

دائرة تنمية المجتمع
DEPARTMENT OF COMMUNITY
DEVELOPMENT



A Guide to Volunteering Services in the Emirate of Abu Dhabi

First Edition
March 2023



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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.

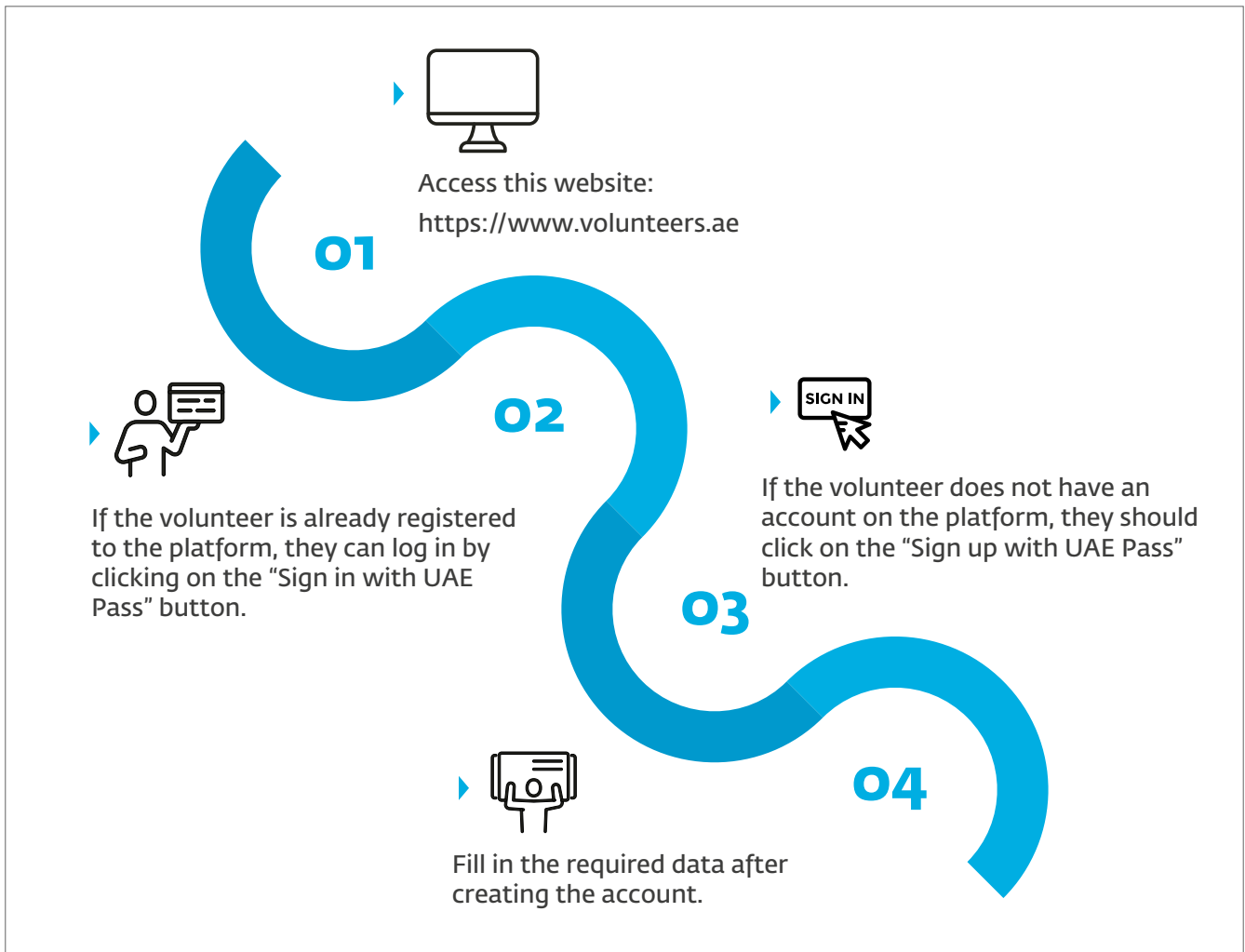
Step-by-Step Guide for Obtaining the Volunteering License

3.1 Individual Volunteers

3.1.1 Steps for the Registration of Individual Volunteers

Steps for Obtaining the Service:

Through this service, a license is issued to individuals wishing to practice volunteer work in the Emirate of Abu Dhabi.



