

دائرة تنمية المجتمع
DEPARTMENT OF COMMUNITY
DEVELOPMENT



A Guide to Volunteering Services in the Emirate of Abu Dhabi

First Edition
March 2023



Contents:

1. Key Terms	04
1.1 Definitions	05
1.2 Types of Licenses	05
2. Volunteering Services	06
2.1 Volunteer License for Individuals	07
2.2 Volunteer license for entities that involve volunteers	08
2.3 Volunteer License for a Team:	09
2.3.1 Volunteer License for an Independent Team	09
2.3.2 Volunteer License for a Team Affiliated with an Entity	10
2.4 Conditions of choosing volunteer teams name	11
2.5 Volunteer vest	12
3. Service Application Channels	14

Introduction:

This guide aims to go over all of the guidelines for volunteer licensing services provided by the Department of Community Development in collaboration with Volunteers.ae and the Authority of social contribution – Ma'an.



1. Key Terms

1.1 Definitions:

Volunteer Work:

Every individual or collective activity without financial or employment consideration aims at achieving public benefit.

Licenses:

The written approval issued by the Department for the purpose of exercising volunteering activities in the Emirate of Abu Dhabi.

Department:

Department of Community Development (DCD), which is the supervisory authority responsible for volunteer work in the Emirate of Abu Dhabi.

Ma'an:

The Authority of social contribution – Ma'an was established to assume the responsibility of promoting a culture of cooperation and integrated partnership between the public and private sectors and civil society, and providing innovative solutions to social challenges, in addition to motivating the various groups of society, including individuals and entities, to cooperate and achieve deeper levels of community participation and engagement.

Volunteers.ae:

The online central volunteer platform, which is managed and supervised by the Emirates Foundation in partnership with the Ministry of Community Development (MOCD). Before carrying out or participating in any volunteer activities, volunteers, volunteer teams, and entities that involve volunteers shall register therein to obtain their licenses. Entities that involve volunteers may also post their volunteering opportunities. Volunteers and volunteer teams can apply for volunteering opportunities on the platform.

1.2 Types of Licenses:



Volunteer Individual license:

issued to individuals who wish to volunteer.



Volunteer Team License:

issued to a group of 5 or more individuals who wish to do volunteer work independently or under a supervision of an entity.



License for Entities that Involve Volunteers:

issued to legal entities (whether from the public sector,, private sector, third sector) that wish to involve volunteers in their operations or programs.



2. Volunteering Services



Volunteer License for Individuals

Service Description:

This is a service to issue a volunteer license for an individual who wish to volunteer in the Emirate of Abu Dhabi.

Service Requirements:

- Create an account on volunteers.ae.
- To be a citizen of UAE or hold a valid residency, except for the visiting volunteers.
- The volunteer age shall not less than 18 years. Anyone less than that age may volunteer under the consent of his/her legal guardian.
- To have a good conduct.
- Acceptance of the Voluntary Work Charter.
- For profession voluntary work, profession license/certificate issued by an authorized entity in UAE is required.
- In accordance with the required volunteer activity, the individuals must disclose to entities involve volunteers or to the volunteer team any relevant health conditions that may affect their safety and/or the safety of others and/or their ability to engage in volunteer activity.

Required Documents:

- Valid passport copy
- Valid Emirates ID copy
- Personal photo
- Consent of legal guardian if the volunteer age is less than 18 years old.
- Valid residence for resistant volunteer (if available)

Application Processing Duration:

- 30 working days

License Term:

- The granted volunteer license is valid for two years

Service Fees:

- Unpaid service



Volunteer license for entities that involve volunteers:

Service Description:

This is a services to issue a volunteer license for legal entities (whether from the public, private sector, third sectors) that wish to involve volunteers in their operations or programs in the Emirate of Abu Dhabi.

Service Requirements:

- Create an account on volunteers.ae.
- Clarifying the purpose of the volunteer activities that the entity wishes to practice.

