1,135,485
	2,234,365	2,383,649		2,972,983	2,746,837
Total assets	4,248,159"	4,353,225	Total liabilities and owners' equity	4,248,159	4,353,225

"Income Statement

Accounting periods ending on December 31"

	2010	2009
		Reclassified (Note 2.2 (m))
Continued operations		
Revenue from operating activities (Note 11)		
Contributions from sponsors	1,094,303	1,332,368
Advisory projects and events	1,959,451	1,176,614
	3,053,754	2,508,982
Operating activity expenses		
Advisory projects (Note 12)	(1,436,404)	(1,231,566)
General and Administrative (Note 13)	(1,693,863)	(1,421,140)
	(3,130,267)	(2,652,706)
Operating losses before the financial result	(76,513)	(143,724)
Financial result		
Net financial result (Note 14)	301,286	214,460
Accounting period surplus	224,773	70,736

"Cash flow statement

Accounting periods ending on December 31"

	2010	2009
Cash flow operating activities		
Accounting period surplus	224,773	70,736
Adjustment of revenue and expenses not involving cash		
Depreciation of fixed assets (Note 6)	14,271	52,750
Amortization of intangible assets (Note 7)	166,613	138,845
Impairment of the fixed assets	93,758	
Fixed asset write-offs		1,617
Variations in the assets and liabilities		
Other credits	(152,847)	3,442
Accelerated payments	(37)	(247)
Sustainability fund	(94,439)	(761,588)
Judicial deposits	(13,536)	(6,662)
Contributions to recoup		1,239
Various borrowers		350
Suppliers	(6,852)	9,957
Salaries and social charges	15,563	9,863
Tax obligations	833	940
Deferred revenue – projects in progress	(353,924)	796,712
Other accounts payable	(25)	(4,364)
Social obligations	13,193	8,796
Net cash generated from (used in) the operational activities	(92,656)	322,386
Cash flow from investment activities		
Acquisitions of fixed assets	(16,010)	(29,810)
Net cash used in investment activities	(16,010)	(29,810)
Increase (reduction) of cash and cash equivalents	(108,666)	292,576
Cash and cash equivalents at start of accounting period	1,956,807	1,664,231
Cash and cash equivalents at end of accounting period	1,848,141	1,956,807
Donations of fixed asset goods written off against the donation reserve	(2,468)	
Fixed asset goods received as donation	3,841	3,825

The institutional definitions, management model, decision making process, accounting information and financial movements undertaken are objects of transparency, as well as the socio-environmental impacts of its operation.

Base Document – Course Educating for Transparency –
NGO Volunteer Partners

OPERATING CONTEXT

The NGO Volunteer Partners is a civil non-profit association. Created in January of 1997, it operates in the context of social assistance policies decurring from 1993's Social Assistance Act (LOAS) and 2004's National Social Assistance Policy (PNAS).

LOAS proposes the articulation of efforts by the government and civil society through charity and social assistance entities towards ensuring social protection for those who need it. To this end, programs are carried out, formulating actions and practicing social control. As social protection, PNAS lays out what forms are institutionalized by human societies towards protecting groups or all its members.

Resolution no. 16, May 5, 2010, of the Ministry of Social Development and the Fight against Hunger, ratifies what was already laid out in LOAS and goes further into the concept of social assistance entities and organizations, classifying them as being for service, **advising** and in **defense and insurance of rights**. As a civil society organization, the NGO Volunteer Partners characterizes its operation in the realm of **advising**.

Since its foundation in 1997, the Entity advises charity and social assistance entities, their leaders and users towards strengthening their protagonism, training them in sustainable management, supporting, systematizing and disseminating innovative and citizen inclusion projects, promoting solutions with the potential for being suitable for government policy, sharing them with assistance managing agencies in the state and cities.

The charity and social assistance entities advised by the NGO Volunteer Partners are constituents of the Social Assistance Network, who serve users of both the basic and special social protection area. In addition, the Entity supports institutions that are part of partnerships in National Program of Family and Community Cohabitation, such as schools, government agencies and boards that exercise social control.

