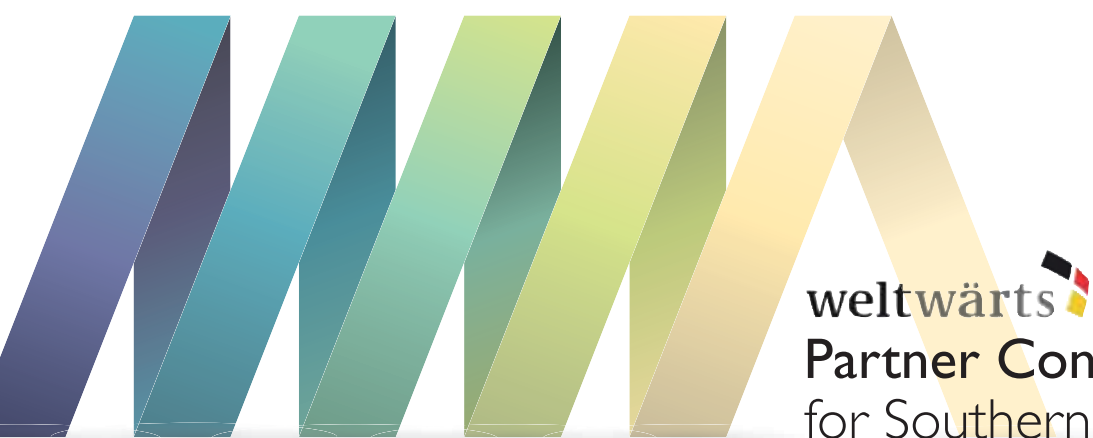


# CONFERENCE DOCUMENTATION

14–17 Nov. Johannesburg, South Africa



weltwärts   
Partner Conference 2012  
for Southern Africa

On behalf of

**BMZ**



Federal Ministry  
for Economic Cooperation  
and Development

**ENGAGEMENT  
GLOBAL**

Service für Entwicklungsinitiativen



Organised by



**SAGE Net**  
South African German Network

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# INTRODUCTION

**T**he weltwärts Partner Conference 2012 for Southern Africa took place from 14 to 17 November 2012 in Johannesburg, South Africa.

On behalf of the German Ministry of Economic Cooperation and Development (BMZ), the South African German Network e.V. (SAGE Net) has invited weltwärts partner organisations from South Africa, Namibia, Botswana and Swaziland to come and discuss their experiences with the weltwärts programme and to offer their suggestions for taking the programme into the future.

This is one of several regional partner conferences that were held in all weltwärts partner continents (Africa, Asia and Latin America) in 2012 as an outcome of the Follow-Up Process after the evaluation of the German weltwärts programme in 2011.

During the South Africa conference, all questions, challenges and experiences that participants have dealt with in the course of the weltwärts programme were covered in discussions, speeches and working groups, which led to various suggestions formulated and highlighted in a declaration (page 50 et seqq.) issued jointly by all delegates.

This documentation is structured chronologically, containing summaries of the various speeches and their main points as well as findings of the working groups. The appendix contains the PowerPoint presentations of all speakers and a list of all delegates.

We thank everybody who made this conference possible: A sincere thank you to the



Federal Ministry for Economic Cooperation and Development (BMZ) for the generous funding of the conference, to SAGE Net South Africa, and especially to Lena Sabapathiee for logistical support; also thank you to all the speakers from South Africa and Germany for their greatly appreciated input and to all the delegates for their active involvement in the discussions.

It was an honour for SAGE Net to organise this conference!

Berlin, March 2013

Carola Blendermann – Managing Director  
On behalf of SAGE Net Germany

# DAY I »WELCOME«

## Welcome

11:00 am | **Arrival of the delegates and check-in**



1:00 pm | **Lunch**

2:00 pm | **Start of the conference**



**Welcome address** by head facilitators Claus-Bernhard Pakleppa and Given Rapholo

**Official welcome** by Mrs. Wiedemann, representative of the BMZ (Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung/Federal Ministry for Economic Cooperation and Development)

**“Getting to know each other”** and experiences with weltwärts



First look at the experiences of participants with weltwärts within a world café setup. The participants had the chance to discuss their experiences with weltwärts guided by the following questions:

- Please share **positive examples** of experiences you have encountered with weltwärts
- Please share **challenging examples** of experiences you have encountered with weltwärts

## Examples of positive experiences with weltwärts:

- Volunteer development
- Volunteers give – have time to give
- International friendships  
→ intercultural and intergenerational social media helps
- Children benefit from more services
- Volunteers help to identify gaps, brought “innovation”, made new linkages
- Come with open mind – no judging
- Share knowledge and expertise
- Volunteers are powerful when they go back: share experiences (positive and negative experiences)
- Provide capacity we don't have
- Expand reach of organisation
- Determined

## Examples of challenging experiences with weltwärts:

- Negative feedback about projects, e.g. mismanagement of funds
- Interventions to address negativity
- Cultural differences
- Preparation
- Quality of participants (selection)
- Influence
- Sexual relations
- “I-know-it-all”-attitude
- Funding allocation for accommodation
- Projects expectations
- Volunteers expectations





# DAY I »WELCOME«



Moreover the participants discussed their personal expectations and wrote down their individual guiding question, for what they wanted to learn from the conference.

## Expectations of participants:

### Exchange of experiences

- Experienced and less experienced organisations come together; different level of experiences with the programme
- Exchange of experiences

*“I like to interact with people and simply thrive on new ideas.”* (Participant)

*“What do the other projects do and how do they do this?”* (Participant)

### Understanding and further development of the programme

- Further development of the programme, *“take it together to the next level”*
- Gain information about the further development of the programme, the future of weltwärts in order to get an orientation, especially regarding the reverse component and reciprocity of the programme.

*“My personal outcome is to have a clear understanding of the ethos of the weltwärts programme for me to understand how I can contribute to make it better and bridge the gap between the Europe (Germany) and Africa.”* (Participant)

*“To gain deep knowledge concerning the relationship between weltwärts and its partner organisations.”* (Participant)

### Networking

- Further development and intensification of existing networks and partnerships and initiation of new partnerships/networks
- Establishing sustainable partnerships and networks
- Establishing networks which go beyond weltwärts in order to widen partnerships

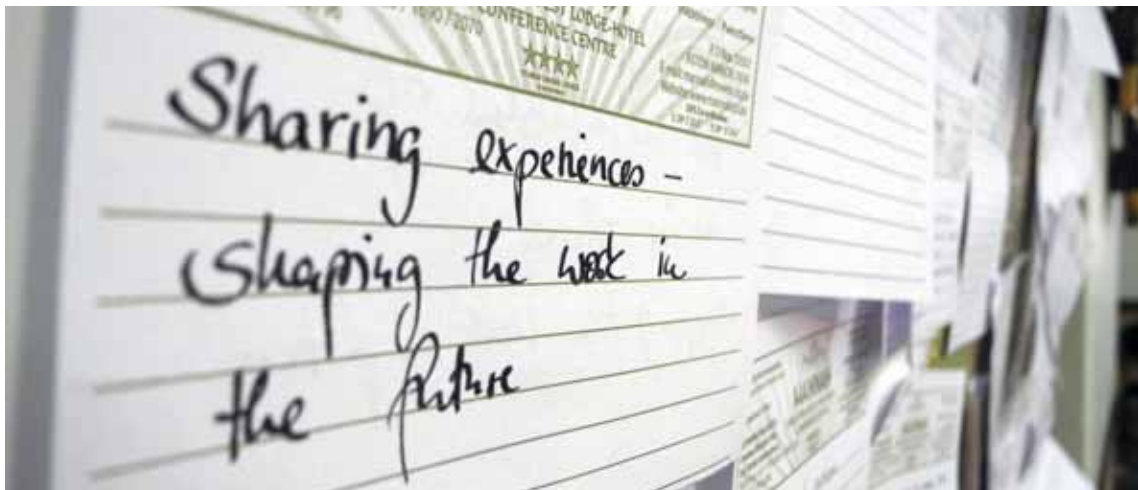
*“Network links with other groups in Southern Africa.”* (Participant)

*“Time for networking with other partner organisations.”* (Participant)

### Gain orientation/assurance regarding technical questions

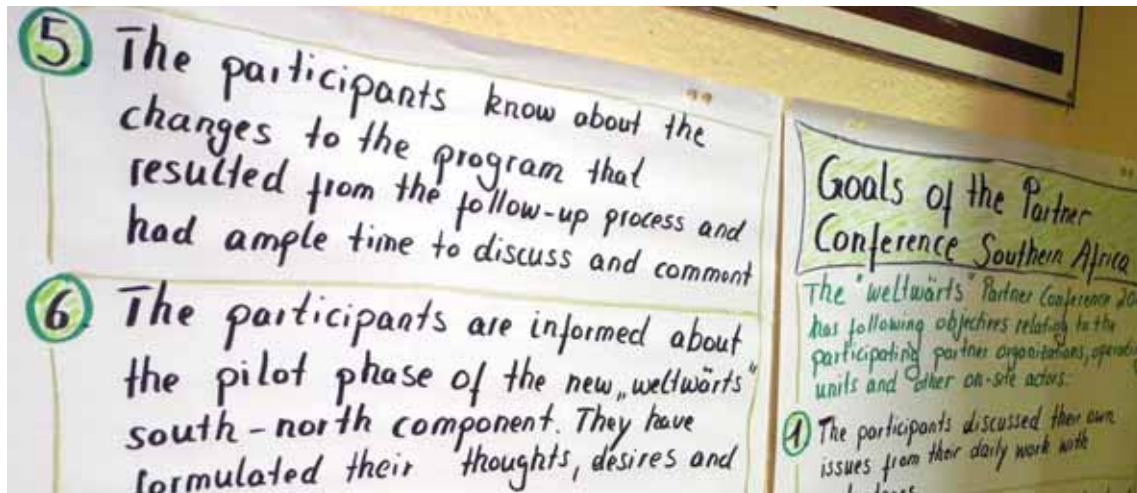
- Wish for concrete products at the end of the conference, e.g. in form of guidelines regarding certain questions such as dealing with volunteers, conflicts, administration, communication processes, funding, preparation of volunteers, etc.
- Concrete answers to questions on an operational level

*“Finding concrete solutions in my everyday situation.”* (Participant)



# DAY I »WELCOME«

## Introduction to objectives and the programme of the conference by Claus-Bernhard Pakleppa



### Goals of the Partner Conference for Southern Africa 2012

The weltwärts Partner Conference 2012 has the following objectives relating to the participating partner organisations<sup>1</sup>, operating units and other on-site actors:

1. The participants discussed their own issues from their daily work with volunteers.
2. The participants are informed about the development, structure and instruments (such as programme support measures) as well as the objectives of the weltwärts programme. They had time to learn about the programme goals, to evaluate them and exchange their views.
3. Participants are informed about the results of the weltwärts evaluation relevant to them and had time to reflect, evaluate and discuss them from their own perspective.
4. The participants are informed about the Follow-Up Process resulting from the weltwärts evaluation.
5. The participants are informed about the changes to the programme that resulted from the Follow-Up Process and had ample time to discuss and comment.

<sup>1</sup> The terms partner organisation (PO), host organisation (HO) or receiving organisation are used synonymously in this documentation. These terms refer to the organisations located in the host country that "receive" the volunteers whereas the term sending organisation (SO) refers to the organisation in Germany which is "sending" the volunteer.



6. The participants are informed about the pilot phase of the new weltwärts South-North Component. They have formulated their thoughts, desires, and needs into the concept.
7. The participants understand the new management structure of the programme. They had the opportunity to jointly elicit the direct investment opportunities they see for themselves in the new structure.

#### 4:00 pm | Tea Break

#### 4:15 pm | Introduction of the weltwärts programme

**Impressions:** Movie made by weltwärts volunteers

(See presentation No. 1, page 55)

- Remark: The weltwärts Secretariat functions as technical management structure
- The presentation focussed on development, aims and structure of the weltwärts programme. In addition, Mrs. Saul points out that the presentation and its content reflects the perspective of the weltwärts Secretariat
- Additional "Facts and Figures" regarding the extent of weltwärts are presented by Mrs. Saul (see annex No. 1, page 109)

After the presentation, positive and challenging experiences in comparison to the official ideas regarding the programme and questions were discussed. The discussion touched three main topics. Topics and aspects are given below:

#### Financial Aspects

- The funding of weltwärts is made up of different elements/sources: 75 % from BMZ, 25 % from sending organisations
- Currently, there are 240 registered sending organisations, approx. 180 active sending organisations with 40 to 50 just sending to SA. (for list of sending organisations SA see annex No. 2, page 110)



Official introduction of the weltwärts programme by Mrs. Saul (weltwärts Secretariat)

#### Questions, clarification and comments on the weltwärts programme presentation

# DAY I »WELCOME«

- Budget-lines: € 630 per month (including insurance) from BMZ which has to cover: pedagogical seminars, flights, food). However, sending organisations can decide on how they utilize the budget

## **Increase and capacity of weltwärts**

- the number of volunteers increased over the last number of years and the current level is 3.400 volunteers per year
- although there is a fixed amount of money, Mrs. Saul states that there is no fixed number of volunteers per project
- Mr. Vogel: Whereas from the practical point of view the number of volunteers and applications is relatively stable, the freedom of the sending organisations has to be seen in relation to financial and changing political conditions and regulations. These conditions set limitations, although they allow certain flexibility as well

## **Age and maturity of volunteers and general understanding of the programme**



- Would it be possible to eliminate some challenges when the volunteers are older?
- Weltwärts wants to avoid competing with expert programmes or other programmes in the field of development cooperation which promote young development workers
- Young people view weltwärts as an opportunity to bridge the passage between school and job/studies. Therefore, a higher age limit is seen critical
- There are pros and cons for different ages: younger volunteers may be wilder and older volunteers may be more stubborn
- Older volunteers sometimes have a lack of flexibility and young people are sometimes more naïve – good experiences with different age groups
- We have to differentiate between expert programmes and weltwärts which is a learning programme

- It should be considered that qualified volunteers like social work students, e.g. demand more professional supervision
- Recommendation: host and sending organisations should together discuss problems regarding the age of the volunteers etc. as part of their cooperation
- It has to be clarified that weltwärts is a learning programme and not for charity

**Divergent expectations and need for preparation of organisations**

- Host organisations also have high expectations, e.g. expect that the volunteers are more skilled. Therefore, it is recommended that sending and host organisations are also prepared to raise the right expectations



After the plenary discussion the participants had time for individual reflection and journaling.

**7:00 pm | Dinner and welcome evening**

## Weltwärts evaluation & Follow-Up Process

### 9:00 am | **Getting started for the day**

In pairs the participants shared their impressions regarding the first day of the conference. The guiding question was: **What was important yesterday for me?**

#### **Impressions and comments:**

- exchanging positive and negative experiences with the volunteers
- everyone is struggling with the same things which makes it easier to discuss und look forward and also have a look at the positive aspects
- meeting other people who are working in the same areas
- discussing question of having volunteer experts and “normal” volunteers
- to see the depth of discussion and to see the motivation of the people to develop this programme

### **Experiences with weltwärts: the weltwärts Evaluation & Follow-Up Process**

Presentation of results  
and recommendations  
by Mrs. Saul  
(weltwärts Secretariat)



*(See presentation No. 2, page 60)*

The results of the external programme evaluation reflected the perspectives of volunteers, sending organisations and partner/host organisations.

