Conference-Documentation
Phnom Penh, Cambodia
October 26-30, 2016
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1. Introduction

1.1 Welcoming addresses

Welcoming address by the "weltwärts" Programme Steering Committee to the partner conferences Cambodia 2016

Gabriele Zöller, German Federal Ministry of Economic Cooperation and Development

Dear members of partner organizations and attending sending organizations,

Dear conference management team,

It is our great pleasure to welcome you to this "weltwärts" partner conference.
In past years, 18 partner conferences have taken place worldwide. This is the first partner conference in Cambodia. However, in South and Southeast Asia we have had the opportunity in 2012 in the Philippines 2015 in South India to exchange about the "weltwärts" program and about cross-cutting issues concerning international volunteerism and social engagement.

The feedback from former participants and evaluation of previous conferences confirm great interest in and success of these cross-programme partner conferences. We are pleased that these conferences are now to take place on a regular basis as an instrument of partner dialogue, partner networking and participation in the "weltwärts" program. We would thereby like to better involve local partners in the further development of the "weltwärts" program.

The past year has again seen many developments in the "weltwärts" program. The feedback from participants of previous partner conferences has provided an important impetus. To point out some of these aspects: The South-North component is seeing a strong demand and is growing. We started with 150 placements in 2013. In 2016, we have made funds available for 800 South-North volunteer placements in Germany. In this conference there will be room for questions and discussions on this programme component, including post-assignment activities of returned South-North volunteers.

An information sheet for crisis management was created within the quality management system: dealing professionally with questions concerning crisis and emergency management is a central requirement for the continuous success of the "weltwärts" program. This topic is of great interest in Germany, too.

Finally, new instruments were introduced for a more structured participation from you, the partner organizations, as one of the main pillars of the "weltwärts" program. It is important to us to take your experiences, issues and concerns into account for further program development.

The central forum for management and development of the "weltwärts" program is the programme steering committee, in which state and civil society representatives advise on the structure of the programme. Representing the state is the German Federal Ministry for Economic Cooperation and Development (BMZ), which is funding the "weltwärts" program. The civil society is represented by members of the shared interest groups and by returned volunteers. Members of the programme steering committee will be taking part in all partner conferences.
We would like to take this conference as an opportunity to exchange views with you about the above named topics and other recent developments in the "weltwärts" programme. We would like to answer your questions, and most importantly, to take on board your comments and suggestions for the "weltwärts" programme in the programme steering committee.

In addition to discussions with members of the programme steering committee, the partner conference offers you the opportunity to raise topics of your own, share with others your experiences of day-to-day work with the volunteers, initiate joint projects, and in doing so, bring many new contacts and ideas back with you as you return to work. Use the conference to discuss the latest developments in the "weltwärts" programme, and give the programme steering committee your feedback in order to help shape the future direction of the programme.

We would like to thank the hosting partner organizations and sending organization for their commitment, which has made the conference possible. We thank all of you for coming all this way to take part in this partner conference.

We are looking forward to getting to know you and hope all participants will have enriching discussions and productive workshops.

With our very best regards

*The members of the "weltwärts" Programme Steering Committee*
Welcoming address by the German Embassy, Cambodia

Birgit Strube, First Secretary Cooperation, German Embassy, Cambodia

Dear Mrs. Köcher, Directrice of Vereinigung Junger Freiwilliger in Germany,

Dear Mrs. Zöller, my colleague from the German Federal Ministry of Economic Cooperation and Development,

Dear valued "weltwärts" partners from Laos PDR, Thailand, Vietnam and last but not least – Cambodia,

A very warm good morning to all of you and welcome to Phnom Penh!
My name is Birgit Strube, I am working as Development Counsellor at the German Embassy here in Phnom Penh.

I am very pleased to be with you this morning and I am particularly pleased that the regional South East Asia conference of the "weltwärts" programme takes place in Cambodia for the very first time.

"Weltwärts" is a very well know programme in Cambodia. Since its creation in 2008 more than 250 volunteers have worked in different partner organizations – community based and non-governmental – in Cambodia and have contributed to their work. Currently there are more than 32 young Germans in country.

I am regularly meeting "weltwärts" volunteers on various occasions; very recently during the celebration of the German Unity Day. But volunteers also approach the Embassy to introduce themselves and their work. Or I meet them in the field. I must say that I am always very impressed by these young people!

I am pleased that the "weltwärts" programme has managed to identify well known and dedicated partner organization in Cambodia. I hope that you, the partners of "weltwärts", find the support from German volunteers useful for your work.

I am also happy that we could support "weltwärts" when it comes to visa issues. I think it was last year when we learned about the challenge that the Government asked volunteers to pay for their visa and made it quite difficult for them to renew their visas. After the intervention of the German Embassy here in Phnom Penh and a short discussion with the Ministry of Foreign Affairs and International Cooperation we could reach agreement with the Government that participants of the "weltwärts" programme are treated equal to volunteer from other countries, namely Australia and South Korea. Nowadays "weltwärts" volunteers receive a courtesy visa for the first months of their stay, which can easily be renewed in country.