Home Benefits & Services Opportunities Volunteer In AD

Login

LOGIN

Email Address *

Password *

Sign In

Forgot your password ?

No account ? Create One!

Sign in with UAE PASS

Sign up with UAE PASS

A single trusted digital identity for all citizens, residents and visitors.

Login to UAE PASS

Emirates ID, email, or phone eg. 971500000000

Remember me

Login

3.1.1 Steps for Obtaining the Service

- After filling the required data, a link will be sent by email to activate the account.
- Click on the sent link to complete the registration and data filling process.

VERIFY YOUR EMAIL

Thank you for registering as volunteer. To complete your registration, please confirm your email address used for registration.

If you didn't receive any email for verification, Please click

If you don't see it, check your spam folder " Junk email". [Send Again](#)

COMPLETE YOUR VOLUNTEERS.AE PROFILE

Fill in all form fields to get to the next step

1
Profile

2
Other Details

3
Currently

4
Language

5
Documents

First Name (English) *	Last Name (English) *	
<input type="text"/>	<input type="text"/>	
First Name (Arabic) *	Last Name (Arabic) *	
<input type="text"/>	<input type="text"/>	
Gender *	Date of Birth *	
<div>Select</div>	<input type="text"/>	
Nationality *	Email Address *	
<div>Select</div>	<input type="text"/>	
If the applicant (People of Determination)?*		
<div>Select</div>		
Country of Residence *		
<div>Select</div>		
Emirate *	City *	Mobile *
<div>Abu Dhabi</div>	<div>Abu Dhabi</div>	<input type="text"/>

Next

3.1.2 Steps for Obtaining the Service

- After completing the registration process, the volunteer must complete the license application.
- Select the required license type (If you choose to obtain a Specialist Volunteering License, please attach a relevant specialized professional certificate issued by a local entity).
- The license application will be reviewed by the DCD team.
- Once approved, the volunteer can view their e-license through their account.

i VOLUNTEER LICENSING APPLICATION

The Department of Community Development is pleased to announce the commencement of issuing licensing for volunteers, volunteering groups and entities involve volunteers. These licenses will authorize you to practice volunteering, will create volunteering opportunities to arise smoothly under the legal framework and will unify and centralize the existing frameworks which assure your rights and duties and clearly define your roles and responsibilities which will be clearly outlined. So we invite you to come forward and apply for this license.

Thank you for your interest to apply for the licensing, your request will be considered, please note that if you have not received a response within 30 days from submission of request it will be considered rejected

i VOLUNTEER LICENSING APPLICATION

The Department of Community Development is pleased to announce the commencement of issuing licensing for volunteers, volunteering groups and entities involve volunteers. These licenses will authorize you to practice volunteering, will create volunteering opportunities to arise smoothly under the legal framework and will unify and centralize the existing frameworks which assure your rights and duties and clearly define your roles and responsibilities which will be clearly outlined. So we invite you to come forward and apply for this license.