**Summary of main findings:**

- Positive contribution by the volunteers to the project work
- Staff at the places of assignment benefit from the volunteers' presence
- Crucial success factors: Volunteers' motivation, quality of the place of assignment and degree of integration
- Intense differences in the results regarding the quality of the places of assignment and the success of work integration
- Deficiencies in mentor support
- Partner organisations and places of assignment not involved enough in the volunteer selection process

**Comments, questions and answers regarding the evaluation of the programme:**

- One participant wants to get through the evaluation with his own volunteers.
- The two aspects of mentorship and integration are very interesting and sometimes underestimated.
- *Did the evaluation also analyse long-term personal changes of the volunteers?* Mrs. Saul states that it's currently too early to answer this question. But it may be that the subsequent evaluation will focus on impacts of weltwärts with regard to the German society.
- *To what extent is the perspective of the partner organisations reflected in the results and does the evaluation take on an important role?* Mrs. Saul assures that the evaluation takes an important role and the results and recommendations are taken seriously. This is especially reflected by the different working groups within the Follow-Up Process. The perspective of the partner organisations was as important as the perspective of the other stakeholders, e.g. volunteers and sending organisations.
- *How is the monitoring process done?* There is no fixed process, this is done by the sending and host organisations.
- *Will there be future research?* The implementation of the current results is not yet completed, but there will be further research.



# DAY 2 »COMMON UNDERSTANDING«

## Presentation of the Follow-Up Process

(See presentation No. 3, page 66, and speech script, page 70)

- Beyond the empirical findings, the evaluation of the programme identifies seven recommendations. The presentation gives an overview and shows the fields in which the most important proposals have been made
- These fields are: management structure, quality management, programme profile, target groups volunteers

## Questions and Answers regarding the Follow-Up Process:

- How is the perspective and voice of the partner organisations represented in this process? The focus is not on supporting the partner organisations – it is more about enabling the sending organisations to better support the partner organisations. One objective of the conference is to identify further and additional topics from the perspective of partner organisations
- The partner organisations have to benefit from the commitment of the volunteer after weltwärts. How can they benefit from that further engagement? Reverse component should be shaped the same way, i.e. the volunteers from SA, e.g. further their engagement
- One participant notes that the views of sending and host organisations might be very different
- Host organisations should push sending organisations to represent their needs
- The involvement of the partner organisations has to be strengthened

## 11:00 am | Tea break





### 11:15 am | **Working phase I**

The participants had a look at the results of the evaluation and the Follow-Up Process and reflected on them from the:

- partner organisations' point of view,
- volunteers' point of view and
- sending organisations' point of view.

### **Working groups – presentation of results**

#### **Partner organisations' point of view:**

- Different perspectives of sending organisations (volunteers vs. HOs')
- Perspective of volunteers given too much weight and often differs from perspective of HO/does not accurately reflect HOs' perspective
- Different policies across different HOs, volunteers and sending organisations (need consistency)
- Some HOs are influencing policies in relation to needs, others are not
- Need for capacity building of volunteer management, e.g. mentoring
- "Exit feedback" helps to programme/integrate volunteers

#### **Group I: presentation by Karina Cronin**

## DAY 2 »COMMON UNDERSTANDING«

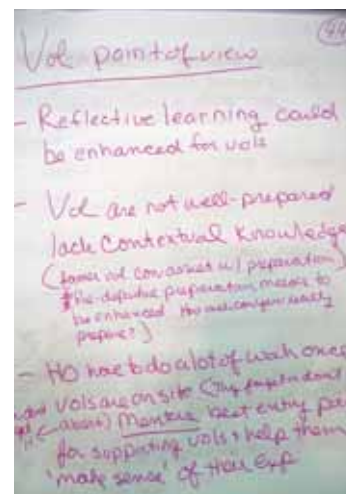
Group 1: presentation  
by Karina Cronin  
(continued from page 15)

- HO and sending organisation have different perspectives, need to work closely with volunteers in order to make it work. We can do this better than SOs.
- HOs left out of quality management
- Some HOs need/want to be more involved in recruitment/selection
- More opportunity for networking at country level (e.g. among volunteers) as well as organisations
- Mentors can work together
- Need to include RSA in future evaluations due to the high number of volunteers in the country
- Partner organisations involved in preparation with sending organisations (this seems to be a "good practice" among some of the HOs)
- Guidelines for volunteer management youth focus (there is a lack of capacity), rooted in experience of HOs
- Need volunteers to contribute to organisation development/sustainability
- Sending organisations need to empower HOs to develop guidelines
- HO conference – development induction of material, policies, guidelines (annual work sessions)
- Need to challenge
- Ombudsman → is he/she accessible to HOs? Can't regulate from legal perspective from Germany. Ombudsman vs. investing in capacity building?
- HOs need to be well-prepared to negotiate terms of engagement. When this happens → things can go well



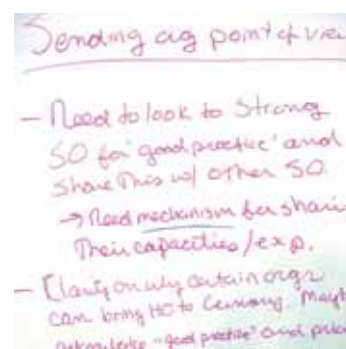
### Volunteers' point of view:

- Reflective learning could be enhanced for volunteers
- Volunteers are not well-prepared, lack of contextual knowledge, (former volunteers can assist with preparation, pre-departure preparation needs to be enhanced. How much can you really prepare?)
- HO's have to do a lot of work once the volunteers are on-site. (They forget and don't get it.) Mentors are best entry point for supporting volunteers, it helps them "make sense" of their experiences
- Use former volunteers on site to introduce volunteers to society, life and work. Could this be professionalised by SO?
- Prior to departure, link German volunteers with eligible people to explain inter-generational and cultural and community dynamics
- Need to know about what alumni are doing → how experience impacted different areas of their life (work, education, civic life). Create new projects, e.g. South to North
- More information on sending organisations so HO's can choose best match!



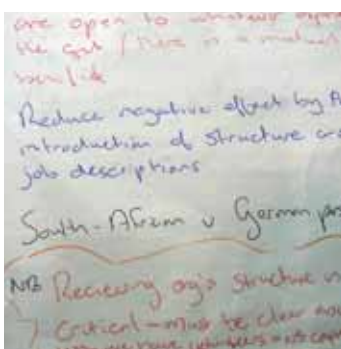
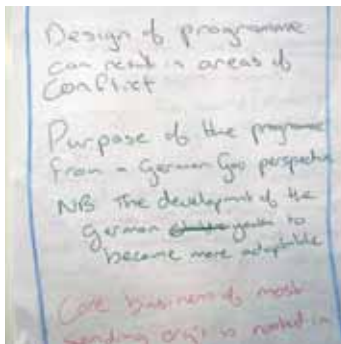
### Sending organisations' point of view:

- Need to look at strong SO for "good practice" and share this with other SOs. → Need mechanism for sharing their capacities/experiences
- Clarity on the fact why certain organisations can bring HO's to Germany. Maybe acknowledge "good practice" and (illegible) funding towards those things



# DAY 2 »COMMON UNDERSTANDING«

## Group 2: presentation by Mary Mlambo

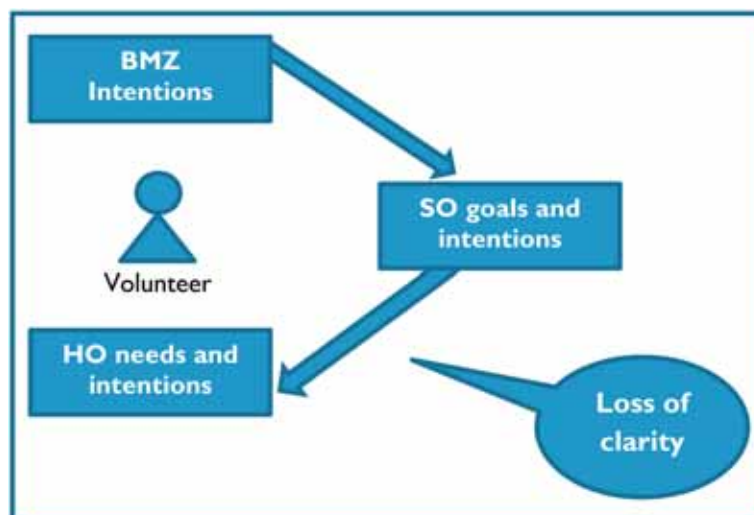


- Design of the programme can result in areas of conflict
- Purpose of the programme from a German government perspective. NB the training of the German youth to become more adaptable
- Core business of most sending organisations is rooted in volunteers
- Receiving organisations have needs, e.g. financial, additional staff. Can play a role in training volunteers.
- Volunteers want to change the world/make a difference/give something
- Social change is incremental so change is not always obvious and the measures are not always related to receiving organisations' objectives
- Must acknowledge and find ways to deal with points of conflict
- Some would say that the issues and outcomes do reflect sending organisations' experiences
- We see some volunteers who are open to whatever experiences they get. This is a mutual benefit
- Reduce negative effect through the introduction of structure and job descriptions
- South-African vs. German perspective
- Receiving organisation's structure is critical – must be clear about why we have volunteers NB capacity
- Mentors must be carefully selected and given a clear role and purpose to mediate experiences: they should be from receiving community
- What are the BMZ guidelines regarding mentoring?
- Re-colonisation?



Partner organisations' point of view:

Group 3: presentation  
by Colin Northmore



- Receiving organisations need to understand criteria
- Selection of receiving organisation

Our response:

1. We believe that there is great value for all if the voice of the receiving organisations is to be included in the steering committee and that they should have access to the Ombudsman. (He must be neutral with the BMZ, sending and receiving organisations and volunteers). If possible, receiving organisations should be consulted on the framework used by the Ombudsman.
2. Future evaluations should include the receiving organisations.
3. We have work to do:
  - Strengthen the relationship between sending and receiving organisations.
  - Give info/power to sending organisations to have our voice included in feedback to BMZ.
4. Please keep sending volunteers if we want them and can manage them.



# DAY 2 »COMMON UNDERSTANDING«

## Group 4: presentation by Given Rapholo



1. The report does not reflect what is happening on the ground level
2. The role of the stakeholders was not clear; BMZ to instruct
3. Detail of the quality assurance not clear
4. Are findings applicable to all countries?
5. Sending organisations do not operate in the same manner – fundamental to understand:
  - Mentoring
  - Orientation
  - Volunteer Management
6. Host organisations are not consulted
7. Mentor: who, how, what?
8. Also allow receiving organisations to orientate in Germany – get understanding of German culture
9. Fair = honest to volunteers – Reference future support and funding
10. Host organisation to receive introduction training
11. Feedback from all parties and even 3rd parties to HOs
12. Screening and Selection
13. Does weltwärts understand the contribution hosts make?
14. Clarity on understanding placement – how is it viewed by volunteers and placements?

### Programme profile:

- Not aid organisation
- Do people understand weltwärts?
- Profile
- Responsibility of weltwärts

### Summary of recommendations arising from working phase I

- Proper training procedure for volunteering management
- Clear guideline/management tasks
- Both sending and the receiving organisation needs to have a prior training programme
- Clear list of what the volunteers are told before they go to the host organisations
- Open platform for receiving organisations
- Do training preparation together
- Partner organisations to be assisted as part of the training in Germany
- Previous volunteers to be part of the orientation
- Sending organisation should be recommended to write a quarterly report
- SOs to keep database of the past volunteers
- POs to stay in contact with the past volunteers
- Clear communication/direct communication between weltwärts and the POs



1:00 pm | **Lunch**



## DAY 2 »COMMON UNDERSTANDING«

### Research studies about international volunteering in Southern Africa

#### I. Presentation of VOSESA research study by Helene Perold



(See presentation No. 4, page 75)<sup>2</sup>

Whereas most studies concentrate on effects of international volunteering on volunteers, the study conducted by VOSESA focussed on the effects of international volunteering on communities. It is clear that international volunteering is a growing field, which goes hand in hand with a diversification of programmes. Next to the German government's programme, which is one of the "big players" in this field, there are other programmes from different countries. The presentation showed the study design, key findings and conclusions.

Comments, questions and answers regarding the VOSESA research study:

- The presentation and results reinforce the topics we discussed this morning
- Some participants had similar experiences as shown by the study
- It takes a lot for host organisations to stand up



<sup>2</sup> To access the full report see: [http://www.vosesa.org.za/reports/I20625\\_Youth\\_volunteer\\_exchange\\_programmes.pdf](http://www.vosesa.org.za/reports/I20625_Youth_volunteer_exchange_programmes.pdf).

(See presentation No. 5, page 85)

The study conducted by a mixed research group of German and South African researchers focussed on the following three research questions:

- What are the **attitudes, mindsets** and **motives** of the various actors (volunteers and partner organisations) vis-à-vis weltwärts in South Africa?
- What conscious and unconscious **expectations, experiences, hopes** and **fears** do the different actors have in relation to weltwärts in South Africa?
- Do these findings yield **criteria for 'successful' voluntary service postings**?

The study includes the perspectives of volunteers as well as the partner organisations. The presentation outlines the study design, key findings and conclusions.

Comments, questions and answers regarding the SAGE Net research study and overall reflections/conclusions:

#### Guidance and steering structure

- Someone has to drive these issues and it needs leadership to drive this vision. That leadership has to come from them (BMZ)
- Various stakeholders and participants have to contribute something so that this works. However, someone has to drive this and more research is needed

#### Organisational level – Relationship between host and sending organisations

- The cooperation and meeting between SOs and HOs is a meeting of equals. HOs are not junior partners. This view is an important basis for further cooperation
- Feedback from the working groups shows that they want to be part of the process and further development and there is a lot of feedback to take a step towards equality

#### 2. Presentation of SAGE Net research study by Claus-Bernhard Pakleppa





# DAY 2 »COMMON UNDERSTANDING«

## Greater involvement of host organisations

- HO as a bridge where many paths cross. HO has to get more involved e.g. establishing clear expectations and shaping a realistic picture of Africa

## Preparing host organisations

- We have to look at the HOs again and their preparation

## Operational level – Pedagogical framework and programme profile

- Stereotypes of Africa in European and other countries – how can we change the orientation and mind-set of those volunteers?
- Mrs. Saul confirms that the guiding structure will take those findings into account. However, in order to reduce stereotypes etc., the energy and willingness of all stakeholders is needed. Currently, the programme places a focus on the individual volunteer and the German society. This process can be a chance to change the profile of the programme
- We don't call them volunteers anymore, we call them students in order to emphasise the point that they are learning. Learning means learning on both sides. There must somehow be a learning structure and room for reflection
- There are also inner and intercultural struggles regarding culture within Southern Africa and it is very challenging for the volunteers to get an orientation
- HOs want to develop their own volunteer culture in Southern Africa

## General remarks

- The discussion and research findings show the complexity of international volunteering and the weltwärts programme in particular

## 3:30 pm | **Free afternoon**

The participants had the opportunity to take part in three different groups:

- 3:30 – 4:30 pm: further development for GIZ host organisations in Southern Africa
- 4:30 – 6:30 pm: technical information about the weltwärts programme procedures with BMZ/weltwärts Secretariat
- Shopping

## 7:00 pm | **Dinner & Networking**

## Finding solutions in daily work of the partner organisations – breakaway sessions

9:00 am | **Getting started for the day and  
exchange in groups of 2 participants**

**Summarising results from day before**

**(by Given Rapholo & Claus-Bernhard Pakleppa):**

- 1) Voice of the POs must be given equal importance by steering committees in the Follow-Up Process
- 2) Sending organisations should be more consistent with policies in relation to volunteers and incorporate good practice, e.g. use of former volunteers
- 3) POs should have greater involvement in selection of volunteers and be involved in preparatory, induction prior to departure
- 4) POs' mentoring of SOs should have greater capacity building regarding management of volunteers who are not professionals
- 5) All participants should seek opportunities for collaboration and sharing of expertise and experience
- 6) Given the number of volunteers being sent to Southern Africa, POs in Southern Africa should be included in future evaluation/consultations
- 7) Include findings of SAGE Net SA research in current discussions and planning
- 8) The Ombudsman should be neutral with the SOs, POs and volunteers. BMZ and POs should be considered in the framework used by the Ombudsman
- 9) Seek to create opportunities for reciprocal exchange and intercultural learning
- 10) Must develop clearer understanding of weltwärts programme and purpose through engagement with POs and better understanding of/ to access data and information
- 11) Importance of research



# DAY 3 »PROCESS TOPICS – FINDING SOLUTIONS«

## Working phase II: finding solutions in regional and daily work for POs

From the following perspectives:

- a) Role of the PO
- b) Role of the sending organisation
- c) Role of the volunteers
- d) Opportunities & challenges for volunteers in NGOs

11:00 am | **Tea Break**

11:15 am | **Presentation of results working phase II in plenary session**



Group I: presented  
by Donald Vogel

- Typical problems that were identified by the group: weak communication between partner and sending organisation, e.g. information about changes came very late
- When a volunteer has to be called back – how is this procedure organised?
  - The PO should have a clear procedure
  - SO should only come in when PO requests it
  - The problems in the host country should in effect be solved there
- In some cases, HOs who receive volunteers from different SOs had problems with the volunteers because they started to compare each other e.g. pocket money etc.
  - More standardisation of rules of the SO
  - Limiting the diversity of rules as well as different and divergent practices
  - Regulations solely for specific topics/problems are needed just as much
- The practices of some SOs are difficult to understand and lack quality
  - Quality management as important measure in order to maintain and increase the quality of the programme



### Case Study 1

**Problem:** German volunteers living and working together build up internal conflict that “poisons” work and living environment, limited external social contact.