Dear participants, Ladies and Gentlemen,
Allow me to give you a bit of background of our work here in Cambodia. Over the past 25 years, the German Federal Ministry for Economic Cooperation and Development (BMZ) has invested almost 400 million EUR ODA (Official Development Assistance) in Cambodia. Our priority areas are Health, Rural Development and Good Governance. But we are also supporting the ECCC and the VSS in their important work (reconciliation/justice). Or contribute to the protection of the world heritage and conservation of the Angkor Park.
Non-governmental organizations and civil society play a very important role in Cambodia and in implementing our cooperation.

Unfortunately, in Cambodia as in many other countries around the globe we see a tendency of shrinking space for civil society and non-governmental organization. In 2015 the Government has approved a law to further regulate the sector, which requires the international and national NGOs to register and to provide further information about their work.

As some of the partner organizations of "weltwärts" work in sensitive areas such as conservation and natural resources, I would like to ask you to let us know if you recognize this kind of ‘shrinking space’ in implementing your activities. Let me underline that the German Embassy has a close eye on such developments.
and is always available for a meeting. I cannot promise you to solve the situation but at least I can promise you to follow-up on the issue, be it with the RGC or with the German government if needed.
I will conclude my remarks here and wish you all very fruitful discussions during the next days of the workshop and an inspiring field visit tomorrow.

Thanks a lot for your attention.
1.2 Introduction

The partner conference was addressed to persons working in partner organizations and places of assignment that are directly related to the „weltwärts“ programme and was intended to strengthen the dialogue between the global supporting organizations and the partners involved.

The conference mainly provided information on the programme on current issues related to quality assurance, South-North exchange and crisis management and created a platform for a shared exchange of experiences. A wide range of topics were developed in small workshop groups, taking into account the varied levels of previous experience.

Barring a few participants, the majority of the group has not been part of a partner conference before. Hence, the information on the program’s structure and its objectives presented by the German Federal Ministry for Economic Cooperation and Development (BMZ) attracted substantial interest. Apart from the South-North component, a point of interest was networking within the South East Asia region including the exchange of experience, mutual support in crisis management, mutual visits/exchanges via the deployment sites, and promotion of volunteer work in partner countries. The PSA representatives suggested that regional networking should also consider how local government can be involved.

Topics raised by the participants were finance and funding (e.g. the high cost of accommodation for the volunteers in major cities), intercultural differences of volunteers and local people, inclusion and the handling of physically and mentally handicapped/challenged volunteers.

During the conference, the participants launched country networks for Vietnam, Thailand and Cambodia with one contact person per country.

The participants used the project visits to the partners Chibodia and NFC Worldwide and a dinner cruise for networking and exchange of experiences on challenges and best practice with regard to the deployment and support of volunteers worldwide.
1.3 Conference Programme

**DAY 1, October 26, 2016**
- 2 pm Arrival and Registration
- 6 pm Welcome Dinner / Welcome by the Organizing Committee

**DAY 2, October 27, 2016**
- 8:00 am Breakfast
- 9:00 am Welcome Speeches
- 11:00 am Introduction and Expectations
- 12:30 pm Lunch
- 2:00 pm Basic Information on "weltwärts"
- 4:00 pm Volunteer Support
- 6:00 pm Dinner

**DAY 3 - October 28, 2016**
- 8:00 am Breakfast
- 9:00 am South North Exchange
- 11:00 am "weltwärts" and the Sustainable Development Goals (SDG)
- 12:30 pm Lunch
- 2:00 pm Project Visits
- 5:30 pm Sunset Dinner Cruise

**DAY 4 - October 29, 2016**
- 8:00 am Breakfast
- 9:00 am Crisis and Emergency Management
- 12:30 pm Lunch
- 2:00 pm Future of "weltwärts"
- 4:00 pm Regional Development / Networking 1
- 6:00 pm Dinner

**DAY 5 - October 30, 2016**
- 8:00 am Breakfast
- 9:00 am Regional Development / Networking 2
- 11:00 am Evaluation and Feedback
- 12:00 pm Lunch
1.4 Facts about the Conference

Place: Cambodia, Phnom Penh

Executing organization: VJF e.V.

Involved partner organisations: - New Future for Children (NFC), Phnom Penh
- Khmer for Khmer Organization (KKO), Siem Reap
- Meta House, Cambodian German Cultural Center, Phnom Penh
- Chibodia, Phnom Penh

Date: October 26-30, 2016

Duration: 5 days

<table>
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<tr>
<th>Country</th>
<th>Number of volunteers South North</th>
<th>%</th>
<th>Number of participants per country</th>
</tr>
</thead>
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<tr>
<td>Cambodia</td>
<td>34</td>
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<td>18</td>
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<tr>
<td>Laos</td>
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<tr>
<td>Thailand</td>
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<td>Vietnam</td>
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<td>14,29</td>
<td>6</td>
</tr>
<tr>
<td>Germany</td>
<td>8</td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>Total number of participants:</td>
<td>112</td>
<td>100</td>
<td>40</td>
</tr>
</tbody>
</table>

Ratio men/women: 15/25

Conference language: English

Aims of the conference: - Information on „weltwärts“ programme
- South-North exchange
- Crisis and emergency management
- Regional networking
2. Conference results

2.1 Feedback of the Participants

2.1.1 News from the „weltwärts“ programme

Based on the presentation of the main aspects of the current „weltwärts“ programme, the conference participants felt a great demand of exchange of experience regarding the following topics:

Information on the programme for partner organizations
The partner organizations wish to understand better the structure of the partners in Germany how many and which sending organizations to South East Asia (SEA) there are in Germany. Partners would like to receive more information about best practice, the "weltwärts" programme (structure, news and changes) and also about VJF and BMZ.

