



Deutsch-Indische
Zusammenarbeit e. v.

Conference Documentation
Nagpur, India
18th to 21st Sept. 2017

weltwärts 

Partner Conference 2017

For India and the Asian Region

September 18th – 21st, in Nagpur, India.

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1. Introduction and background

1.1. Welcoming address by the Weltwärts Programme Steering Committee to the partner conference in India 2017

**Dear members of partner organisations and attending sending organisations,
Dear conference management team,**

It is our great pleasure to welcome you to this weltwärts partner conference.

In past years, 25 partner conferences have taken place worldwide. In India we have had the opportunity in 2012, 2014 and 2015 in Nagpur and Bangalore 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 programme. We would thereby like to better involve local partners in the further development of the weltwärts programme.

The past year has again seen many developments in the weltwärts programme. 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, there were already 471 weltwärts volunteers in Germany. For this year, 600 placements have been approved. In this conference there will be room for questions and discussions on this programme component, including the evaluation that was carried out in 2016.

Social inclusion and diversity is gaining in importance. To increase the engagement of volunteers with impairments/disabilities and volunteers with vocational training, two “competence centres” were set up in 2015 with the mandate of providing service across the programme and approaching these under-represented tar-

get-groups. In 2016 there were already 26 weltwärts volunteers with impairments/disabilities and 95 volunteers with vocational training.

Finally, new instruments were introduced for a more structured participation from you, the partner organisations, as one of the main pillars of the weltwärts programme. 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 programme 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, as well as Engagement Global, which is responsible for the coordination of the program and which presents the state during this partner conference. The civil society is represented by members of the shared interest groups and by returned volunteers. Members of the programme steering committee are 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 organisations and sending organisation 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*

1.2. Foreword by the organizers



Dear Friends from India, China, Thailand, the Philippines, Cambodia and Germany,

I am happy to present you the documentation of the weltwärts-Partner Conference held in Nagpur, India, from 18th to 21st September 2017.

We, the Indo-German Cooperation (Deutsch-Indische Zusammenarbeit) were very grateful for having had the opportunity of hosting – together with our Indian Anchor Partner, the Ecumenical Sangam, – the Partner Conference for a third time after 2012 and 2014. This Conference focused on the perspective, views, wishes and thoughts of the Partners from India and the Asian Region. Therefore, this documentation contains your feedback to the various topics that were discussed during the Partner Conference and which is of great interest for the weltwärts programme, especially for the BMZ, the weltwärts Coordination Office and the Programme Steering Committee. Your feedback - together with the ones received from other Partner Conferences around the world - helps in better considering your views and ideas about the weltwärts programme.

Furthermore, during the Conference your high degree of involvement and enthusiasm in working the weltwärts programme was clearly visible. The South-North Component of the weltwärts programme was highlighted and showed how an exchange in both ways between Germany and the countries of the Global South is being fostered. The Conference has also been an excellent platform of learning and sharing. It ultimately led to the kick-off of the weltwärts India Network (WIN) which is still in its nascent stage, but which can be developed into a voice from India which would be definitely heard in Germany.

A great Thank You to our cooperating Partners from Volunta, bezev, CFSD and the Ecumenical Sangam with whom the work was delightful. We are also grateful to the BMZ and the Programme Steering Committee of having entrusted us with the realisation of this Conference and, last but not least, the weltwärts Coordination Office for all its support extended.

Wishing you all a fruitful New Year, also in successfully executing the weltwärts volunteer programme, be it in the North-South or South-North direction, I remain sincerely,

*Dr. Jona Aravind Dohrmann
(President DIZ and Convenor of the weltwärts-Partner Conference 2017)*



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Dear Participants of the Partner Conference,

The Weltwärts Partner Conference, 2017 was a success from the word “go”, as this time there were participants from the Asian Countries of China, Thailand, the Philippines, Cambodia, India and not to forget, Germany, the Organising Country.

A warm Welcome was accorded to the Partners of this Conference from the German Red Cross and bezev (Behinderung und Entwicklungszusammenarbeit = Disability and Development) and Volunta gGmbH (Frankfurt) along with Centre for Sustainable Development Nagpur. To add the necessary glitz to the event, the Mayor of Nagpur City, Mrs. Nandatai Jichkar, graced the occasion with her presence and made it known to all present that Nagpur City was indeed happy to open its arms to the members of the different countries to discuss and deliberate upon the various topics under the weltwärts umbrella.

After successfully hosting the last two weltwärts Conferences in 2012 and 2014 which were highly enriching, Sangam was once again given an opportunity by the German Ministry for Economic Cooperation and Development (BMZ), the weltwärts and the DIZ (Deutsch-Indische Zusammenarbeit e. V.) to host the third Partner Conference and to put into action the various issues discussed previously. It was also a privilege to be able to share views, opinions and perceptions, about the various outcomes of what the weltwärts Programme has offered the Sangam, since the past years, i. e. since the inception of weltwärts in 2008, that the Sangam was associated with it.

The Conference started with a general discussion on the expectations of the Partner Organizations present and an introduction as well as an update on the latest additions on the weltwärts Programme, which helped in understanding various issues. A short discussion on the South-North

component was also conducted, which was started in 2013 and discussed in detail later on during the Conference. To understand more about it, bilateral discussion opportunities were provided. Some of the other points that were discussed were overall assignments covered, social integration at the assignment place, placements, options to get involved, personal monitoring, content, tasks and proper induction.

The Market place was another novel concept where all Partner Organizations were able to display the various work or the various activities being conducted by them, through the products prepared by them and through charts, drawings and pictures. An added highlight this time was the inclusion of maps of all the countries participating and the line or connection of the weltwärts network passing through each country. The cultural night organised not only involved songs, dances, music and

folk-dances by the host partners, but also by the participants from all the countries and were highly entertaining and depicted the rich cultural heritage of the different parts of the world.

The Conference lastly summed up with declaring that most of the expectations of the participants had been fulfilled through the various issues touched and the important topics discussed in length. There was ample scope for everyone to have a say in everything and also to solve various pressing issues which lay undebated for a long time. Overall, an informative and educative, informal method of expressing views, opinions and recommendations.



*Karen D'Souza
 (CFO)
 Ecumenical Sangam,
 Nagpur.*





Dear Participants of the Partner Conference,

I was wonderful meeting you all in Nagpur. These days in Nagpur have been an interesting exchange about the view of the diverse partner organisations of India, China, the Philippines, Cambodia and Thailand on the weltwärts program.

