



# REVIEW OF VOLUNTEER ACTIVITIES IN THE REPUBLIC OF KAZAKHSTAN

This review was prepared by the project team of the  
National Volunteer Network

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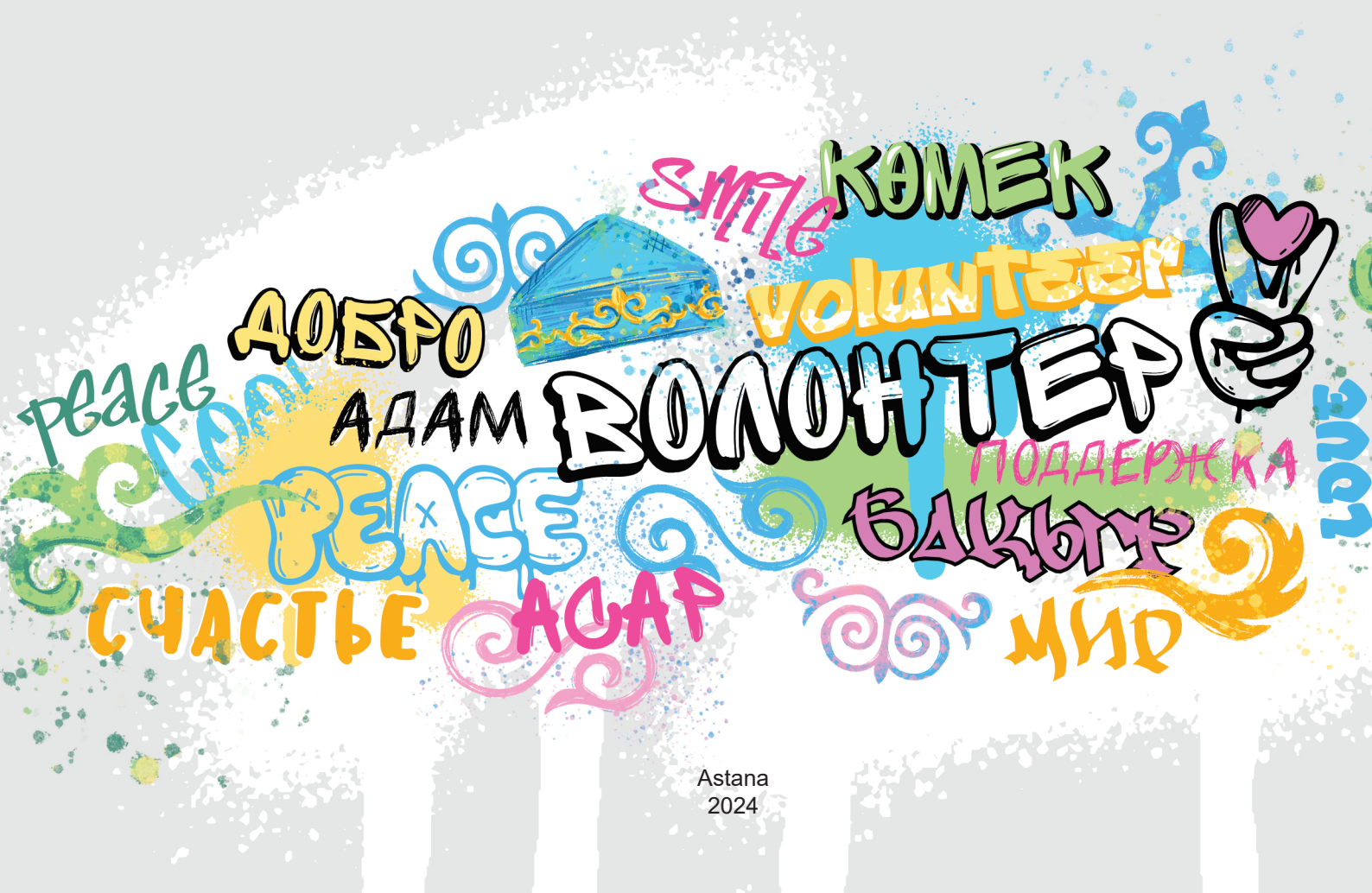
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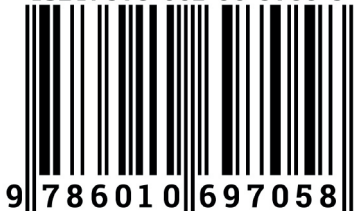
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This review is dedicated to analyzing volunteer activities in the Republic of Kazakhstan. It explores the historical development of volunteerism, its role in contemporary society, and the key trends and challenges shaping volunteer efforts in Kazakhstan.

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Dear friends,

From the bottom of our hearts, we thank every volunteer in Kazakhstan for your open hearts and willingness to make the world a better place. Your selfless help, enthusiasm, and dedication inspire thousands and make our society kinder and stronger.

This review exists because of you – those who prove daily through your actions that good deeds can create miracles. You are the living embodiment of the finest human qualities and a shining example for future generations of volunteers.

Thank you for being who you are. Together, we are making Kazakhstan better.

С уважением,  
координатор  
национальной  
волонтерской  
сети!





# VOLUNTEER MOVEMENT IN KAZAKHSTAN

## HISTORICAL BACKGROUND OF VOLUNTEERISM DEVELOPMENT

The nomadic way of life, inevitably linked with hardships and vulnerability to the elements, has shaped the character of the Kazakh people for centuries. In response to the challenges and unpredictability of nomadic life, a unique tradition of mutual aid emerged on the steppe—Asar.

Asar, a collective assistance tradition, manifested during the most difficult moments in the community's life. Whether rebuilding a home destroyed by the elements, plowing new land, or restoring a lost herd, people would come together to support those in need. The tradition wasn't limited to hardships; it also played a role in joyous moments, helping young families settle in a new place, build a home, and start an independent life.

Today, the principles of volunteerism in Kazakhstan, resonating with deep national ideas of mutual support and community, continue to serve society. They aim to address social issues, foster public initiatives, and strengthen the spirit of mutual assistance.

## IMPLEMENTATION OF SOCIAL INITIATIVES DURING THE SOVIET ERA

During Kazakhstan's time as part of the USSR, volunteer activities were primarily carried out by schoolchildren within the «Timur Movement.» This mainly involved helping elderly people who lived alone, often with household chores and shopping. Additionally, youth labor brigades were organized, where students participated in agricultural and construction work on a volunteer basis.

Although such activities were nominally voluntary, they were part of the state's moral upbringing program and ideology. However, due to cultural traditions and society's inclination toward mutual social aid, these initiatives were widely accepted without much resistance.







## INDEPENDENT KAZAKHSTAN

In the early years of independence, volunteerism emerged as a response to pressing social needs and problems that the “young state” could not address due to its many challenges and limited resources. Young people and middle-aged citizens actively engaged in grassroots efforts to improve social conditions using their resources.

Conscious volunteerism in its modern sense began to take shape in the 2000s, primarily through youth initiatives. These groups became catalysts for change, drawing more people into various social projects and programs.

By 2014, the need to formally formalize volunteer activities became apparent. This is a characteristic feature of Kazakhstan: for any civic activity to be effectively and freely carried out, it must be enshrined in law.

## PRESENT DAY

The volunteer movement in Kazakhstan is a dynamically developing sector that significantly contributes to solving social issues and organizing major international events.

Volunteers have played a key role in high-profile events such as the 2010 OSCE Summit (600 volunteers), the 2021 VII Winter Asian Games (3,000 volunteers), the 2017 Winter Universiade (3,000 volunteers), the 2017 EXPO (4,500 volunteers), the Congress of Leaders of World and Traditional Religions, and the Mass by Pope Francis in Astana in 2022 (over 600 volunteers), the 2022 CICA Summit, Astana Media Week (over 1,000 volunteers), and the 5th World Nomad Games in 2024 in Astana (1,600 volunteers).

**IN 2020**, by Presidential Decree, the year was declared the Year of Volunteers. This marked a turning point in the development of the volunteer movement in the country. Numerous events were held to raise public awareness of volunteer activities and attract new participants to the volunteer corps.

**IN 2022 AND 2023**, Kazakhstan became a hub for volunteers worldwide. The Central Asian and International Volunteer Forums were held, attracting over 1,000 volunteers from 34 foreign countries.

**THE YEAR 2024** has been declared the Year of Volunteer Movements within the Commonwealth of Independent States (CIS), reaffirming the significance of volunteerism for CIS countries. Kazakhstan is actively participating in the 2024 CIS Volunteer Movement Year, having organized around 50 events in the first half of the year.

As a result of Kazakhstan's efforts, **ON DECEMBER 18, 2023**, the UN General Assembly supported the initiative of Kazakhstan's President by proclaiming 2026 the International Year of Volunteers for Sustainable Development.

**IN 2024**, in partnership with the United Nations Volunteers (UNV) program and Central Asian countries, the first Regional Review on the State of Volunteerism in Central Asia was released. At the 2024 presentation of the Report at the UN Headquarters, Kazakhstan was recognized as a leader in developing and supporting volunteerism in Central Asia.



## MAIN FEATURES OF THE VOLUNTEER MOVEMENT IN KAZAKHSTAN

### **VOLUNTEERING FOR CHANGE.**

In Kazakhstan, volunteering is viewed as a form of civic participation in solving social problems, and volunteers often act as initiators of social change. Unlike the European model, where citizens with higher incomes primarily engage in volunteerism, in Kazakhstan, people from almost all socio-economic backgrounds volunteer. They are driven not by the availability of spare time but by the urgency of various social issues.

### **THE ACTIVITY OF THE VOLUNTEER COMMUNITY.**

Kazakhstan's volunteer community is well-developed and consolidated, playing a key role in advocating for the development of volunteerism at the state level.

In 2016, at the initiative of the volunteer community, the Law on Volunteer Activities was developed and passed. This is a unique case in Kazakhstan, where a law was drafted and adopted with direct participation from the community it regulates. Amendments to this law are also made based on recommendations from experts within the volunteer community.

### **RAPID RESPONSE AND INCREASED ENGAGEMENT.**

As mentioned in the UNV's "State of the World's Volunteerism Report" (2022), during the COVID-19 pandemic, formal volunteer activity decreased in the Global North. However, in the Global South, including Kazakhstan, the pandemic acted as a catalyst for volunteerism. Volunteers and organizations remained engaged even after the primary issues of the pandemic and post-pandemic periods were addressed.

In any emergency, Kazakh volunteers mobilize quickly and provide essential assistance, such as participating in flood and fire prevention, evacuating citizens, delivering food and essentials, offering household, psychological, and legal support to affected citizens, helping transport humanitarian aid, and providing other forms of assistance.

One striking example is the aid provided to Turkey. Kazakhstan's National Volunteer Network, coordinated by the Ministry, gathered humanitarian aid, sending over 500 tons of supplies and 150 yurts to Turkey. Kazakh citizens donated about \$10 million to Turkey's Disaster and Emergency Management Authority (AFAD).

### **HIGH ENGAGEMENT OF THE MATURE POPULATION.**

The trend continues where the majority of participants in long-term volunteer initiatives are adults aged 29 and older. This is often due to their higher level of social responsibility, education, skills, and experience, which are in demand in volunteer work.

### **A SURGE OF INTEREST AMONG SCHOOLCHILDREN.**

Since 2021, teenagers aged 14-16 have shown increased activity in applying for volunteer programs and launching their volunteer initiatives. This is partly due to the growing awareness of the importance of volunteerism among youth and the development of social media and other online platforms that facilitate the organization of volunteer projects.

### **GROWTH IN PRO BONO ASSOCIATIONS.**

In recent years, there has been a rise in associations in Kazakhstan that provide pro bono services to people in difficult life situations and socially oriented non-profit organizations.





### **SOCIAL FOCUS.**

Volunteer activities in Kazakhstan have a distinctly social focus, aimed at addressing pressing societal issues. One exception is youth volunteer groups, mainly from large cities, which tend to participate in entertainment and commercial events as extras, mistakenly considering this as event-based volunteering.

### **DISTINCTION BETWEEN VOLUNTEERISM AND CHARITY.**

In Kazakhstan, volunteering and charity are considered separate activities. This distinction is also enshrined in law, with different laws and regulatory acts governing each.

### **PRONOUNCED REGIONAL CHARACTERISTICS.**

The development of volunteerism in Kazakhstan varies significantly by region, depending on social and economic conditions, geography, and other factors. Different parts of Kazakhstan have their characteristics of areas of volunteering, their portrait of a volunteer, and their attitude of society towards volunteering. For example, in rural areas, volunteering is often linked to rural development, in industrial cities to solving environmental issues, and in large cities to organizing social aid and intellectual volunteerism.