Support of receiving organization
The following questions appeared:
• Is there a guideline for receiving organizations to prepare and accompany volunteers?
• How to address health issues for volunteers in partner countries?
• Are exchange and study visits possible for volunteers?
• Is there an opportunity for volunteers from different partner organizations to meet in Cambodia?
• How to get support from German embassy for long term visa?
• Could the sending organizations provide more experienced volunteers?
• How to manage language barriers with volunteers?
• Who helps with the seek for potential partner?
• Can their be more more advertisement and PR?
• Could the money raised by volunteer go to receiving organization?
• Can the GIZ be a support in admin and fundraising for receiving organizations?
• Can there be offered training workshop for receiving organization in local countries and regional workshops between three countries?
• In terms of crisis management, how to introduce the volunteers to the risk of the country and self protection?
• How to ease the complicated procedure of insurance payment?
• How to receive more support by BMZ?
• Can the receiving organizations be presented at the „weltwärts“ homepage?

Support of volunteers
The partner organizations expect to receive:
• more conferences/seminars in Germany
• more higher education and background volunteers
• more language courses provided before arrival
• sponsoring to project monitoring
• more financial support

Support of German partners
• more attractive framework and conditions for German partners

Cooperation of SEA side and "weltwärts" & German partners
For building a sustainable partnership and engagement, the SEA-side is asked to introduce potential partners to „weltwärts“ and connect to other volunteer organizations for exchange of experiences.
2.1.2 Crisis Management

Jan Wenzel, representative of the „weltwärts“ Programme Steering Committee, presented the concept of crisis management on the basis of the template for the partner conferences. The requirements for different groups of players were discussed.

A brainstorm session in workgroups where participants exchange on various practical aspects of the crisis system shows that crisis management is closely related to crisis prevention. The measures advised by the participants are as follows:

Within the scope of health precautions, organizations should ensure that volunteers receive information on necessary health precautions (e.g. vaccinations), health protection (e.g. list of local addresses) and the general security situation in the country of assignment (e.g. code of conduct). A list of cooperating local hospitals that are familiar with the „weltwaerts“ insurance procedure and will treat sick or injured volunteers immediately shall be standard.

Measures advised by the participants are as follows:

Sending organizations are advised to compile a safety policy informing the volunteer in advance about local traffic rules (such as helmet laws), personal protection (e.g. walking outside at night, or in lonely areas in groups and leave information when leaving the partner organizations site where they go and what means of transport are used). A particular challenge in the region is the use of mopeds that causes an increased risk of accidents. There have been traffic accidents in the past. Some partner organizations suggest the exclusive use of bicycles. Partners and sending organizations intensively need to deal with this risk (e.g. seeking clarification of insurance conditions, driving license requirements and helmet requirements, as well as the necessary financing for safe transport on the spot) and find suitable regulations.

Sending organizations should also sign a contract with the volunteer and take the time to explain it in detail.

Sending organizations should have a crisis and emergency management plan available, one that is shared with all relevant participating parties (e.g. volunteers, partner organizations, host organizations, mentors etc.).

Volunteers should be equipped with a dual language emergency card containing the partner organization staff’s, the embassy’s, emergency and other important telephone numbers and always carry it with them. They should keep their phone charged and being briefed about who to call in what kind of situation.

The partner organizations wishes the sending organizations could provide information on handling culture shock and psychological support measures for the volunteer in need. Further, before departure, it should seek to receive honest information about volunteers health condition e.g. by asking for a health check and support the partner organizations in briefing local hospitals in case of emergency (e.g. costs clarification of insurance conditions and emergency cards).

In crisis situations the partner organization is advised to hold contact to the embassy and tourist police and follows development closely, ensuring the volunteers avoid big crowds and riots.
Since 2013, young people from the partner countries have been able to participate in the volunteer service in Germany. This so-called South-North component helps to promote equal exchange between the partners and further strengthen existing partnerships. The number of South-North volunteers continues to increase. Currently, there are 67 host organizations in Germany, 63 of these have participated actively in the South-North component in 2016. The number of volunteers increases steadily: 150 volunteers in 2013/14, 250 in 2015. For 2016 the program aimed at 800 volunteers.

The first SEA participants, from Cambodia and Vietnam, have been volunteering in Germany since 1.9.2016 with the German branch of Civil International as receiving organization and the NGO Cambodian Youth Organization and the Volunteers for Peace in Vietnam as sending organization. Apart from these cooperations, there is little experience with the South-North component so far, therefore the interest of the partner organizations at the conference in participation in the program is very high. Topics discussed are partner dialogue and participation, quality assurance, returnee engagement and the challenges of visa issuance.