#### Solution:

- 1) Break their isolation by building bridges to community, networking
- 2) House rules and car usage policy
- 3) Honest open discussion for conflict resolution
- 4) Prepare them in Germany on how to cope/manage their living environment

### Case Study 2

**Problem:** Luzi feels abandoned because Lara, her German colleague, is leaving with her boyfriend, using the shared car, which Luzi must use to go to work.

#### Solution:

- 1) Get policies in place
- 2) Move Luzi closer to Lara’s new accommodation
- 3) Have discussions with both to get expectations/solutions from them
- 4) Host organisation to deal with this
- 5) Luzi must socialise independently



### Group 2: presented by Arno Faul



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Group 2: presented  
by Arno Faul  
(continued from page 27)

## Case Study 3

**Problem:** Two German volunteers clashed heavily on the basis of personality/jealousy/competition and resulting in a negative impact on project and environment.

### Solutions:

- 1) Use formal disciplinary procedure
- 2) Clear boundaries as well as role/authority of mentor
- 3) Shock therapy flight home



## Case Study 4

**Problem:** Qualified volunteer with low esteem who over-compensated through arrogance and know-it-all-attitude.

### Solution:

- 1) One-to-one therapeutic talks
- 2) Find out what the underlying problem is – they come to learn
- 3) Make the everyone's roles clear

### What does this add up to to:

- Capacity-building at the host organisation:
  - Communication
  - Clear clarification of roles
  - Clear rules
  - Clearing responsibilities: What are the responsibilities – to what extend are we as HOs responsible?
  - Integration in the community





### Case Study 1

Is it worthwhile for SAGE Net and other VIO networks to expand into Southern Africa?

#### Advantages

- SA would have a stronger voice
- Opportunity for exchange and learning in region, including volunteer exchange
- Could provide youth training with a focus on networking

#### Challenges

- Finance/funding
- Transport/infrastructure
- Need to have organisations working at grassroots to make this work
- Need to understand whether there is interest in regional collaboration

Could be a discussion at this conference between RSA and other Southern African organisations. Identify entry points for networking and exchange.

Group 3: presented  
by various presenters



### Case Study 2

How can international volunteers help to empower staff and the HO?

#### Solutions/Recommendations

- Staff training on volunteer management (e.g. CT vol. centre)
- Emphasise professionalism and responsibility within NGOs
- Need to recognise and validate work/contributions of staff
- Have meetings with staff about value and challenges of international volunteers (external facilitator could help)

#### Long-term solutions

- Consideration of insecurities

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Group 3: presented  
by various presenters  
(continued from page 29)

- Opportunity for staff to reflect on their values/greater goals of the organisation
- Undertage training (pre-departure) that focusses on soft skills
- Talk about shared responsibility
- Leadership training for staff
- Create opportunities for staff leadership as well as mutual learning, e.g. volunteers and staff can share skills, so can staff
- Promote reflection among volunteers to understand staff – who they are and where they come from (context and history)
- Opportunity for pairing between volunteers and staff

## Case Study 3

How can people experienced in international volunteering help those new to the field?

### Solutions

- Advice from experienced people
- Communications is critical from the beginning
- Need to encourage volunteers to seek guidance from staff
- Commitment/engagement during first weeks is important (need to share), sets tone
- Put yourself in other people's shoes
- Give each volunteer a chance
- Be open to feedback from volunteers



### Case Study 4

How can we improve selection process for specific sectors and context of organisation?

#### Challenges

- Volunteers come with advanced expertise  
     ➔ know-it-all-attitude and don't know how to go back to basics, to adapt to the environment

#### Solutions

- Communication (involve all stakeholders)
  - Brief volunteers at HO
  - Discuss background and expectations
  - Help volunteers feel at home
  - Needs to be at regular intervals (quarterly)
  - Selection process needs to be improved (clear task description which says what is needed), the challenges of the job.

### Case Study I

What is the role of the host organisation for these young people?

Group 4: presented  
by Melanie Malema

- HOs play a much bigger role in the daily life of the volunteers; in a way HO becomes parent during this time
- There were cases in which volunteer's behaviour (private life) was in conflict with the objectives and work of the organisation. How can we as HOs protect ourselves? How can we solve such conflicts?

#### Solutions

- Clear dos and don'ts
- Somebody from the HO should be at the pre-seminar in Germany
- An agreement should be signed also about behavioural training before leaving Germany
- The HO should give a report at the end of the voluntary service to weltwärts

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Group 4: presented  
by Melanie Malema  
(continued from page 31)

- The certificate at the end should not only be based on attendance, rather but also on behaviour
- HOs should be more involved
- Expectations of the organisations have to be clear from the beginning i.e. means before the volunteers leave Germany
- Code of Conduct should be signed between the HO, SO and volunteer and also include a disclosure clause, e.g. publication of pictures of naked children

## Case Study 2

The volunteers compare themselves with other volunteers e.g. free time, working hours and conditions etc.

### Solutions

- Code of conduct and agreement before they come to SA, should include clear statements about the working conditions, etc.
- Make clear to them their role within the organisation in order to limit false expectations, e.g. what do we expect from you and what can you expect from us as HO as well?
- The HO really has to appoint one person that mentors those young people
- They need to know that someone is accessible and open to their problems and issues. There is then less opportunity to go outside the organisation
- Discuss weekly schedule with the volunteers



12:00 am | **Changes & structure of the weltwärts programme**

(See presentation No. 6, page 101)

Weltwärts reputation as a developmental and exchange service is supposed to be refined as one result of the evaluation of the programme. The programme is expanded to include a **weltwärts South-North Component**, i.e. a possibility for young people from the weltwärts partner countries in the Global South to do **developmental volunteers service in Germany**. The presentation outlines the idea, strategy, discussion issues and the process/next steps regarding the South-North Component.

Questions and answers regarding the new South-North Component:

**Interconnection between both programmes:**

- Great that such programme is coming; it looks like a separate programme, where is the interconnection? It's just a similar structure and I don't know if they are planning exchanges between the programmes. We should bring that back to the working group in Germany!

**Logistics:**

- School has a certain schedule, e.g. here, school ends in December. Can we send volunteers in December? How is it then possible to send volunteers for next year? This should be changed.
- How are the 25 seminar days organised? Spread over the year.
- When does it start? Next year.

**Requirements:**

- How are the requirements regarding language skills organised? They need basic knowledge but no specific level.
- Recommendation regarding the age limit: it should be 29!

**Role allocation:**

- Does the PO need to become SO or can there be another regulation?

Presentation of the pilot project for the **South-North Component** by Susanna Rech-Bigot, Freunde der Erziehungskunst Rudolf Steiner



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- C. Saul: I wanted to comment on the planning. A public submission is planned. SOs will be asked if they wish to participate in the pilot phase. We are looking for 10 organisations and it won't be possible that all sending organisations take part in the pilot phase. Our wish is to start as soon as possible but there is no precise date for the implementation yet.

### Funding:

- How is the programme funded? PO might have difficulties to finance this. This is still an open question.
- This is a great development. Which funding structures will be in place, e.g. to finance the language courses or things like that? If there won't be a supporting structure, e.g. language skills, we will exclude certain groups of young people.

### Involvement of HOs:

- Who was on the working group? Different people from SOs, weltwärts, BMZ. The working group wanted to get partners' perspective as well. Participant remark: The working group composition needs to be discussed!
- Welcomes the idea and discussion about such a programme but the funding is an important part of the success of this new programme.
- C. Saul: The details of the programme are not yet fixed and planned. But this should be seen as an opportunity for the partner organisations to take part in the construction of the programme.

### Learn from existing examples:

- Love Life is sending 6 volunteers from SA to Germany for 6 month but not via weltwärts; maybe we can ask them about their experiences.
- The experience of Love Life is very important, and we should look for such models.

### Involvement of young people:

- We forgot to ask an important partner – the young people. Do they actually want this?



### First impressions of the South-North Component

*“My input on the South-North Component of the weltwärts programme is that I think it’s a very great opportunity that came about – and for young people from South Africa to also have the opportunity to go over to Germany in a voluntary setting and experience daily life in Germany and also the different works they will be doing. I think for a number of years we have been involved with weltwärts programme and now to have the opportunity to send South African youth over to Germany will be a very nice opportunity for us.” (Participant)*

*“I think the South-North Component of weltwärts is a very good idea. However, I also see quite a lot of difficulties for the sending organisations, e.g. if the host organisations become sending organisations and the sending become host organisations, there are financial issues that need to be looked into and also capacities of the sending organisations. One thing that really struck me is that actually everything is discussed in Germany and now in this conference we are really much discussing that we as hosts are not involved and now that we hear the other presentation it seems like the senders are not going to be involved, e.g. there have been discussions in Germany with the hosts and the government with the sending organisations not being involved. So I see a conflict coming up with how to integrate the senders and that we are not really properly integrating the hosts.” (Participant)*

1:00 pm | **Lunch**



# DAY 3 »PROCESS TOPICS – FINDING SOLUTIONS«

2:00 pm | **Working phase III: Discussion of organisational changes within the weltwärts programme**

**4 Working sessions:**

- a) Do the goals of weltwärts programme meet goals of POs?
- b) Accompanying measures – possibilities versus limits?
- c) Ways to improve greater involvement of POs into weltwärts?
- d) South-North Component of weltwärts – how should it be designed?

4:00 pm | **Tea Break**

4:15 pm | **Presentation of results working phase III in plenary session**

After the tea break, all four working groups presented the ideas and results they shared within the working groups. Each group focussed on just one of the key questions mentioned above. In addition to discussing the key question they were asked to make recommendations.



### Glad that the topic is on the agenda! Thank you!

- Mary Mlambo shared information in SA exchange following xenophobic attacks. Young people were sent to Mozambique and Ghana – they returned with broader horizons, more maturity, greater understanding for volunteering.
- Why does SA want young people to go to Germany?
  - To appreciate own country more
  - To grow their capacity
  - To challenge their perception of being “inferior”
  - To experience efficiency, escape complacency and apathy, realise that it is hard work that gets you somewhere
  - To experience something else (not necessarily better)
  - To also experience that there is a lot of the same (xenophobia, HIV, drugs etc.) addressed in different ways
  - To learn about own culture through other cultures

### Group 1:

#### South-North Component of weltwärts – how should it be designed?

Presented by Melanie Malema



### Recommendations/Suggestions:

- Consider sending volunteers not only to social projects but also for vocational training and education
- School calendar year needs to be considered
- Pilot phase to be shortened
- Do not take from all over the world for the 100 pilot participants but focus on one specific country
- Apply the same percentage for South-North that weltwärts applies currently for North-South
- Can POs in the South just become SOs for the North? In some cases, yes, but they have to apply. The other POs need to be structured like SAGE Net to send youngsters “of their choice”. Cooperation between PO and SO is crucially important!
- A sending organisation is needed that takes care of all administrative issues

# DAY 3 »PROCESS TOPICS – FINDING SOLUTIONS«

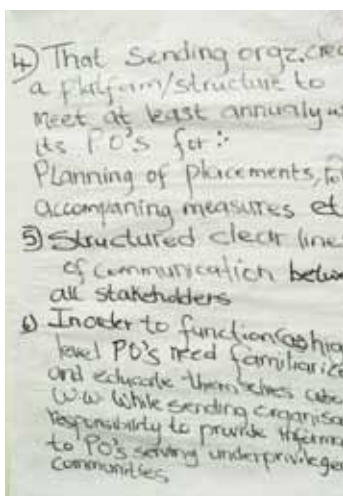


- There should be different models to become and apply for the status of sending organisation
- Should it be limited to weltwärts? Or should there be a more global approach/call?
- The selection process needs to be fair! Candidates have to win it by merit!
- Don't necessarily follow the example of German sending organisations!
- Ensure that various representatives from SA organisations are involved in the drafting of the policy/selection criteria
- Follow-Up with German Embassy in Cape Town
- Application criteria: applicants must be involved in a social project prior to departure or after their return

## Group 2:

Ways to improve higher involvement of POs in weltwärts?

Presented  
by Collin Northmore



## The Follow-Up Process is essential for POs to be represented.

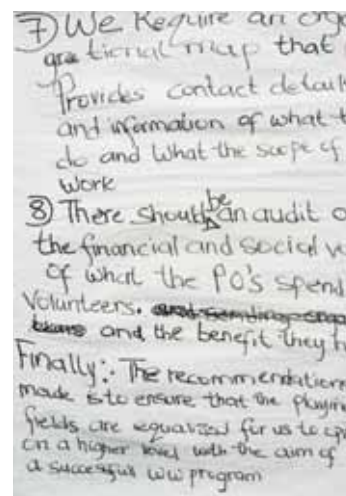
- 1) Follow-Up Process, e.g. SAGE Net and others can be an umbrella body to represent the POs
- 2) The POs be included in the selection, preparation process and placement/policy requirement
- 3) Proposing an annual conference and workshops for partner organisations financed by weltwärts
- 4) Sending organisations create a platform/structure to meet at least annually with its POs for:
  - Planning of placements
  - Policies
  - Accompanying measures, etc.
- 5) Structured and clear lines of communication between all stakeholders
- 6) In order to function at higher level, POs need to familiarise and educate themselves about the responsibility to provide information to POs serving underprivileged communities



- 7) We require an organisational map that provides contact details and information on what POs do and the scope of work
- 8) There should be an audit of the financial and social value of what the POs spend on volunteers and the benefit they have

### Finally:

These recommendations are made to ensure that the playing fields are equal for us to operate on a higher level with the aim of a successful weltwärts programme.



- Help organisations to achieve their development objectives
- Want to set an example/need for recreation (eligible)
- We all have different visions and goals
- Want to improve lives of children
- Need helpful/basic human things
- Improve services and reach

### Group 3:

Goals of the weltwärts programme meet goals of PO?