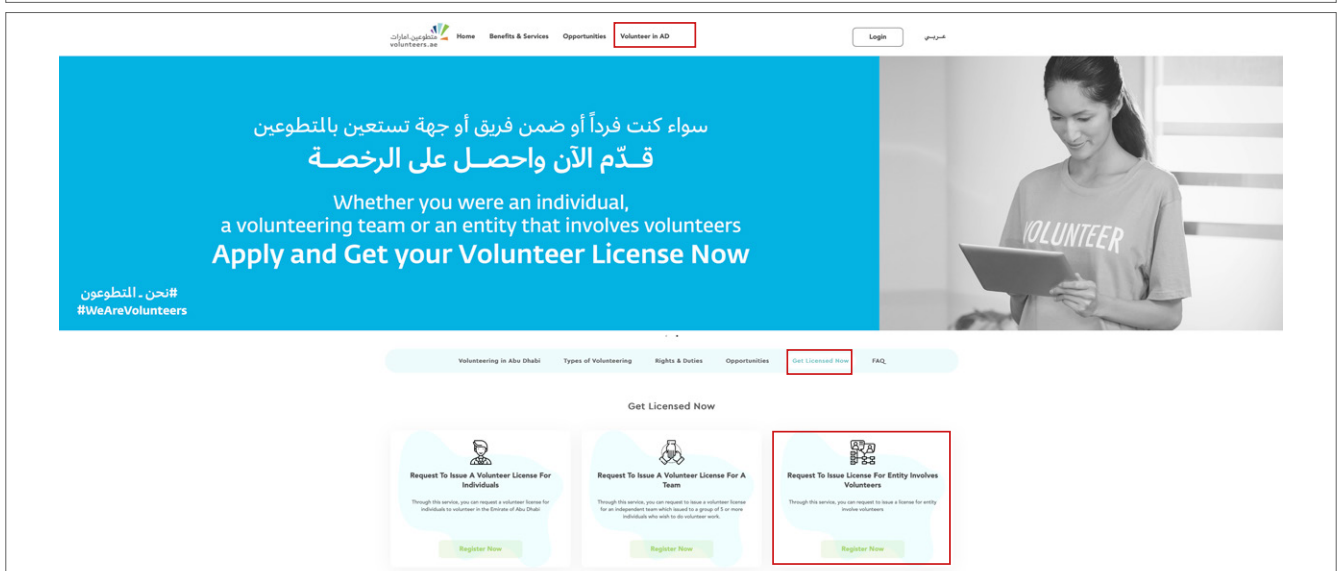
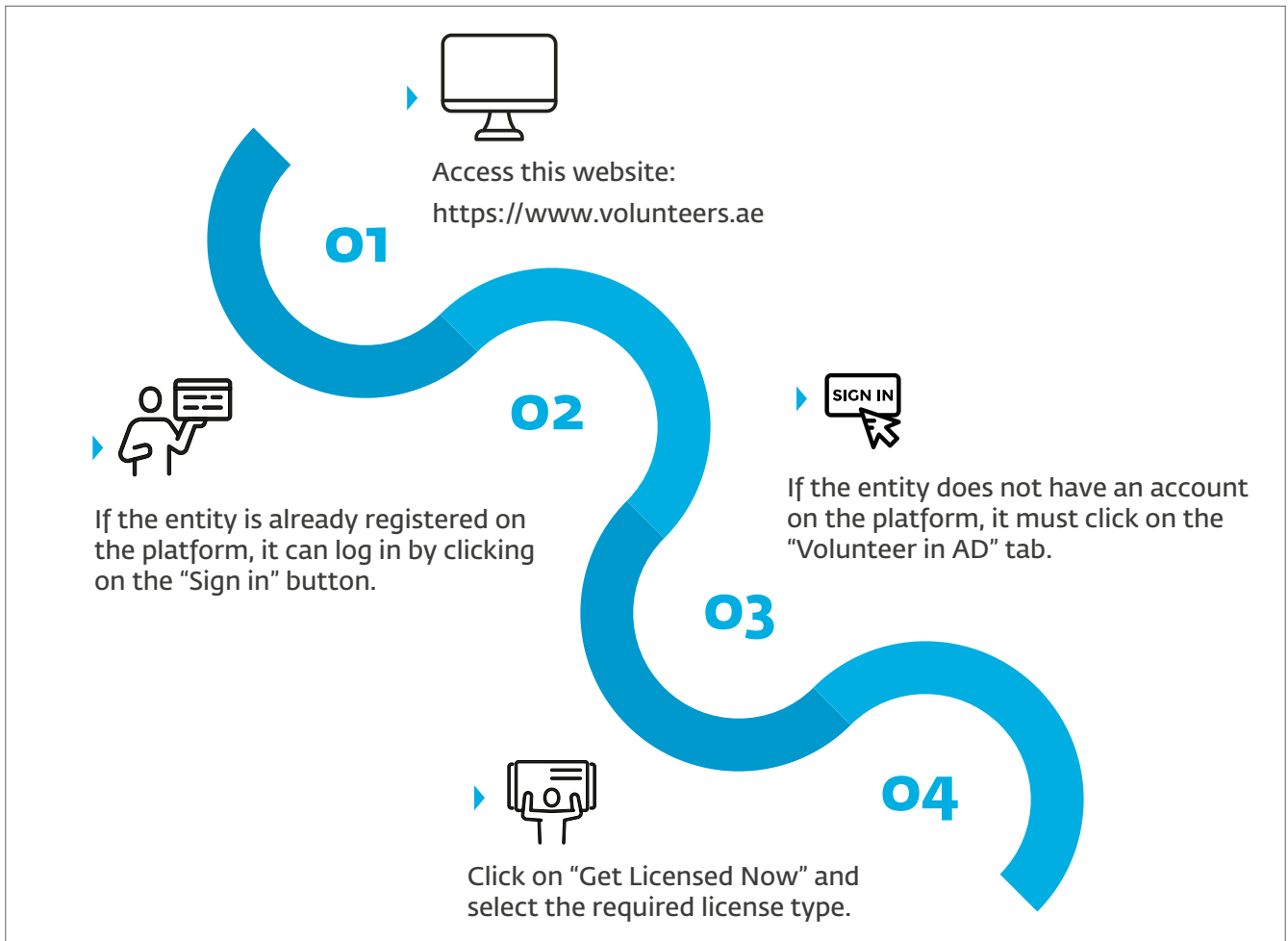