Recommendations by the partners are to provide cultural and job orientation/preparation training in advance as well as language courses for the volunteers. Considered as important are financial support and close communication with the host organization. Within the discussions, it is clear that partnership is important especially if volunteering is sustainable and quality is ensured. South North volunteering should stay within the existing partnerships. A catalogue of quality standards for the South-North component and a follow-up process evaluation with the participation of the partners is very welcome. Partner organizations would like to send more volunteers for South-North exchange. A follow up procedure should be designed and implemented, concurrent with the development of the South-North Exchange.

Further, high expectations on volunteer’s and hosting organization’s side as well as different work ethics are problematic. Homesickness and different food and weather may also cause problems as well as little contact with country peers.

The University in Ho Chi Minh, for example, would rather need positions for their volunteers in educational or university related fields, than in the social sector.

Participants see opportunities in strengthened relationships by close cooperation and exchange of information with the Northern partner organizations. Opportunities for volunteers include introduction to a different life-style, the sharpening of problem awareness, the gain of life skills and independence as well as of a broader global thinking, that they will share at home alongside their newly gained practical experience.

The German Embassy should be involved/informed in an emergency to improve flow of information and harmonize further procedures.
2.1.4 Returnee Mentoring (South-North)

Working with returned volunteers was identified as an important aspect of the „weltwärts“ programme. Partner organizations recommended that returned South-North volunteers participate in the development of a conceptual framework for returnee engagement. Differences to the North-South program are to be considered. Inviting returnees to partner conferences, as one partner suggested, would be difficult as the concept of conference is for partner organizations and not volunteers. The returned volunteers could support the networks of South-North-volunteers but basically it is a partner network.

2.1.5 Participation of Partners

Participants discussed:
- the possibility through a closed Facebook group
- the contact through the website and the coordination mechanism
- regional exchange by exchange of local volunteers on short term
- regular feedback from volunteers and partner organizations
- the role of volunteers in regional networks

It was proposed to link present partner organizations through on the „weltwärts“ website and „weltwärts“ Facebook page.

2.2 Results of cross-cutting subjects

2.2.1 Which expectations have the partner organization of the „weltwärts“ programme?

Partners expect networking and exchange - to meet other partners to interchange experiences in order to learn from each other (e.g. about health or personal problems etc. of volunteers). There was a strong interest in the creation of a regional network to enhance and strengthen personal contacts among regional partner organizations in order to fasten regional development. A commonly expressed wish in this regard was volunteer exchange among South-East Asian countries. Partners would also like to be connected to more organizations in Germany for the South-North component and ask for regular networking conferences.

2.2.2 Which conference topics are important for the further development of the programme?

Apart of networking conference in Germany, regular regional conferences, more financial support, and the promotion of the expansion of South-North exchange it was proposed that, in the case of future partner conferences, the government representatives of the partner country should also always be invited. This could potentially contribute significantly to the acceptance of the program in the country and
to the support of obtaining valid residence permits.

For the conference participants the following two topics seem to be immanent for the further development of the programme:

Sustainable Development goals (SDG’s)
Some participants were not aware of the international SDG’s. But in fact a lot of organizations work on them every day. Besides some environmental goals in environmental related projects, volunteers are contributing to goals like responsible consumption and production, gender equality, quality education, partnership for the goals. As a result many returning volunteers change their attitude.

Partners will take back information and input into their organizations. SDG’s were identified as a possible help for fundraising. As these topics for the whole world Countries from the North have to take a lot of responsibilities.

Participants were aware that could be difficult to demand for political support although the politicians have signed the goals, politicians should be reminded.

It was proposed to discuss this topic during preparatory seminars.

Regional networking
During the discussions in country groups the participating SEA organizations very spontaneously launched country networks. One contact person was named per country. The networks will communicate via social media and e-mail distributors. Topics for networking included support in crisis management, mutual visits / exchanges via the deployment sites, regional meetings and promotion of volunteer work in the partner countries and the possibility of the use of the „weltwärts” homepage or Facebook serve as networking platforms. The country groups agreed on the following points:

Vietnam
- Online meetings (quarterly)
- Offline meeting (annual/adhoc)
- Organization of workshop/training for volunteers on general topics (annual)
- Visit of partners (South-North)
- Support of each other (e.g. in crisis management)
- Communication via social media

Cambodia
- Build a network of NGOs who have volunteers in Cambodia
- Create a list of NGOs who work with volunteers
- 1st meeting of Chibodia, NFC, KKO on 12/11/2016 to discuss a structure, visions, missions goals Define the roles and responsibilities and find a chairman
- Identify three volunteers to assess voluntary services in Cambodia
- Seek financial support
- Website/App
- Have regular meetings

Thailand
- Exchange via email
- Create a Line and Facebook group, open a Youtube channel
- Visit the projects
- Weekly exchange (e.g concerning volunteers)
- Country conference: support by BMZ possible?
- Network conference (meeting)
- Networking process: Facebook/line group -> exchange experience -> visit -> week exchange -> yearly meeting -> set the network in Thailand
2.3 Further feedback to the Programme Steering Committee

Apart from the frequently expressed wish of a „weltwärts“ conference in Germany and more promotion of the South-North exchange participants ask for support for the development of a SEA network and a strengthening of the hosting and receiving organization partnerships.