Presented by Karina Cronin

### Recommendations:

- All stakeholders need to be involved in design stage of the programme
- Need to be trained on how to mentor young volunteers (needs to be differentiated based on experiences of organisations) and how to deal with sensitive issues
- Organisations need to be prepared to receive volunteers.
- Orientation i.e. how you start the relationship between different stakeholders which is the root of so many problems
- Need to invest in orientation/beginning of relationship between many stakeholders, e.g. staff, volunteers



## DAY 3 »PROCESS TOPICS – FINDING SOLUTIONS«



- Intercultural training for staff, volunteers and SOs in host country or Germany
- All partners involved in orientation
- Overlaps between incoming and outgoing volunteers in country
- Strengthen sense of awareness of who you want to work with, what kind of volunteer
- Preventive measures to ensure good matching have to take place before departure (e.g. during pre-departure orientation)
- SOs need to examine negative views of POs, must include POs in this process
- SOs must be involved in choice, recruitment and screening of volunteer – helps to build trust and helps to get the right match. Transparency and disclosure
- Need for (eligible) networks to help less professional organisations with various issues, e.g. volunteer support
- Need to differentiate between categories of POs, different needs, different resources/skills that can be shared
- Continue opportunity to network, e.g. want to come to all conferences
- Need (eligible) on weltwärts website
- Platforms for engagement/networking, online and offline
- POs educate SOs on their NGOs, POs developed Terms of Reference, taking responsibility to monitor matching
- Pairing of international volunteers/local volunteers (intercultural learning, building trust, sustainability), needs to be considered by BMZ
- Development review plan with SO. Opportunity to discuss this every quarter and sometimes face-to-face
- Discussions before volunteer departure about PO and SO policies, there need to be synergies
- Involve young local volunteers already working with international volunteers in pilot phase



- Level 1: Supporting the structure of weltwärts (training staff)
- Level 2: Specific learning: how do you use weltwärts in your terms of goals and aims? (This is the question that partner organisation should ask themselves)
- Specific learning: education/school, children, kindergarten, social employment, afternoon programme, vocational training, health HIV/Aids, orphans
- Generating income
- Gardening
- Day care
- Social skills/deep learning

#### Group 4:

Accompanying Measures  
– possibilities versus  
limitations?

Presented  
by Donald Vogel

#### Recommendations:

- Organisational development
- Development of social skills
  - Recruitment
  - Mentorship training
  - Exchange of seminars
  - Facilitate staff learning
  - Book keeping/administration



7:00 pm | **Evening reception in  
Sophiatown at Sparrow Schools**



# Summing up solutions & results of the conference

9:00 am | **Summary of key aspects and recommendations presented by Claus-Bernhard Pakleppa and Given Rapholo**



### First draft of the declaration of the weltwärts conference in Southern Africa 2012:

1. Voice of the POs must be given equal importance by steering committees in the Follow-Up Process
2. Sending organisations should be more consistent with policies in relation to volunteers and incorporate good practice, e.g. use of former volunteers
3. POs should have greater involvement in selection of volunteers and be involved in preparatory induction prior to departure
4. POs mentoring of SOs should have greater capacity building regarding management of volunteers who are not professionals
5. All participants should seek opportunities for collaboration and sharing of expertise and experience
6. Given the number of volunteers being sent to Southern Africa, POs in Southern Africa should be included in future evaluation/consultations
7. Include findings of SAGE Net SA research in current discussions and planning
8. The Ombudsman should be neutral with the SOs, POs, volunteers and BMZ and POs should be considered in the framework used by the Ombudsman
9. Seek to create opportunities for reciprocal exchange and intercultural learning
10. Must develop clearer understanding of weltwärts programme and purpose through engagement with POs and better understanding of as well as access to data and information

11. Importance of research
12. Quality cluster in Southern Africa mirror of the German structure
13. Increase support for the self-development of volunteers

### **Core recommendations of POs regarding Accompanying Measures:**

- Organisational development
- Development of social skills
- Recruitment
- Mentorship training
- Exchange of seminars
- Facilitate staff learning
- Book keeping/administration



### **Core recommendations regarding greater involvement of POs:**

- SAGE Net is open as a platform for SA POs to establish a working group to ensure that the POs' voice is represented within the following seven groups, discussions, planning and arrangements:
  - Annual conference for POs
  - SOs establish structure to meet annually with their POs to facilitate information sharing, planning, discuss accompanying measures, selection, preparation, etc.
  - Communication – clear flowchart of communication for all stakeholders
  - Organisational mapping, contact details & description
  - Audit if financial and social value add by POs' host country



### **Recommendations of working phase II:**

- Capacity-building at the hosting organisation

## DAY 4 »NEXT STEPS«

- Communication
- Clear clarification of roles
- Clear rules
- Clearing responsibilities: What are the responsibilities – in how far are we as HOs responsible?
- Coping with fellow volunteers away from home (HOs)
- Building conducive relationship with fellow volunteers

### **Recommendations regarding the South-North Component:**

- POs to be involved from the outset and at all the stages of development of designing the volunteer programme
  - PO, staff, volunteer etc. training on volunteer mentorship and dealing with sensitive issues
  - Intercultural training for staff, volunteers and SO in host country or in Germany
  - Recommend overlap between incoming and outgoing volunteer in Germany
  - PO and SO must be involved in the recruitment and screening of the volunteer
  - Need to differentiate between PO categories, different needs, different resources/skills that can be shared
  - Continued opportunities to network
  - Platform for engagement online/offline/weltwärts website, etc.
  - Pairing of international and local volunteers
  - Development of Terms of Reference for volunteers
  - Standardised criteria for selecting local volunteers for the exchange programme
  - Involving young local volunteers already in the programme for the exchange programme (this must be flexible)
- ➔ Agreement/Proposal: Once the documentation is approved. The declaration will be sent to all participants in order to give them the chance to approve the recommendations or make adjustments.

## Evaluation

### Feedback

*“I think the general feeling around our table was that firstly all of us shared the thought that this conference couldn’t have come at a better time because all of us shared this whole thing about – first of all some of us didn’t even know that the programme was called weltwärts to start off with. For various reasons and for us, the process started with the sending organisations and some of us didn’t even know it was a sending organisation – we just knew a name. We never knew that there was process behind it, we never heard about BMZ and weltwärts – we just heard about GIZ or SAGE Net or whatever. That is where the process started for us and finally during this conference the penny dropped. It might not be the experience for all the organisations, because we are people from different levels of the organisations. So I think that was the biggest “AHA-moment”. (...) Because also looking at the fact that we run through the whole South-North Component and if we don’t even understand the other side – how we are going to move forward?”* (Participant)

*“I just want to add something on the Follow-Up. We highlighted the South-North exchange that we really want to see that happen. However, what we said is that over three and a half days we invested a lot of energy and emotions and a lot of ideas. We don’t want to see all this recommendations put in a pretty document and filed away somewhere. We really want to see action. And I’m sure all of us here know that BMZ or whoever are the relevant people, don’t need to do the action on their own – we are here if you want to tap into our skills and capabilities – I’m sure we are all working towards the success of this whole thing.”* (Participant)

*“For me personally it was also interesting to hear all the negative problems, the problems that people have with the volunteers, because I’m really new in the game and so therefore I’m really grateful because I’m going away with a strategy to prevent those sort of things hopefully, not necessarily. I think we are really grateful for the opportunity to actually network and to speak openly and learn from each other. And we were grateful – because at other conferences you go in and you are interested in what you are going to that conference for and we actually were forced into open dialogue and to meet other people. We support the exchange of South-North.”* (Participant)

## DAY 4 »NEXT STEPS«

### Feedback

*“I’m one of the people that experienced this conference as a big learning curve and I’m grateful also I attended many conferences but I think the format of this conference is completely different to the conferences I’m used to. Because I think this conference made one be on your toes all the time because you never know what’s going to crop up next. You are supposed to be alert all the time.” (Participant)*

*“In the same way I would like to add that we gained a good knowledge about weltwärts to see that the picture is even bigger! I mean we are here now as host organisations and we do our daily little things but there is a conference taking place on the German side with the sending organisations. There are studies being made, there are new working groups in BMZ, so how big the picture actually is, is quite amazing and what I find absolutely great is the potential here from the host organisations’ point of view that we can get organised, that we can get connected and that we can work together. And on our side the picture is also bigger than weltwärts. Because we come together now through weltwärts but we can build civil society in South Africa by coming together as host organisations.” (Participant)*

*“I think the general understanding is that we learned a lot and some things were really new to us, so that was a big benefit. Two things that transpired particularly here which links up with what you were saying. It would be very important for the host organisations to have a similar conference like this or a get-together specifically tailored to the needs of the host organisations (...). There was a feeling that the networking was amazing. That we got to know the other organisations and what they are, their strengths, their experiences and that we can learn from each other.” (Participant)*

- ➔ **PROPOSAL:** Catharina Saayman from the Abraham Kriel Child and Youth Care Centre proposed to host a conference/get-together particularly for Southern African host organisations in 2013 in cooperation with SAGE Net. Date and time to be decided.



## Overall assessment of the conference content

### I particularly liked:

- The fact that people were able to give their views about the organisation. The other thing is that I met new people
- Networking with other host organisations and BMZ representatives
- Attendance of BMZ representatives at the conference
- Being able to make recommendations on the BMZ quality process from the viewpoint of hosting organisations
- Availability of coffee and cool drinks all the time
- Very good facilitators (Given and Claus) and work groups
- Networking
- The feeling of being included in decision-making
- Sharing and learning with and from other partner organisations
- The presence of weltwärts and BMZ officials from Bonn
- Networking and shared experimental learning
- The way the conference was facilitated
- The openness in which people shared
- The willingness to discuss difficulties and solutions
- The breakaway groups, the fact that the groups were different each time, this gave the opportunity to interact with all the different organisations
- The small working groups with group leaders
- The structure of the conference, different from others
- How the conference has been organised, how it unfolded until completion: well done to all who put it together



## DAY 4 »NEXT STEPS«

### **I was not satisfied with:**

- With the age thing because how can a 35 year old be a volunteer; that wasn't clear to me
- The outside noise level
- Accommodation was a bit limited
- Certain delegates took issues personally during group discussions and would personally attack others who expressed personal views

### **Other important aspects I would like to mention are:**

- Knowing more about weltwärts and the research that I heard was really interesting and important for me.
- Always remembering the humanity of the weltwärts programme.
- The SA government must get involved! (1st inform them, 2nd involve them practically, 3rd involve them financially, exchange of knowledge)
- The conference needs to have house rules regarding participation of delegates as some people took issues raised personal during group sessions – personal dialogue directly in response, it must be assumed that people know how to conduct themselves

### **The key insights that I personally have gained from the conference are:**

- Communication
- Team building at your organisation
- Don't expect too much from the volunteers because they are also here to learn
- We are on the right track
- Weltwärts programme is making a huge difference
- We need to listen and try to understand different viewpoints
- To realise that we as POs have power and are a much needed important part of weltwärts
- Networking with host and sending organisations
- Realising the importance of **Ubuntu** and working to maintain that
- Volunteer management is a skill and I am challenged to learn more
- The intention to start a South-North Programme

- Communication is absolutely crucial.
- Training and development for mentors and POs is needed.
- South-North Component
- Relationship between PO and SO
- The research studies
- Financial insight
- Role of SO/PO involvement
- Role of mentor – volunteer management
- Understanding of weltwärts programme
- Distinction between my sending organisation as weltwärts participants and as my funding partner

**Thanks were given to the facilitation team and to all participants of the conference by Mrs. Wiedemann (BMZ).**

### **Closure of conference**



## Declaration – weltwärts Partner Conference for Southern Africa 2012

Johannesburg, 14. – 17. November 2012

The following recommendations are the result of intense discussions, working groups focusing on key topics and questions and an exchange of positive and challenging experiences with the weltwärts programme. Therefore, this declaration is a joint product of Southern African organisations from diverse backgrounds, which gathered in Johannesburg.<sup>3</sup>

### I. General recommendations

#### Involvement of partner organisations (POs)

- POs should have **greater involvement** in selection of volunteers and be involved in preparatory, induction prior to departure
- Voice of the POs must be given **equal importance** by steering committees in the Follow-Up Process
- Given the number of volunteers being sent to Southern Africa, POs in Southern Africa should be included in **future evaluation**/consultations
- Must develop clearer **understanding of weltwärts** programme and purpose through engagement with POs and better understanding of as well as access to data and information
- Annual conference for POs

#### Sending organisations (SOs)

- Sending organisations should be more **consistent with policies** in relation to volunteers and incorporate good practice, e.g. use of former volunteers
- Sending organisations should **establish structure to meet annually** with their **PO** to facilitate information sharing, planning, discuss accompanying measures, selection, preparation, etc.

<sup>3</sup> Remark: Please note that the points mentioned below are of equal importance and the order of recommendations does not represent a ranking.



### Capacity building

- POs, mentors and SOs should have **greater capacity building** regarding **management of volunteers** who are not professionals

### Research

- Include findings of **SAGE Net SA research** in current discussions and planning
- **Importance** of research

### Cooperation & communication between various stakeholders

- The **Ombudsman** should be neutral with the SOs, POs and volunteers. BMZ and POs should be considered in the framework used by the Ombudsman
- All participants should seek **opportunities for collaboration, sharing of expertise and experience**
- **Clarification** of roles (regarding the different stakeholders), of rules and responsibilities
- **Organisational mapping** with contact details & description
- **Clear flowchart** of communication for all stakeholders

# DECLARATION

## Reciprocity

- Seek to create opportunities for **reciprocal exchange** and **intercultural learning**

## Quality management

- Quality cluster in Southern Africa should reflect on the German structure

## Pedagogical framework

- Increase support for the self-development of volunteers

## II. Specific recommendations regarding the South-North Component

- **POs** to be **involved** from the first day and all the stages of development of designing the volunteer programme
- PO, staff, volunteer, etc. **training** on volunteer mentorship and dealing with sensitive issues
- **Intercultural training** for staff, volunteers and SOs in host country or in Germany
- **Overlap between incoming and outgoing volunteers** in Germany
- PO and SO must be **involved in the recruitment** and screening of the volunteer
- Need to **differentiate between PO** categories, different needs, different resources/skills that can be shared
- Continued **opportunities to network**
- **Platform for engagement** online/offline/weltwärts website, etc.
- **Pairing** of international and local volunteers
- Development of **Terms of Reference** for volunteers
- **Standardised criteria for selecting** local volunteers for the exchange programme
- **Involving young local volunteers** already in the programme for the exchange programme (this must be flexible)



# SOURCES FOR FURTHER INFORMATION

## Sources for further information

### General links

- **Federal Ministry for Economic Cooperation and Development:**  
<http://www.bmz.de/en/index.html> (English version available)
- **Official website of weltwärts:**  
<http://www.weltwaerts.de/> (no English version available)
- **SAGE Net:**  
<http://www.sage-net.org/>
- **VOESA:**  
<http://www.voesa.org.za/>

### List of web documents

- **Guidelines for the development volunteers service “weltwärts”,** Bonn August 2007  
<http://www.weltwaerts.de/service/downloads/richtlinie/wwRichtlinie-en.pdf>  
(English Version)
- **VOESA Research study**, full report:  
[http://www.voesa.org.za/reports/120625\\_Youth\\_volunteer\\_exchange\\_programmes.pdf](http://www.voesa.org.za/reports/120625_Youth_volunteer_exchange_programmes.pdf)
- **SAGE Net research study** (book):  
South African German Network Deutschland (SAGE Net) (2012):  
International Volunteering in Southern Africa: Potential for Change?  
Scientia Bonnensis, Bonn.  
  
Find **more information** by following the link below:  
<http://www.sage-net.org/index.php?id=357>
- **Weltwärts Evaluation:**  
Federal Ministry for Economic Cooperation and Development (BMZ) (2011):  
The weltwärts development voluntary service. BMZ Evaluation reports 057. Bonn.  
  
For a **summary** of the evaluation report 2011, follow the link below:  
[http://www.bmz.de/en/publications/type\\_of\\_publication/evaluation/evaluation\\_reports\\_since\\_2006/EvalBericht057.pdf](http://www.bmz.de/en/publications/type_of_publication/evaluation/evaluation_reports_since_2006/EvalBericht057.pdf)

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6. Presentation: South-North Component (Day 3, page 33)
7. Facts and Figures regarding weltwärts
8. List of sending organisations SA
9. List of participants weltwärts conference Southern Africa 2012



Partner Conferences 2012

# The weltwärts Development Volunteers Service

How did weltwärts come about?