Bezev (Disability and Development Cooperation), as a human rights based and weltwärts sending organization, promotes inclusion and diversity within the target group of the weltwärts program and especially inclusion of volunteers with disability since 2011. Bezev furthermore has been appointed by the weltwärts program as “Centre of Excellence for Inclusion in International Voluntary Services” in the year 2015.

The “UN Convention on the Rights of Persons with Disabilities” from 2006 declares social participation of persons with a disability/impairment in all areas of life as a human right. According to article 32 (1) a) of the Convention, measures have to be taken in order to ensure that international cooperation - including international development programmes - involves persons with disabilities/impairments and is accessible for them. In line with the UN Convention, international voluntary services have to enable groups of active people as broad as possible in order to encourage an examination of developmental issues and to support their involvement in development cooperation.

The conference has been a great opportunity to share ideas and discuss on the following questions: How can weltwärts include those young persons that are excluded so far? What do inclusion and inclusive voluntary services mean to all of us?

One thing is sure: An inclusive Thus, your ideas have been very valuable to me and will help us in our future commitment towards inclusion, diversity and the target group.

Yours sincerely

Rebecca Daniel

Project Manager “Inclusive Voluntary Program”



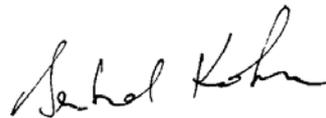
**Dear Friends from India, the Philippines, Cambodia, Thailand and China,
dear Partners and associates of the weltwärts program,**

We, the German Red Cross in Hesse Volunta (GRC Volunta), together with the Indo-German Cooperation (Deutsch-Indische Zusammenarbeit), its Indian Partners Ecumenical Sangam and Centre for Sustainable Development, as well as Behinderung und Entwicklungszusammenarbeit (bezev), are happy to present you the official documentation of the third weltwärts partner conference held in Nagpur, India, in September 2017. With this documentation we want to give you an in-depth view of the contents of the conference.

The four days of the conference served as a productive platform for networking and intense exchange of experience amongst the weltwärts partner organizations and for discussing the latest developments of the program and selected, informative topics relevant and related to the weltwärts service.

Since its implementation in the year 2008, the weltwärts program has been a success story in terms of promoting informal learning and education in a context of global development, i.e. enhancing intercultural understanding and helping to increase awareness and acceptance on how development issues impact the global future. Conferences like these are particularly relevant to the program and its development, since they offer a unique opportunity for an open dialogue between the Program Steering Committee and the partner organizations.

We wholeheartedly like to thank specifically the participants of the conference, who came from all over the region and shared their opinions, experience, ideas and perspectives on the program with us and the Program Steering Committee. It was an honor for us to meet, interact and work with all of you.



Bernhard Kühn
Director International Affairs



Jacqueline Schnick
Educational Consultant Asia



Volunta
Entdecke, was in dir steckt!

1.3. Programme of the weltwärts Partner Conference

Day/Time	Programme
Monday	18th September 2017
9.30 a.m.	Welcome and Introduction
10.30 a.m.	Expectations
11.00 a.m.	Chai
11.30 a.m.	Update: latest developments in the weltwärts programme: Follow-up and South-North volunteer service
1.00 p.m.	Lunch - preparation of market place
2.30 p.m.	Opening Market Place
3.15 p.m.	Presentation South-North Service, including presentation of South-North volunteer Mukut Bodra
4.00 p.m.	Workshops Preparation / selection of South-North Volunteers Involvement after Return to India
	Chai - During the Workshops
5.30 p.m.	Presentation of Results
5.15 – 5.30 p.m.	Summary
7.30 p.m.	Dinner in Rainbow

Day/Time	Programme
Tuesday	19th September 2017
10.00 a.m.	Recapitulation of the Previous Day and Clarifying open questions
10.15 a.m.	Crisis and Emergency Management (part 1) Introduction Choosing of subject
10.30 a.m.	Workshops on Crisis Management Physical Health Psychological Health Legal Aspects Natural Disasters Sexual Harassment
11.30 a.m.	Presentation of results and group discussion
1.00 p.m.	Lunch
2.30 p.m.	Presentation of a Sample Emergency Sheet
3.00 p.m.	Introduction to South-South Networking
3.30 p.m.	Workshops Country Groups on Networking Country Groups on Visa and Others
4.00 p.m.	Chai
4.30 p.m.	South-South Networking
6.30 p.m.	Free Time
7.30-8.30	Dinner in Rainbow
20.30 – open end	Cultural Evening

Day/Time	Programme
Wednesday	20th September 2017
10.00 a.m.	Recapitulation of the Previous Day and Clarifying Open Questions
10.15 a.m.	<i>weltwärts</i> as Development Education and the Role of the Sustainable Developments Goals (SDG)
11.00 a.m.	Workshops on SDGs Hunger Health Education Gender Industry Inequalities Environmental Issues Peace and Inclusive Societies
12.15 p.m.	Presentation of Results
1.00 p.m.	Lunch
2.30 p.m.	Open Space / Topic Selection
3.00 p.m.	Workshops on Mentoring Monitoring <i>weltwärts</i> in a Nutshell Evaluation of <i>weltwärts</i> Preparation of Volunteers
4.30-5.00 p.m.	Summing it up
5.00 p.m.	Free time City Trip of Nagpur Shopping
8.00 p.m.	Dinner in a Restaurant

Day/Time	Programme
Thursday	21st September 2017
10.00 a.m.	Recapitulation of the previous day and clarifying open questions
a.)10.15 a.m.	Inclusion Introduction to Discussion Fishbowl
b.) 10.15 a.m.	Workshop on WIN (weltwärts India Network)
1.00 p.m.	Lunch
2.00 p.m.	Summary and Evaluation of the Conference
3.15 p.m.	Farewell & Vote of Thanks
4.00 p.m.	Departure

The venue of the conference:

Rainbow Guesthouse
 Ecumenical Sangam, Nagpur
 Rainbow
 316/A, Civil Lines
 Rabindra Nath Tagore Marg
 Nagpur - 440001
 INDIA
 Tel. No: +91 9923197201 and +91 9823457201
<http://sangamonline.org/guesthouse.htm>

1.4. Fact sheet for the weltwärts partner conference 2017 in Nagpur

Place of the conference	India / Nagpur (Maharashtra)
Lead EO	Deutsch-Indische Zusammenarbeit e. V.
Cooperating EO	Volunta gGmbH und bezev e. V.
POs involved in planning	Ecumenical Sangam, Nagpur Centre for Sustainable Development (CFSD)
Date of the conference	18.-21. September 2017
Total number of participants	63
Number of participants from the following countries	10 participants from Germany 38 participants from India 1 participant from China 4 participants from Thailand 6 participants from Cambodia 4 participants from the Philippines
Proportion men/women	31 / 32
Conference language	English
Thematic focal points	(Follow-up to) the South-North Component of the weltwärts programme Crisis and Emergency Management Mentoring Inclusion of volunteers with disabilities Sustainable Development Goals (SDG) South-South Networking weltwärts India Network

Opening of the conference – some impressions



The stage is set and the facilitators are ready.