Networking within the South East Asia region exchange of experience and mutual support is considered as very important, therefore NGOs in the same countries should meet regularly. Participants expect help with the set up of a coordinating mechanism through a list of all NGOs who work with volunteers in one country. It can be anticipated that general funds and a kick of budget will be needed.

Although some of the SEA sending and German host partnerships go back many years with a close and trusting cooperation, the participants see the need to strengthen these partnerships. SEA partners would like to have more personal contact to the partners in Germany, visit them there or at conferences, seminars, mentor trainings in Germany. The „weltwärts“ programme promotes the partnerships via so-called accompanying measures, for example with workshops between sending and partner organizations, or training for the mentors etc.

SEA partners interested in implementing such an accompanying measure were asked to approach their partners in Germany.

Topics raised by the participants were also the high cost of accommodation for the volunteers in the big cities as well as inclusion.
3. Photos

3.1 Day 1: Arrival and Welcome

Arrival and Registration

Welcome dinner
3.2 Day 2: News on "weltwärts" Programme - Exchange of Experience

Welcome by VJF President Daniela Brunnert

Presentation of VJF by Directrice Dr. Andrea Köcher

Welcome speech of German embassy by Ms. Birgit Strube

Basic Information on "weltwärts": Presentation by Ms. Gabriele Zöller (BMZ) on "History and Development of the "weltwärts" program"

Self-presentation of participants
Participants get to know each other in groups, introduction of organizations and projects

Collection of expectations of the conference, questions and challenges
3.3 Day 3: South-North Exchange

Presentation by Jan Wenzel: „Current development and challenges of the South-North-Exchange“ followed by a brainstorming session.

Presentation of results by group’s spokespersons.

Presentation by Johannes Vogel: „Weltwärts and the SDGs“.

Participants reflect on topic.
Project visits to the local partner organizations NFC and Chibodia

Sunset Dinner Cruise
3.4 Day 4: Crisis and Emergency Management

Participants reflect on the last conference day

Presentation by Jan Wenzel: „Crisis and emergency management as part of quality management system“

Exchange of experiences in dealing with crisis and emergencies of volunteers in practice and challenges in crisis and emergency management

Presentation of results of working groups: Responsibilities of "weltwärts" program, sending organizations, receiving organizations, volunteers
Crisis and emergency management

1. Recommendations to Weltwärts program:
   - Accommodation: Equal & fair room assignment
   - Agreement & regional network with hospital
   - Insurance: Payment is a compulsory procedure.
   - Security: Self-protection
   - Introduction to risk of the country

2. Recommendations to sending organization:
   - Health check up before traveling
   - Try to get host information of volunteer station
   - Provide insurance or health insurance
   - Provide PO about information about psychological support
   - Traffic rules in preparation
   - Safety during the stay: should not allow volunteers to drive alone
   - Psychological preparation for the volunteer
   - Weather information before

3. Recommendations to receiving organization:
   - Ensure: Safety: priority
   - Keep informed
   - Support
   - Teamwork
   - scaffold
   - Equipment
   - Mail list

4. Recommendations to volunteers:
   - Comfort: Good bed, room
   - Security: Firewall, anti-virus
   - Clothing: Necessary clothing
   - Language: Essential language skills
   - Food: Local food, vegetables
   - Health: Regular check-up
   - Hygiene: Keep clean
3.5 Day 5: Evaluation and Feedback

Evaluation of the conference, feedback and recommendations

Participants receive their certificates from Ms Daniela Brunnert and Ms Gabriele Zöller

Farewell
4. PowerPoint-Presentations

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Vereinigung Junger Freiwilliger e.V.
UNION OF YOUNG VOLUNTEERS

History

VJF was founded in March 1990 and is an officially recognised non-profit association for organising youth works.

2010 International conference for Voluntary Service and the 20th anniversary of VJF
Aims

VJF is aiming to spread the idea of national and international voluntary service by organising various projects.

Memberships

VJF is member of the Alliance of European Voluntary Service Organisation (ALLIANCE), the National Conference of International Youth Community and Youth Social Service, the Quality Association of Weltwaerts Exchange (ventao) as well as the Coordinating Committee for International Voluntary Service (CCIVS).

Projects

Voluntary Ecological Year

VJF counts to the first supporters of the Voluntary Ecological Year (Freiwilliges Ökologisches Jahr – FÖJ) in Berlin and Brandenburg (since 1991) and takes care of youth between 16 and 26 years of age, corresponding to the idea of voluntary service.
International workcamps and Bilateral Projects in Germany and abroad

VJF organises 30 – 40 workcamps per year in Germany with more than 350 participants all over the world and sends out 150 volunteers to international projects abroad.

2008 Visit of the former minister of Environment and Nature Conservation Sigmar Gabriel in a workcamp

Workcamp at a children’s recreation park

European Voluntary Service

Since 1997 VJF has been arranging long term voluntary service (max. 12 months) abroad corresponding to the programme European Voluntary Service.

Altogether we hosted and sent out more than 200 volunteers.

Hosting projects:
Berlin youth clubs, children’s- and recreation parks in Brandenburg

Sending projects:
Environmental, cultural and local community projects
Most of our 90 volunteers were sent to Great Britain, Spain and Italy.
Weltwaerts

In 2008 VJF was officially recognised as a sending organisation and cooperates with local partners in Chile and Cambodia.