What are the aims of the programme?

How does the programme work?



Partner Conferences 2012

## How did weltwärts come about?

- Young people from Germany have, for many years, become increasingly interested in getting involved abroad. They usually do this between finishing school and starting university, or after completing training.
- The young people are particularly interested in getting involved in Africa, Asia, Latin America and Eastern Europe.
- Before *weltwärts*, volunteers services abroad were very expensive for volunteers, and were thus only reserved for a certain socioeconomic level of society.
- 2007: The programme is introduced by the German Federal Ministry for Economic Cooperation and Development (BMZ).
- 38 million US Dollars in aid per year from public funds.

2

## What are the aims of the programme?



### 1. Aim dimension: The volunteers

- To obtain qualifications for personal development (e.g. foreign languages, intercultural skills).
- To gain an insight into the vocational field of international co-operation.
- To gain an understanding of global contexts and the dependency of one's own life within the global context.
- To raise awareness of the diversity of life and development.
- To become motivated to get involved with social and developmental issues upon returning home.

3

## What are the aims of the programme?



### 2. Aim dimension: The partner countries

- Are assisted by the volunteers in their daily work.
- By participating in the programme, the partners and target group with which they work should gain a better understanding of global contexts and the dependency of one's own life within the global context.
- Networking among partner organisations and with the sending organisations is encouraged and strengthened.

4

## What are the aims of the programme?

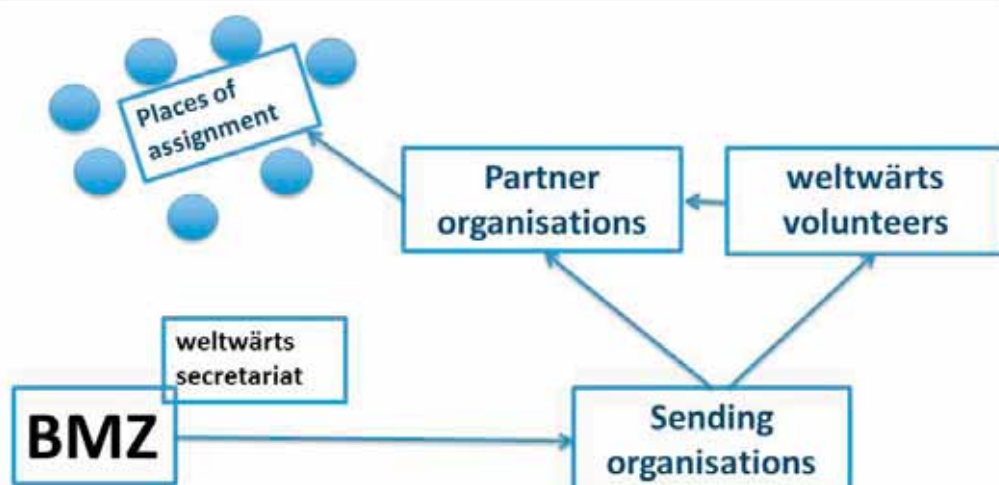


### 3. Aim dimension: German society

- Former volunteers get involved in their own country (non-governmental organisations, training, projects etc.)
- Civil-society players in the development cooperation in Germany are strengthened.
- Volunteers pass on their experience and become multipliers.
- The programme gains publicity, thereby also reaching out to future volunteers who have previously felt ignored (people of migrant backgrounds, vocational school students, people from low-income families).

5

## How does the programme work?



6

## How does the programme work?



### BMZ

- Political management of the weltwärts programme
- Recognises sending organisations and places of assignment
- Provides the funding
- Maintains a direct relationship with the sending organisations

### weltwärts secretariat

- Advises sending organisations and volunteers
- Assesses the sending organisation and places of assignment
- Passes on money from the BMZ
- Checks the money used

7

## How does the programme work?



### Sending organisation

- Selects volunteers
- Prepares, advises and follows up
- Direct relationship with the partner organisations
- Applications and proof of expenses

### Volunteers

- Young, dedicated people aged 18 to 28
- Service duration: 6 to 24 months
- Open-minded, interested in development policy, dedicated, capable of learning
- Basic knowledge of the host country's language

8



## How does the programme work?



### Partner organisations

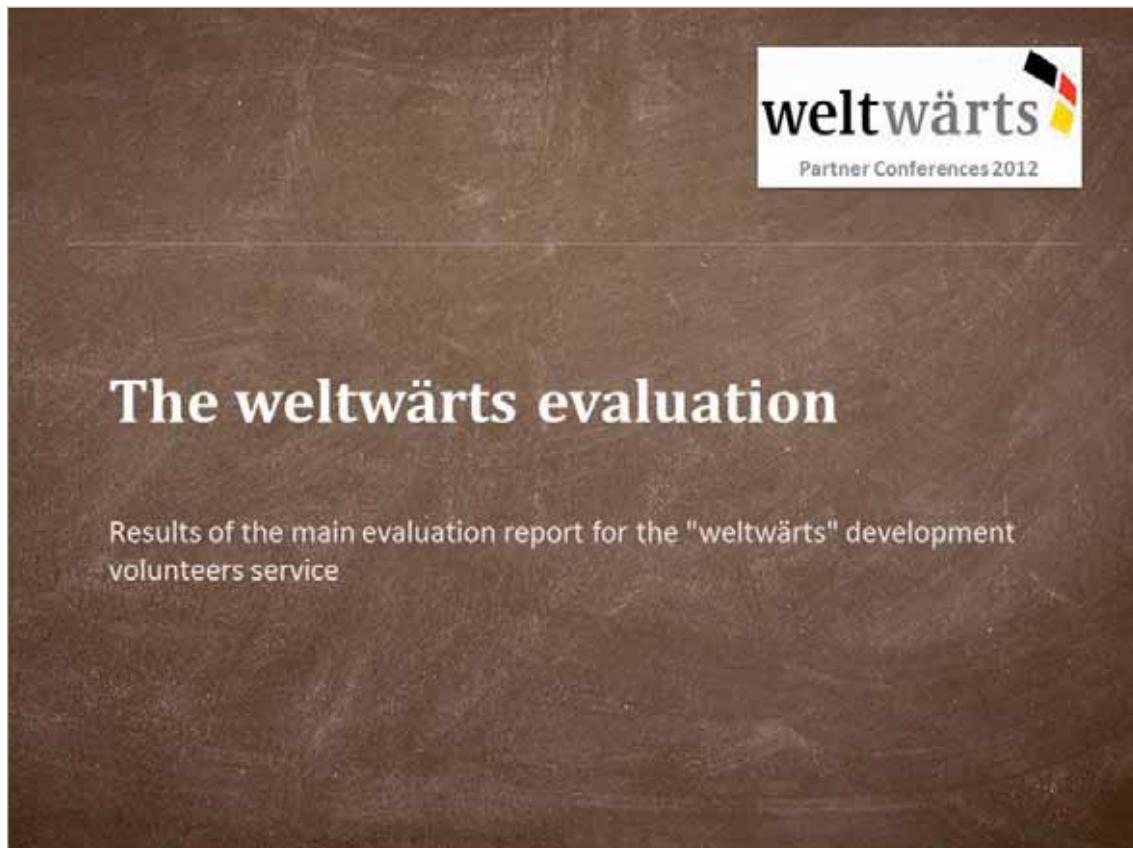
- Provide places of assignment, accommodation, food
- Are responsible for integrating the volunteers into daily work
- Volunteers are accompanied by mentors outside the assignment centre.
- Volunteers are not paid employees

9



# Thank you!

10



## 1. The evaluation



- **BMZ commissions the 2010 evaluation**
- **Conducted by:** Ramboll Management Consulting Group (independent)
- **Aims:** To assess the programme and make recommendations for weltwärts' further development
- **Method:** Online surveys of all weltwärts players
- **Country studies** in Bolivia, Costa Rica, Ghana, India, Tanzania and Vietnam
- **Publishing of the report in November 2011**

3

## 2. Volunteer work assessment



- Volunteers make an **important contribution**, provide **assistance** and **take the strain off staff**.
- The volunteers' **commitment** and **social obligation** are highlighted
- **Deficiencies/Problems**
  - Lack of preparation
  - Intercultural misunderstandings
- **Additional need for special technical knowledge**  
→ **RECOMMENDATION:** Greater focus on the specific needs of the partner organisations

4

## 3. weltwärts programme assessment



- **Advantages of Weltwärts compared to other programmes:**
  - Commitment
  - Longer assignment duration
  - Financial support
  - Possibility of taking on several volunteers
- **Disadvantage: Administrative effort and expense**
  - Visa difficulties
  - Reporting duty
  - Programme funding

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## 4. Volunteers' views on their assignment



- One third of the volunteers rate the **places of assignment as unsuitable or not very suitable for volunteers**
  - **Rarely systematically integrated** into the work
- **Orientation** phase particularly difficult
- Almost half the volunteers **temporarily** found themselves with **no proper work to do**
- **BUT:** only a **minority** felt they were "not very well integrated overall"
- Hardly any problems with **requirements**

6

## 5. Problems / Mentoring



- **Partner organisation's task:** Support and professional educational assistance
- Most volunteers received **no technical instructions** at the assignment site
- Mentors often busy themselves at the place of assignment
- **Results of the mentoring evaluation** by the volunteers varied, often negative

7

## 5. Problems / Participation and information



### Selection process:

- Partner organisations generally **not (or hardly)** involved with selecting the volunteers
- **Partner organisations want more involvement**
- **RECOMMENDATIONS:** Clearly formulated requirements and selection option for partner organisations

### Lack of information:

Partner organisations **hardly** notice any **differences between different volunteers services**

8

## 6. Changes made by weltwärts within the partner organisations



- **Staff:** Intercultural skills and awareness of **global interrelations**
- **Informal knowledge transfer** and **reflection** on existing practices
- **Improved funding** (particularly through donations), but also encumbrances from **customer support costs**
- **Improved reputation**
- **Expanded networks** with other partner organisations (only a few binding co-operations)
- **Assistance tool** not publicised enough, but **rated positively**

9

## 7. Cooperation with Partner countries



- Programme viewed positively by some **national players**
- Generally **no active support for the programme by governments**
- Stronger **focus on development** required
- Hardly any negative effects (e.g. displacement of local workers)

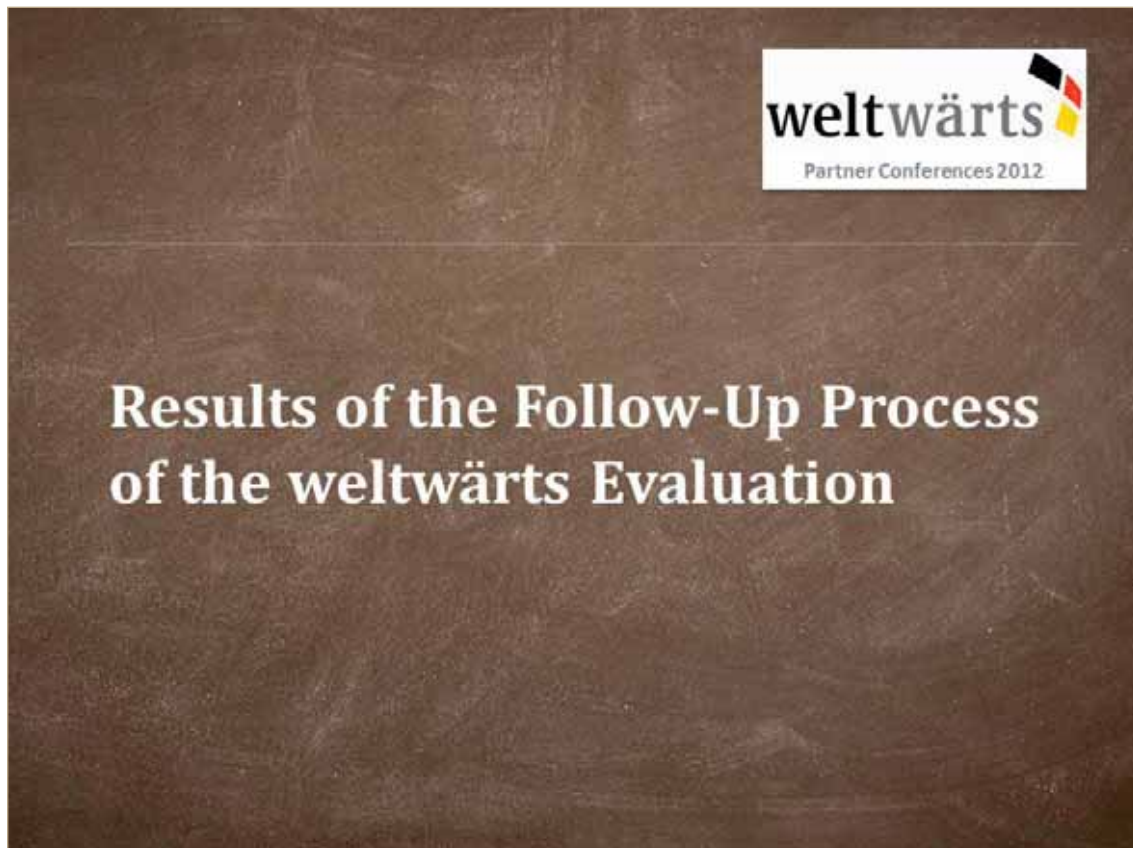
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## Summary



- **Positive contribution by the volunteers** to the project work
- **Staff** at the places of assignment **benefit** from the volunteers' presence
- **Crucial success factors:** Volunteers' motivation, quality of the place of assignment and degree of **integration**
- **Intense differences** in the results regarding the quality of the **places of assignment** and the success of work **integration**
- **Deficiencies** in mentor support
- **Partner organisations** and **places of assignment** not involved enough in the volunteer selection process



## Introduction



- End of 2011: evaluation report incl. recommendations is available.
- Follow-up process with the goal to put recommendations of the evaluation report into practice
- Eliminate weak points of the programme.
- 90 persons in seven working groups develop proposals.
- Proposals currently be presented at the Federal Ministry for Economic Cooperation and Development (BMZ) for acceptance.

3

## Management Structure



**Recommendation:** commonalities between NGOs and the Ministry are to be strengthened.

Basic elements of the new management structure in the weltwärts programme:

- There is a steering committee. Members: BMZ, weltwärts secretariat, sending organisations, former volunteers.
- Allocation of seats, voting rights and duties of the committee are defined in the rules of procedure.
- The steering committee may set up working groups on specific topics, for example on quality assurance and target groups.
- An ombuds service for volunteers is set up to refer volunteers, who find themselves in a conflict situation, to the appropriate institution.

4

## Quality Management



**Recommendation: assuring quality systematically and jointly.**

Basic elements of the quality management system:

- A permanent working group on "Quality" is set up.
- All sending organisations are obligated to join a "quality network".
- The quality networks are responsible for the quality development of their members.
- The work of each sending organisation is reviewed externally.
- All volunteers are systematically questioned about their work.
- The results of the review are also communicated to the BMZ. However, it only receives summary data for each of the quality networks.

5

## Programme Profile



**Recommendation: the programme profile as a developmental volunteers service is to be raised even further.**

- Weltwärts is a developmental learning programme. All participants are to learn from each other through the programme.
- Weltwärts is not an aid programme. The volunteers **support** the partner organisations in their daily professional work.
- A key objective of the programme is the commitment of the volunteers after their return to their own societies.
- Volunteers from partner countries should in future also be allowed to volunteer in Germany.
- The partner organisations are also meant to benefit from the commitment of their returning volunteers.

6

## Target Group Volunteers



**Recommendation:** an overall plan should be developed for the programme to reach other target groups for welthwärts as well.

The evaluation shows: welthwärts volunteers are a very homogeneous social group. This is why a strategy was developed. This strategy, for example, calls for:

- revising the appeal on the website and in other media.
- developing strategic alliances with other organisations that have contact to other target groups, for example to immigrant associations in Germany.