### **A BROAD SPECTRUM OF VOLUNTEER-RELATED DOCUMENTS.**

Since 2020, volunteer activities in Kazakhstan have received strong governmental support, reflected in numerous initiatives and regulations enshrined in various legal acts. As of today, there are over 20 such documents, with the most significant being:

- The Law on Volunteer Activities, with key amendments made in 2022, and new updates expected in 2025.
- Roadmaps for the development of volunteerism for 2021-2023 and 2024-2026, which serve as strategic documents for systemic support and development of volunteering.
- Methodological recommendations for local executive bodies on how to support and develop volunteerism in the regions.

A complete list of legal acts,  
regulating the volunteer sphere is given in **Appendix 1**





# DEVELOPMENT OF VOLUNTEERING IN KAZAKHSTAN

## THE FOUNDATION FOR SUSTAINABLE DEVELOPMENT

Volunteering is an integral part of life in Kazakhstan and is actively supported by the government. Notably, volunteerism in Kazakhstan has developed based on the principle of induction (from the specific to the general).

Initially, a vast number of volunteer initiatives and projects were accumulated, and then this experience was formalized and integrated into key conceptual and methodological frameworks. These, in turn, became the basis for the development of key strategic documents and regulatory acts, ensuring that the governing documents remain relevant to the actual needs and conditions of volunteer activities.

This progress was made possible for two reasons:

### I. COMMUNITY CONSOLIDATION.

From the early days of volunteering in Kazakhstan, there was a notable drive for unity, experience-sharing, and systematic planning among the volunteer community.

This led to the formation in 2007 of an initiative group of volunteer organization leaders from different regions (more than 14 organizations), who later united to create the “National Volunteer Network” (NVN), a legal entity association. Its key mission became the systematic development of volunteering in Kazakhstan. Since 2010, this organization has effectively served as a volunteer union in the country.

Since then, NVN has regularly gathered and analyzed information and quantitative data on various aspects of volunteerism, developed and updated methodologies, and trained volunteer community representatives in line with these methods.

NVN operates with the constant participation of volunteer movement leaders from all regions of the country, conducting surveys, focus groups, and discussions to identify the specificities, current needs, and challenges of the community to adequately represent the interests of volunteers and effectively plan actions.

### II. STATE READINESS FOR EQUITABLE DIALOGUE.

From the outset, starting with the work on the Law on Volunteering, a constructive dialogue was established between experts from the volunteer community and representatives of the overseeing ministry. It was not an easy process, but through mutual efforts, a culture of cooperation and constructive dialogue was developed and solidified.



Currently, the central executive body responsible for the development of volunteering in Kazakhstan is the Ministry of Culture and Information (formerly known as MISD). Today, an unprecedented form of collaboration between the state and civil society has emerged in the area of volunteering. Starting in 2024, a three-year pilot project of strategic partnership is being implemented. This form of interaction involves an effective and equitable dialogue and joint partnership work between the supervising ministry and the volunteer community to achieve shared strategic goals and objectives.

The first strategic partner from civil society is NVN, whose strength lies in its independence from the “private interests” of individual organizations, initiatives, or sectors. The main focus is directed toward the «common interests» of the volunteer community. NVN also acts as a mediator and the primary communication and information channel between the state and the volunteer community.

Since 2020 (the beginning of systematic state support), significant goals and results have been achieved through joint efforts, thanks to the collaboration between the overseeing ministry and the volunteer community.

## REGULATORY FRAMEWORK

**IN 2001**, the Law on Non-Profit Organizations was adopted, which for the first-time referenced volunteer activities.

**IN 2009**, the concept of “volunteer” appeared in the Law on Youth Policy of Kazakhstan.

**IN 2016**, the Law on Volunteer Activities was adopted, becoming the primary regulatory legal act governing volunteering in Kazakhstan. In 2022, amendments were made to this law to increase its effectiveness and enhance state support for volunteering. This law defines key concepts, boundaries, and directions of volunteer activities.



## KEY PROVISIONS OF THE LAW:

- **The definition of volunteer activity** is established as voluntary, socially oriented, publicly beneficial activity carried out on a voluntary and unpaid basis;
- **The term “volunteer”** is established, with the decision to use the French term «volunteer» without translation. This decision was made because the Kazakh word «erikti» (volunteer) reflects only one of the four principles of volunteering (voluntary, unpaid, for the benefit of society, and activity). It can be applied to all groups of people engaging in voluntary activities, including those not falling under the definition of «volunteer activity.» For example, philanthropists, patrons, members of political or religious organizations, and extras at secular or entertainment events are volunteers, but their activities do not align with all the principles and definition of volunteerism. Nonetheless, violations of this rule are often observed among the population due to a lack of awareness of the law.
- The law establishes **the forms of organizing volunteer activities**: individuals, initiative groups, and registered organizations;





- **Restrictions** on the concept of a volunteer organization: it must be a non-profit organization (excluding religious associations, consumer cooperatives, as well as public associations in the form of political parties or professional unions) created and operating under the laws of the Republic of Kazakhstan.
- **Restrictions** on the direction of volunteering: volunteer activities cannot support political parties or religious organizations. Volunteerism in support of terrorism, extremism, and separatism in any form is prohibited. It is also forbidden to create militarized volunteer organizations with a military structure, uniforms, insignia, anthems, flags, pennants, special internal discipline and management conditions, and weapons, including simulated ones.
- **Directions and types of volunteer activities** are outlined in the law.

Currently, the types of volunteer work recorded in our research appear structured differently than outlined in the law. An initiative to introduce amendments was proposed at the end of 2023, with changes anticipated by 2025.

- **The law also includes chapters regulating volunteer activities, such as:**

1. State regulation in the field of volunteer activities.
2. Organization and support of volunteer activities.

Regarding the legislative aspect of volunteerism, it is also important to note that in Kazakhstan, volunteer and charitable activities are separated and regulated by two different laws: the “Law on Volunteer Activities” and the “Law on Charity.”

**From 2021 to 2023**, a Roadmap for the development of volunteering was implemented in Kazakhstan. Currently, the Roadmap for 2024-2026 has been approved.





## DEVELOPMENT OF SYSTEMIC STATE SUPPORT



### YEAR OF THE VOLUNTEER IN KAZAKHSTAN

Systemic state support for volunteer activities in Kazakhstan began with the Year of the Volunteer.

In May 2019, during the Kazakhstan-Russia Youth Forum in Kostanay, it was announced that 2020 would be the Year of the Volunteer.

Shortly after, a working group was formed to plan and implement activities for the Year of the Volunteer.



One of the first tasks, with the involvement of the advertising agency «A1,» was to develop hashtags and a logo for the Year of the Volunteer in the summer of 2019. This led to the creation of a logo (a heart with the letter V inside for «volunteer») and the main hashtag #Birgemiz (Kazakh «Biz Birgemiz» – Russian «We Are Together»), which were approved in November 2019. The first mention and unofficial presentation of these symbols took place at the international forum «Birlik» on December 11, 2019. The official presentation of the logo and hashtags was held during the opening of the Year of the Volunteer in early February 2020. Representatives from various countries, including Russia, Uzbekistan, and Kyrgyzstan, attended the event. Uzbek representatives formally requested permission to adapt and use these symbols in their country during the COVID-19 pandemic.

Initially, these symbols were only intended for the Year of the Volunteer, but they became so beloved by those involved in volunteering that they have since become permanent attributes of the movement.

At the end of 2019, a strategic meeting was held with the participation of the aforementioned working group. Among other things, this meeting discussed measuring indicators of volunteer activity. Understanding that it was impossible to measure «everything at once,» it was suggested to focus on specific areas of volunteering. This led to the creation of the «Birgemiz Priority Directions.» Initially, eight specific areas of volunteer activity were selected, and in subsequent years, within the framework of the first Roadmap for the development of volunteering, separate state funding was allocated in the form of grants for the «National Project Birgemiz: Priority Direction» by the National Center for Civil Initiatives (NCCI). These priority directions were named in Kazakh and correspond to general categories:



**BIRGEMIZ: SAÝLYQ** (Russian: Health). General category – medical volunteering. Priority focus – attracting volunteers to healthcare, assisting in patient care, including in hospices, oncology centers, etc.



**BIRGEMIZ: BILIM** (Russian: Education). General category – educational volunteering. Priority focus – providing volunteer assistance in preparing students for the UNT (Unified National Testing), teaching English, and improving computer and legal literacy in rural schools.



**BIRGEMIZ: SABAQTASTYQ** (Russian: Mentorship). General category – social volunteering. Priority focus – implementing mentoring practices for children in orphanages and youth in difficult life situations in social service centers.



**BIRGEMIZ: ASYL MURA** (Russian: Cultural Heritage). General category – ethno-volunteering. Priority focus – preserving historical and cultural heritage sites.



**BIRGEMIZ: TAZA ÁLEM** (Russian: Clean World). General category – environmental volunteering. Priority focus – environmental protection, cleaning riverbeds and forests, planting trees, and educating people on waste sorting.



**BIRGEMIZ: QAMQOR** (Russian: Caring). General category – social volunteering. Priority focus – attracting volunteers to nursing homes and social service centers.



**BIRGEMIZ: ÚMIT** (Russian: Hope). General category – emergency volunteering. Priority focus – involving volunteers in search-and-rescue projects, disaster risk reduction, and recovery efforts from natural and man-made emergencies, including locating documents that tell the stories of our compatriots' feats during World War II.



**BIRGEMIZ: AYALA** (loosely translated into Russian as «Tenderness, Caring Hands»). General category – animal welfare volunteering. Priority focus – helping stray animals in urban and rural areas and fostering responsible attitudes toward animals. This direction was introduced in 2021.

In addition to these priority areas, a decision was made in 2022 to support a specific category of volunteers – older volunteers. Therefore, separate funding was allocated for the development of «silver volunteering.»





The Year of the Volunteer in Kazakhstan coincided with the COVID-19 pandemic.

In this context, the volunteer movement demonstrated an unprecedented impact – there was a significant surge in the number of people involved in volunteering, and a substantial amount of assistance was provided across the country. Volunteers managed to solve challenges that had seemed insurmountable. This convinced the government to continue supporting the implementation and development of volunteering even after the Year of the Volunteer ended. As a result, a strategic document was adopted that outlined systemic measures: the “Roadmap for the Development of Volunteering 2021-2023.” In 2024, a new «Roadmap for the Development of Volunteering 2024-2026» was approved.

## OPERATION OF VOLUNTEER FRONT OFFICES

Since 2020, as part of the implementation of the 2021-2023 volunteering roadmap, regional volunteer front offices (RFOs) have been operating in each region of Kazakhstan, based at Youth Resource Centers (YRCs). RFOs were established in all 20 regions, as well as in the cities of national significance – Astana, Almaty, and Shymkent – to create unified approaches to the development of volunteering across the country, engage citizens from various target groups and age groups, and provide state support for the development of volunteering. Regional front offices play a key role in facilitating dialogue between the volunteer movement and the state. Their mission is to support volunteer initiatives and foster the growth of volunteering in the regions.

To coordinate and provide methodological assistance to the RFO and enhance the systemic development of volunteerism in the regions, the state project “Organizing a Complex of Activities in the Sphere of Volunteering “Republican Front Office Birgemiz” has been implemented since 2020. From 2020 to 2023, the project was carried out by the NVN. As part of the project:

- A unified standard of state support for volunteering in Kazakhstan was developed and implemented, accompanied by methodological guidelines for all local executive bodies, with training sessions held in the regions. More than 200 civil servants were trained.
- Coordination, methodological, and practical assistance for the RFOs was provided.
- Annual statistics were collected, and an analytical report on volunteering in Kazakhstan was presented.
- An International Volunteer Center was established and continues to operate, focusing on cooperation with the international community. Current partners include Turkey, Uzbekistan, Tajikistan, Kyrgyzstan, Russia, Belarus, Armenia, and Azerbaijan, as well as international organizations such as the UN, UNV, and CIS. International Volunteer Center has organized 6 events, while the representatives of the center have participated as delegates at 7 international platforms.





A unified platform, [www.qazvolunteer.kz](http://www.qazvolunteer.kz), was launched as a modern space for connecting volunteers and volunteer organizations across the country to promote the volunteer movement. The platform, launched in 2018, was developed by the Ministry of Information and Social Development of Kazakhstan in collaboration with the National Volunteer Network, supported by a grant from the National Center for Civil Initiatives. As of now, 64,145 volunteers, 3,703 organizations, and 1,127 projects have been registered on the platform.