Since 2013 VJF is hosting volunteers from Chile in the context of the south-north exchange programme.

Weltwaerts

Our first 5 weltwaerts volunteers were sent out to Chile in 2011.

In 2016 we prepared 20 volunteers (8 Chile/12 Cambodia) for their weltwaerts year.

The seminars for that program take place in our VJF project and meeting place outside of Berlin.
Project partners of VJF in Cambodia

Volunteer Development Children’s Association (VDCA)
- founded by two monks in 2005
- encourages poor children by giving access to education
- supports them with their self-determination for the future

Tasks of the volunteers
- support of the English classes

Khmer for Khmer Organisation (KKO)
- non-profit organisation in Siem Reap
- gives children and youth free access to education by teaching English language and offering different workshops

Tasks of the volunteers
- assistance in the sewing workshop
- support the organisation of bicycle tours
Chibodia e.V. – Friends for Children in Cambodia

The vision is to provide a highly qualitative education to poor and orphaned children within a family-like environment. This should give them the tools they need to influence their environment, and their beautiful land for the better.

Tasks of the volunteers

- support of English classes in the country school Oudong
- support of English classes in the Midway house

The country school Oudong
Project partners of VJF in Cambodia

New Futures for Children (NFC)

• founded in 2003 in Phnom Penh
• takes care of children and youth that are not able to live with their families and provides them with additional education in English, informatics and art

Tasks of the volunteers

➤ support of English classes and spare time activities

Project partners of VJF in Cambodia

Children’s Dream

• non-profit organisation in Siem Reap
• provides children and youth with the opportunity, starting with kindergarten care, of dipping into the English language more intensively

Tasks of the volunteers

➤ assistance in the kindergarten
➤ support of English classes
Main tasks of sending organisation

- selection of the hosting projects in the hosting country
- selection and preparation of the volunteers
- providing accommodation, food and insurance
- supporting the application for necessary documents (e.g. visa)
- guarantee of continuous support
- guarantee of appropriate concepts and structures for emergency situations

Challenges of sending organisation

- sufficient financing of the project
- great bureaucratic burden to cope with the administrative requirements
- changing requirements concerning visa issuance and visa extension
- regular recertification for quality assurance
- crisis management
Future plans

• increasing the amount of volunteers in Chile and Cambodia
• hosting of volunteers, also from Cambodia
• strengthening the cooperation with our local partner organisations
• development of new ideas concerning further collaboration with returned volunteers and the development cooperation in Germany


Weltwärts
Development volunteers service

- Created in 2008

- Funded by the German Federal Ministry for Economic Cooperation and Development (BMZ)

- To offer a volunteer service in the context of development that does not depend upon the financial status of the participants

- First evaluation in 2011
What are the aims of the weltwärts programm?

- Introducing development policy issues
- weltwärts as an educational service
- Increasing skill levels
- Increasing engagement
- Reinforcing and networking civil society structures
- Interest
- Knowledge
- Education
- Global Learning
- Networks
- Communication
- Languages
- Association

South-North component

- New programme component
- Volunteers from partner countries can volunteer in Germany
- Equal exchange

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<tbody>
<tr>
<td>150</td>
<td>250</td>
<td>570</td>
<td>720</td>
<td></td>
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<tr>
<td>Hosting organisations</td>
<td>36</td>
<td>54</td>
<td>63</td>
<td>70</td>
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</tbody>
</table>
Weltwärts
North-South and South-North volunteers

Volunteers in 2016:
- Total (as of October 2016): 3704
- Percentage of females: 70.2%
- Average age: 19.2 years

Volunteers in 2016:
- Total (as of October 2016): 453
- Percentage of females: 57.5%
- Average age: 23.5 years

Current evaluations

South-North ToR

Country Contact Person

Evaluation weltwärts programme

Evaluation phase in Germany

Evaluation phase in partner countries
Partner Dialogue

Partner Dialogue in the weltwärts-programme takes place on 2 levels:

- **Implementation level:**
  German sending organisations ↔ partner organisations

- **Management Level:**
  How can partner organisations help to shape and develop the programme?

Partner Dialogue: current developments

Partner networks that the programme steering committee knows about

Country Contact Persons

1. Background information
2. South-North-Component
3. Statistics
4. News & Updates
5. Committee Structure

Diversifying target groups

- People with vocational training
- People with so-called immigrant background
- People with impairments or disabilities
**weltwärts** on Facebook

04/04/2016 Launch of 'Weltwärts' Facebook page:

https://www.facebook.com/weltwaerts/

- increasing awareness of 'Weltwärts'
- All actors - even partner organisations! - can participate

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**weltwärts committe structure**

- Partner organisations
- volunteers
- Sending organisations
- association of returned volunteers
- Shared interest groups
- quality associations

---

**Committee Structure**

1. Background information
2. South-North-Component
3. Statistics
4. News & Updates
5. Committee Structure
Crisis and Emergency Management in the weltwärts Programme

Contents:
1. Background: What are crises? Who is responsible for the management of crises and emergencies?
2. Requirements for crisis and emergency management
3. Implementation of crisis and emergency management
4. Ensuring the quality of crisis and emergency management
What is a crisis?