3.2 Entities that Involve Volunteers

3.2.1 Steps for the Registration of Entities that Involve Volunteers

Steps for Obtaining the Service:

Through this service, a license is issued for an entity involving volunteers. This service targets public, private, or third-sector legal entities wishing to involve volunteers in their operations or programs in the Emirate of Abu Dhabi.



3.2.1 Steps for Obtaining the Service:

- Fill in the required data and attachments.
- The application will be reviewed by volunteers.ae team.
- Once the application is approved, an email will be sent with an organization username and password as well as an organization login link. <https://www.volunteers.ae/vms/>

VERIFY YOUR EMAIL

Thank you for registering as volunteer. To complete your registration, please confirm your email address used for registration.

If you didn't receive any email for verification, Please click

If you don't see it, check your spam folder " Junk email". [Send Again](#)

REGISTER AS AN ORGANIZATION

If you are looking to recruit volunteers to help organize your activities, please fill out this form

Emirate *

Abu Dhabi

Organization Name (English) *

Organization Name (Arabic) *

Organization Nature *

Select

Organization Logo *

Website *

Address *

Email Address *

Phone *

3.2.2 Steps for the Licensing of Entities that Involve Volunteers

- Click on the link sent by email and log in.
- Click on "Abu Dhabi Volunteering Licensing".
- Write an overview of the activities, programs, and objectives of the entity.
- Attach supporting documents (Articles of Association / Announcement Decision / Decree / Commercial License, and an official letter clearly requesting the license signed by one of the authorized signatories).

VOLUNTEERS

Dashboard

Abu Dhabi Volunteers Licensing

Volunteers

Opportunity

Trainings

Feedback System

Manage Admin Users

Settings

DASHBOARD

0 Male

0 Female

0 Nationality

0.00 Total Hours

Volunteer Shortlisting Trends

1.0

0.8

0.6

0.4

0.2

0

-0.2

-0.4

-0.6

-0.8

-1.0

Date

Shortlisted

Shortlisted

ABU DHABI LICENSING

ENTITY INVOLVES VOLUNTEER LICENSING

The Department of Community Development is pleased to announce the commencement of issuing licensing for volunteers, volunteering groups and entities involve volunteers. These licensing will authorize you to practice volunteering, will create volunteering opportunities to arise smoothly under the legal framework and will unify and centralize the existing frameworks which assure your rights and duties and clearly define your roles and responsibilities which will be clearly outlined. So we invite you to come forward and apply for this licensing.

Reason to obtain a license *

SUPPORTING DOCUMENTS

ID	Name	Extension	Action
<input type="button" value="Upload Supporting Documents"/>			