Training was conducted for RFO staff, volunteers, leaders of volunteer organizations, and civil servants. The total number of people trained over the entire more than 16,463 people.

Over 6,273 people received advisory assistance through the information line.

In 2024, a standard for the operation of RFOs, developed by the Ministry of Information and Culture in 2023 for methodological support, was introduced. Achievements of the RFOs over the past three years:

An information line, «The Birgemiz Republican Volunteer Front Office Information Center,» was launched to address questions related to volunteering. The line operates in the following capacities:

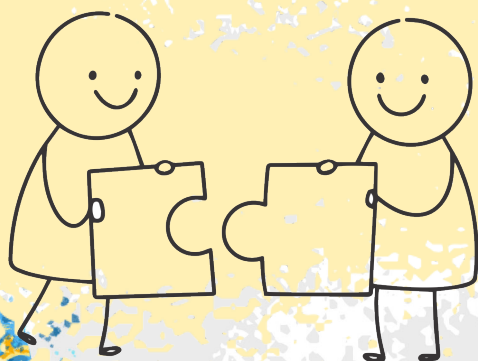
1. Receiving and processing applications from across Kazakhstan via calls, WhatsApp, Telegram Messenger, and Egov (e-government).
2. Providing consultations on volunteer activities.
3. Offering informational support to various organizations.
4. Recruiting volunteers for different events and projects, including RFO activities.

The information line has proven highly effective, processing 2,646 requests in 2023 alone. Requests came from nationwide and other countries. Citizens from Russia, the UAE, and Montenegro expressed interest in participating in volunteer activities, with half of these inquiries related to humanitarian aid for Turkey. Requests for volunteer cooperation also came from France and Belarus, while individuals from Turkey, Ukraine, and Uzbekistan sought assistance. A request from Belgium concerned the verification of a volunteer's resume, and Uzbekistan submitted an inquiry about the international «Volunteer of the Year» award.

Over the three years of implementing the state project to support volunteering, many valuable outcomes and impacts have been achieved. A stable dialogue and mechanisms of interaction between the supervising agency and the volunteer community have been established. All of this creates favorable conditions for the further development and strengthening of infrastructure and state support measures for volunteering within the framework of the 2024-2026 Volunteering Development Roadmap.

The key focus of the new three-year period is the development of sectoral volunteering through direct interaction between government sectoral agencies, institutions, and volunteer initiatives. There is already successful experience in such collaboration with the Ministry of Emergency Situations (MES), and with the Departments of Emergency Situations (DES) and Internal Affairs (DIA).

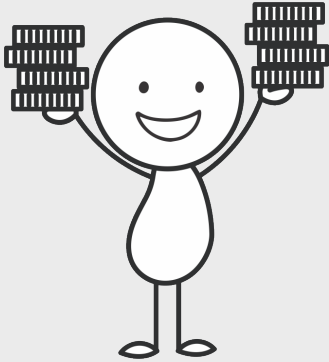
In December 2023, the previous project concluded, and it was replaced by a new format of strategic partnership for three years between the state and a nonprofit organization in the field of volunteering.



**This is a new experience for Kazakhstan. The fundamental difference in this format is that the volunteer organization, selected through a competitive process, does not simply carry out the technical assignment of the supervising agency, but proposes its vision and ways of developing volunteering in the country. It is actively involved in the development of strategic documents in this area and participates in discussions and resolutions of key issues and tasks.**



## FINANCIAL SUPPORT



**Before 2020**, grants for the development of civil initiatives included allocations for volunteering.

**Starting in 2020**, separate funding has been allocated for the development and implementation of volunteer activities within the framework of state social orders (both national and regional funding) and grants from the CISC for Birgemiz's priority areas.

**Since 2022**, regional funding for volunteer projects has been provided (grant competitions by akimats (city administration) and regional state social orders).

**In 2023**, 54 projects were implemented, including 240 small grants awarded to volunteers and volunteer organizations, with a total value of 72 million tenge.

**In 2024**, 55 projects are being carried out, with 240 small grants issued for key volunteer areas, also totaling 72 million tenge.

Additionally, since volunteer organizations are nonprofit entities, existing legislation provides them with **tax benefits**.





## PROTECTION OF INTEREST AND ENCOURAGEMENT

**In 2022, amendments were made to the Law of Kazakhstan on Volunteering, initially adopted in 2016. The revised law provides the following measures for state support in the field of volunteering:**

- When hiring for state and civil service positions, the competition commission considers the volunteer activities of candidates.
- Volunteers who have received awards specified by the Rules for Awarding Children and Youth with Distinctions for Patriotism and Active Civic Engagement are given preferential consideration for admission to higher educational institutions, as stipulated by legislation. If candidates have equal scores, educational grants are awarded based on high average grades on certificates, diplomas, or attestations.
- Volunteer organizations are provided with state property under favorable conditions, according to approved Rules for the Provision of State Property. Challenges in implementing this measure in regions are related to the actual lack of such property, especially premises. In some regions, facilities are being specially built for volunteer needs.
- To encourage volunteers at the state level, state awards are provided to volunteers (e.g., the “Shapagat” medal, the “Khalyk Algysy” honor certificate).
- The procedure for awarding state honors is defined by the Presidential Decree of the Republic of Kazakhstan No. 90 dated November 8, 1999, “On Approving the Instructions for Nominations for State Awards of the Republic of Kazakhstan and Their Presentation, Model Documents for State Awards of the Republic of Kazakhstan, and Descriptions of State Award Signs of the Republic of Kazakhstan,” and has been retained in its current edition.
- To recognize the best Kazakh and foreign volunteers who have contributed to Kazakhstan’s development, the international “Volunteer of the Year” award has been established.
- For charity volunteers (individuals who participate in charity work using their experience, special skills, knowledge, and personal contacts based on an agreement with a benefactor), an honorary title in the field of charity is awarded on a competitive basis. The activities of charity volunteers are regulated by the Charity Law.
- Under the UNV program, 9 Kazakh volunteers worked from 2020 to 2023 in various UN structures. To continue collaboration with the UNV and develop motivational programs, an Agreement for full funding of the program was signed in 2023 between the Ministry of Culture and Information of Kazakhstan and UNV. In 2024, 7 volunteers were sent to work in UN structures in Turkey, Kenya, and Thailand.

By the end of 2023, there arose a need for new amendments to the Law, mainly regarding the methodological description of volunteering activities. An accurate classification of types of volunteering has been developed but is not yet enshrined in the Law.



# VOLUNTEERING METHODOLOGY

Since 2021, Kazakhstan has used a classification of types of volunteering activities. Currently, this classification is not codified in the Law on Volunteering or other regulatory legal acts but is used in methodological documents and materials. It is also used for collecting information and statistics on volunteering.

The classification was derived from research and statistical data and aligns with Kazakhstan's laws related to or directly regulating volunteering activities. This classification is updated under current data and reflects the actual situation today.

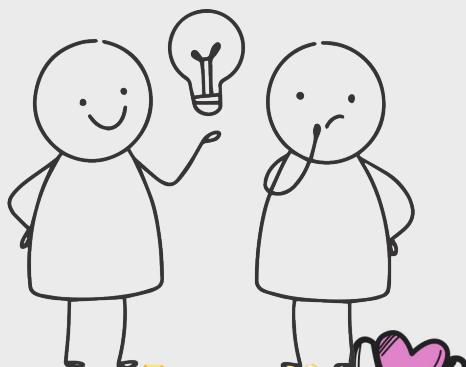
Amendments are expected in 2025, with the new classification being codified in the Law on Volunteering.

## IN KAZAKHSTAN, VOLUNTEERING IS CLASSIFIED BASED ON FIVE CRITERIA:

### I. BY COMPOSITION.

Depending on who carries out the volunteering activity, eight types are distinguished:

- **SCHOOL VOLUNTEERING**
- **STUDENT VOLUNTEERING** (college and university students)
- **SILVER VOLUNTEERING** (retirees, over 64 years old)
- **INCLUSIVE VOLUNTEERING** (volunteers with special health needs)
- **CORPORATE VOLUNTEERING** (employees of a single organization)
- **PRO BONO VOLUNTEERING** (professionals)
- **INTERNATIONAL VOLUNTEERING** (volunteers from other countries)
- **GENERAL VOLUNTEERING** (standard or mixed composition)



volunteer  
РОДОНТЕР

КОМЕК

ПОДДЕРЖКА

ДАМ

**II. BY DIRECTION** volunteering activities are categorized into 14 types based on the social issue, task, or category of people they address:



**1. Medical Volunteering** (volunteer work in medical institutions, home care for the sick, etc. Aimed at improving people's health) and Donorship (regular or one-time blood donation).



**2. Volunteering in Civil Society Development** (expert and advisory intellectual assistance in problem-solving, help from experts in developing individuals or organizations aimed at strengthening civil society and addressing social issues).



**3. Educational Volunteering** (volunteering to transfer knowledge and skills, offering free training, preparation for national exams, and more. The activity is aimed at enhancing the knowledge, skills, and abilities of individuals or groups or improving the education system and its elements).



**4. Arts Volunteering** (raising interest in arts-related issues, exhibitions, classical concerts, etc., excluding entertainment events and concerts by modern performers).



**5. Public Space Volunteering** (urban clean-ups, promoting inclusive environments, cleaning parks, planting flowers and trees, repairing and renovating parks, yards, playgrounds, and other public spaces).



**6. Animal Volunteering** (helping stray and wild animals, livestock, and pets, working in animal shelters, etc.).



**7. Media Volunteering** (creating original content to highlight volunteering, promote volunteering, and cover socially significant topics without monetization).



**8. Search-and-Rescue Volunteering** (physical searches, assisting the police and emergency departments in search efforts and working with the public).



**9. Event Volunteering** (volunteering at socially significant events or events aimed at supporting vulnerable populations, charity concerts, excluding entertainment, commercial, image-driven, or amusement events).





**10. Social Volunteering** (helping vulnerable populations and people in difficult life situations). Includes 8 types:

- Volunteering in crisis centers (support and resocialization of victims of violence, people in crisis centers, organizing rehabilitation programs, etc.).
- Hospice volunteering (palliative care, patient support, helping families of patients, caregiving for children of patients, bereavement support programs, etc.).
- Volunteering for children and adults with special health needs (volunteering in medical institutions, helping at home, organizing leisure activities, rehabilitation programs, etc.).
- Volunteering for children in social protection homes and children from single-parent or disadvantaged families, in juvenile adaptation centers (mentoring, organizing leisure, support programs, etc.).
- Volunteering for prisoners and former prisoners (resocialization, support, etc.).
- Volunteering for the elderly and people living alone or in difficult situations (help with daily living, problem-solving, organizing rehabilitation programs, leisure activities, etc.).
- Volunteering to prevent and reduce drug addiction and other dependencies, working with addicted individuals (prevention, covering drug-related advertisements, supporting and socializing people with addictions, working with 12-step programs).
- Humanitarian and social aid (collecting, packing, and distributing clothing and food aid to people in emergencies or difficult life situations).



**11. Sports and Healthy Lifestyle Volunteering** (ensuring accessibility and promoting various sports, active lifestyles, healthy eating, mental health, and more).



**12. Disaster Risk and Emergency Volunteering** (reducing disaster risks, mitigating emergency consequences, promoting safety culture among the population, etc.).



**13. Environmental Volunteering** (caring for the environment, cleaning riverbeds and shores, forests, and other natural areas, reducing carbon footprints, educating on waste sorting, raising environmental awareness, etc.).



**14. Ethnic Volunteering** (preserving historical and national memory, preserving monuments of material and non-material culture, participating in archaeological excavations, volunteering in ethnocultural associations, Friendship Houses, etc.).



### III. TYPES OF VOLUNTEERING BY SCOPE

1. **Local Scope:** Within one settlement
2. **Regional Scope:** Within one region
3. **National Scope:** Across several regions or nationwide
4. **International Scope:** Across multiple countries

### IV. TYPES OF VOLUNTEERING BY DURATION

1. One-Time Actions and Events
2. Projects
3. Ongoing Activities

### V. TYPES OF VOLUNTEERING BY ORGANIZATION TYPE

1. Registered Organizations
2. Initiative Groups
3. Individuals





## TYPICAL PRACTICES ACROSS VOLUNTEER ACTIVITIES

In Kazakhstan, certain practices are well-established and typical across regions. These practices generally have similar content, mechanisms, and implementation algorithms and often involve similar volunteer groups. The table below describes such practices in areas with significant distribution and development, leading to similarities and typicality.