## Speech Script

### Results of the Follow-Up Process

#### Structure:

1. Introduction
2. Management Structure
3. Quality Management
4. Programme Profile
5. Target Group Volunteers

#### Note:

- The script is accompanied by a PowerPoint presentation that follows the same structure.
- Passages in the script marked with \*\*\* are not part of the PowerPoint presentation and serve as additional information for the lecturers and/or in case of questions.
- The North-South Component (reverse) is in principle also part of the results of the Follow-Up. Here, however, it is only alluded to under point 4 since it will be addressed elsewhere in more detail.

### 1. Introduction

The evaluation of the weltwärts programme culminated in a comprehensive report in late 2011 which, in addition to the evaluation of the programme, includes seven recommendations. The goal of the so-called Follow-Up Process was to put the recommendations of the evaluation report into practice and thereby eliminate the weaknesses of the programme. To this end, more than 90 people worked in seven working groups for half a year to develop the relevant proposals. These proposals are currently be presented at the Federal Ministry for Economic Cooperation and Development (BMZ) for acceptance. An important step in the implementation is now to discuss these results at the nine partner conferences 2012 in Latin America, Africa and Asia.

The most important results are presented below.



## 2. Management Structure

The evaluation suggested that the commonalities between NGOs and the Ministry should be strengthened. The NGOs in the weltwärts programme and the BMZ have therefore decided to take over joint responsibility and sponsorship of the volunteers service in future. To share the responsibility and to develop weltwärts as equitably as possible, a steering committee was set up and a new management structure was developed.

The **new management structure** of the weltwärts programme is characterised by the following basic elements:

- There is a **steering committee**, made up of the following members: the **BMZ**, the **weltwärts Secretariat**, **sending organisations** and **former volunteers**.

The committee is to systematically involve all stakeholders in the management of the programme to create transparency with respect to procedures and decisions.

*\*\*\* The sending organisations must be joined in associations to be represented on the committee. The volunteers must be organised in the structure of an association.*

- The allocation of seats, voting rights and duties of the committee are defined in the rules of procedure.
- The steering committee may set up working groups on specific topics, for example on quality assurance and target groups.
- An ombuds service is set up to refer volunteers, who find themselves in a conflict situation, to the appropriate institution.

## 3. Quality Management

The evaluation has shown some need to improve the quality of the programme. It also suggested that quality must be ensured more systematically and jointly with the stakeholders.

As far as “quality” is concerned, a system was therefore designed that is meant to ensure quality management and development and that involves all stakeholders.

**It includes the following elements:**

- A permanent working group on “Quality” will be set up. The working group is joined to the steering committee.
- All sending organisations will in future be obligated to join a so-called “quality network”.
- The quality networks are responsible for the quality development of their members. Here, for example, topics like mentoring and the selection and training of volunteers will be discussed.

# APPENDIX

- The work of each sending organisation will be reviewed externally. The results of the reviews will be discussed in the quality networks.
- In addition, all volunteers will be systematically questioned about their work (online questionnaire). These results will also be discussed in the quality networks.
- The results of the review will also be communicated to the BMZ. However, it only receives summary data for each of the quality networks.

## 4. Programme Profile

The evaluation recommends to further raise the profile of the programme as a developmental volunteers service. Various working groups have been wondering what that could mean. This gave rise to the following results:

- Weltwärts is a developmental learning programme. All participants are meant to learn from each other through the programme. The learning dimension of the programme is to be highlighted more prominently in the public and is also to be made clearer to future volunteers.
- Weltwärts is not an aid programme. The volunteers **support** the partner organisations in their daily professional work, but they are no experts.
- A key objective of the programme is the commitment of volunteers after their return to their own societies. They are supposed to bring their experiences to bear in German society and work here to support the goal of "One World". In order to strengthen this area of the programme, some measures have been developed to support the volunteers in this commitment. For example, there will be a map on the programme's website that allows volunteers to see where they can get support if they have an idea for a project.
- Volunteers from partner countries should in future also be allowed to volunteer in Germany. This is supposed to emphasise the fact that weltwärts is a learning programme that is based on intercultural exchange. The partner organisations are also meant to benefit from the commitment of their returning volunteers. This new component will be presented in more detail elsewhere.

## 5. Target Group Volunteers

The evaluation has shown that the volunteers leaving the country via the programme are a very homogeneous group. The majority have the German Abitur (university qualification), will study after volunteers service and come from well-off families. However, weltwärts wants to champion equal opportunity and provide an opportunity to volunteer especially for people who so far were not likely to have this chance. For example, people

with disabilities or people from low-income or immigrant families. The evaluation therefore recommends developing an overall plan to also reach other target groups for the programme.

A working group has therefore developed a strategy how to get even more young people excited about the programme, which, for example, calls for:

- Revising the appeal on the website and in other media.
- Developing strategic alliances with other organisations that have contacts to other target groups, for example immigrant associations in Germany.
- Identifying and removing structural barriers in the programme.

## International voluntary service in southern Africa: Effects, potential and challenges

Helene Perold



Presentation to SAGE Net conference  
15 November 2012

1

## Rationale

- Since 2000 there has been massive growth in international voluntary service (IVS) – government investment and a burgeoning industry in sending organisations
- This mostly involving people from northern countries represents a widespread and growing phenomenon on the African continent.
- Much research on the effects of IVS on volunteers, but very little on effects on host organisations and communities, particularly from the host perspective

2

## Context of IVS in southern Africa

Receiving SADC country	Number of international volunteers sent by survey respondents in 2009	Number of international volunteers sent by survey respondents in 2010
Angola	5	5
Botswana	94	72
Democratic Republic of Congo	847	844
Lesotho	32	27
Madagascar	48	52
Malawi	261	286
Mauritius	5	11
Mozambique	166	200
Namibia	110	103
Seychelles	1	1
South Africa	340	353
Swaziland	26	30
Tanzania	392	416
Zambia	340	316
Zimbabwe	37	46
Total sent by 61 international sending organisations	2 704	2 762

Number of volunteers sent by 61 northern international volunteer sending organisations to the SADC region in 2009 and 2010

3

## Context of IVS in southern Africa

- Civil society organisations operate under difficult circumstances, providing services in poor communities
- Despite these adverse conditions organisations in rural areas demonstrate resilience and innovation
- Need to understand whether IVS can contribute to strengthening these organisations as critical facets of the socio-economic context in which they operate.

4

## Methods

- Exploratory study using comparative case study design in two countries:
  - Mozambique
  - Tanzania
- Within each country three host and three comparison organisations selected
- In depth interviews with volunteer coordinators and/or organisation directors, focus groups with beneficiaries

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## Methods 2

Host and comparison organisations operate in the following fields:

- Mozambique
  - Rural socio-economic development
  - Support for people living with HIV and AIDS
  - Encouraging youth participation through volunteering
- Tanzania
  - Childhood education
  - Microfinance
  - Vocational and skills development

6



## Assessing the contribution of IVS to development and social capital

### ■ Development

- How does IVS contribute to host organisation objectives?
- To what extent do relationships generated through IVS contribute to shared initiatives that build organisations and challenge notions of dependency?

### ■ Social capital

- To what extent does the IVS relationship help host organisations access international social networks?
- What are the power dynamics at play?
- To what extent does IVS contribute to the development of bridging social capital at the individual level?

7

## Findings 1

### Factors shaping the IVS relationship

- Dominant discourses of aid and trade shape the way host organisations talk about their experiences of international volunteers.
- These trends are also evident in the expectations that comparison organisations have of international volunteers.
- The encounter is therefore inevitably racialised. Volunteers are approached as members of the “white race”, in popular jargon “*muzungu*”, and are attributed qualities and resources consistent with popular African representations of Europe.

8

# APPENDIX

*“White people are very wealthy people; they are filthy rich and have no money problems. They are very developed and their living conditions very far removed from the way we live in poor countries. They are very powerful as nations. They are very intelligent people and capable of anything.”*

*“We all know that what we have here was left by the colonisers. This means that what we know and even what you [in-country researcher] know is because the “whites” taught us. So, people from other regions [meaning Europe and the Americas] are very clever and open minded. They are not jealous, just thinking in witchcraft, etc; they are very kind.”*

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- Host organisations do not challenge these beliefs, but rather reinforce them seeking to draw maximum benefit from such a sorry state of affairs.

*“The organisation’s status has increased because the general population tend to believe that where white people are involved, the organisation must be of international standard, solid and very reliable.”*

*“When you promise clients that they can get solar energy facilities for instance, they easily trust you because there are white people in the organisation and therefore the organisation is trustworthy.”*

*“Most people in Tanzania have a tendency to listen a person from abroad than a local person, even though both of you might carry the same message. So, when international volunteers say something, there is a great[er] possibility of people believing and acting on it than local people. That way they can influence behaviour.”*

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- Volunteers themselves might reinforce these notions of dependency:

*“International volunteers think there is so much potential, so many natural resources, but [think that] we are incapable of using them – that we do not have ability to use the resources adequately and realise their potential. For instance there are many variations and reserves of minerals, but the country and its people are poor”.*

- International volunteers do not always link prevailing conditions of material deprivation in host communities with historical and current injustices of the global trade and aid regime.

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Host organisations are very aware of their contribution to the IVS relationship:

- A Tanzania host organisation respondent was unequivocal about the extent to which his organisation had taught the international volunteers everything they knew about building renewable energy products:

*“when they come, the office trains them on the products they have; they also train them about micro- finance, and specifically about the solar energy equipment product, which is an asset leasing product”.*

- In Mozambique two comparison organisations had previously hosted international volunteers, but put this on hold as they thought about what contribution IVS could really make to their strategic priorities.

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## Findings 2: Potential of IVS to contribute to development objectives

These strong notions exist alongside more balanced ideas of what IVS can achieve.

- International volunteers do bring needed skills and capacity to the host organisations, and this can enable them to improve their functioning and performance.
- However the impact that individual volunteers can have is often dependent on the way in which the organisation plans to use these volunteers.

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- Organisations pointed to four ways in which international volunteers contributed to their development objectives:
  - They brought new ideas and innovative ways of enhancing the organisations' strategic planning
    - New programme ideas
    - New M&E systems
    - Linked with knowledge of and access to ICT
    - Contribution particularly strong if skilled
  - They brought human resources to the organisations, enabling some organisations to expand their reach and improve the quality of their programming

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- ❑ Many of the host organisations used to their advantage the perceptions that communities and donors have of white people – ‘credibility’
  - To their beneficiaries
  - To potential donors
- ❑ Host organisations felt that international volunteers were able to view situations with new eyes and with different experiences, and were thus able to produce technical and cultural innovation.

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## IVS and development: what have we learned?

- There are potential benefits to organisations when involving international volunteers
- This is constrained by the discourses and perceptions that shape the interactions and which tend to reinforce dependency
- Where organisations are able to use volunteers strategically, they have more productive outcomes

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## Barriers to realising the development potential of IVS

- While in many cases the service offered by international volunteers is valued, the IVS relationship is very much driven by the supply of volunteers rather than a demand for them.
- Supply is growing, characterised increasingly by larger numbers of unskilled and young international volunteers.
- The expectations that host organisations have of volunteers from the North means that they may uncritically agree to host the international volunteers and only later face the challenge of considering the use value of these placements.

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- Relationships between sending and host organisations are inevitably structured unequally, with host organisations being on the back foot
- Often, host organisations do not give sufficient thought to the human resources costs that they incur in managing international volunteers.
- Host organisations' lack of preparedness for hosting the international volunteers was sometimes found to be a consequence of their limited engagement in the partnership with sending organisations.
- This prevents strategic planning and limits use value of volunteers

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- The power dynamics of the host/sending organisation partnership disallows full ownership of the relationship by the host organisation and undermines the strategic opportunities it could offer.
- If the transparent flow of information were to be part of the expected modus operandi of placements, better managed, more equal partnerships could go a long way to realising the potential that lies in the IVS experience

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## Recommendations arising

- Need to facilitate open engagements between host and sending organisations to discuss how these relationships play out.
- Programmes need to be designed not only to increase understanding between host and sending organisations, but also open pathways for both organisations to be more instrumental in the selection, orientation and preparation of volunteers.

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- Host organisations need to view themselves and be viewed as active agents in the IVS process.
- Host organisations need to recognise their own power and agency in this relationship, and need to be more demanding of what they want out of the relationship.
- Sending organisations need to recognise that these organisations do not exist to host their international volunteers, but offer the volunteers opportunities to gain insight into committed, resource-scarce, innovative entities operating in challenging circumstances.
- Sending organisations need to ensure that the hosting role is respected and is mutually beneficial.

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Thank you !

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**"Qualitative impact research on weltwärts voluntary service  
in South Africa"**  
- Key notes -

Dr. B. Schwinge  
for SAGE Net (South African German Network)

(with the cooperation of Dr. S. Berzborn, R. van Blerk, C.-B. Pakleppa & Dr. U. Whande)

**SAGE Net – South African German Network**




1. Introduction  
2. weltwärts voluntary service in South Africa  
    2.1. The volunteers' perspective  
    2.2. The partners' perspective  
3. Summary

**SAGE Net – South African German Network**

2

# APPENDIX



Main issues:

- What are the **attitudes, mindsets and motives** of the various actors (volunteers and partner organisations) *vis-à-vis weltwärts* in South Africa?
- What conscious and unconscious **expectations, experiences, hopes and fears** do the different actors have in relation to *weltwärts* in South Africa?
- Do these findings yield **criteria for 'successful' voluntary service postings?**

**SAGE Net – South African German Network** 3



**Sample: 18 case studies**

- 18 volunteers, age: 18 – 27, Sex: 15 women, 3 men.
- 8 different German Sending Organisations
- 18 different Receiving Organisations

**Field Research** including open guided in-depth interviews and participant observation

**3 phases:**

- 18 2-hour interviews with volunteers prior to their departure,
- 18 case studies of four-days each in South Africa in 2009 and follow-up case studies of two-days each in 2010

**Research team** of German and South African social anthropologists and psychologists.

**SAGE Net – South African German Network** 4





**The volunteers social surroundings in Germany**

**On the one hand – stabile nurtured family backgrounds:**

- Volunteers often come from **middle-class families** and have passed **A levels**,
- Social values play a significant role within their families (brought up to be “open, tolerant”),
- Voluntary service is seen as **socially desirable** within their families,
- Volunteers continue family values.

**SAGE Net – South African German Network**

5



**The volunteers social surroundings in Germany**


**On the other hand – general uncertainty exists about the future:**

- **orientation phase** according to age (“who am I?”),
- numerous **opportunities and options** for young people in German society (“what’s my assignment in life?”),
- at the same time **stress and pressure to achieve** (“multi-optional hamster wheel”),
- **huge fears** about the economy and environment.

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# APPENDIX




The 18 case studies revealed numerous **complex, interesting, appealing but also dramatic and often emotional stories.**

- Voluntary service demands that participants involve themselves with **central questions of life.**
- For participants voluntary service feels like almost the first **real life experience.**

Voluntary service promises experience and engagement with **exciting contradictory relationships** concerning life in general.

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How **free and independent** can I become...

*"Voluntary service in South Africa is about becoming **completely autonomous**. It is about **discovering who you are**: Completely getting to know yourself."*


...vs. how much **bonds and attachment** do I need?

*"Weltwärts provides **security**. A contract provides security. Somehow things are **more organised**. You have **less personal responsibility**. [...] Weltwärts sounds] **so big; as if it were monitored [...]** by the government! It has to be proper! [...] Weltwärts is like a seal of approval."*

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What kind of extreme realities, set backs and limitations can I cope with...

*“Being abroad is going to be tense and extreme; it is about looking for something different.”*


... vs. where does life offer great moments and simple solutions?

*“We’ve got so much in Europe and they have so little but are happy nevertheless. I would like to know how they do it.”*

*“I’m looking for fulfilment you can feel.”*

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What power do I possess to make a difference...