Required Documents:

- An official letter stating the application for a license, the purposes of the license, and the contact persons.
- Decree-Law / Artical of Association / Trade license

Application Processing Duration:

- 30 working days

License Term:

- The granted volunteer license is valid for two years

Service Fees:

- Unpaid service



Volunteer License for a Team

2.3.1 Volunteer License for an Independent Team

Service Description:

This is a service to issue a volunteers license to a group of 5 or more individuals who wish to participate in volunteer work in the Emirate of Abu Dhabi.

Service Requirements:

- The team shall consist of at least 5 individuals.
- Sign volunteer team constitution by all founding members.
- Each of the individuals wishing to form a volunteer team shall hold a volunteer license including the team leader.
- The team leader shall create an account on volunteers.ae.

Required Documents:

- The volunteer team constitution of the team signed by the founding members.

Application Processing Duration:

- 30 working days

License Term:

- The granted volunteer license is valid for two years

Service Fees:

- Unpaid service



Volunteer License for a Team

2.3.2 Volunteer License for a Team Affiliated with an Entity

Service Description:

This service enables you to apply for the issuance of a volunteer license for a legal person to form a volunteer team within the organization, provided that all founding members of the team are employees working for the same organization or to form a volunteer team consisting of individuals not working for that legal person.

Service Requirements:

- Observe the conditions for issuing an independent team license.
- The team should be affiliated with a governmental entity, a private entity, or a third sector entity.
- All founding members of the team should be employees of the entity to which the team belongs.
- Persons who are not employed by the entity to which the volunteer team is affiliated may join the volunteer team after obtaining the necessary approvals.

Required Documents:

- The work regulation of the team signed by the founding members.
- A copy of the passports and identity cards of the founding members.

Application Processing Duration:

- 30 working days

License Term:

- The granted volunteer license is valid for two years

Service Fees:

- Unpaid service



Conditions of choosing volunteer teams name

The volunteer team naming should consider the below conditions:

1. Determine the name of the team cleared in Arabic and English.
2. The name of the team should be associated with the goals and activities of the team.
3. The name should not cause confusion or similarity between it and the name of any other team or entity.
4. That the name does not cause confusion similarity between it and the name of any other team or entity.
5. It is not permissible to name the volunteer team with names related to the symbols or indication of the state unless it is the name of the founder himself.
6. That the name dose not refer to the word majesty or to his attributes.
7. Its shall not bear a name from the names of countries ,cities,government, agencies ,bodies ,institution or privat agencies with the exception of team affiliated with government agencies as they may bear the name of the authority to which the belong
8. The name of the entity should not refer to any of the members.
9. The name should not indicate global political organztion or religious sectarian affiliations.
10. The name of the team should not refer to product or the like.
11. The name of the team should not bear any insulting reference to any natural or legal person or gurop of people.
12. The name of the team should not bear an indication that violates public order or public morals.
13. The name of the team should not be associated with the names of any of the prophets messengers or masters of the laws.

2.5



Volunteer vest

The volunteer activities vest consists of:

- Vest



- Card holder



- Bag





Volunteer vest

Requirements for obtaining volunteer's vest:

- Valid volunteer license.
- Provide the department with the required number of the vests according to the number of the members.
- The team should be licensed by the department.
- Agree and sign on the undertaken related to conditions of using the vest.

Conditions of using volunteer vest:

The team leader or his representative agrees to abide by the guidelines and standards set forth below by the Department of Community Development.

- The vest must be used during licensed volunteering opportunities in the Emirate of Abu Dhabi only.
- The vest should not be lent / shared with other members outside the team.
- Preserving the appearance of the vest and keeping it clean, while committing not to use the vest if its damaged.

For more inquires kindly contact us through the email:

social.contribution@addcd.gov.ae



3. Service Application Channels

3. Service Application Channels



Scan Here:
www.volunteers.ae