Direction	Typical Volunteering Activities	Typical Volunteer Composition	Typical Form of Organization
MEDICAL VOLUNTEERING	Volunteering in Medical Institutions: <ul style="list-style-type: none"> <li>• Animation or various forms of resource therapy for children</li> <li>• Non-specific technical assistance (sanitation, technical staff functions, data digitization, etc.)</li> </ul>	People over 18, often with psychology or art education, medical students	Individuals Initiative Groups
	Home care for patients – palliative care, wound treatment, rehabilitation or anti-decubitus measures	Pro bono	Individuals Initiative Groups
	Public awareness on important topics: vaccination, breastfeeding, early development, epidemic prevention, etc.	Silver Pro bono	Individuals
	Blood donation	People over 18	Individuals
EDUCATIONAL VOLUNTEERING	For school students (preparation for exams, language learning, digital security, legal literacy, emergency preparedness, tutoring, etc.) Often based on «peer-to-peer» principles	High school students university students (relevant or non-relevant fields) Pro bono teachers and trainers	Individuals Initiative Groups Volunteer Organizations
	For the elderly (smartphone use, digital security, financial literacy, fraud prevention)	university students (relevant or non-relevant fields) Pro bono teachers and trainers	Individuals Initiative Groups
	For people in difficult situations (vocational training, retraining, learning vital skills, financial and legal literacy, etc.)	Pro bono teachers and trainers People over 18	Initiative Groups Volunteer Organizations
ENVIRONMENTAL VOLUNTEERING	Cleaning Riverbeds, Shores, Forests, and Other Natural Areas	Students	Initiative Groups Volunteer Organizations
	Carbon Footprint Reduction Events, Waste Sorting Education, Promoting Environmental Awareness, etc.	High school students, university students (relevant and non-relevant fields), people over 18	Individuals Initiative Groups Volunteer Organizations

Direction	Typical Volunteering Activities	Typical Volunteer Composition	Typical Form of Organization
<b>ETHNIC VOLUNTEERING</b>	Preserving Historical and National Memory, Material and Non-Material Cultural Heritage Typical Volunteer Composition	University students (relevant fields), people over 18, Pro bono specialists	Initiative Groups Volunteer Organizations
	Participating in Archaeological Expeditions (Excavations, Data Entry, Technical Assistance)	University students (relevant fields), people over 18	Individuals Initiative Groups
<b>VOLUNTEERING IN PUBLIC SPACE IMPROVEMENT</b>	City Clean-Ups, Park Maintenance, Alley and Street Clean-Ups, Planting Flowers and Trees in Settlements	All groups	Individuals Initiative Groups Volunteer Organizations
	Supporting Inclusive Environments (Audits to Identify Violations of Accessibility Standards, Participating in Working Groups for Legislative Amendments)	People over 18 – activists, individuals with disabilities or health conditions (inclusive volunteering)	Individuals Initiative Groups
	Repairing and Renovating Parks, Yards, Playgrounds, and Other Areas in Settlements	People over 18 – activists, general volunteering corporate volunteering	Initiative Groups Volunteer Organizations
<b>EMERGENCY VOLUNTEERING</b>	Promoting Safety Culture Among the Population (Projects for Schoolchildren Based on "Peer-to-Peer" Principles, House-to-House Visits, Events in Leisure Areas – Resorts, Beaches, etc.)	Schoolchildren people over 18	Initiative Groups Volunteer Organizations
	Disaster Response, Risk Mitigation	people over 18	Individuals Initiative Groups Volunteer Organizations
<b>SEARCH AND RESCUE VOLUNTEERING</b>	Searching for Missing People, Lost Individuals (Children, Elderly, People with Disabilities)	People over 18 emergency volunteers	Individuals Initiative Groups Volunteer Organizations
<b>ANIMAL VOLUNTEERING</b>	Volunteers Working in Animal Shelters	All categories	Individuals Initiative Groups
	Assisting Stray and Wild Animals, Livestock, and Pets	All categories	Individuals Initiative Groups





Direction	Typical Volunteering Activities	Typical Volunteer Composition	Typical Form of Organization
<b>EVENT VOLUNTEERING</b>	Volunteering at Socially Significant Events (Summits, Asian Games, Universiades, Nomad Games, Forums, etc.)	Students people over 18	Volunteer Organizations
	Events Supporting Vulnerable Groups (Celebrations in Orphanages, Elderly Homes, Prisons, Charity Events, etc.)	All categories	Individuals Initiative Groups Volunteer Organizations
<b>SOCIAL VOLUNTEERING</b>	Humanitarian and Social Assistance (Collecting, Packing, and Distributing Clothing and Food Aid)	All categories	Individuals Initiative Groups Volunteer Organizations
	Searching for Missing People, Assisting Law Enforcement and Emergency Services with Public Outreach	people over 18	Individuals Initiative Groups Volunteer Organizations
	Working in Hospices (Palliative Care, Supporting Patients, Helping Relatives, Child Care for Patients, Bereavement Support Programs)	people over 18	Individuals Initiative Groups
	Volunteering for Children and Adults with Special Health Needs (Assistance at Home, Organizing Leisure Activities, Rehabilitation Programs, etc.)	people over 18 Pro bono	Initiative Groups Volunteer Organizations
	Volunteering for Children in Social Care Homes and Children from Single-Parent or Dysfunctional Families, in Juvenile Adaptation Centers (Mentorship, Organizing Leisure Activities, Supporting Programs, etc.)	All categories	Initiative Groups Volunteer Organizations
	Volunteering for the Elderly and the Isolated, People in Difficult Situations (Household Help, Problem Solving, Rehabilitation Programs, Organizing Leisure Activities)	All categories	Initiative Groups Volunteer Organizations
	Volunteering to Prevent and Reduce Drug Addiction (Painting Over Drug Advertisements)	people over 18	Individuals Initiative Groups

# VOLUNTEERING BY NUMBERS

## INFORMATION SOURCES

The primary source of official statistical information in Kazakhstan is the Bureau of National Statistics, the authorized state body responsible for collecting data on various sectors. Until 2024, due to objective reasons, volunteering was not included in the list of sectors for which official data was gathered.

On June 3, 2024 a Ministerial Order from the Ministry of Culture and Information (MCI) was registered with the Ministry of Justice, introducing a special data collection form. This form will enable the gathering of volunteer-related data, granting it the status of official statistics. Moreover, starting from 2025, the Bureau of National Statistics is planning to collect statistical data on volunteering.

Recognizing the value and importance of volunteering to the nation, and the need for information to better understand the state of its development, the MCI has been collecting both quantitative and qualitative data since 2020. This information has been gathered through local executive bodies (akimats) and from the executor of the «Birgemiz: Áreket Ýaqyty» project, under the National Volunteer Network.

Each year, based on the data collected, the NVN provides an Analytical Report on the state of volunteering in Kazakhstan. This data is considered «conditionally official.»

The key sources of information for data collection and analysis are:

### 1. REGIONAL VOLUNTEER FRONT OFFICES (RFOS)

RFOs collect monthly statistical data from volunteer organizations (NGOs), initiative groups, and quasi-governmental and state institutions involved in volunteer activities.

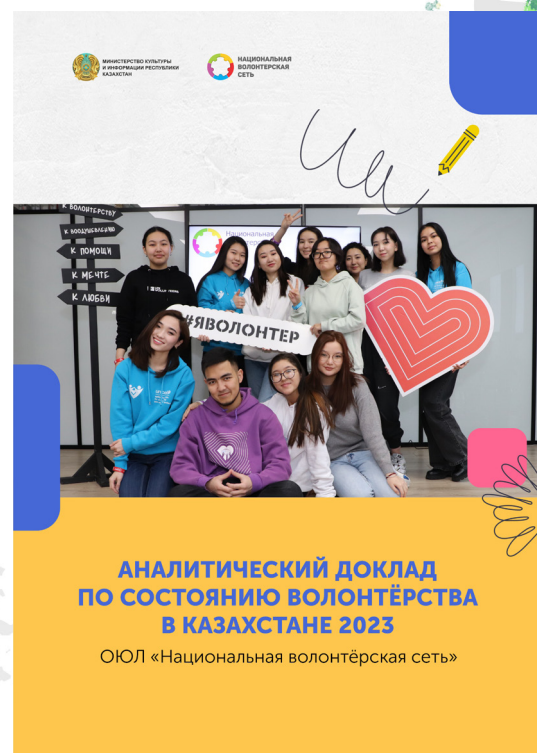
### 2. DATA FROM NATIONAL VOLUNTEER NETWORK (NVN) MEMBERS

The NVN regularly receives data from 29 registered member organizations and 17 partner initiative groups. These entities are located in 36 cities across Kazakhstan, covering all regions.

### 3. INDEPENDENT SURVEYS AND FIELD RESEARCH

Periodically, the NVN conducts voluntary independent surveys among members of the volunteer community (NGOs, initiative groups, and individuals), as well as local executive bodies, focusing on specific areas of volunteer activity.

Based on data from these three sources, the annual Analytical Report on the state of volunteering in Kazakhstan has been compiled and presented since 2020. The latest report, released in December 2023, provides a comprehensive overview of the state of volunteering as of December 2023, alongside a three-year trend analysis.







**Various organizations have conducted and presented the following analytical and research materials in the field of volunteering in Kazakhstan:**

\*The list may not be exhaustive and is compiled from open sources.

- Study on Volunteering in Kazakhstan. National Volunteer Network, 2019.
- Assessment of the Contribution of Volunteer Activities to the Socio-Economic Development of the Country. TALAP Applied Research Center, 2020.
- Report on the Development of Volunteer Activities in Kazakhstan: «State and Prospects of Volunteer Development in Kazakhstan.» TALAP Applied Research Center, 2020.
- Research on Positive Practices of Corporate Volunteering. National Volunteer Network, 2020.
- Expert Survey on Volunteer Development Following the Year of the Volunteer. Rukhani Zhangyru Kazakhstan Institute of Public Development in collaboration with the National Volunteer Network, 2020.
- Analytical Report on the Project: «Assistance in the Development and Support of Legislation on Volunteer Activities.» Rukhani Zhangyru Kazakhstan Institute of Public Development, 2020.
- Report on the Results of the Year of the Volunteer: «Volunteering in Kazakhstan.» Prepared by the National Volunteer Network as part of the project «Organization of the Activities of the Republican Project Office (Front Office) for Coordination and Monitoring of Volunteer Programs and Projects in the Year of the Volunteer,» 2020.
- Analytical Report on the State of Volunteering in Kazakhstan. National Volunteer Network, 2021.
- Analytical Report on the State of Volunteering in Kazakhstan. National Volunteer Network, 2022.
- Data Collection and Analysis of the Development of Volunteering and Interaction between the State and the Volunteer Community in the Regions. National Volunteer Network, 2023.
- Analytical Report on the State of Volunteering in Kazakhstan. National Volunteer Network, 2023.

## GENERAL INDICATORS

As of December 2023, volunteering in Kazakhstan appears in statistical data as follows:

*During data description, the excerpts are provided from the Analytical report, 2023*

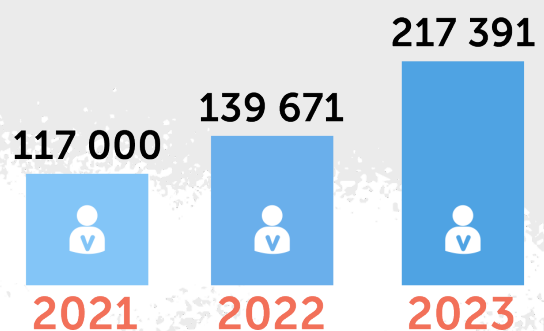
**Total number of volunteers in Kazakhstan at the beginning of 2024: 240,000 people.** For comparison, data from 2021 showed 117,000 people, and data from 2022 indicated 139,671 people.

It should be noted that these figures are only partially relevant, as information from certain regions is inherently conditional. This is due to ongoing efforts by the RFO to collect official data on the state of volunteering in the regions, which varies greatly from region to region and requires improvement.

Diagram 1

### ESTIMATED NUMBER OF VOLUNTEERS IN KAZAKHSTANBASED

*on consolidated data from «Volunteering in Numbers»*



Additionally, since independent surveys and data collection from the volunteer community are voluntary, not all initiatives and cases can be accounted for.

Nevertheless, based on qualitative and indirect data, it can be concluded that the increase in the estimated number of volunteers in Kazakhstan, according to the RFO, indicates both an improvement in the quality of work of the front offices and a real increase in the number of Kazakh volunteers (Diagram 1).