The services provided free of charge by the NGO Volunteer Partners to their target publics during the 2010 accounting period are presented next:

The Advisory Program for Civil Society Organizations (CSOs) aims towards the training and development (THC – technical, human and conceptual) of leaders for charity and social assistance organizations, with an emphasis on social mobilization towards citizenship and insurance of social rights. Its main actions were seminars, public debates, advising and on site consulting, gatherings, exchanges and sharing of experiences. In 2010, 444 entities charity and social assistance entities were advised in Rio Grande do Sul and 73 in the states of Rio de Janeiro and Bahia. In addition to its ongoing actions, the NGO Volunteer Partners participated in the **Social Partners Network Project – Sustainable Social Management**, coordinated by the state social assistance policy management agency, the Secretary of Justice and Social Development. Through this initiative, 113 leaders and managers of 98 civil society organizations were trained in sustainable management techniques, advising them towards the implantation and implementation of their social projects and the **Concerto Social** (Social Concert) project.

The **Youth Volunteer Program** (PJV), through the actions **Tribes on Track towards Citizenship**, **Social Educator Training**, **Twenty-First Century Child and the Youth of the Future Project** were developed with a preventive and proactive character towards the defense and affirmation of rights and in the development of skills of young users aiming to achieve emancipatory alternatives to confront social vulnerability. The Entity added its efforts to those of its partners and aligned itself with the directives of the National Program for Family and Community Coexistence. Their main actions included providing consulting and advising work to public and private primary and secondary schools, planning and execution of actions for coexistence, autonomy development and strengthening of ties; a variety of events concerned with citizenship and social justice; training of youth leaders, facilitators and teachers.

The **Management towards Sustainability, Entrepreneurship and Collaborative Networks of Civil Society Organizations Project**, represents actions of promoting and forming networks. Through them, in 2010, the NGO Volunteer Partners promoted, for 537 managers from 270 civil society organizations, network culture, the approximation of social assistance entities, creating opportunities for the formation of discussion groups, holding thematic seminars, as well as socializing the results of the action of the networks, acting as a facilitator of social control. Through the **Advising Program for Networks**, the 82 units of the NGO Volunteer Partners in the state of Rio Grande do Sul, the charity and social assistance entities could strengthen themselves and expand their presence in the communities of users.

With the objective of improving the management of volunteer work and meeting the demands for volunteers requested by entities in the social assistance network, during the accounting period the **Advisory Program for Business Volunteers and the Advisory Program for Individual Volunteers** maintained their offerings of activities concerned with raising awareness and training candidates for volunteer work based on the principles of promoting autonomy and citizenship; directing volunteers to charity and social assistance entities; training volunteer work coordinators for entities in the social assistance network and **Education for Social Managers**.

In order to provide these advising services in volunteer work management, the Entity has developed and made available the **Complete View of Volunteer Work System** (VIV), which creates the opportunity for organizations belonging to the social assistance network to have a space for visibility and volunteer management through the use of Information Technology. In order to improve this process, the **Integrated Social Development Network Project** is being developed, which uses the **VIV System** as a base and

creates advising opportunities for civil society organizations through distance learning and making administrative-financial and human resources management tools available.

Concerned with training managers and technicians of social assistance network organizations in administrative, financial, planning and human resources management and in legislation for the third sector, with an emphasis on transparency, submission of accounts, quality of service for users, monitoring of performance and results evaluation, in 2010, the **Development of Principles of Transparency and Submission of Accounts for Civil Society Organizations Project** carried out three pilot classes, training 76 organizations and 148 managers.

In order to expand these actions to other regions, the Entity is transforming its methodologies into **Social Technology** in order to multiply the advising services it provides.

As part of its advising work, the NGO Volunteer Partners produces and socializes studies and research concerned with increasing society's knowledge about the move towards citizenship. In its fifth edition in 2010, the **International Stop & Think Seminar** dealt with the possibilities and prospects so that the future of society can be thought of based on the relationship between the systems of training and education, taking as a priority human development and the full use of each subject's potential, materializing the concept of citizen inclusion.

Independent Auditors Report
To the Board Members and Administrators
NGO Volunteer Partners

We have examined the financial statements of the NGO Volunteer Partners (the "Entity"), which include the balance sheet as of December 31, 2010, and the respective statements regarding surplus assets, mutations of liquid assets and of the cash flows for the accounting period ending on this date, as well as the summary of the main accounting periods and the other explanatory notes.