*“I would like them to say, [...] ‘She wasn’t just any old volunteer, but was really effective, made suggests to improve things, made a constructive contribution to bring about change and make operational procedures more effective, thus saving time and money.’”*

*“I want to leave my mark on the country.”*

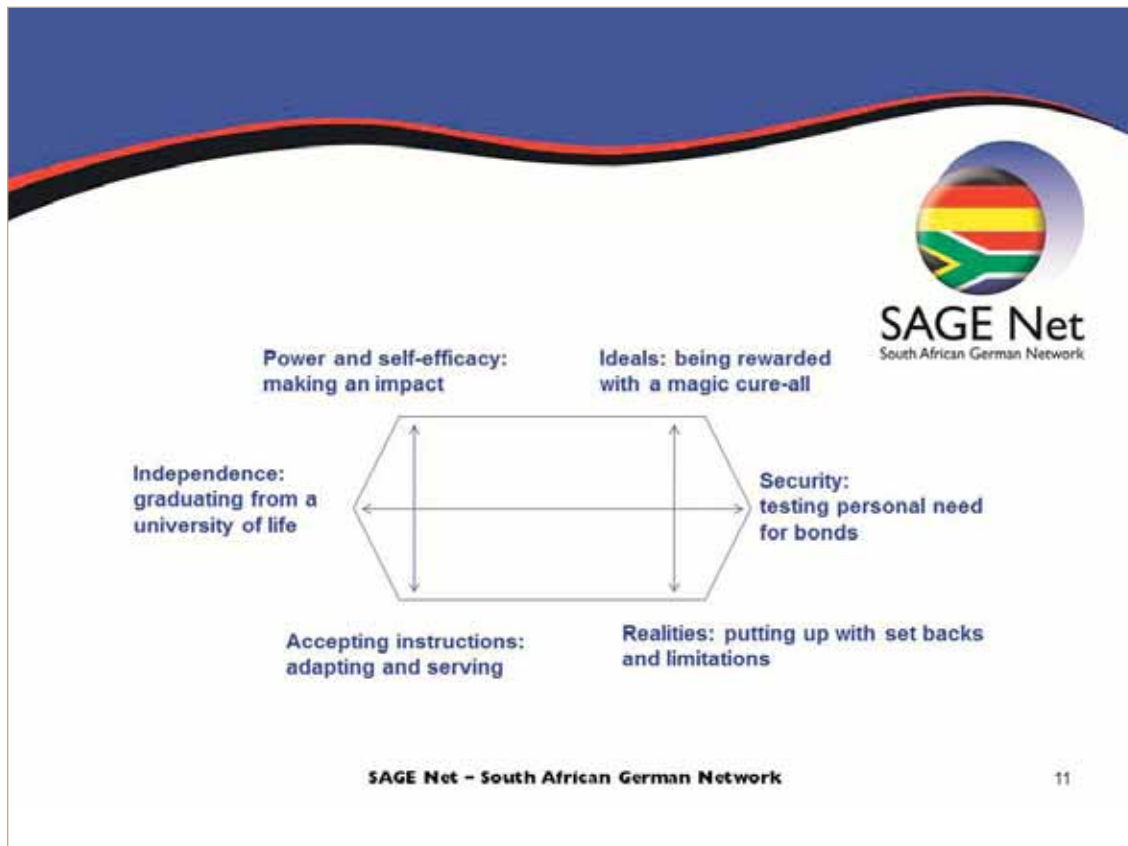
...vs. where do I need to subordinate myself or adapt?

*“I hope that my personality is right for the project. I hope I don’t have to alter my personality in order to suit them.”*

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# APPENDIX



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South African German Network

Driven by these exciting motives, the volunteers take a **bold** leap out of their sheltered lives – or their multi-optional hamster wheels – into the open and unknown:

**The force of the new cultural and professional experiences make voluntary service in South Africa into a great and arduous challenge!**

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On site the “different and contrasting experience” they wanted prior to departure is evident in all the projects but frequently proved to be **very different from what participants had expected.**

- Instead of being submerged in dancing and drumming, they also have experiences of being submerged in violence and crime,
- instead of getting to know the 'simple life' on site they meet western standards,
- instead of merging automatically they tend to experience separate worlds defined by skin colour,  
...

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- ... instead of their presence being seen as an apology, they are seen as typical, rich, better educated whites,
- instead of thankfulness and appreciation, they hear complaints about their insubordinate attitude,
- instead of being able to help, having to be protected,
- instead of 'being just good', having to deal with their dark sides.

**The thorny sides of weltwärts shows itself when expected rewards such as great redeeming moments and the satisfaction of being effective do not transpire!**

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# APPENDIX



After all, volunteers **want to be part of and participate** in the organisation and its goals but nevertheless **do their own thing**. On site they want to:

- **help shape things and be involved in the decision-making process.**
- recognise their own **impact and effectiveness.**

Providing the project enables them to do this, volunteers prove to be very committed and feel needed and appreciated.

But even volunteers who manage well always **conflict** with similar issues and structures on location.

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Organisations which do not make clear to participants opportunities or boundaries are continually **questioned and challenged by volunteers.**

- Rather than uncomplainingly 'serving' volunteers insist on their '**rights**'. Their contribution should serve as '**proof of success**'.
- This is frequently at odds with the organisation's wishes and creates additional conflicts.

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*"First they [partner organisation] wanted to give me a different assignment but I didn't want it. **I'm a volunteer. I can decide what work I do.** I'm not getting paid."*

*"We [volunteers] told them [partners] about all the things that bothered us. We wrote a **list of rules** and gave it to everyone and hung it up in the bathroom too." [...] We've got ideas too and **won't just do what they tell us.**"*

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'Success' from a volunteer perspective is a difficult affair, because:


- on the one hand the volunteers are seeking **to experience 'otherness'** in South Africa,
- on the other hand they see successful service as being closely linked to the **realisation of their own objectives to have an impact** (e.g. 'my project of helping the children').

Achieving personal objectives and wanting to experience 'otherness' turns out to be difficult and often conflicting motives.

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# APPENDIX



The volunteers' experience often becomes more challenging the more **alien, unfamiliar and donfusing** structures are on location.

- Under these conditions it becomes **harder for them to reveal their own influence** and at the same time feel appreciated ('to be seen' is very important to them).
- **The value of very different organisational/ cultural structures and ideas** for intercultural learning, **cannot always be seen or recognised** by the volunteers while on site.
- Especially if such ideas place huge question marks over the volunteers' personal success the volunteers are **struggling**.

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All partners report that volunteers do have a **positive impact** on daily activities in the organisations:

- Volunteers **lighten work loads** at the locations assisting with time, energy and commitment.
- They **inspire** staff or target groups with their special and sometimes 'naive' world view (e.g. by trying to implement self-confidence for learners) and they are generally ready to do any kind of work.

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On the other hand partners report, that volunteers **challenge** the organisation and its staff a lot. They:

- are constantly **demanding equal rights**, e.g. 'discussion on an equal footing'.
- are **ignoring status and age**,
- want to be involved in **discussion, conceiving and shaping things** instead of coming across like obedient learners,
- not only question arrangements but also **openly criticize work procedures and routines** and thereby can have an **annoying or even intimidating** impact on staff.

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The volunteers' style and attitude is experienced differently by the various partners.

Some partners repeatedly emphasize the volunteers' **self confident actions**.

- They appreciate their '**fresh inspiring way of looking at things**', and the fact that they do not just accept the given but take a critical perspective of things.
- This way volunteers are helping to provide for the **living continuity** of the organisation.

Other partners or staff hope the volunteers fit in more easily and seamlessly.

- They see their style as **exhausting, 'over the top' and 'immature'**.
- They understand the volunteers' behaviour as marked by '**intimidating**' to **rebellious questioning** of their own approach.

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# APPENDIX



Partners repeatedly mention an impact (and ideal!) of volunteerism which has a strong symbolic connotation.

- This impact is deeply rooted in the history of both countries and continents.

*"There is a kind of guilt shared by the countries and a need to make it better."*

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Volunteerism is mentioned to have a **positive impact** with regards to **mutual understanding and dissolving boundaries between people**:

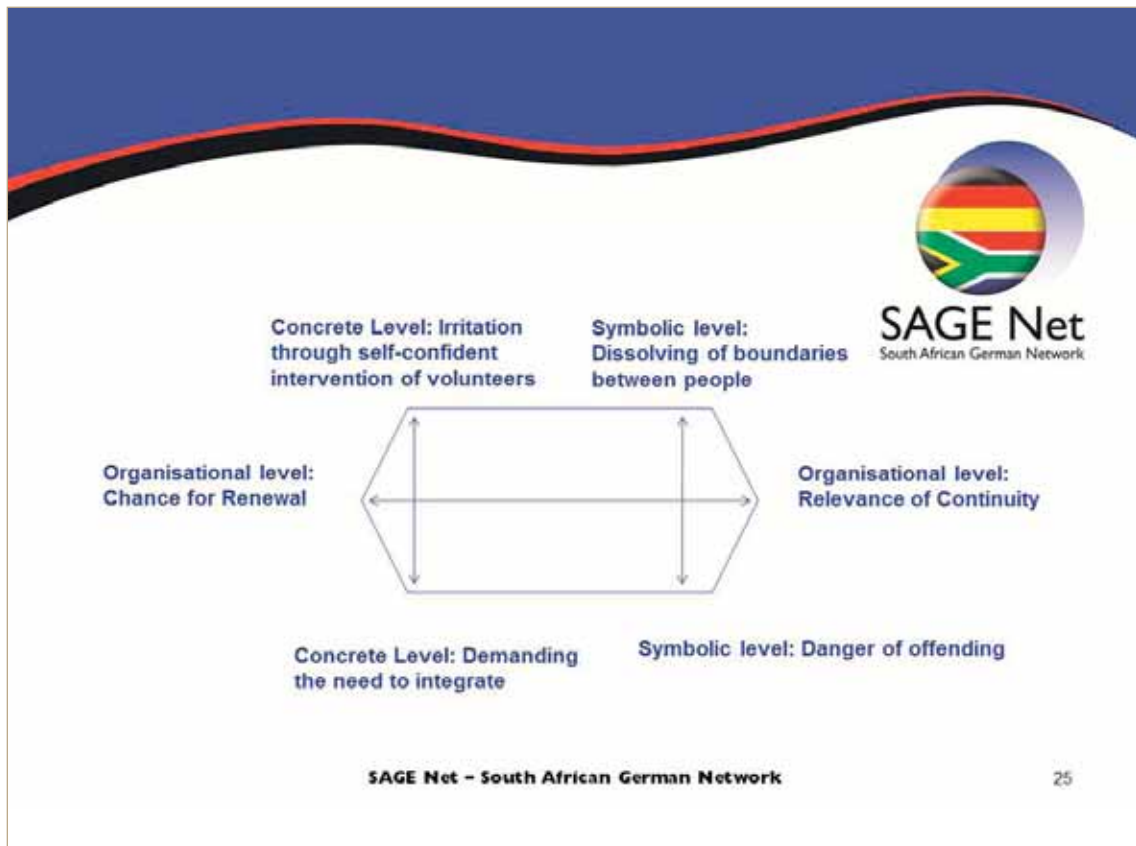
- It is able to **connect people** on a deep emotional level. Thus, it can contribute to the "healing" of historical wounds.
- It can have a '**healing**' effect on typical relationships and stereotypes (e.g. suddenly, Europeans are the learners and not the experts!)
- To become 'healing' a '**serving**' attitude of the volunteers is needed.

On the other hand volunteers can easily **challenge** this sensitive dimension by (usually unconsciously) irritating, annoying and offending staff and thus, disconnecting themselves from chances of a joint, trans-cultural experience.

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## 2. PRESENTATION (DAY 2): “THE WELTWÄRTS EVALUATION”



Volunteers' attitudes and appearance are judged differently depending on the structure and approach of the **place of assignment and its organisational culture**.


Partner (staff and organisations) which experience the volunteers' energy:

- **in a 'constructive' manner** also possess features which **involve and integrate** the volunteers (e.g. regular meetings, shared vision, team work, clear contact persons, clearly communicated expectations etc.).
- **in a 'problematic' manner** tend to **exclude** volunteers – whether because they lack structures to involve and integrate volunteers or because volunteers do not participate in them.

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# APPENDIX

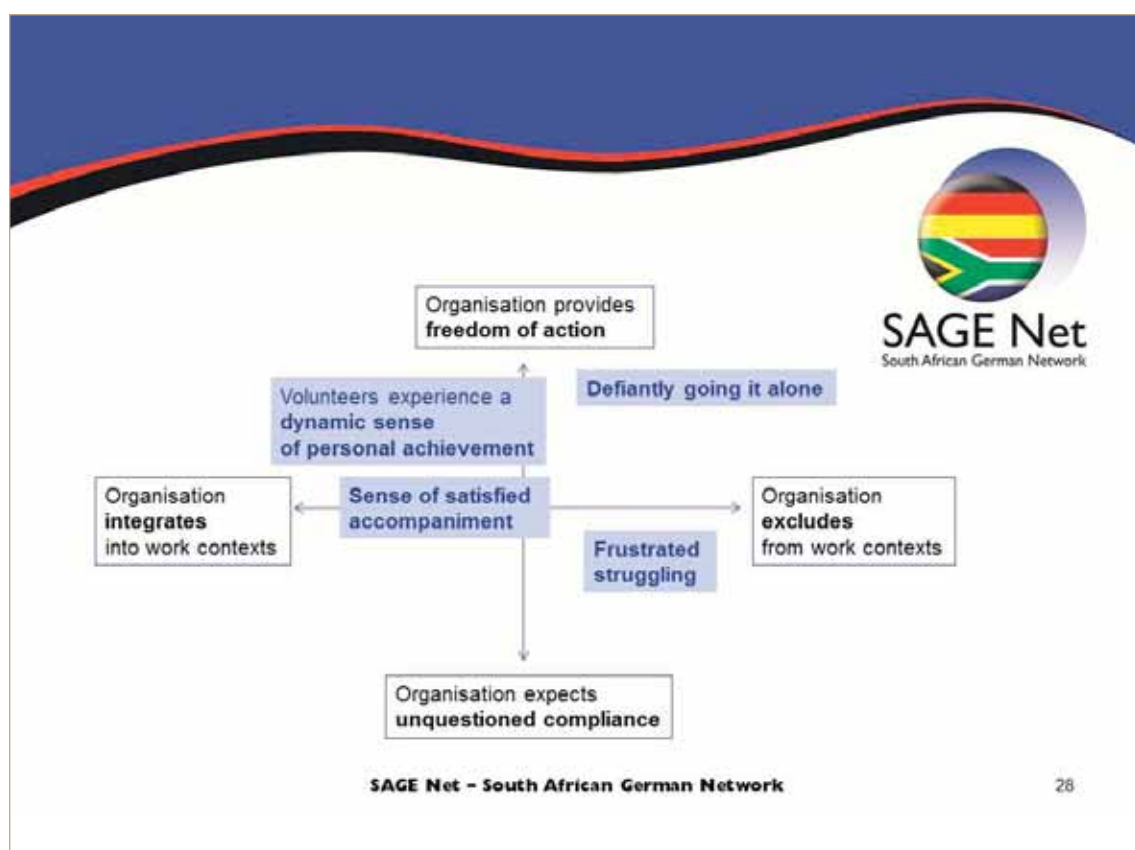


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South African German Network

Exciting finding:

**The organisation's 'perspective' and organisational culture can influence and channel the volunteer's behaviour substantially!**

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The big challenge of the weltwärts experience for **volunteers** lies in a twin demand of coming to terms with:

- a **culture / South African cultures**,
- and **organisational culture** (given that for most of them volunteering is their first experience of work).

The more involved the cultural context in which the volunteers find themselves, the more important are additional structures which facilitate **integration, clarification and reflection** and hence make volunteers' cultural and work roles comprehensible.