### TYPE OF VOLUNTEER ACTIVITY ORGANIZATION:

According to the RFO, the number of unregistered initiative groups in Kazakhstan has consistently exceeded the number of registered volunteer organizations by at least 3 to 3.5 times throughout the monitoring period.

According to the MCI, in 2023, there are more than 740 registered volunteer organizations in Kazakhstan. Data from the regional front offices indicate that the number of initiative volunteer groups still surpasses this number, with 1,882 unregistered initiative groups recorded. The duration of existence and activity is not related to the type of volunteer organization, as both registered NGOs and initiative groups can have long histories of over 15 years.

## VOLUNTEER PROFILE

The distribution of volunteers by gender remains relatively unchanged over three years:



**44%**  
men



**56%**  
women

Age distribution is also quite stable:

Under 18	<b>33,5%</b>
18 to 29	<b>43,2%</b>
30 to retirement age	<b>21,1%</b>
Retirement age	<b>2,2%</b>





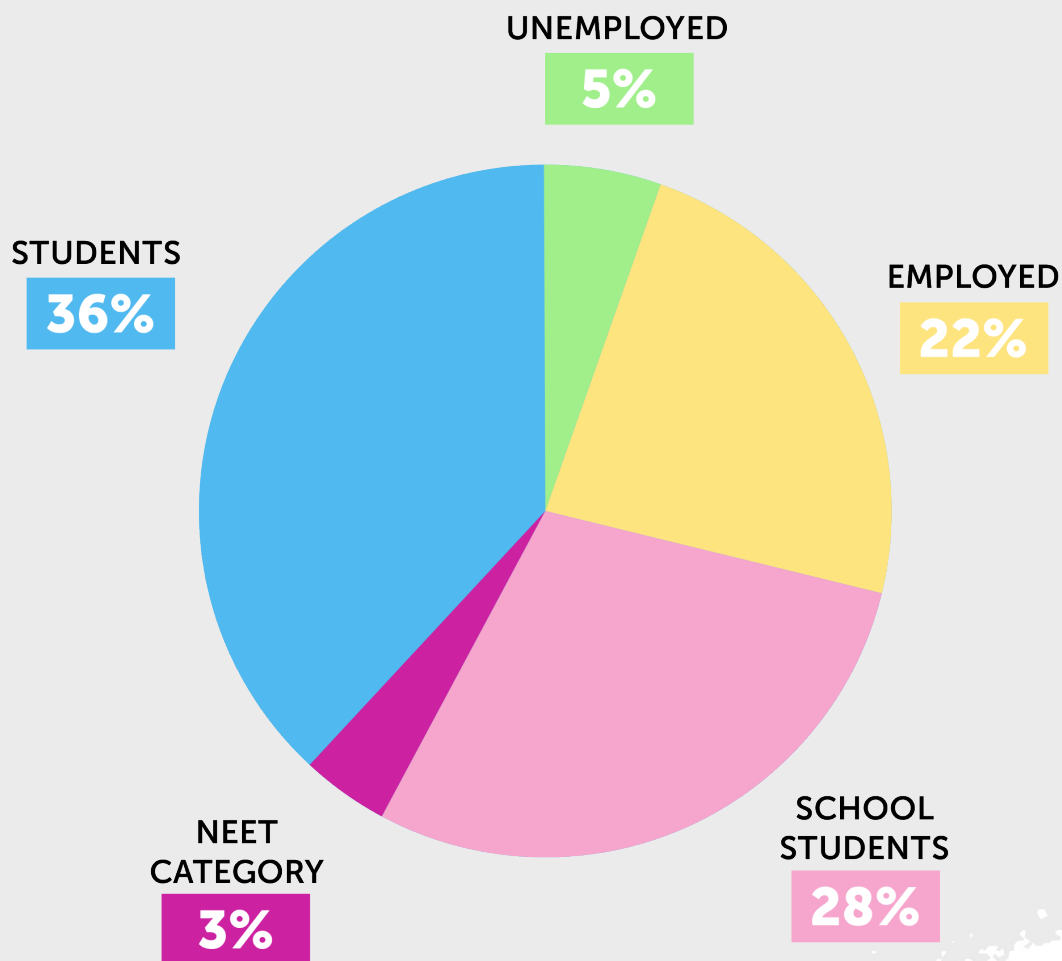


#### SOURCES OF FUNDING FOR VOLUNTEER INITIATIVES ACCORDING TO A VOLUNTEER AND VOLUNTEER ORGANIZATION SURVEY:

- Unable to specify funding source – **21%**
- Personal financial contributions from volunteers – **20%**
- No funding – **19%**
- Government funding – **16%**
- Donor or sponsorship support – **11%**
- Donations and transfers from the public – **10%**
- Private grants – **3%**

Thus, about 40% of initiatives were funded by the volunteers themselves or had no funding at all. Another 21% were funded by sponsorship, donor support, and public donations. Government funding constituted 16%.

#### DISTRIBUTION BY MAIN EMPLOYMENT TYPE:



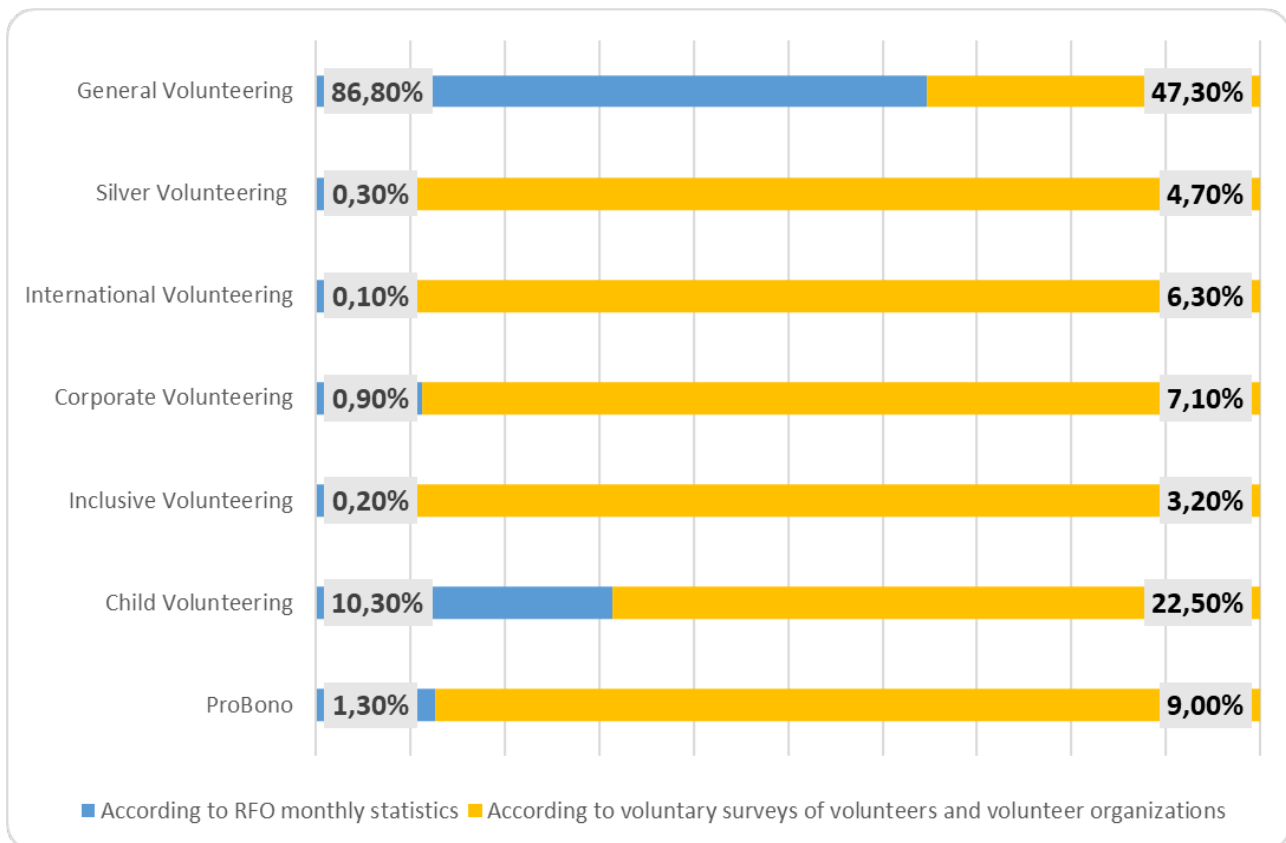
## DISTRIBUTION BY VOLUNTEER COMPOSITION:

Data from regional front offices and independent surveys suggest that the real composition of volunteer teams is much more diverse and inclusive than reflected in monthly regional statistics (Diagram 2)

Diagram 2

## COMPOSITION OF VOLUNTEERS AT EVENTS IN 2023

according to RFO monthly statistics and NVN voluntary survey of volunteers and volunteer organizations







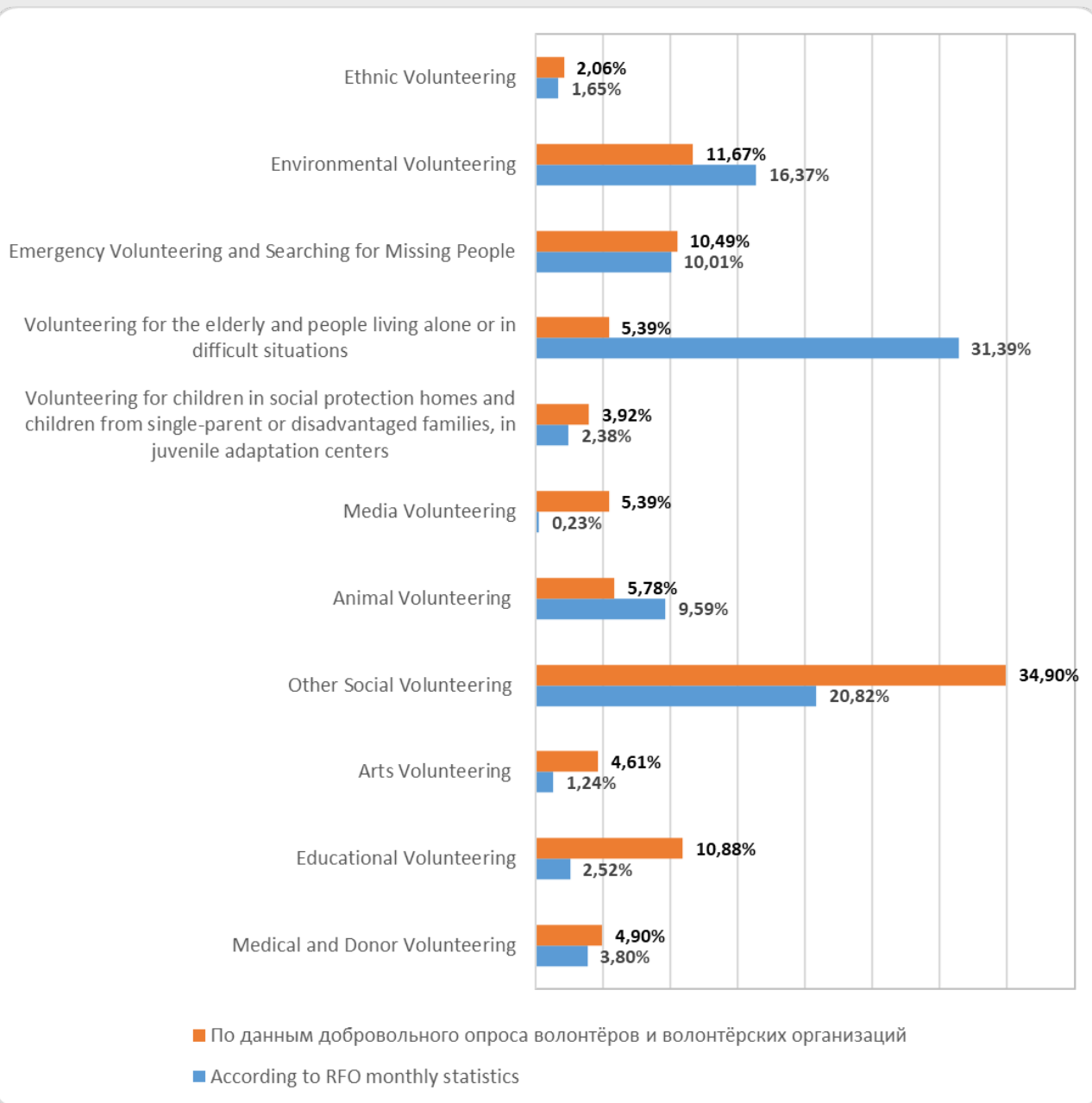
## DISTRIBUTION BY VOLUNTEER ACTIVITY AREAS:

The data in this area of research, based on independent surveys and RF Office data, diverge significantly (Diagram 3), highlighting the need for enhanced dialogue between the government and the volunteer community.