Karen D'Souza, CFO of Ecumenical Sangam, heartily welcomes all the participants to the Rainbow Guesthouse.



The mayor of Nagpur, Nanda Jichkar, also addresses all participants of the partner conference and welcomes them to Nagpur.



Charlotta Saul formally inaugurates the partner conference with the traditional lighting of the lamp.



Also Gabriele Boner from the Consulate General in Mumbai as well as several participants from the different participating countries were invited to light the lamp; all of them assisted by Nikhil Pedhekar, Rainbow Guesthouse Manager.



Getting to know each other in different group games.



Dr. Jona Dohrmann, chairman of DIZ, introduces the main topics of the conference.



Express expectations towards the partner conference: Vicheth Chhan from the partner organisation Save Cambodia's Wildlife presents the results of his group.

2. Results regarding the obligatory themes by the PSC

2.1.1. News from the weltwärts-program

Since not all of the participants of the conference had the same knowledge about the weltwärts program the Program Steering Committee's presentation, although focusing on the newest developments, but at the same time offering some general information on the program, helped participants, who had not been working with it for a long time to get a better understanding of the program.

Discussions and sharing knowledge as well as experience between more and lesser experienced participants on program basics went on during the conference particularly in more informal settings, e.g. during lunch and dinner. Also the lesser experienced participants opted for not having an extra work shop later on or during the open space (a timeslot reserved in the program schedule of the conference in order to cover upcoming topics or topics the participants want to discuss in depth), but instead to focus on topics such as mentoring or the inter-country networking.

The complexity and working mechanism of the Program Steering Committee as the entity to strategize the future development and outline of the weltwärts program was only known to a limited number of the participants. The idea of a committee at more or less eye level formed by representatives of the civil society as well as politics was not common for most of the participating countries in the conference.

The participants showed interest to know, if there were any studies about the long-term impact of the weltwärts program on the German society and if the program, in general, is meeting the German ministry's expectations. The Program Steering Committee told the audience about a currently running evaluation among returning volunteers in order to investigate how and if participating in the voluntary service has an effect e.g. on career choices of volunteers. Nevertheless, it was pointed out that the findings will have only limited general informative value because the number of evaluated returnees being quite small. The recommendation of the evaluating institute to encourage having studies run over a longer period was very welcomed by the participants.

Furthermore the participants wanted to know as well, if from the point of view of the BMZ respectively the Program Steering Committee they themselves as partner organizations are meeting the expectations regarding their role in the program. One participant mentioned that he wished for a detailed list with measurable aspects or topics a receiving organization has to fulfill in order to make sure that the organization is doing a good job as well as to be on the safe side that the NGO meets the weltwärts program's intentions and quality. It was pointed out to him that from the perspective of the civil society as part of the PSC the standardization or centralization, e.g. of preparation seminars conducted by the sending organizations, is not an intention due to broad range of different approaches and philosophies among the sending as well as partner organizations itself. In this context Mr. Euler stressed the importance of close and trustful partnerships between sending and partner organizations.

Several times during the conference the participants raised the wish for more qualified, more experienced and/or older volunteers. Therefore the formation of a center for competence in order to promote the weltwärts voluntary service among young people with formational training is according to the participants a step in the right direction. The explanation of the PSC that although the center for competence has been formed and the German organizations present sharing their experience on this topic and indicating that it may continue to be a challenge to find young people with formational training as volunteers due to the difficulties these face when planning to take a gap year or how to postpone the start as professionals after they have completed their professional training, was helpful for the participants to get a better understanding on the issue.

How understandable the request of receiving organizations for more qualified volunteers might be, the participants were reminded by the PSC about the weltwärts program being an educational learning program for young people with a focus on development cooperation/development issues as well as the volunteers only being additional staff and the existence of other programs with the aim of an exchange of professionals. In general, receiving organizations in the weltwärts

program should be able to do their work, even without the volunteers present.

From the point of view of the participants, parts of the homepage of the weltwärts program being available now in different languages is very positive. The hosting organizations are hopefully looking forward to even more information on the website, documents of the program etc. being available in different languages in the future.

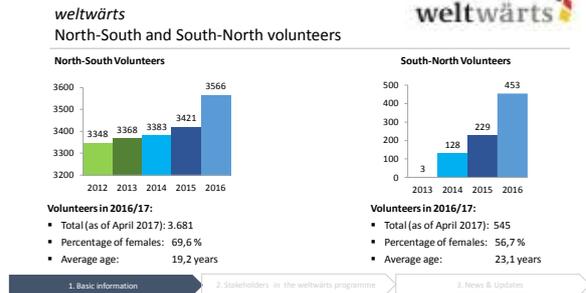
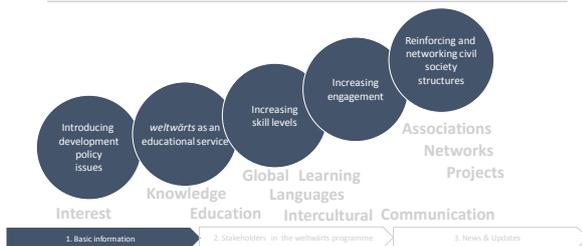
Also that information respectively contact details of other partner organizations can now be accessed on the weltwärts homepage while the own NGO forms part of the database is considered extremely helpful for the NGOs. By that interested NGOs depend to a much a lesser extent on information provided by sending organizations or on personal contacts established e.g. during events like this conference).



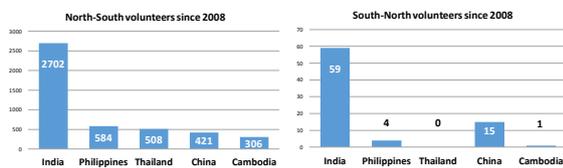
weltwärts Development volunteers service

- Created in 2008
- Funded by the German Federal Ministry for Economic Cooperation and Development (BMZ) up to 75% and by Civil Society up to 25%
- 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
- 2013 Introduction of the South-North component

Aims of the weltwärts programme



North-South and South-North volunteers In or from India, Philippines, Thailand, China, Cambodia



Stakeholders in the weltwärts programme



Partner Dialogue

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

- **Implementation level:**
German sending organisations ↔ partner organisations (PO)
- **Management Level:**
How can partner organisations (PO) help to shape and develop the programme?