Crises are such situations that endanger the physical and mental health of the volunteer.

Possible causes of crises:
- Accidents, serious illnesses/stresses of a physical or psychological nature
- Unrest and armed conflicts
- Natural disasters
- Crime
- Sexual violence, rape
- Death of a volunteer

Responsibility of the sending organisations

- **There is no programme-wide uniform crisis and emergency management system** in the weltwärts programme.
  
  Crisis management is part of quality management, for which the sending organisations themselves are generally responsible.

- **Each sending organisation is therefore responsible itself** for implementing a crisis and emergency management system appropriate to its structures and processes.
Requirements for crisis and emergency management

1. Health precautions
2. Insurance protection
3. Safety-related requirements of the Foreign Office and/or BMZ
   - The security advice and travel warnings from the Foreign Office as well as additional information and restrictions of the BMZ are authoritative
   - No later than after arrival in the country of assignment volunteers must be entered on the list of Germans residing in the consular area (ELEFAND list).

4. Ensuring the quality of crisis and emergency management

4. Crisis and emergency management plan of the sending organisation
   - The design of the crisis and emergency management plan depends on the respective structures and processes of the sending organisation.
   - The crisis and emergency management plan must be communicated to all parties involved.
### Elements of crisis and emergency management

#### Informal/spontaneous
- Informal support from parents, friends and acquaintances who are telephoned in Germany or the partner country
- First aid, spontaneous (e.g. by helper at the accident site)
- Alerting a local emergency or rescue service (if available)

#### Formal/organised
- Emergencies, accidents, illness, personal crises, political crises and disasters
- Support from other volunteers, mentors other programme participants

### Implementation of crisis and emergency management

|---------------|--------------------------------------------------|-------------------------------------------------|-------------------------------------------------|

### What to do in an emergency

- German embassy
- Volunteers affected
- First aider
- Partner organisation/Sending organisation
- Other volunteers
- Mentor
- Police/Rescue services

#### Call 24/7 assistance service

- Clarification
- Assumption of costs
- Counselling
- Relocation
- Repatriation
Ensuring the quality of crisis and emergency management

1. Implementation level

Partner organisations, sending organisations and volunteers are in continuous dialogue with each other and implement the crisis and emergency system according to demand.

2. Programme level

At programme level, the crisis and emergency management is embedded in the quality system of the weltwärts programme:

- Certification by external inspection bodies
- Provision of support to the sending organisations by the quality associations
- Quality Work Group
Crisis and emergency management in practice
Feedback and questions

? What is your experience in dealing with crises and emergencies of volunteers in practice?

? Where do you see challenges in crisis and emergency management?

? Do you feel sufficiently informed about the crisis and emergency management system?
The South-North component

South-North component – pilot phase 2013 - 2016

- New programme component
- Volunteers from partner countries can volunteer in Germany
- Equal exchange

1. Introduction
2. Facts and Figures
3. Framework conditions
4. Assignment examples
5. Current topics
Facts and figures

- So far, 545 assignments by 65 host organisations have been approved in Germany for the year 2016/17.
- In total, up to 800 volunteers may come to Germany in 2016/17.

The 24 biggest sending countries in the South-North component since 2013
Sending countries in the South-North component since 2013 - continuation

South-North component: Who can participate?

Sending organisations
Experienced partners from the weltwärts programme

Host organisations
Recognised weltwärts organisations and initiatives of returned volunteers

volunteers:
✓ 18-29 years
✓ School/vocational qualification
✓ Willingness to learn German
✓ Openness, willingness to learn, interest
✓ Participation in accompanying programme
✓ Willingness to engage in home country after participating in the programme; existing engagement
South-North component: 
Which tasks are the organisations responsible for?

Sending organisations
- Applying to the programme
- Selecting participants
- Preparation and follow-up
- Working with participants upon their return

Host organisations
- Bear overall responsibility
- Accompaniment in Germany
- Selection and support at the places of assignment
- Framework conditions in Germany (pocket money, accommodation)
- Support and networking for participants in Germany

South-North component: 
Financial framework conditions

- Allocation of total expenditure for the service:
  - 75% of expenditure is provided by the BMZ
  - 25% is covered by the financial resources of the host organisation
- BMZ funding of max. 880 EUR per volunteer month
- Payment to host organisation
- This can be split up into the following costs:
  - Pocket money (max. 372 Euro in 2016)
  - Accommodation
  - Catering
  - Costs for insurance, injections, language course & travel costs
The role of the partner organisations in the South-North component

Assignment examples

- **Rwanda ➔ Ev. Gemeindezentrum, Witten**
- **Ecuador ➔ Kindergarten Kleine Welt, Bremen**
- **South Africa ➔ school farm Ummeln, Bielefeld**
  Cooperation and support on the farm, work with school classes and children on the topic of sustainable agriculture

"Mental illness does not mean one is no longer human, anyone can have limitations but that does not flash out one's potential / capabilities - my opinion. I Manelisi Billy, a passionate South African young man got a big chance this year to volunteer for a year in Germany in a non-profit organisation called Lebenshilfe in Bonn."