**NOTE:** In Diagram 3, the category “Other Social Volunteering” includes: anti-corruption volunteering; humanitarian and social assistance volunteering; event volunteering; social volunteering in crisis centers; social volunteering in hospices; social volunteering for children and adults with health disabilities; social volunteering for incarcerated individuals and former inmates; social volunteering for community space improvement; social volunteering aimed at preventing and reducing drug addiction and other dependencies; working with people with addictions; sports and healthy lifestyle volunteering.

## VOLUNTEERING DIRECTIONS IN KAZAKHSTAN IN 2023

Based on RFO monthly statistics and NVN voluntary surveys of volunteers and volunteer organizations



# SIGNIFICANCE OF VOLUNTEER ACTIVITY

## THE IMPACT OF VOLUNTEERING ON THE SOCIAL, ECONOMIC AND CULTURAL DEVELOPMENT OF THE COUNTRY

The impact of volunteering on the social, economic, and cultural development of the country is not yet quantified by standardized methods for collecting and processing data on its influence.

Indirect information is partially reflected in:

- The study «Assessment of the Contribution of Volunteer Activity to Socio-Economic Development.» TALAP Applied Research Center, 2020.
- Data from Analytical Reports on the State of Volunteering in Kazakhstan from 2021-2023 (calculating volunteer hours and correlating them with the average cost per hour of labor).

At this time, due to the development level of volunteering in Kazakhstan and the recognition of its importance by government bodies, one of Kazakhstan's priorities is to develop and implement a system for assessing the impact of volunteer activity on social, economic, and cultural development.

## PARTICIPATION OF THE VOLUNTEER COMMUNITY IN THE ACHIEVING THE SDGs IN KAZAKHSTAN

On August 12, 2020, a framework cooperation program in sustainable development was signed. It encompasses work in three thematic areas: human development and equal participation; effective institutions, human rights, and gender equality; sustainable environment and inclusive economic development.

This agreement was signed by the government and UN Resident Coordinator in Kazakhstan Norimasa Shimomura, along with representatives from 22 UN agencies.

Kazakhstan recognizes the importance of all 17 Sustainable Development Goals (SDGs), and the strategic plan includes activities aimed at achieving results for each of them. As a result of extensive preparatory work (population surveys, analysis of national strategy priorities with the SDGs, consultations, and negotiations), priority SDGs that contribute to achieving the desired outcomes in all aforementioned areas have been identified:

**5. Gender Equality**

**10. Reduced Inequalities**

**13. Climate Action**

**16. Peace, Justice and Strong Institutions**

**17. Partnerships for the Goals**

Achievement of the goals and objectives within this program relies on the consolidation of key resources from strategic partners, including UN agencies, ministries, civil society representatives, and the private sector. Thus, the volunteer community, as part of civil society, also contributes to the achievement of the SDGs.



In 2019, Kazakhstan presented its first Voluntary National Review on the progress and implementation of the global Sustainable Development Agenda. The focus was on the following SDGs:

- 4. Quality Education**
- 8. Decent Work and Economic Growth**
- 10. Reduced Inequalities**
- 13. Climate Action**
- 16. Peace, Justice and Strong Institutions**
- 17. Partnerships for the Goals**

In 2022, the Economic Research Institute, together with the Ministry of National Economy, prepared the second Voluntary National Review.

An independent survey conducted across 17 regions identified priority areas for implementing the SDGs in Kazakhstan, with the following priorities highlighted:

- 1. No Poverty**
- 3. Good Health and Well-Being**
- 4. Quality Education**
- 5. Gender Equality**
- 6. Clean Water and Sanitation**
- 8. Decent Work and Economic Growth**

## SUSTAINABLE DEVELOPMENT GOALS



## CHANNELS AND METHODS OF VOLUNTEERING IMPACT ON NATIONAL DEVELOPMENT GOALS AND SDGS IN PRIORITY AREAS

Volunteering, as a contribution from civil society, impacts all SDGs in social and environmental dimensions, depending on the type of volunteer activity. It serves as a cross-cutting tool for accelerating and transforming society toward achieving the Sustainable Development Goals, acting as a reliable partner and resource for the state:

Direction of Volunteer Activities*	Examples of Activities	Impact and Results
<b>SDG 1: NO POVERTY AND SDG 2: ZERO HUNGER</b> These goals are not currently official priorities for Kazakhstan. However, specific situations arise where volunteer assistance aligns with these objectives.		
<b>Social Volunteering</b>	<ul style="list-style-type: none"> <li>Regular collection, packaging, and distribution of targeted material and food assistance</li> <li>Assistance with household chores and home improvements</li> <li>Organization of humanitarian aid collection and distribution</li> <li>Support in document recovery</li> <li>Help with benefit applications</li> <li>Assistance in problem-solving</li> <li>Employment support</li> </ul>	<b>DIRECT</b>
<b>Educational Volunteering</b>	<ul style="list-style-type: none"> <li>Teaching essential life skills</li> <li>Providing legal and financial literacy education</li> <li>Assistance in accessing education</li> </ul>	<b>INDIRECT</b>
<b>Media Volunteering</b>	<ul style="list-style-type: none"> <li>Raising awareness of issues among government institutions and the public</li> <li>Organizing fundraising efforts</li> </ul>	<b>DIRECT AND INDIRECT</b>
<b>SDG 3: GOOD HEALTH AND WELL-BEING</b> This goal holds significant priority for Kazakhstan, and volunteer contributions in this area are quite broad		
<b>Medical and Donor Volunteering</b>	<ul style="list-style-type: none"> <li>Assisting medical and technical staff in healthcare facilities</li> <li>Home care for patients</li> <li>Organizing rehabilitation activities</li> <li>Coordinating assistance for patient treatment in foreign clinics</li> <li>Blood donation</li> <li>Accompanying ambulance crews</li> <li>Providing recreational and psychological support for patients</li> </ul>	<b>DIRECT</b>
<b>Emergency Volunteering</b>	<ul style="list-style-type: none"> <li>Targeted volunteer assistance during pandemics and epidemics</li> <li>Preventing the spread of infections and viruses (distribution of PPE, public notifications, hotlines)</li> </ul>	<b>DIRECT</b>
<b>Educational Volunteering</b>	<ul style="list-style-type: none"> <li>Training the public in first aid</li> <li>Educating on physical, mental, and sexual health issues</li> <li>Awareness-raising about prevention and vaccination measure</li> </ul>	<b>INDIRECT</b>
<b>Sports and Healthy Lifestyle Volunteering</b>	<ul style="list-style-type: none"> <li>Ensuring access to various sports</li> <li>Promoting an active lifestyle and healthy eating</li> <li>Mental health prevention</li> </ul>	<b>DIRECT AND INDIRECT</b>





#### SDG 4: QUALITY EDUCATION

This goal is a clear priority for Kazakhstan, with volunteer activities in this area being the most extensive and diverse

<b>Educational Volunteering</b>	<ul style="list-style-type: none"> <li>Assisting students (especially in rural areas) in preparing for the Unified National Testing (UNT) and university admissions</li> <li>Helping students exchange professional experiences and organize internships</li> <li>Supporting all citizens in learning the state language, and gaining computer, legal, and financial literacy</li> <li>Teaching essential life skills</li> <li>Additional education for socially vulnerable groups</li> </ul>	<b>DIRECT</b>
<b>Art Volunteering</b>	<ul style="list-style-type: none"> <li>Instilling cultural knowledge and values in rural children and youth</li> <li>Introducing and fostering global culture</li> </ul>	<b>DIRECT</b>

#### SDG 5: GENDER EQUALITY

This goal has medium priority, with relevance increasing in the past two years due to numerous reports of gender inequality and violence against women

<b>Social Volunteering</b>	<ul style="list-style-type: none"> <li>Working in crisis centers for individuals in difficult life situations</li> <li>Rehabilitation and support programs for survivors of violence</li> <li>Programs ensuring equal rights and protecting women's rights</li> </ul>	<b>DIRECT</b>
<b>Civil Society Development Volunteering</b>	<ul style="list-style-type: none"> <li>Legal consultations on human rights and existing legislation (administrative, labor, family law)</li> <li>Participation in working groups for amendments to relevant regulatory acts</li> <li>Working in public councils</li> </ul>	<b>DIRECT</b>
<b>Educational Volunteering</b>	<ul style="list-style-type: none"> <li>Human rights education programs</li> <li>Joint projects with UNICEF for schoolchildren on bullying prevention and gender inequality</li> </ul>	<b>INDIRECT</b>
<b>Media Volunteering</b>	<ul style="list-style-type: none"> <li>Raising awareness among government institutions and the public on issues</li> </ul>	<b>INDIRECT</b>
<b>Event Volunteering</b>	<ul style="list-style-type: none"> <li>Organizing campaigns and other events in support of gender equality with broad public involvement</li> </ul>	<b>INDIRECT</b>

#### SDG 6: CLEAN WATER AND SANITATION

This goal previously lacked strong priority but gained attention at the state level in late 2023 due to water scarcity issues. Volunteer ecologists have actively worked in this area for several years

<b>Environmental Volunteering</b>	<ul style="list-style-type: none"> <li>Cleanup campaigns for rivers, springs, wells, and other clean water sources</li> <li>Monitoring to prevent harmful waste discharge into rivers and lakes</li> </ul>	<b>DIRECT</b>
<b>Emergency Volunteering</b>	<ul style="list-style-type: none"> <li>Assisting in addressing the consequences of oil spills</li> </ul>	<b>DIRECT</b>
<b>Media Volunteering</b>	<ul style="list-style-type: none"> <li>Raising awareness of water scarcity issues among government institutions and the public</li> </ul>	<b>INDIRECT</b>
<b>Educational Volunteering</b>	<ul style="list-style-type: none"> <li>Educational programs for schoolchildren on water resource conservation and responsible water use</li> <li>Joint projects with UNICEF in this area</li> </ul>	<b>DIRECT AND INDIRECT</b>

**SDG 7: AFFORDABLE AND CLEAN ENERGY**  
**SDG 8: DECENT WORK AND ECONOMIC GROWTH**  
**SDG 9: INDUSTRY, INNOVATION, AND INFRASTRUCTURE**

Although these economic goals are relevant for Kazakhstan, they offer limited opportunities for direct volunteer contributions

<b>Event Volunteering</b>	<ul style="list-style-type: none"> <li>Voluntary support for government and international events aimed at achieving these SDGs (EXPO, economic forums, etc.)</li> </ul>	<b>INDIRECT</b>
<b>Media Volunteering</b>	<ul style="list-style-type: none"> <li>Raising awareness among government institutions and the public on these issues</li> </ul>	<b>INDIRECT</b>

**SDG 10. REDUCED INEQUALITIES**

This goal is a clear priority for Kazakhstan. The key focus of volunteer efforts within the framework of this SDG is the development of inclusion, actions in favor of socially vulnerable groups

<b>Social volunteering</b>	<ul style="list-style-type: none"> <li>volunteering for children and adults with special health needs</li> <li>mentoring projects for children left without parental care</li> <li>resocialization and other support for people in prison, former prisoners</li> <li>activities for the prevention of addictions</li> <li>search for missing people (if it is impossible to file a missing persons report – the first 3 days)</li> </ul>	<b>DIRECT</b>
<b>Volunteering for the improvement of public spaces</b>	<ul style="list-style-type: none"> <li>promoting the development of an inclusive environment</li> <li>raids to identify violations in the area of accessible environment</li> <li>participation in working groups to introduce amendments and additions to the relevant regulatory legal acts</li> </ul>	<b>DIRECT AND INDIRECT</b>
<b>Educational Volunteering</b>	<ul style="list-style-type: none"> <li>projects to adapt educational materials for children with hearing and vision disabilities</li> <li>projects to develop an inclusive learning environment</li> <li>special projects to provide educational support to schoolchildren in remote areas and villages</li> </ul>	<b>DIRECT</b>
<b>Media volunteering</b>	<ul style="list-style-type: none"> <li>highlighting and drawing the attention of the local authorities and the public to the problems of inequality</li> </ul>	<b>INDIRECT</b>
<b>Event volunteering</b>	<ul style="list-style-type: none"> <li>organizing events and other activities in support of gender equality with broad public involvement</li> </ul>	<b>DIRECT</b>
<b>Ethnic volunteering</b>	<ul style="list-style-type: none"> <li>promoting respect and acceptance of ethnocultural differences and values</li> </ul>	<b>DIRECT AND INDIRECT</b>

**SDG 11. SUSTAINABLE CITIES AND COMMUNITIES**

This goal is a clear priority for Kazakhstan, however, it has objective limitations and difficulties for a significant contribution of volunteer efforts to its achievement.