Responsibility of the administration over the financial statements

The Entity's administration is responsible for the elaboration and suitable presentation of these financial statements in accordance with the accounting practices adopted in Brazil for small and medium-sized companies (Technical Pronouncement CPC – PME – Accounting for Small and Medium-Sized Companies) and for the internal controls that it determines necessary to allow for the elaboration of financial statements that are free from significant distortion, regardless if it is caused by fraud or error.

Responsibility of the independent auditors

Our responsibility is to express an opinion regarding these financial statements based on our audit, conducted in accordance with Brazilian and international auditing norms. These norms require the auditor to comply with ethical requirements and that the auditing is planned and executed with the objective of obtaining a reasonable certainty that the financial statements are free from any significant distortions.

An audit involves the execution of procedures chosen for obtaining evidence regarding the amounts and disclosures presented in the financial statements. The procedures are chosen based on the auditor's judgment, including their evaluation of the risks of significant distortion in the financial statements, regardless of their being caused by fraud or error. During the evaluation of risks, the auditor considers the relevant internal controls for the drawing up and suitable presentation of the Entity's financial statements towards planning the auditing procedures that are suitable under the circumstances, but not to express an opinion about the effectiveness of these internal controls of the Entity. An audit also includes evaluation of the conformity of the accounting policies used and the reasonability of the accounting estimates made by the administration, as well as the evaluation of the presentation of the financial statements considered as a whole.

We believe the audit evidence obtained to be sufficient and suitable for substantiating our opinion.

Opinion

In our opinion, the aforementioned financial statements suitably represent, in all relevant aspects, the asset and financial position of the NGO Volunteer Partners as of December 31, 2010, the performance of its operations and cash flow for the accounting period ending on this date, in accordance with the accounting practices adopted in Brazil applicable to small and medium-sized companies.

Porto Alegre, March 4, 2011

PricewaterhouseCoopers
Independent Auditors
CRC 2SP000160/O-5 "F" RS

Fábio Abreu de Paula
Accountant
CRC 1MG075204/O-0 "S" RS

OUR STAFF

Working for the community through advising services provided to entities belonging to the social assistance network has been a challenge accepted on a daily basis by the staff of the NGO Volunteer Partners. Technical, human and conceptual competencies must be developed for us to meet community needs. Attracting, training and properly directing volunteers and advising entities so they can make themselves the protagonists of their own history, increasingly and better serving their beneficiaries and users: that is our staff's mission.

Volunteer Executive Board

President

Maria Elena Pereira Johannpeter

Vice-Presidents

Cornélia Hulda Volkart

Daniel Santoro

Geraldo Bemfica Teixeira

Geraldo Toffanello

Hermes Gazzola

Juliano Venturella Korff

Technical Staff

Cláudio Gastal — Executive Director

Cláudia Remião Franciosi — Manager

Maria Inês Andreotti Pereira — Manager

Adriane Alves Machado

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Interns and Volunteers



PEOPLE

DELIBERATIVE BOARD

By working directly with the Executive Board and with the Volunteer Partners Network, the Deliberative Board learned about the particularities and needs of the third sector and came to share the community's concerns and have a greater participation. And, in this participation, it co-creates solutions and new technological possibilities, adapted from the market. For this work, we thank all the Board members, their institutions and employees. Many thanks!

Humberto Luiz Ruga

President

Bolívar Baldisserotto Moura

Business Owner

Carlos Rivaci Sperotto

FARSUL

Daniel Hiram Ferreira Ramos Santoro

Business Owner

Eduardo Delgado

High Court Judge

Geraldo Bemfica Teixeira

Lawyer

Jayne Sirotsky

RBS Group

João Polanczyk

Moinhos de Vento Hospital

Jorge Gerdau Johannpeter

GERDAU

Jorge Luís Silva Logemann

SLC

José Osvaldo Noronha Leivas

WAL MART

José Paulo Dornelles Cairolí

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Educator

Zildo de Marchi

FECOMÉRCIO



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- Daniela Sallet
- Departamento Municipal de Água e Esgotos
- Elemídia
- ESADE – Laureate International Universities
- Fundação Zoobotânica do RS
- Generoso Mrack
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In memoriam

Our tribute and respect: to Ms. Zilda Arns Neumann, founder of Pastoral da Criança and Pastoral da Pessoa Idosa; to Ms. Marlene Sirotsky and to Mr. Flávio Sabbadini, ex-president of FECOMÉRCIO/RS.

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