1. Basic information 2. Stakeholders in the weltwärts programme 3. News & Updates

Partner Dialogue: current developments

- Program-wide partner conferences as an instrument for partner dialogue
- Contact person for partner dialogue in the programme steering committee
- More updates and information on the weltwärts website in English, Spanish, French
- Networks of partner organisations in different countries or regions (see map)



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

Partner Dialogue: current developments

Since June 2017: possibility for worldwide partner organisations to present themselves on the weltwärts Website as host and/or sending organisations:
<http://www.weltwaerts.de/en/hosting-partner-organisations.html>
<http://www.weltwaerts.de/en/sending-partner-organisations.html>

Registration via this link:
<http://www.weltwaerts.de/en/registration-for-partner-organisations.html>



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

Country Contact Persons



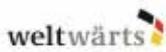
1. Background information 2. South-North-Component 3. Statistics 4. News & Updates 5. Committee Structure

weltwärts on Facebook

Sind April 2016 there is an official 'Weltwärts' Facebook page:

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

All actors - partner organisations included! - can participate



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

Inclusion in the weltwärts programme

- Society is diverse, so participants of the weltwärts programme should reflect that diversity
- Programme evaluation in 2011 showed a lack of diversity, especially concerning the participation of
 - people with vocational training
 - people with impairments or disabilities
 - people with migration background
- From 2013 on weltwärts undertook the elimination of structural obstacles to the participation of these target groups



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2.1.2. South-North

As one of the three major topics, its importance as well as due to big interest of the participants, almost two thirds of the first day were dedicated to inform and to work with the participants of the conference on the South-North component. In the morning Mr. Euler gave a broader introduction to the topic during his presentation about the latest developments in the weltwärts program in general, including the South-North component. Yet during this presentation and the following discussion the great interest of the participants in the topic became clear. Several of the participants of the conference had already heard about the reverse program of weltwärts, although only very few organizations represented by the present participants could already share practical experience with the component.

Mrs. Saul shared with the participants the major findings of the latest evaluation of the South-North Program. Most participants were unaware of the structural and organizational challenges for German organizations in order to receive South-North volunteers, e.g. the very complex yet necessary cooperation between the BMZ and the German Federal Ministry for Family Affairs, Senior Citizens, Women and Youth in order to administer the program in Germany. Furthermore she explained the necessity to sharpen the developmental profile of the component in its practical execution in Germany more.

A German participant, whose organization has been receiving South-North volunteers as well, pointed out the moral dilemmas some South-North volunteers might face when towards the end of their voluntary service in Germany, e.g. the volunteers might have the prospect of a job offer or they find themselves in a committed relationship. On the one hand as it was clear before and from the beginning of the voluntary service, the volunteer knows and had agreed to return to his/her home country after completing his service in Germany, on the other hand an interesting job offer in Germany for a lot of the volunteers might be a once in a life time chance for their professional careers. Furthermore the volunteer's family might even encourage him/her to seize this opportunity with regard to a may be difficult job market back in the home country. The mem-



Mr. Hartwig Euler talking about the latest developments of weltwärts.

bers of the Program Steering pointed out the importance of the communication of the aims of the program, i.e. impulse for development and development cooperation, and hence the obligation of the volunteer to return home. This should be made very clear both right from the beginning from the sending organization as well as from the receiving organizations. Furthermore, in accordance with the EU- and German visa regulations the volunteers are obviously obliged to return to their home countries.

An Indian participant of an NGO, which had already send volunteers to Germany, voiced his wish for a better cooperation between the BMZ and the Ministry for Foreign Affairs. To his knowledge some South-North volunteers had been denied their visa by the German authorities although these young people had been selected carefully and were supposed to participate in a program implemented and founded by the BMZ / another German ministry. Mrs. Saul of the Program Steering Committee admitted that there have been such cases in the past, but that both Ministries work and cooperate closely in order to smoothen the process even further.



Mukut Bodra, former South-North-weltwärts volunteer in Berlin, shared his experiences with the participants.

Mr. Dohrmann and Mrs. Franck from the Indo-German Cooperation (DIZ) talked in depth about their positive experience as well as the challenges receiving South-North volunteers giving a short presentation. From their point of view there are particularly a lot of synergy effects when interlinking the South-North and North-South program, be it very practical like the benefits for the volunteers of each component when interacting already in their home country before volunteering abroad or be it the deepening and the enhancement of partnerships between the DIZ and its partner organizations in India.

Apart from this, the basic concept and aims of the South-North program, e.g. the goal of development cooperation at eye level and not as a one-way street, from the DIZ' point of view, the change of perspective and change of roles for German organizations participating in the component fosters a deeper understanding in the partnerships, too. By participating in the South-North-Component the German organizations acquire a much deeper understanding for the challenges their own partners abroad face when receiving volunteers.

The input of the former South-North volunteer Mukut Bodra talking was of particular interest for the participants of the conference. He was one of the first South-North volunteers of the German-Indian Cooperation. He talked about his personal experience with the program in general, but also put emphasis on selected aspects, e.g. on his motivation to volunteers, his involvement with the sending organization before and after volunteering, the importance of knowledge of German in order to fulfill his task and navigate in Germany during his 12-month commitment etc.

Although his input might not have been necessary per se for the participants to understand the concept of the component and almost all participants of the conference being able to transfer it theoretically, e.g. the reverse roles of the German organizations and the partner organizations, the former South-North volunteers sharing his personal experience made the South-North program far more tangible. After his presentation as well as in more informal settings, e.g. during the tea break etc., people continued to be interested to hear about his personal experience as a volunteer

in Germany. This spurred motivation among the present organizations even more to send volunteers to Germany and some organization voiced somewhat disappointed that their German partners have not yet been involved in the South-North program.

After the different presentations and inputs on the South-North-program the participants were split into three groups with the aim to work on two major questions regarding the program, particularly what is important to consider regarding the selection and preparation of the South-North volunteers as well as how South-North volunteers can stay involved / be made use of for their sending organizations after returning to their home countries. That only a few of organizations present have been yet sending volunteers to Germany and the interest in the South-North component in general was very high, may explain why the given questions on preparation, selection and returnees' involvement were not the only aspects of the South-North program the groups discussed about, but the general framework of the South-North-Program, too.