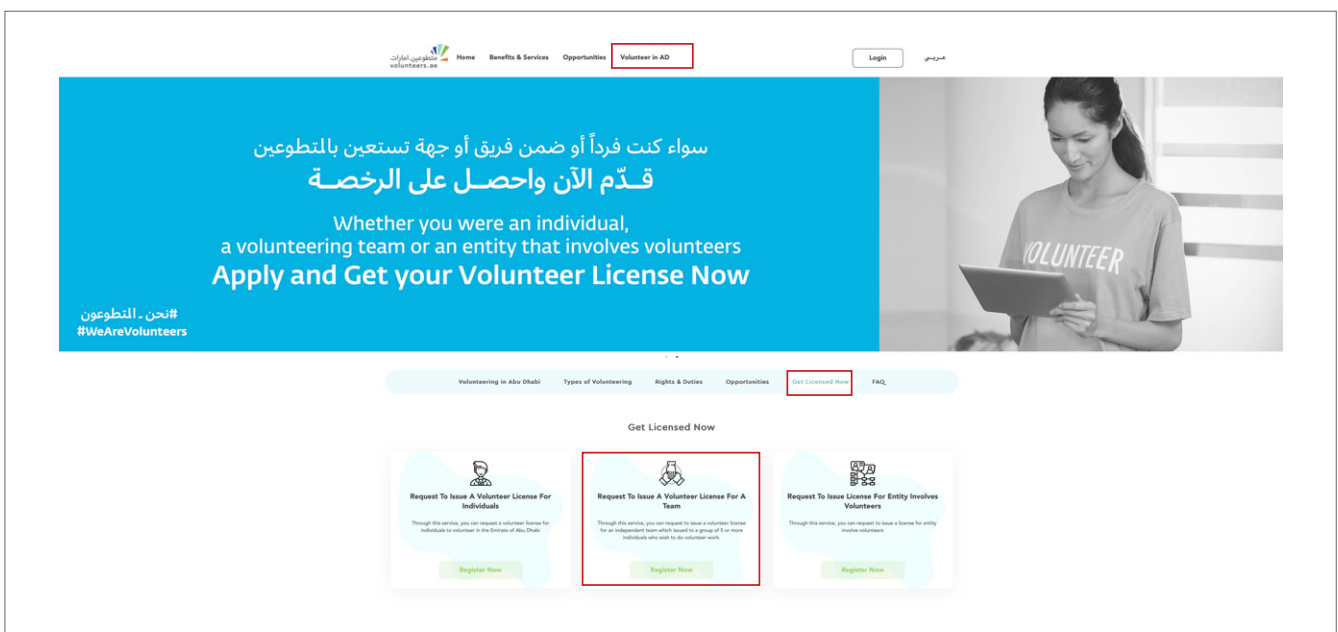
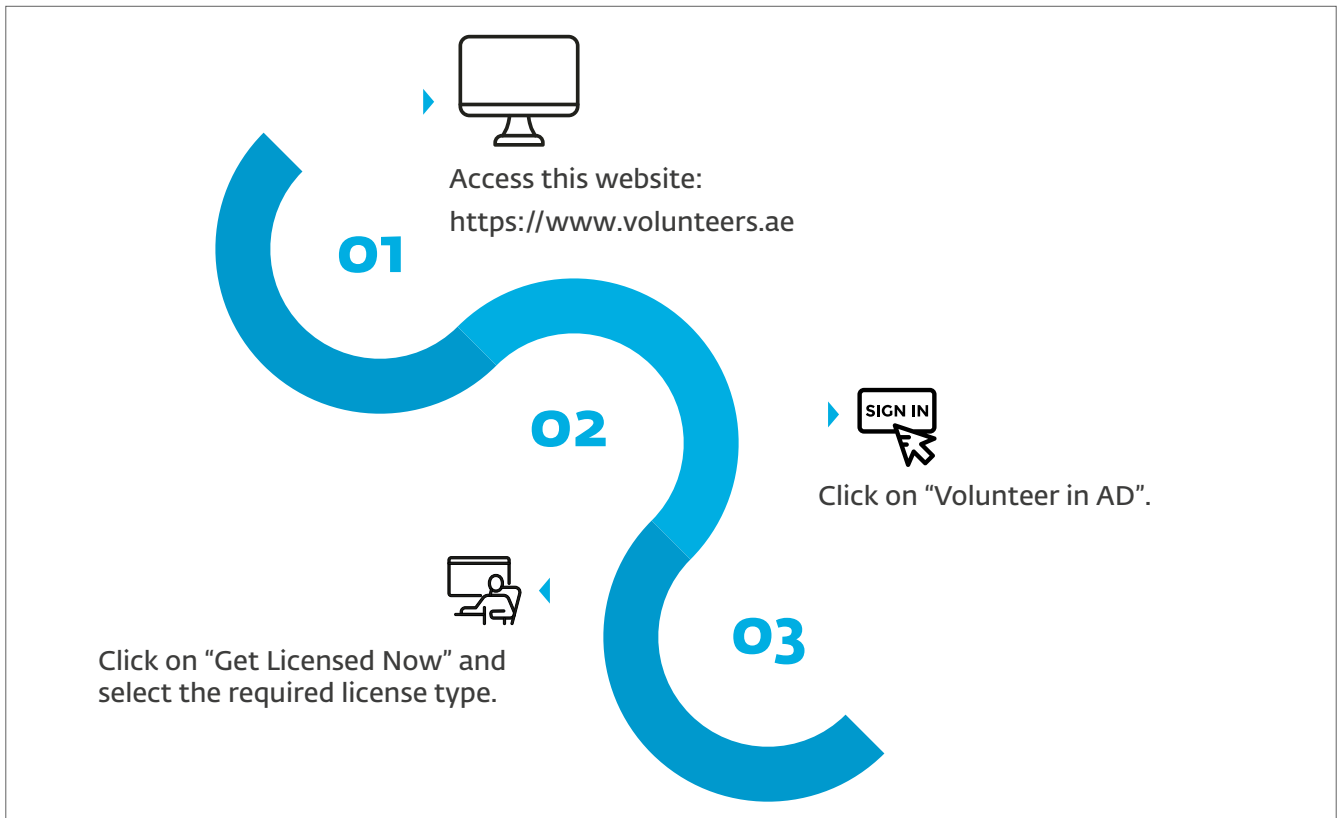
☐ I have read and agreed to attached terms and conditions.