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The big challenge for **organisations** is to develop an attitude or an approach which is able to channel the volunteers' energy:

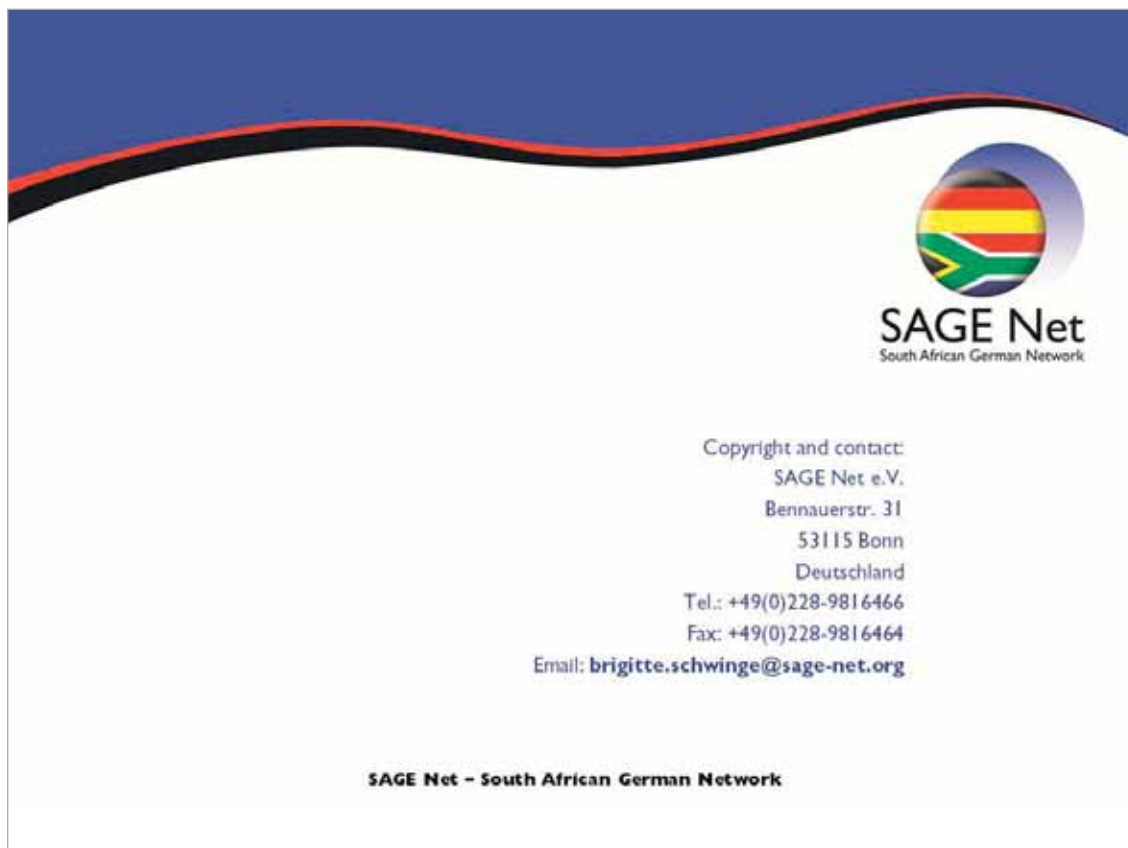
**Organisations**

- that are happy with their volunteers and conversely at which volunteers feel at home and useful succeed in seeing themselves as **self confident teachers** to the volunteers,
- have developed mechanisms to **involve volunteers' goals and visions and to utilise their energy**.

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# APPENDIX







# weltwärts South-North component

- Idea
- Strategy
- Discussion issues
- Process



## The idea weltwärts South-North

- Based on the evaluation: Refining weltwärts' reputation as a developmental learning and exchange service
- The programme is expanded to include a **weltwärts South-North component**, i.e. a possibility for young people from the weltwärts partner countries in the Global South to do **developmental volunteers service in Germany**
- **The plan:** three-year pilot phase with at least 100 participants in 2013 and at least 10 host organisations in Germany.
- Increase to as many as 350 participants during the pilot phase

2

## The idea The process so far



- From January to June 2012, a workgroup in Germany formulated a strategy for **weltwärts South North**
- July 2012: Decision to introduce a **weltwärts South North** component
- Legal framework of the **German federal volunteers service** used (important for the volunteers' residence status)
- October to December 2012: Discussion of the draft strategy at weltwärts partner conferences

3

## The strategy



- Describes the framework conditions for the pilot phase
  - Aims
  - Volunteer requirements
  - Requirements of the sending organisations in the Global South
  - Requirements of the host organisation in Germany
  - Places of assignment and areas
  - Professional educational assistance
  - Legal and financial framework conditions

4

## Strategy Aims



- ✓ **To promote equal exchange** between the partners of the Global South and Global North in the One World, and thus strengthen existing partnerships.
- ✓ **To ensure the personal development of the volunteers** in an informal learning process through interpersonal encounters, intercultural exchange, as well as a transfer of knowledge and experience.
- ✓ **To strengthen civil societies** and particularly the partner organisations which benefit from the multiplier effect and the involvement of returned volunteers
- ✓ **To provide incentives for internal development work in Germany.** The exchange with international volunteers reaches out to new target groups to examine and discuss developmental interrelations.

Gender equality is taken into account at all levels of the programme when working towards achieving these aims

5

## Strategy The volunteers' profile I



**Aim:** To reach out to a large number of young adults for the purposes of **social inclusion**

**Requirements:**

- **Age:** 18 to 29 (in individual cases, volunteers over 29 may also participate)
- **School completion or vocational qualification** or equivalent personal suitability
- **Willingness to learn German** before departure and after arriving in Germany

6

## Strategy The volunteers' profile II



### Further requirements:

- **Open** to volunteers service as part of informal learning
- **Willing to learn, interested** in intercultural and developmental issues
- **Participation** in the professional educational assistance programme
- **Willing to get involved** in civil society after returning to their home country
- Desirable: Already involved prior to the volunteers service

7

## Strategy The sending organisations I



### Tasks of the sending organisations:

- Public relations to publicise the programme within the target group
- Call in and select applicants
- Provide educational preparation and follow-ups / Promote involvement among returned volunteers
- Assist the volunteers and provide help with administrative tasks, e.g. visa applications

8

## Strategy The sending organisations II



**Minimum standards** for sending organisations at the start of the pilot phase:

- Public relations to publicise the programme within the target group
- Involvement in the applicant selection process

**Aim:** To gradually assume all tasks, if necessary with the help of the host organisation in Germany

9

## Strategy The host organisations



**Tasks of the host organisations in Germany:**

- Overall organisational and administrative responsibility in dealings with the BMZ, namely:
  - Selecting and supporting the places of assignment
  - Ensuring suitable conditions for the volunteers (accommodation, pocket money, insurance, food, language course, transport and visa/residence permit)
  - Providing individual advice and assistance for the volunteers
  - Holding seminars in Germany

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## Strategy The places of assignment



- Assignment areas: Cultural, social and educational institutions, environment and conservation, sport, und developmental education and training
  - Requirements: Open to self-reflection, willing to engage in intercultural learning, and be aware of the particular challenges and needs of a foreign volunteer.
- Must be willing to deal with developmental issues extending beyond merely hosting a volunteer.

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## Strategy Professional educational assistance



Professional educational assistance programme:

- Inform and advise interested parties and applicants
- Select volunteers
- Provide support and advice on the residence-related and administrative aspects of the stay abroad
- Assist with preparatory language classes
- Offer seminars and training (at least 25 days)
- Offer individual assistance (contacts at the SO/HO and mentors at the place of assignment)

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## Strategy status



The strategy provides the framework for a pilot phase

- Desired: Feedback and suggestions from the partner organisations
- High willingness in Germany to revise the strategy wherever possible using the proposals.

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## Questions for the conference participants




**Important questions (in the opinion of the parties involved in Germany) for the participants of the 2012 weltwärts partner conferences:**

- Do you agree to the aims for the developmental volunteers service in Germany?
- Is the programme's format relevant to the target groups? Are the places of assignment also relevant to the target groups?
- What capacities do your organisations have to be sending organisations? Where is support needed?

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6. PRESENTATION (DAY 3), page 33:  
“WELTWÄRTS SOUTH-NORTH COMPONENT”



Partner Conferences 2012

### What next?

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- Feedback and suggestions from the partner conferences will be incorporated into the plan by the end of the year
- The participating host organisations will be selected in autumn 2012
- The pilot phase will start with the first wave of volunteers in January 2013
- The first volunteers will come to Germany starting from mid-2013

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## Facts & figures regarding weltwärts

Statistics of weltwärts sendings (Updated: 19.12.2012)

Number of weltwärts volunteers: **16.515**

Continent	Departures	% of total	Female	Male	% Female	Ø-Age	Ø-Age female	Ø-Age male
America	6.862	41,6 %	4.300	2.553	62,7 %	19,7	19,7	19,7
Africa	6.119	37,1 %	3.807	2.305	62,3 %	19,9	19,9	19,9
Asia	3.256	19,7 %	1.952	1.304	60,0 %	20,0	20,1	20,0
Europe	269	1,6 %	180	87	67,4 %	19,8	19,7	20,0
Oceania	9	0,1 %	3	6	33,3 %	20,8	20,3	21,0

Number of weltwärts volunteers: **16.515**

Country	Departures	% of total	Female	Male	% Female	Ø-Age	Ø-Age female	Ø-Age male
South Africa	1.514	9,2 %	931	582	61,5 %	20,0	20,0	20,0
Namibia	243	1,5 %	146	97	60,1 %	19,7	19,8	19,5
Malawi	220	1,3 %	128	92	58,2 %	19,5	19,4	19,5
Mozambique	151	0,9 %	102	49	67,5 %	19,8	19,5	20,3
Zambia	148	0,9 %	92	55	62,6 %	21,2	21,1	21,3
Botswana	49	0,3 %	29	20	59,2 %	19,0	18,9	19,1
Lesotho	43	0,3 %	22	21	51,2 %	19,9	20,0	19,8
Swasiland	9	0,1 %	1	8	11,1 %	19,0	20,0	18,9

# LIST OF SENDING ORGANISATIONS

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Gesellschaft für Internationale Zusammenarbeit (GIZ)	Erwin Wilde von Wildemann, Hartwig Michaelson	Friedrich- Ebert-Allee	40	53113	Bonn
Experiment e.V.	Manja Fleischer	Gluckstr.	1	53115	Bonn
Landesverband Kinder- und Erholungszentrum LSA e.V.	Angela Moritz	Ditfurther Weg	9	6484	Quedlinburg
AFS Interkulturelle Begegnungen e.V.	Michael Bogatzki	Friedensallee	48	22765	Hamburg
ICJA Freiwilligenaustausch weltweit e.V.	Nicole Andree	Stralauer Allee	20e	10245	Berlin
Freunde der Erziehungskunst Rudolf Steiners e.V.	Bartira Cabrera, Christian Grözingen	Neisser Str.	10	76139	Karlsruhe
Verein Niedersächsischer Bildungsinitiativen e.V.	Bettina Bolduan, Reinhold Bömer, Gabi Janecki	Bahnhofstr.	16	49406	Barnstorf
Welthaus Bielefeld e.V.	Lena Bormann	August- Bebel-Str.	62	33602	Bielefeld
Internationale Jugend- gemeinschaftsdienste e.V.	Lourens de Jong	Glogauer Str.	21	10999	Berlin
Afrikanische Jugendhilfe e.V.	Paulyn Jansen	Sebastianstr.	177–179	53115	Bonn
Deutsch-Südafrikanisches Jugendwerk e.V.	Frank Lüder	Bergstr.	57	53604	Bad Honnef
Ev.-luth. Missionswerk in Niedersachsen (ELM)	Thomas Wojciechowski	Georg- Haccius-Str.	9	29320	Hermannsburg
Nordelbisches Missionszentrum (NMZ)	Carola Kienel	Agathe- Lasch-Weg	16	22605	Hamburg
Internationaler Bund e.V.	Hartmut Brombach	Valentin- Senger-Str.	5	60389	Frankfurt/Main
Homesick – International e.V.	Hanna Rosenkranz	Norderende	35	21762	Osterbruch
Behinderung & Entwicklungs- zusammenarbeit e.V.	Gabriele Weigt	Wandastr.	9	45136	Essen
Bistum Osnabrück	Dieter Tewes, Volunteer Manager	Hasestr.	40a	49074	Osnabrück



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VIA e.V.	Christin Ludwig	Bardowicker Str.	4	21335	Lüneburg
Carl von Ossietzky Universität	Dr. Peter M. Sehrbrock	Postfach	2503	26111	Oldenburg i.O.
BORDA e.V.	Sylvia Mlynek, Cornelia Dirks	Fahrenheitstr.	9	28359	Bremen
Weltweite Initiative für Soziale Engagement e.V.	Pablo Schickinger	Beuthstr.	9	8645	Bad Elster
econtur gGmbH	Sylvia Mlynek	Jakobistr.	20	28195	Bremen
Centrum Mission eine Welt der ELKB	Eva Schuster (Christoph Bosch, Pfrin Gisela Voltz)	Hauptstr.	2	91564	Neuendettelsau
Dt. Provinz d. Pallottinerinnen e. V./MaZ	Sr. Irene Weber SAC, Roswitha Rambichler	Weilburger Str.	5	65549	Limburg / Lahn
Berliner Missionswerk	Matthias Hirsch	Georgenkirch-str.	70	10249	Berlin
Evangelische Landeskirche	Jürgen Stude	Blumenstr.		76133	Karlsruhe
Eine Welt Netz NRW e.V.	Miriam Elsinghorst, Susanne Nieländer	Achtermannstr.		48143	Münster
Don Bosco Volunteers-DP-Salesianer Don Boscos KdÖR	Wolfgang Kirchner	Sträßchensweg	3	53113	Bonn

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037437-530765	0321-21197456	vorstand@weltweite-initiative.de	www.wortwechsel-weltweit.de; www.weltweite-initiative.de
0421-66970956; 0441-602878	0421-23001118	heidorn@econtur.de; sylvia@weltwaerts-bremen.de	www.weltwaerts-bremen.de
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ASC Göttingen von 1846 e.V.	Ingo Dansberg	Danziger Str.	21	37083	Göttingen
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## Behind the scenes...

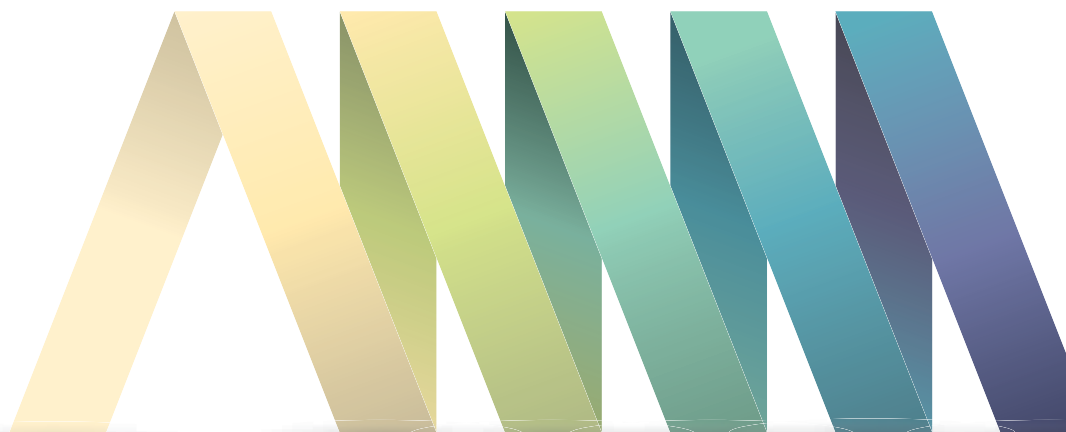




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