Alike the discussion during the presentation, some participants recommended that the age limit for South-North volunteers should be raised and, hence, higher than in the North-South program. One group recommended even to set the upper age limit at 35 years. The South-North volunteers have a different profile than the German volunteers. Unlike those the South-North volunteers usually don't take a gap year between high school and university, but tend to complete their academic career or professional training and even work for a couple of years, before they consider volunteering in Germany.

The participants highlighted the importance of good and reliable partnerships in order to put the reverse program in practice. Closely communicating with each other is necessary, so no information is lost and e.g. volunteers will be selected accordingly to the demands and challenges in the host project and in Germany.

The participants recommend selecting for the South-North program persons, who are known or in some way or another connected to the sending organization in the South. By ensuring that, it is a lot more likely that after the return of the former volunteers these will stay involved

in the program and/or that acquired skills will be available more or less directly to the sending organization.

One participant, who has already been participating actively in the South-North program, agreed how crucial it is from her point of view to select volunteers very wisely in order for their service to be beneficial for the South-North in a broader sense and not only with regard to the personal development and learning of an individual person.

Nevertheless, one group voiced the concern, that in case that one of the staff members of the own organization should apply for the South-North program and should be selected as volunteer, one should be aware of the possible void in the NGO's staff for the duration of the voluntary service.

Almost all of the participants consider the South-North component to be very likely very beneficial for the weltwärts program as program at eye level in general, but particularly are aware of the most likely immense benefits and effects of sending volunteers respectively having former volunteers staying involved with the sending organizations after their return to their home country.

Regarding the question of how to involve them in the program respectively in accordance with committing to the cause even after returning to their home country, the most prevalent ideas were to involve them in the program as mentors with the North-South volunteers or as support during selection and preparation for South-North volunteers.

How it can be ensured respectively that the returning volunteers stay committed with his/her former sending organization, was discussed, too.

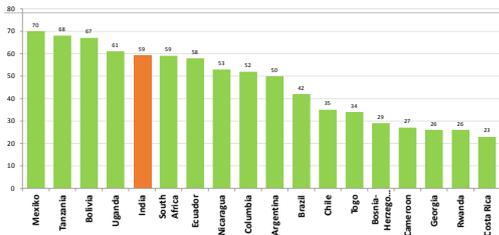
How returning volunteers could be encouraged to do so, was discussed in the groups as well. Apart from communicating the commitment after the service as crucial part of the program, one group suggested to make it mandatory for a certain time.

The skills acquired during the voluntary service in Germany, be it hands-on knowledge and experience in intercultural communication, be it professional skills learned or amplified in the field of work of the host projects or be it simply sharing their experience in general about volunteering in Germany, are of great interest to the partner organizations.

The South-North component



Sending countries in the South-North component since 2013

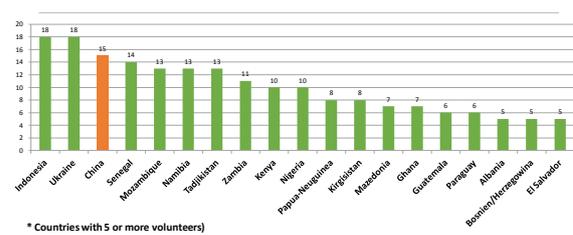


Facts and figures

- From 2013-2016, there have been 828 weltwärts volunteers in Germany with 70 host organisations
- In total, up to 600 volunteers may come to Germany in 2017.



Sending countries in the South-North component since 2013 – continuation*



* Countries with 5 or more volunteers



Who can participate?

Sending organisations

Mainly experienced partners from the weltwärts programme

Host organisations

Recognised weltwärts organisations and initiatives of volunteers after their return

Volunteers:

- ✓ 18-29 years (or above in exceptional cases)
- ✓ School/vocational qualification
- ✓ Willingness to learn German
- ✓ Openness, willingness to learn, interest
- ✓ Participation in accompanying seminars
- ✓ Willingness to engage in home country after participating in the programme; existing engagement



Which tasks are the organisations responsible for?

Sending organisations

- Indicate their wish to participate in the South-North Component
- Selecting volunteers
- Preparation and support
- Working with volunteers upon their return

Host organisations

- Bear overall responsibility
- Accompaniment in Germany
- Selection and support at the places of assignment
- Framework conditions in Germany (safeguarding volunteer status as a so-called Federal Volunteer, pocket money, accommodation)
- Support and networking to the benefit of the volunteers in Germany



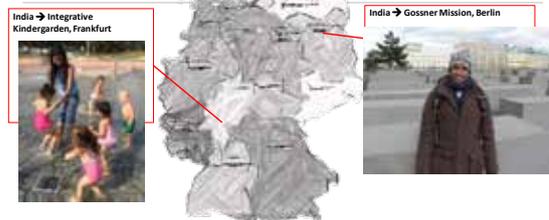
Financial framework conditions



- **Funding of the South-North component:**
 - ✓ 75% of expenditure is provided by the BMZ
 - ✓ 25% is covered by the financial resources of the host organisation (and the posts of deployment)
- **BMZ funding** of max. 880 EUR per volunteer month
- **Payment to host organisation**
- **This can be split up into the following costs:**
 - ✓ Costs for social insurance, health, language course & travel costs
 - ✓ Pocket and food money
 - ✓ Accommodation
 - ✓ Costs of the hosting organisation and for the accompanying seminars



Assignment examples



Current topic: Evaluation of the pilot phase 2016



- Organisation of the Follow Up process around the four key findings of the evaluation: Need to...
 1. continue the conceptual work on the component with all relevant stakeholders (among other things, sharpening the developmental profile)
 2. advance the clarification of legislative parameters in Germany
 3. take a closer look on the volunteer target group and it's expectations regarding the volunteer service
 4. develop suggestions for the work with returning volunteers as well as for a strengthening of the sending organisations



Schedule for the first steps of the follow-up process



2.1.3. Inclusion

The topic „inclusion of volunteers with disabilities/impairments“ as one of the main topics chosen by the Program Steering Committee for the weltwärts partner conferences was of great interest for most of the partner organizations.

Mrs. Rebecca Daniel from the center for competence for the inclusion of volunteers with impairments (bezev) held a presentation offering a broader introduction to the topic in order to motivate and foster the inclusion of volunteers with disabilities/impairments, who have been underrepresented in the program so far. She spoke e.g. about the different concepts and connotation of the words like „disability“ or „impairment“ or how the term „inclusion“ can be defined as well as explaining the definition bezev uses, which includes e.g. persons with medical impairments like diabetes, rheumatism, too.