3.3 Volunteering Teams

3.3.1 Steps for the Registration of Volunteering Teams

Description:

Through this service, a volunteering team license is issued for a group of 5 individuals or more wishing to get involved in volunteering work in the Emirate of Abu Dhabi.



3.3.1 Steps for the Registration of Volunteering Teams

- The team leader must obtain an Individual Volunteer License to register a new team.
- Click on "Register a New Team".
- Fill in the required data and click on "Create an Account".
- The application will be reviewed by volunteers.ae team.
- Once request is approved, an email will be sent detailing the steps for inviting members to the team.

Kindly select the type of request:*

Independently

Kindly choose type of licensing:*

General Licensing

If you have any licenses*

No

Kindly provide the name of the Proposed Team*

Proposed Name (English)*

Proposed Name (Arabic)*

Description about the team and Goals*

(kindly provide a brief about the team, clarify the goals, number of team members, the domains the team wish to participate for and the team previous achievements if any)

Activities that the team interest to participate in*

☐ Religious

☐ Educational

☐ Sports

☐ Entertainment

☐ Arts

☐ Cultural

☐ Social

☐ Charity

☐ Other, please specify

Other, please specify

Declaration*

☐ I have read the company and volunteers group Release and Undertaking and agree to its [terms and conditions](#).

☐ I have read the [terms and conditions](#) and the mentioned in the volunteering policy in the emirate of Abu Dhabi

Submit

3.3.2 Steps for Licensing Volunteering Teams

- Access the team leader's account and click on "Volunteer's Registered Volunteering Team".
- Click "Invite Members" to add no less than 4 members licensed by DCD to the team.
- Invited members will receive an invitation email. Members may approve the application by clicking on the link in the email.

The screenshot displays a user interface for managing volunteering teams. On the right side, there are two main sections. The first section, titled 'Teams Registration / Management', contains two links: 'My Registered Teams' (which is highlighted with a red border) and 'My Involvement with other Teams'. The second section, titled 'Opportunities & Trainings', contains four links: 'My Opportunities', 'My Upcoming Opportunities', 'My Trainings', and 'My Upcoming Trainings'. Below these sections, there is a 'Team Members' section. This section features a light blue bar with an 'Invite Members' button. Below the bar is a table with the following columns: 'Volunteer Registration No', 'Name', 'Email Address', 'Mobile', 'Status', and 'Invite Date'. The table is currently empty.

Volunteer Registration No	Name	Email Address	Mobile	Status	Invite Date
---------------------------	------	---------------	--------	--------	-------------

3.3.2 Steps for Licensing Volunteering Teams

- Upon completing the team in terms of number of members and their acceptance of the invitation, click on "View Details".
- A link will show for downloading the Volunteering Team Charter. The team leader must download the document, complete it, attach it, and click on "Send".
- The DCD team will review the application and the document.