<b>Social volunteering</b>	<ul style="list-style-type: none"> <li>assistance to the resettlement of citizens from cities to rural areas</li> <li>assistance to the development of the infrastructure of villages in terms of increasing their attractiveness for young people</li> </ul>	<b>DIRECT</b>
<b>Media volunteering</b>	<ul style="list-style-type: none"> <li>highlighting and drawing the attention of local authorities and the public to the problems of urbanization and rural development</li> </ul>	<b>INDIRECT</b>





**SDG 12. RESPONSIBLE CONSUMPTION AND PRODUCTION,  
SDG 13. CLIMATE ACTION,  
SDG 14. LIFE BELOW WATER  
SDG 15. LIFE ON LAND**

These goals are among the highest priorities for Kazakhstan due to geographical conditions.

<b>Environmental volunteering</b>	<ul style="list-style-type: none"> <li>projects related to waste recycling – organization of separate collection, promotion of interaction between the population, collection points for recycled raw materials and processing industries</li> <li>projects for landscaping and combating desertification of territories</li> <li>restoration of forest areas after fires (germination of seeds and planting of seedlings)</li> <li>cleaning of natural areas from waste</li> </ul>	<b>DIRECT</b>
<b>Animal Volunteering</b>	<ul style="list-style-type: none"> <li>projects to preserve biodiversity (fish in flood rivers during the spawning season, preservation and restoration of the saiga population, preservation of urban bird populations, etc.)</li> </ul>	<b>DIRECT</b>
<b>Educational Volunteering</b>	<ul style="list-style-type: none"> <li>joint projects with UNICEF for schoolchildren in the direction of reasonable consumption, reducing the carbon footprint and reducing plastic consumption</li> <li>projects to teach the population how to sort waste, the basics of household recycling, and thrifty consumption</li> <li>training and instilling a culture of environmentally friendly thinking and behavior</li> </ul>	<b>DIRECT AND INDIRECT</b>
<b>Media volunteering</b>	<ul style="list-style-type: none"> <li>highlighting and drawing the attention of the local authorities and the public to environmental issues</li> </ul>	<b>INDIRECT</b>
<b>SDG 16. PEACE, JUSTICE AND STRONG INSTITUTIONS</b>		
<b>Ethnic Volunteering</b>	<ul style="list-style-type: none"> <li>promoting respect and acceptance of ethnocultural differences and values</li> </ul>	<b>DIRECT AND INDIRECT</b>
<b>New format</b>	<ul style="list-style-type: none"> <li>participation of volunteers in the state project “Anti-corruption Volunteers” (anti-corruption project)</li> </ul>	<b>DIRECT AND INDIRECT</b>
<b>Emergency volunteering</b>	<ul style="list-style-type: none"> <li>joint projects of volunteers with the Department of Emergency Situations and the Department of Internal Affairs to combat drug trafficking</li> </ul>	<b>DIRECT</b>
<b>SDG 17. PARTNERSHIPS FOR THE GOALS</b>		
<b>Event volunteering</b>	<ul style="list-style-type: none"> <li>organizing events in the direction of developing a culture of cooperation and developing interaction</li> <li>organizing, supporting and participating in international volunteer events (forums, rallies, conferences, festivals, etc.)</li> <li>volunteer cooperation projects with Central Asian countries</li> <li>volunteer support for state and international events aimed at achieving this SDG (congress of leaders of world religions, symposium on the theme of the International Year of Volunteers, summits, etc.)</li> <li>events and projects aimed at exchanging experiences and collaborations in the field of volunteering</li> </ul>	<b>INDIRECT</b>
<b>Emergency volunteering</b>	<ul style="list-style-type: none"> <li>joint projects of volunteers with industry departments</li> </ul>	<b>DIRECT</b>
<b>Volunteering in the direction of civil society development</b>	<ul style="list-style-type: none"> <li>pro bono participation of volunteers in committees and working groups at government agencies whose activities are aimed at contributing to the achievement of the SDGs</li> <li>expert participation of volunteers in the development and improvement of government programs and mechanisms</li> </ul>	<b>DIRECT AND INDIRECT</b>

## THE CONTRIBUTION OF VOLUNTEERISM TO THE ACHIEVEMENT OF NATIONAL DEVELOPMENT GOALS AND SDGs IN PRIORITY AREAS.

Due to the lack of clear integration between volunteering and the SDGs, it is difficult to specify the contribution of volunteering to achieving specific national development goals and SDGs. An assessment of such a contribution has never been carried out in Kazakhstan.

We can only talk about indirect indicators and the overall contribution of volunteering towards achieving the SDGs:

A distinctive feature of the country's volunteer movement in the Republic of Kazakhstan is its prompt response to emergencies of any nature and scope. Volunteer reports regularly record cases of volunteers helping fire victims, volunteers' work to eliminate the consequences of natural and man-made emergencies. This practice is equally common both at the local level and in the case of major incidents, such as fires in the Kostanay and Abay regions or during a pandemic. This phenomenon is closely related to the deep national tradition of «Asar», according to which relatives, friends and neighbors help a family or person who has problems or difficulties free of charge:

- One of the latest such stories is the situation when, during an abnormal snowfall in the Zhambyl region in December 2023, passenger trains were blocked on the tracks. Volunteers - local residents immediately organized hot meals for passengers in trouble, and also took children from the trains to warmth, to their homes, in order to return them back by the time the tracks were cleared.
- In the spring of 2024, in response to severe flooding, Kazakh citizens quickly mobilized to provide volunteer assistance. Over 50,000 volunteers were involved in providing first aid and psychological support to citizens evacuated from flood-affected areas; they assisted local government agencies in evacuation and search-and-rescue efforts; carried out the full cycle of humanitarian aid; pumped water from flooded homes and cleared snow from yards and areas at risk of flooding; worked to reinforce shorelines; and organized hot meals for affected residents and personnel from rescue and military units.

Thus, volunteering in Kazakhstan is always aimed at helping those in trouble in one way or another. Therefore, one of the most popular areas of volunteering is social volunteering in the areas of helping people in difficult life situations or socially vulnerable groups of the population from birth to old age:

- The practice of the «28 Loops Club» helps to nurse premature babies.
- The «Best For Kids» Foundation, among many similar organizations and initiative groups (every third volunteer group works in this direction in one way or another) helps children left without parental care.
- Raids and targeted assistance to lonely people and people in difficult life situations are organized in absolutely every region of the Republic of Kazakhstan.







A vivid example of the individual and creative approach of volunteers in solving complex situations can be seen in the story of helping an elderly woman who had broken her hip. The volunteers, who were assisting her with household chores, noticed that her house was in need of major repairs. However, given her health condition, a prolonged renovation was not possible. So, they arranged for financial support from a bank and also got the bank's employees involved, who helped purchase building materials and carry out the repairs. A total of 100 people volunteered to assist. On one day, a few volunteers took the elderly woman to the city for a doctor's visit and other errands. Meanwhile, fifty volunteers removed the furniture from her house, stripped the wallpaper, and prepared the house for repairs. In the afternoon, the other fifty volunteers began the renovation, and by evening, the house was completely finished.

Another organization that provides assistance to single mothers with many children is the Ana Uyi public foundation. While the work of volunteers doesn't cover all aspects of the foundation's activities, it plays a role in certain areas. The foundation runs the Mama's House project, which supports mothers who find themselves in difficult life situations with a newborn child, as well as families at risk of abandoning their child. Through this project, women receive help with childcare, household needs, and psychological support.



All these examples show that the natural impulse for Kazakhstan's volunteers is to contribute to **SDG 10. REDUCING INEQUALITY, AS WELL AS SDG 5. GENDER EQUALITY**. We can say that these are the most priority goals in the field of sustainable development for the volunteer community of Kazakhstan. To a lesser extent and at a very local level, this also affects the improvement of the situation in the field of **SDG 1. NO POVERTY** and **SDG 2. ZERO HUNGER**.

Volunteer initiatives pay special attention to the issue of high-quality education in Kazakhstan. The state system of secondary education has enough difficulties and gaps. Frequent reforms lead to instability and fluctuations in the level of education, especially in villages and remote areas. This is due to the low accessibility of such students to tutoring resources and Internet content. Today, volunteering in the field of education is one of the most popular in the country. Large volunteer organizations, initiative groups, and more than in any other area, individuals are engaged in solving this problem:

Students from almost all Kazakhstani universities privately and on a volunteer basis help schoolchildren prepare for the UNT and admission to universities. Most often, this practice is implemented by students who themselves were schoolchildren in rural schools and understand the depth and importance of the problem from their own experience.

Volunteers are actively involved in helping to learn English. For example, the volunteer organization «Yntymak Atyrau» has been implementing a project for many years in cooperation with corporate volunteers «TSO» to teach English to children from the youth home and orphanage, as well as for college students in the city of Atyrau. Or in the village of Kazygurt, an initiative group with the support of USAID systematically taught English to everyone who wanted it. As a result, almost every child and young person in this village speaks English fluently.

It is also important to note that volunteers who have been systematically engaged in volunteer activities in these areas, and in the future often connect their professional activities with solving these social problems. For example, since 2023, a country project has been implemented in Kazakhstan to eliminate inequality in obtaining quality education for children from remote villages, which is being implemented by the “Teach for Qazaqstan” Public Foundation, as part of the international “Teach for All” movement. The key team of those who are developing this initiative in Kazakhstan includes a former active participant and leader of volunteer projects in the field of education.

In addition, the Kazyghurt Intellectual School has been built, organized, and is now operating in the village of Kazyghurt. This school meets all the requirements of modern education and effectively implements the principle of trilingual education. It was established by the leader of a local volunteer organization.







This is undoubtedly one of the few examples of volunteers' contributions to achieving **SDG 4: QUALITY EDUCATION.**



The topic of ecology is becoming increasingly acute for Kazakh people. And volunteers do not stand aside and actively participate in feasible improvement of the environmental situation at the local level, preservation of biodiversity and forests, education of the population about the problems of climate change and the harm of the carbon footprint. Caring for nature is another dynamically emerging feature of the Kazakhstani volunteer movement:



-  In the Atyrau region, there was a volunteer tradition that helped preserve the fish population in the Ural River. In the spring, when the river overflows, the fish spawn in the spills. After the water recedes, the fry remains in the puddles. Since the puddles do not communicate with the river and dry up, the fry die. To save the fry, volunteers carried out an action to transfer them to the river. Volunteers gave a call, and all willing residents of the city joined them. Together they collected the fry in the puddles and transferred them to the river.
-  The volunteer association Wild Nature Volunteers, which has been gaining momentum in the past few years, takes care of the Ile-Alatau National Park. Activists of the association not only carry out regular nature conservation campaigns, but also strive to raise awareness among citizens about the importance of protecting the environment.
-  Volunteer organization «Aktobe, breathe!» is engaged in the protection of trees and green spaces in the city. Activists monitor the condition of trees and shrubs in the city - all of them, not just those that they planted themselves. Thanks to the activities of «Aktobe, Breathe!» a large number of trees were saved in the city. Volunteers of the organization also help to raise public awareness of the importance of protecting trees and green spaces.
-  One of the common practices in Kazakhstan is the separate collection of waste and its recycling by volunteers.







Thus, we can talk about the contribution of volunteer activities to **SDG 6. Clean water and sanitation, SDG 12. Responsible consumption and production, SDG 13. Climate Action, SDG 14. Life below water and SDG 15. Life on land.** Ecology is perhaps the second most important area in the SDG for volunteers in the Republic of Kazakhstan.

The development of villages and auls is also a pressing issue for Kazakhstan. The main problem is that young people want to move to large cities, and this is not always due to economic conditions, sometimes it is important to improve infrastructure and provide employment and quality leisure for young people.

Another factor that aggravates this problem is the natural outflow of residents of non-native nationalities from remote areas due to their move to their ethnic homeland. There is also a reverse problem related to the return of indigenous peoples to Kazakhstan and their adaptation.