During the presentation and the discussion afterwards she gave detailed examples what to consider when receiving those volunteers while at the same time not shying away from the challenges as well as acknowledging that not every volunteer post is suitable or can be modified to meet the needs of volunteers with disabilities. Furthermore she pointed out some of the additional skills, people with different impairments might have, e.g. a lot of deaf volunteers being part of bigger networks, which might support them with information, apps volunteers can use etc.

Some participants raised concerns because of being unsure how to meet some of the specific needs of certain types of disabilities as well as the preparation of hosting a volunteer with disabilities. They listened carefully the examples Mrs. Daniel gave. She particularly stressed the importance of a careful planning and preparation when German organizations and their partners decide to send respectively to host a volunteer with an impairment. Mrs. Daniel put emphasis on the fact that regarding the preparation of the voluntary service, most of it has to be done or, at least, coordinated by the German sending organization. Also when hosting for the first time a volunteer with a certain kind of specific needs, the partner organization will have

to do some local research too, particularly with respect to e.g. accessible accommodation, suitable pick-up at the airport, receiving the volunteer at the airport with a cooling box if such is needed, transport between home and project, finding resources, adaption of the work place etc. That bezev as a competence center offers, provides and shares their expertise on the topic with sending organizations was very much appreciated by the participants.

A participant from India profoundly agreed with Mrs. Daniel on the importance of the planning and preparation, having in mind the copious difficulties and very little support yet alone disabled people face in her home country. Furthermore she and another participant commented on the existence of corporate social responsibility projects (CSR) of companies in India promoting the inclusion of people with disabilities or other vulnerable groups, which might be willing to host volunteers with disabilities. Both wondered whether it was in accordance with the framework of the weltwärts program to place volunteers in such projects which are funded or directly dependent on profit oriented companies and business enterprise. The answer given by the members of the Program Steering Committee that, in general, it should be possible to have volunteers in such projects posts, i.e. CSR projects, which do not belong to the partner organization but to with the partner organization associated or cooperating companies was unexpected for the participants. The two participants, who had been asking the questions, additionally pointed out the enormous potential a cooperation with CSR – projects might have not only for the placement of a disabled volunteer, but for the partner organizations itself, i.e. possibilities for building skills, acquiring knowledge etc.

That it is possible to have send a tandem of a volunteer with disabilities together with a volunteer without disabilities in order to support the former, was appreciated by the participants, although Mrs. Daniel indicated connected challenges with this structure, too.

Several participants shared their experience or



Rebecca Daniel from the centre of competence for the inclusion of volunteers with impairments introduced the topic to the audience.

observations in the daily life when meeting randomly or working with people with disabilities with the other participants of the conference in order to encourage them to host volunteers with disabilities as well as to put into another perspective the presumed challenges or concerns.

One participant raised the question, if may be it would be even more advisable to consider the sending of volunteer with disabilities as a separate program itself, since there are numerous necessary aspects to take into account before and while hosting a volunteer with disabilities.

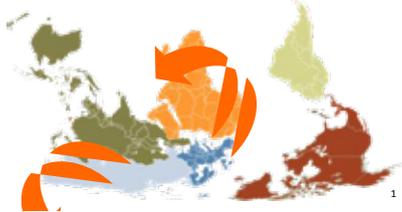
After the presentation and following the general discussion, participants were given the opportunity to discuss the topic in a role play, i.e.

fish bowl discussion voicing concerns and opinions from different perspectives, e.g. partner organizations in favor of working with volunteers with impairments, partner organizations with severe doubts about receiving volunteers with special needs etc.

That there is information, flyers etc. from bevez available on the topic not only in German, but in English, too, was noted very positively by the participants.

For the hosts of the partner conference as well as for the PSC it was remarkable, how open minded the participants were with respect to the idea of receiving volunteers with impairments.

Inclusion in the weltwärts volunteer service



1

Inclusion in the weltwärts programme Introduction



- 2006: UN Convention on the Rights of Persons with Disabilities (Inclusion as a Human Right)
- 2013-2016 BMZ action plan for inclusive development cooperation

However

Of the volunteers sent on assignment up to 2010:

- fewer than 0.1% had an impairment and

- only 3% had a school-leaving qualification other than an "Abitur"

2 of 13



Diversifying target groups



Increasing opportunities for participation for target groups previously not reached:

- People with vocational training
- People with impairments or disabilities
- People with migration background

3 of 13



Measures to promote inclusion



- Accompanying measures and projects for inclusion within the weltwärts programme (until 2014)
- Competence Center for Inclusion (since 2015)
- Structural improvements (financing, age)
- Publications and evaluation of experiences
- Participation of partner organisations

4 of 13

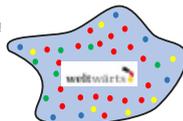
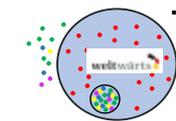


What is inclusion?



- Basic principle and vision
- Participation for everyone
- Adaptation of the system (not of individuals)
- Diversity as normality

→ Target groups of inclusion?!



What is disability?



Social model according to UN Convention and ICF

Disability = Interaction between impairment of a person and barriers within this person's surrounding

Disability = Socially created product (prevented participation) not a personal feature (impairment)

- Lack of cultural aspects
- Critical wording

6 of 13



Disability/impairment at weltwärts



- Wide range of possible impairments
- Wide range of possible certificates of impairment



Opportunities and obstacles for volunteers with an impairment/disability



Opportunities

- Wealth of experience on part of partner organisations
- Very open partner organisations
- Crucial: motivation and skills of the volunteers
- Numerous motivating examples of volunteers with impairments

Examples of obstacles

- Physical
- Legal
- Communication and information-related
- Social
- Structural (within the weltwärts programme)



Opportunities and obstacles for volunteers with an impairment/disability



Conclusion

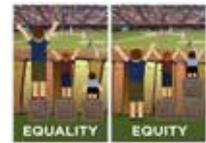
- Prejudices/stereotypical ideas due to ignorance
- Some controversial points of view
- Helpful exchange of experiences, especially through partners and representatives with experience
- Importance of good preparation and communication



Elimination of structural obstacles at weltwärts



- Funding can be provided for additional needs/costs (since 2014)
- Age limit for volunteers with an impairment increased to 30
- Establishment of competence centers for inclusion
- Increased efforts to recruit volunteers with an impairment and volunteers who have completed vocational training



Weltwärts South-North: Everyone inclusive?!