Team Constitution

You must provide a copy of your team's constitution in order to apply for and receive a license for your team. To get the Team Constitution document, click the link below, fill out the form, and upload it.

[Download Team Constitution Document](#)

Attach Team Constitution Document *

3.3.2 Steps for Licensing Volunteering Teams

- Once the request is approved, an email will be sent to the Team Leader who will must the "Volunteer's Registered Volunteering Team " page again and click on "Review and Submit the Undertaking".
- Once the undertaking is read and approved, the Team Leader must click on "Submit the Undertaking".

TEAM & LICENSING STATUS

Approved

General

Interests:

Total Members: 7

Independent Team

Please review and submit Team Establishing Undertake in order to get a team licensing.

Remove / Dissolve my Team

Review and Submit Undertake

3.3.2 Steps for Licensing Volunteering Teams

- Upon completing the Team Undertaking, the Team Leader must submit the "Team Leader Undertaking".
- The Team Leader must click on "Review and Submit the Team Leader Undertaking".
- Once the undertaking is read and approved, the Team Leader must click on "Submit the Undertaking".
- Upon submitting the undertaking, the Team Leader will receive an email including the username and password allocated for the team.

TEAM & LICENSING STATUS

Approved

General
Interests.
Total Members: 4

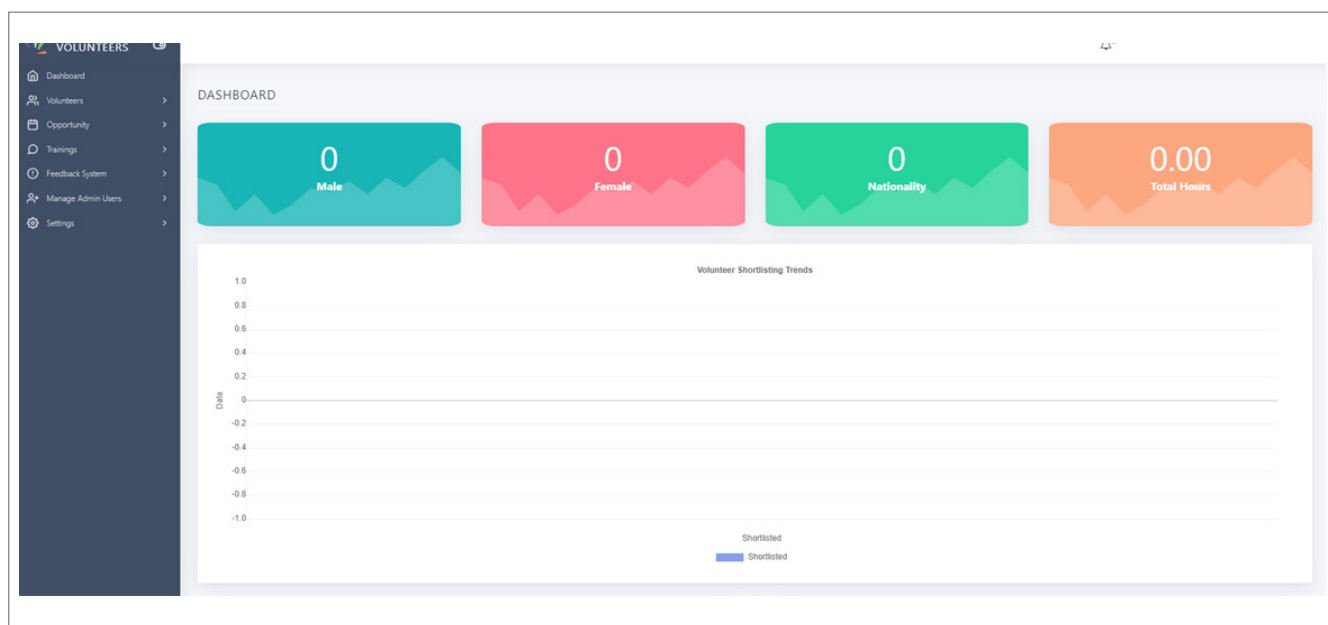
Independent Team

Please review and submit an undertake with your licensing details in order to view and download your team certificate.