Outlook and current topics:
South-North working group

Selected topics in the South-North working group:

2014
- Development of mechanism for partner consultation
- Reflection on visa procedures
- Advice on integration of South-North volunteers' perspectives

2015
- Supervision and preparation of the evaluation
- Planning of South-North partner conference in Berlin
- Perspectives following the pilot phase

2016
- South-North growth
- Review / further procedures for partner participation
- Promotion of South-North return work
- Collection of important topics for follow-up

Working group discusses topics
- via interest groups
- Feedback from the PO flows back into South-North working group
- Questions to PO regarding certain issues
- A summary of the outcome of the working group’s meetings is sent to the PO

5. Current topics
Outlook and current topics:
Evaluation of the South-North component

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>Sept 14-Feb 15</td>
<td>Preparation of the evaluation via reference group (in consultation with partner organisations)</td>
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<tr>
<td>Apr-Jul 15</td>
<td>Invitation to tender and award of contract</td>
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<tr>
<td>Nov 15</td>
<td>Discussion and completion of the inception report (in consultation with partner organisations)</td>
</tr>
<tr>
<td>Jan-Aug 16</td>
<td>Implementation phase, interviews with volunteers, host and sending organisations, case studies, survey</td>
</tr>
<tr>
<td>Dec 16</td>
<td>Discussion of the final report (in consultation with Partnerorganisations)</td>
</tr>
<tr>
<td>Feb 17</td>
<td>Final evaluation report</td>
</tr>
</tbody>
</table>


South-North Partner Conference in 2016

First South-North Partner Conference in Berlin:
- 60 participants from 26 countries
- Representatives from partner organisations, sending and hosting organisations, and places of assignment
- 1 South-North volunteer from Cameroon
- Representatives from the Federal Ministry for Economic Cooperation and Development and the Foreign Office
- Representatives of the Embassies of South Africa, Mexico, Bosnia
- Representatives from the interest association of the weltwärts programme and coordination unit weltwärts
### South-North Partner Conference 2016: results

1. **Partner dialogue and participation**
   - Stronger networking between partner organisations, support of partner networks
   - Direct participation and communication with program steering committee

2. **Quality assurance**
   - Development of a catalogue of quality standards with the participation of all stakeholders

3. **Returnee engagement**
   - Development of a conceptual framework with participation of returned South-North volunteers

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**South-North component: Questions and suggestions**

Are you already involved in the South-North component?

- What is your impression of the current developments in the South-North component?
- How do you perceive the planned involvement of partner opinions in the work of the South-North working group?
- How can quality in the South-North component continue to be improved?
- What are your suggestions for the further development of the South-North component?

Are you not yet involved in the South-North component?

- What is your impression of the component?
- Are you interested in participating? What would make it interesting for you?
- In your opinion, what should we continue to work on in the South-North component?
Engagement of returned volunteers

Contents:

1. Objectives of returnee’s engagement within the context of weltwärts
2. Promoting engagement of volunteers before, during and after assignment
3. Engagement of returned volunteers worldwide: Examples
4. Feedback and questions for further discussion
Engagement of returned volunteers within the context of weltwärts

- A major objective of weltwärts is to encourage young people to get involved in development issues and in civil society in ways that beyond their volunteer service.
- Objective of the South-North component: "to strengthen civil society and especially the partner organisations in the South, which benefit as returned volunteers continue to be active in civil society".

Promoting engagement in the volunteer service

- Promoting engagement before, during and after the volunteer service is an integral part of weltwärts:
  - before volunteer service: Selection, Preparation
  - during volunteer service: Education and mentoring
  - after volunteer service: Return seminar, Return work

Engagement map on the weltwärts website
Engagement of returned volunteers worldwide

- A large number of returned weltwärts volunteers continue their engagement

- Engagement has many different forms (often with other young people, in the family, on the Internet, etc.)

- It helps if engagement has tangible ties to volunteer's own daily realities and to specific projects

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1 objectives within the context of weltwärts
2. Promoting engagement
3. Engagement worldwide
4. Suggestions and questions

Engagement of returned volunteers worldwide: Examples

**Involvement of volunteers in their own host/sending organisations:**

- Support in the preparation of new volunteers (South-North and North-South)
- Education and public relations work in Germany and worldwide
- Presentations about volunteers' own volunteering experience in schools and youth centres
Engagement of returned volunteers worldwide: Examples

„Süße Hoffnung“ (sweet hope):
Former volunteers from the Friends of Waldorf Education founded the company, Süße Hoffnung (Sweet Hope). The company imports handmade fair trade chocolates from Peru. The proceeds go to projects in Peru.

Engagement that connects:
- In Togo: German and Togolese returnees work together to support the construction of the "Ecole Assokoto des Sourds" deaf school in Togo.
- In Germany: former Togolese volunteers support the public relations work for the school for the deaf.
The example of Dia Ecuador

A project organised by partners for partners and volunteers

Return engagement: Feedback and questions

? How can engagement of returned volunteers be promoted in the education and mentoring of volunteers?

? What experience do you have relating to the engagement of returned South-North volunteers?

? How can returned South-North volunteers be motivated to get involved?

? What challenges do you anticipate in working with South-North volunteers?

? What is important to you in terms of return engagement/return work?
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