- Partner organisations are extremely interested in an inclusive volunteer service
- There have already been people with an impairment/a disability signalling an interest in taking part in the South-North component
- South-North volunteers are older on average and more of them completed vocational training than in the North-South volunteer group



Questions to be discussed in more depth



- What has been your **experience** of volunteers with an impairment and/or a disability?
- Are there **places of assignment that are particularly suitable for volunteers with an impairment or volunteers who have completed vocational training**? What should volunteers be able to do in their projects?
- How can **volunteers be matched to projects**? What needs to be taken into account throughout the volunteer service?
- Are there particular **challenges and/or problems** involved in supporting volunteers who have completed vocational training and volunteers with an impairment?



2.1.4. South-south networking

The interest in networking in general, but specifically in forming actual networks was high among the present Partner Organizations. An input by Mrs. Schwitzke (ventao) offering information on two existing networks in South-Africa and Ghana as well as on different types of networks and on the most important aspects to consider when building a network, was particularly interesting for the partners.

With respect to the feedback of the participants of the conference and connecting with the discussions among the participants, funding as well as capacity building might be two of the major challenges for forming sustainable country networks. The possibility of an accompanying measurement as an e. g. kick-off and working event for establishing networks was for most of the partners unknown.

The representatives of each country used the given time during the conference to discuss amongst each other, if they wanted to establish a country network, what form of network might be suitable for them, what aims the country network has as well as which steps need to be taken next.

During the conference a number of interested Indian Partner Organizations discussed the idea to form an Indian network dedicated to the weltwärts volunteer programme. This idea had its precursor during the weltwärts Partner Conference 2014 in Nagpur, when the Partners first thought of coordinating with each other in a stronger way. This first initiative created a googlegroup which all Indian Partners could join. This exchange platform was more or less used to share information with each other and fizzled out after some time. Thus, a new attempt was started during this 2017 Conference to establish a more resilient network to work towards the formation of an Indian weltwärts network.

The network will be called WIN (weltwärts India Network) and will use social media in the beginning in order to coordinate the participating Partner Organizations. There were around 13 founding members which assembled during one of the sessions in order to discuss what could be done. This group selected a task force consisting of three persons/Partner Organizations who should henceforth coordi-



Anette Schwitzke from the quality association ventao introduced existing networks.



The founding members of the new WIN – weltwärts India network.

nate the next steps. These are Dr. Vilas Shende (Mure Memorial Hospital, Nagpur), Ms Leena Buddhe (Centre for Sustainable Development, Nagpur) and Mr. Vivek Yadav (Olakh - Space to Share, Vadodara). Ms Nadine Hakim (Mentor Volunta) promised to support the three in setting up a Facebook Site.

The discussion's focus was the following:

- The name of the group will be WIN (weltwärts Indian Network).
- Facebook page will be created.
- an email will be sent by Dr. Jona Dohrmann and the Ecumenical Sangam to all the Indian Partner Organizations seeking their consent to be member of WIN.
- Mr. Vivek Yadav will be the coordinator for at least one year to facilitate the activities of the WIN which starts with the Facebook page (FB).
- The contents of the Facebook page can be related to crisis management, capacity building, sharing of best practices, preparation of volunteers, sharing ideas with other networks in the world, FAQ section will also be designed.

- The WIN and FB should be able to provide learning from one another, exchange functioning of weltwärts program and updates, besides sharing of Govt. rules, regulations and schemes.

- WIN should be complementing and contributing to strengthen SDGs. It should enhance visits between the network partner organization to facilitate exposure and exchange of staff and associates.

- The FB will give right to access the information to Partner Organizations. It was also suggested to create a WhatsApp group of the WIN members with clear instructions of what should not be posted.

- It was pointed out, that anyone who would like to join WIN should have the mandate of his or her Partner Organization. Also those present should verify whether they had the mandate to join WIN.

Thus, the meeting came to an end with a firm resolution that WIN has been formed and it will work to further strengthen Volunteer exchange program and uphold Sustainable Development Goals of UN (SDGs) through its aim and functioning.

2.2. Results on the cross-sectional issues

2.2.1. What expectations do the partners have on the voluntary program?

In general, most partner organizations participating in the conference seemed to be to certain extent content with the weltwärts program so far. The partner organizations highly appreciate the positive effects the program has for their work and enjoy cooperating with German partners. Also that with the implementation and increase of numbers of volunteers in the South-North-Program the weltwärts program is even more moving towards a program at actual eye-level is very much appreciated by the partner organizations. The partner organizations hope that with respect to the South-North-Program numbers will continue to increase, including that more German organizations will participate in the component in the future. The partners wish that the South-North component would be promoted more among German organizations, too, in order to encourage them to participate in this component as well. Several partners present in this conference voiced their interest in sending volunteers to Germany, but are facing the challenge that their German counterpart is not offering to receive volunteers.

Most broadly stated was the wish of the partners to be given a voice and more instruments to influence the development of the program. A direct channel or instrument of communication between partner organization and the PSC would be desirable according to the partners. It appears to the partners that the opinions of the volunteer as well as the ones of the German sending organizations are much more heard or relevant to the program than the one of the partners.

Furthermore that the work of the partners organization as well as their perspective on the voluntary service is not part of the evaluation and monitoring of the program, but takes place only very indirectly through the German organizations as a channel with volunteers and the PSC, is difficult to understand and to a certain extent dissatisfying for the participating partner during the conference.

The partner organizations are interested in receiving feedback about their input in the program, the quality of their work or the feedback of the volunteers about their time volunteering with them. Concerning the latter it became apparent during the conference that not all German organizations do regularly get back to their partners concerning this issue.

Regarding the South-North-Program an even closer cooperation between the BMZ and the Ministry of Foreign Affairs would be beneficial from the partner organizations' view in order to face fewer difficulties during the visa process and to avoid the denial of visa for South-North volunteers at the German Embassies and Consulates.

The participants welcome that some parts of the weltwärts homepage are now available in different languages. Nevertheless, they encourage the weltwärts coordination unit to work on it further and to have more parts of the homepage and documents translated in order for information being languagewise accessible to the partner organizations.

2.2.2. Which topics or issues discussed during the conference are important for the future development of the program important and should be conveyed to the Program Steering Committee?

On several occasions partners stated the need for more qualified and mature volunteers in the North-South-Program. The formation of a competence center in Germany in order to encourage young people with vocational training to participate in the program is a step towards the right direction. Nevertheless, more steps and provisions should be taken.

From the partner organizations perspective as well as the hosts of the conference the inclusive approach, i.e. people with impairments participating in the program, should be further promoted among partner organizations as well as German organizations. The input of bezev as center for competence during the conference was appreciated from the participants and perceived as very informative. Nevertheless, organizations most likely will need further encouragement as well as reiterations on the topics in order to overcome possibly existing concerns and, in the end, allowing more young impaired people gain experience by volunteering abroad.