[Review and Submit Leader Undertaking](#)

3.4 Steps for Publishing Volunteering Opportunities for Volunteering Teams

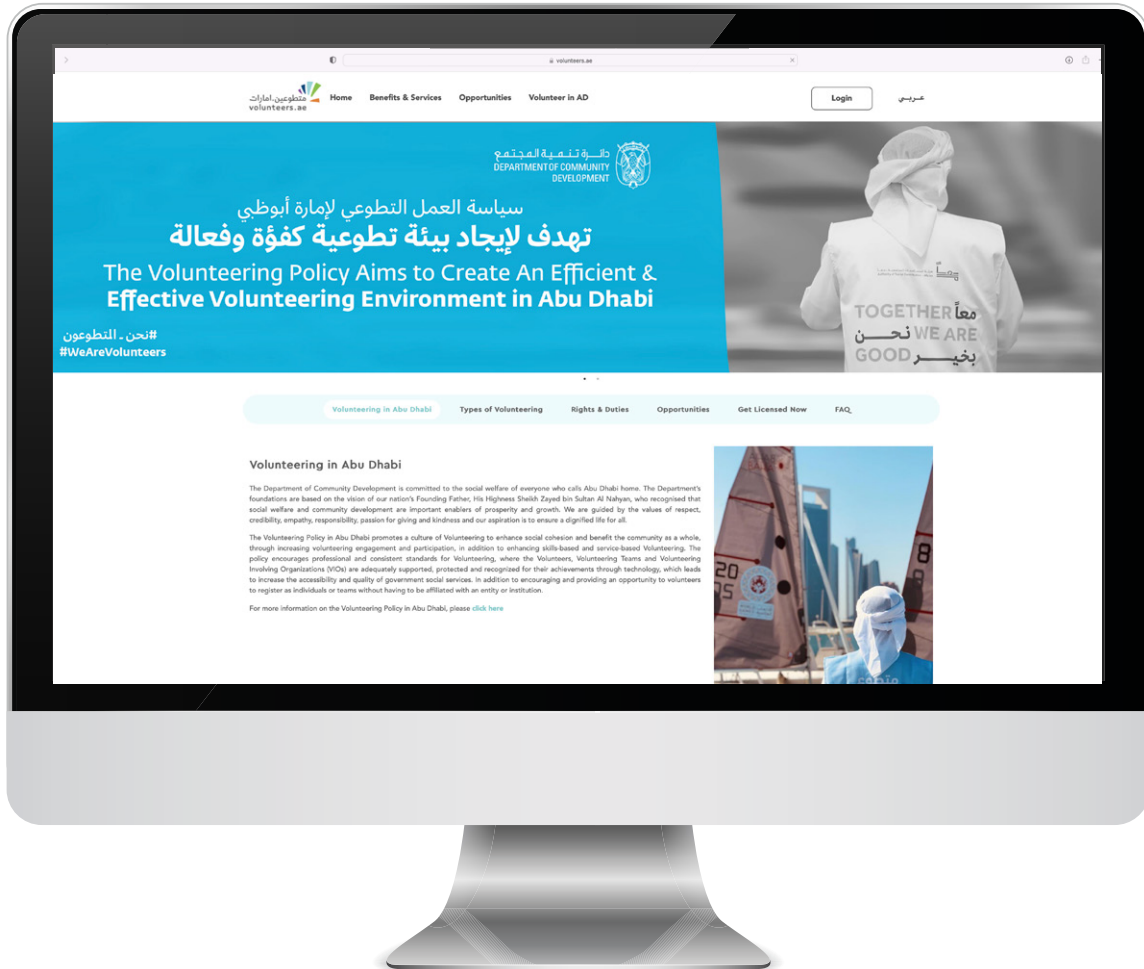
- After obtaining a license from the Department of Community Development, the team can publish volunteering opportunities by clicking on “Opportunities” and then clicking on “Create New Opportunity”.
- Fill in the required data and attachments and submit the request.
- The request will be reviewed by the volunteers.ae team. Once approved, the volunteering opportunity will be featured on the volunteers.ae platform.





4. Service Application Channels

4. Service Application Channels



Contact us:



info@volunteers.ae

info@addcd.gov.ae



Scan QR Code:

www.volunteers.ae