Although volunteer activity does not have particularly great opportunities in this area, there are examples of volunteer participation:

- Activities of rural volunteer groups to help Kandas adapt: assistance in obtaining state support, meetings and acquaintances, household assistance when settling in, etc.
- In the Kyzylorda region, akim (mayor) of the village allocated a field and 2 tractors to local youth for agricultural activities. Volunteers plowed and planted the field with potatoes, corn, watermelons, melons and pumpkins. They looked after the crops and harvested the crops. Volunteers distributed part of the harvest to families in need. The surplus was sold, and the proceeds went to repair the House of Culture and paving roads in the village.
- In one of the villages of the Kostanay region, the question of liquidating the village was raised. Many residents left these places, and only a few families remained. One of the local residents, who owned an agricultural plot with field and cattle, decided to take the initiative into his own hands. He began to look for families living in cramped conditions and offered them to move to his native village. Providing volunteer and charitable assistance, he moved 8 families, having managed to do this even before the start of the state resettlement program. This saved the village from liquidation.

In addition, the villagers decided to completely give up alcohol. This decision also contributed to the attraction of new residents. Families who previously had problems with alcohol found a safe and favorable environment for life in the new village.

Ultimately, this proactive resident began to cooperate with the local akimat (city administration) on the resettlement program to rural areas, which attracted several more families to the village. This case is a good example of how civil initiative and government agencies can work productively together. Both the work of government bodies and volunteer activities can be more effective if they are carried out in cooperation with each other.



One way or another, such activities contribute to **SDG 11. SUSTAINABLE CITIES AND COMMUNITIES**



□ In the last few years, volunteering in the Republic of Kazakhstan has reached a new level of interaction with the state. Today, as never before, interaction, partnership and dialogue are present between the state and the volunteer community. Much still needs to be improved and built, but we already see that the state understands the value of volunteers, is ready to listen and hear recommendations and ideas for improvement, accept assistance and work in partnership. Most of the MCI initiatives in the field of volunteering are now adopted with the expert participation of representatives of the volunteer community (previously, the initiative was from the volunteers, now the supervising agency itself initiates the participation of experts from the volunteer community). In addition, direct interaction of volunteers in certain areas with industry departments in these areas is also developing.

At the same time, within the volunteer environment itself, a new trend is increasingly encountered and actively developing – to help not only those in dire need, but to develop those who help. More and more projects are being initiated to develop volunteerism (volunteers for volunteers) and in general to develop and provide expert assistance to civil society activists, collaborations are emerging. This is a new volunteerism for Kazakhstan in the direction of developing civil society:

- A striking example of such activity is the Dos Community platform. The platform unites professional volunteers from various fields who provide pro bono services to socially oriented NGOs.
- On the Dos Community platform, NGOs can place an application for assistance in solving operational problems. Volunteers with the necessary skills and experience respond to the applications.
- In the Atyrau region, one of the successful social volunteer projects decided to cooperate with a school volunteer organization. Experienced volunteers teach students the principles and directions of volunteering, introducing them to volunteer work in a social environment. This allowed schoolchildren to move away from “traditional” nominal volunteer and pseudo-volunteer events, such as city clean-up days and participation in the Internet, and to join true socially oriented volunteering.
- A unique case, which is an interesting example of cooperation between civil society activists and government agencies in the format of a volunteer project, is the work of anti-corruption volunteers in Kazakhstan. This is a republican project that started in 2023.
- According to the Anti-Corruption Agency of the Republic of Kazakhstan, in 2023, anti-corruption volunteers helped the republican budget save hundreds of millions of tenge. Volunteers discovered facts of price gouging in the purchase of goods and services, as well as facts of corruption in government agencies and budgetary organizations.
- The volunteer group «Petroglyph Hunters» from the Almaty region. This is an initiative group of specialists and dedicated Kazakhstanis who are engaged in the discovery and recording of unexplored monuments - petroglyph clusters, next to which burial mounds and other important objects of historical and cultural heritage are often located. They share the results of their work with the A. H. Margulan Institute of Archeology and with the local cultural department. The work of such organizations demonstrates that volunteers can make a huge contribution to preserving the country's cultural heritage and assist in the work of government agencies.

DOS  
ПОМОГАЕМ ПОМОГАТЬ





Joint volunteer projects of industry volunteering are systematically implemented throughout the country, which began as spontaneous actions, and now have the character of systematic planned activities. For example, volunteers paint over destructive inscriptions related to drugs together with employees of the Department of Internal Affairs (police). Volunteers organize group raids, and police officers ensure their safety and allocate the necessary resources - paint, reflective vests, flashlights, gloves. Or similar raids with employees of the Department of Emergency Situations to prevent accidents on the water during the swimming season, fire safety during the heating season, etc. Currently, a pilot project is also being implemented in Kazakhstan together with the Ministry of Emergency Situations to create a mobile group of professional volunteers who will be involved in the elimination of not only the consequences of emergencies, but are also planned to be involved in the elimination of emergencies. To date, 16 volunteers have been trained at the Department of Emergency Situations of the Kostanay region of the Republic of Kazakhstan, who have been issued a corresponding certificate of completion of special training. Together with this pilot group, a discussion is underway on the development of this practice throughout the country. In 2025, this project will cover all regions of the country..



This trend clearly demonstrates the natural need and focus on partnership and consolidation of efforts for joint coordinated actions to address common challenges and problems. This certainly contributes to the contribution to achieving **SDG 17. Partnership for the goals.**

## ASSESSING THE CONTRIBUTION OF VOLUNTEERISM TO ACHIEVING NATIONAL DEVELOPMENT GOALS AND SDGS IN PRIORITY AREAS

For the first time, the issue of the relationship between volunteering and the Sustainable Development Goals in Kazakhstan was officially raised during the development of the unified platform qazvolunteer.kz, and the primary integration between the SDGs and areas of volunteer activity was prescribed. This option allows you to receive data on a particular area of volunteering and its link to specific SDGs, and, accordingly, calculate the volume of volunteer contribution. The limitations and disadvantages are that not all projects and volunteer events are registered on this platform, so the mechanism and the idea itself are more valuable, while the implementation requires revision.

The issue of assessing the impact of volunteering on achieving the SDGs was first raised in March 2019 in Geneva at a session on integrating volunteering into the 2030 agenda for the UN Economic Commission for Europe region at the UNECE regional forum.

To date, there is no special data collection system in Kazakhstan and indicators for assessing the impact of volunteering on the achievement of national development goals and SDGs have not yet been defined.

Obviously, this is a strategic task that needs to be addressed.



# MAIN GOALS AND PRIORITIES IN SUPPORTING THE DEVELOPMENT OF VOLUNTEERISM IN THE REPUBLIC OF KAZAKHSTAN

## STRENGTHENING INTERACTION BETWEEN THE STATE AND THE VOLUNTEER COMMUNITY

- Maintaining and developing the practice of strategic partnership between the supervising department and the expert volunteer community
- Developing industry volunteering – direct interaction between the local executive authorities and government agencies, volunteering platforms with volunteer groups in general areas (for example, direct cooperation between education departments and volunteers in education)

## STRENGTHENING AND DEVELOPING RESOURCE AND FINANCIAL SUPPORT FOR THE DEVELOPMENT OF VOLUNTEERISM BY THE STATE

- Increasing the volume and forms of national and regional funding for volunteer initiatives (grants, competitions, etc.)
- Providing volunteers with various benefits that can contribute to their active work and motivation
- Organizing volunteer resource centers in the regions to provide the necessary equipment and resources as needed (transport, PPE, gear, inventory, office equipment, premises, etc.)

## STRENGTHENING THE REGULATORY FRAMEWORK

- Introducing relevant amendments to the Law on Volunteering regulating volunteer activity
- Accounting for volunteer hours in work experience
- Volunteer insurance in emergencies
- Consolidate and develop the practice of participation of the expert volunteer community in the development and implementation of key documents and standards related to volunteering
- Amendments to legislation and/or regulatory acts that allow the business sector to receive incentives for the systematic implementation of corporate volunteering.

## MEASURES FOR THE DEVELOPMENT AND POPULARIZATION OF VOLUNTEER ACTIVITIES

- Development and implementation of a system for assessing the economic, social and cultural contribution of volunteering to the development of Kazakhstan
- Development and implementation of accounting for volunteering's contribution to achieving strategic goals and SDGs
- Continuation and strengthening of educational activities in the field of volunteering among the population, civil servants and the volunteer community
- Ensure regular interaction and exchange of experience with the global volunteer community
- Regular research in the field of volunteering (effectiveness of state support and the state of volunteering)



## CONCLUSION

### AN ANALYSIS OF THE STATE OF VOLUNTEERING IN THE REPUBLIC OF KAZAKHSTAN ALLOWS US TO DRAW THE FOLLOWING KEY CONCLUSIONS:



- The volunteer movement in Kazakhstan has undergone significant transformations in recent years, evolving from spontaneous initiatives to a systemic phenomenon, which is now actively supported at the state level.



- The uniqueness of Kazakhstani volunteerism lies in its deep historical roots, prompt response to social challenges, as well as its focus on the development of society and support for the most vulnerable groups of the population.



- The volunteer community of Kazakhstan is constantly improving and expanding its scope of activities.



- The state and the volunteer community demonstrate constructive interaction and partnership, which is reflected in the joint development of legislative acts, strategic documents and programs to support volunteer initiatives.

It is important to emphasize that Kazakhstan has developed a clear understanding of the need for a systemic approach to the development of volunteerism. We value the accumulated experience and strive to systematize and scientifically understand it. A systemic approach to the development of volunteerism, based on the partnership of the state and civil society, opens up broad prospects for strengthening the role of the volunteer movement in solving urgent social, environmental and economic problems of Kazakhstan, contributing to the construction of a more just and sustainable society.

## LIST OF REGULATORY LEGAL ACTS REGULATING VOLUNTEERING ISSUES, AS WELL AS IN RELATED AREAS RELATED TO VOLUNTEERING

### APPENDIX 1

1. Decree of the President of the Republic of Kazakhstan dated August 27, 2020 No. 390 «On Approval of the Concept for the Development of Civil Society in the Republic of Kazakhstan»
2. Civil Code;
3. Tax Code;
4. Law «On Volunteering»;
5. Law «On Charity»;
6. Law «On Non-Commercial Organizations»
7. Law «On Civil Service»;
8. Law «On State Social Procurement, State Procurement for the Implementation of Strategic Partnerships, Grants and Prizes for Non-Governmental Organizations in the Republic of Kazakhstan»;
9. Resolution of the Government of the Republic of Kazakhstan dated March 5, 2014 No. 181. «On Approval of the Rules for Holding the National Competition «Mereili Otbasy»;
10. Resolution of the Government of the Republic of Kazakhstan dated August 16, 2017 No. 486 «On approval of action plans for the elimination of emergency situations of global and regional scale»;
11. Order of the Minister of Culture and Information of the Republic of Kazakhstan dated November 30, 2023 No. 480-HK «On Amendments to the Order of the Minister of Religious Affairs and Civil Society of the Republic of Kazakhstan dated February 22, 2017 No. 16 «On approval of model rules for maintaining a register of volunteer activities»;
12. Order of the Minister of Information and Social Development of the Republic of Kazakhstan dated October 12, 2020 No. 339. On approval of the Rules for awarding the international award «Volunteer of the Year»;
13. Order of the Minister of Education of the Republic of Kazakhstan dated September 1, 2023 No. 275 «On approval of the Rules for awarding children and young people aged fourteen to thirty-five years with a badge of distinction for demonstrated patriotism and active civic position»;
14. Order of the Minister of Culture and Sports of the Republic of Kazakhstan dated February 19, 2016 No. 51 «On approval of the Rules for providing information about their activities by non-governmental organizations and the formation of a Database about them»;
15. Order of the Minister of Information and Social Development of the Republic of Kazakhstan dated November 19, 2019 No. 444 «On approval of the model regulation on youth resource centers»;
16. Order of the Ministry of National Economy dated March 17, 2015 No. 212 «Rules for the transfer of state property for property lease (rent)»;
17. Order of the Ministry of National Economy dated 16.01.2015 No. 17 «Rules for the transfer of state property into trust management and the Model Agreement for the trust management of state property»;
18. Order of the Prime Minister of the Republic of Kazakhstan A. Mamin No. 84-r «On approval of the Roadmap for the development of volunteerism for 2021 - 2023»
19. The Roadmap for 2024-2026 was approved and sent to the regions for implementation by Resolution of the Government Office 16-05 / 05-3603 p. 2 dated January 9, 2024













## NATIONAL VOLUNTEER NETWORK



<http://nvn-volunteer.kz>



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