With regard to the South-North-Program during several occasions the partners drew attention to the age limit being too low. Unlike the volunteers being sent from Germany, who are most likely to be interested in participating in the program between high school and university and therefore quite young, people interested in participating in the South-North-Program tend to complete their professional training or their studies as well as gain some experience as professionals first.

The partners want to be given more options to state their opinion as well as to influence the program. [see also 2.2.1.]

Several times during the conference, be it in formal discussions, be it in more informal settings,

it became apparent that there were major differences among the partner organizations with respect to knowledge of the program details. Due to the friendly and mutual understanding among the participants these had no negative effect at all on the conference. Novices as well as experienced partner organizations considered the conference as beneficial. Anyhow, it stresses the importance of the translation respectively the availability of documents and the weltwärts homepage in other languages than German is important for the partners. [see also 2.2.1.]

The partner conference as a tool to facilitate and to promote the dialogue between the Program Steering Committee and the partner organizations as among the partner organization themselves was very effective. Since most of the partner organizations are not yet part of broader and functioning weltwärts partner network, for most of them the conference was a unique opportunity for receiving input on the program, for stating their opinion, for an exchange of experience and best practices as well as for establishing contacts. Due to the positive feedback on the conference from the partners, it is not surprising that the partners would wish for the conferences to be continued on a regular basis in the future.

2.3. Other feedback to the program steering committee?

Apart from the topics chosen by the PSC, the hosting organizations of the partner conference had decided to raise awareness among the participants how their work and the weltwärts program is related to development issues as well as, in particular, how those can be linked to the Sustainable Development Goals. The contemplation and dealing with the SDGs was welcomed by the partner organizations, in general, and for some of them almost a kind of a reminder of the causes each of them is committed to on a daily basis.

With considering the experience of past partner conferences in India, it appears that certain topics with regard to more practical aspects of the program continue to be of great interest for weltwärts partners. During the open space, a flexible session and time slot in the conference reserved for topics of particular interest to the partners that they want to discuss in depth or that are not covered by the topics given by the PSC, the participants decided to have smaller working groups on mentoring, the basic framework of weltwärts as well as monitoring and evaluation of the weltwärts program.



3. Minutes

3.1. Monday, Sept. 18th: Follow-up and South-North

09.30 - welcome and introduction

welcome address by

Mrs. Nanda Jichkar (mayor of Nagpur)

Mrs. Karen D'Souza (Ecumenical Sangam Nagpur)

Mr. Jona Dohrmann (Deutsch-Indische Zusammenarbeit e.V. Frankfurt)

Mrs. Charlotta Saul and Mr. Hartwig Euler (program steering committee [PSC] of the weltwärts program) with brief overview of the main topics of the conference:

- South-North Voluntary Service
- inclusion
- crisis management

introduction of facilitators

Mrs. Lena Buddhe and Mr. Christoph Gille

formal inauguration of the conference by lighting the lamp by PSC, DIZ, German Consulate Mumbai and participants of the different countries of the conference



The Indo-German team of facilitators: Mrs. Leena Buddhe and Mr. Christoph Gille.

overview of the program

10.30 - expectations of participants

The participants were split into different groups and then given time to discuss within their group their expectations on the conference. Later on the different groups presented a brief summary of their discussion to all the participants.

results of the groups

group 1

good networking for entire Asia

sharing of best practices within the partner organizations

South-North component for partner organizations in Asia

clarity about LAP (tasks, etc.)

how to continue the impulses from the conference: how to tackle the social issues?

Indian Partners: role of the Indian Government and how to ease the process with officials, more clarity on legal formalities

clarity about the preparation seminar/ workshops
evaluation of the voluntary service

group 2

to learn from others

to hear different points of view, to meet and to get to know more people

to interact with more sending partner organizations for receiving more volunteers

to get to know view of partners for inclusive approach / inclusion of people with disabilities

long volunteer duration /possibilities to have a volunteer for 2-3 years

how can SDGs be integrated in the policies of the partner organizations

@BMZ: how is the program meeting the expectations of the BMZ

group 3

balance of the expectations/interests of volunteers and organizations

learn about rules and regulations

sharing and gaining from the best practices of other organizations

exchange on mentoring respective challenges mentoring (mentors in cultural context, mental challenges of volunteers as a challenge for the mentors, etc.)

crisis management

group 4

exchange of experience

how do sending and host organizations prepare the volunteers before they start their voluntary service

problems with volunteers and possible solutions
 visa for the volunteers in the different Asian countries
 China

group 5

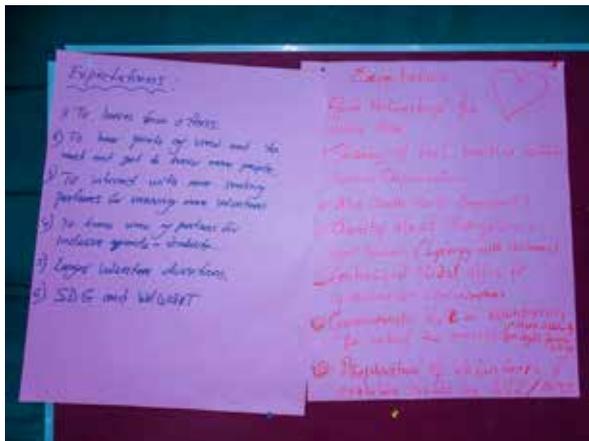
want to know details about the weltwärts program in general
 to get more information in case of emergencies and/or conflicts
 how to get funding for the volunteer program
 networking in Asia and globally
 clarification of the tasks/ work of the PSC

group 6

weaving a strong network among weltwärts stakeholders
 gain more know how of the weltwärts program
 exchange of knowledge, skills etc. on the program
 how to handle crisis
 discuss and dialogue over the future of weltwärts program from all stakes perspectives, but with a focus on the host organizations and in order to feed it back to PSC/ program
 identity of indicators of measurement from the impact perspective of the program

group 7

share/ exchange of experience
 mentoring: how often contact between mentor and volunteer, how mentoring should/ can be organized
 exchange between mentors
 difficulties with the volunteer program in India, e.g. visa, registration
 to get input from the other participants, e.g. perspectives on the program



The participants expressed their expectations towards the partner conference.

group 8

exchange and connecting with different sending organization
 to be given input and more detailed information about South-North exchange
 gain more knowledge about crisis management for mentors and host organizations
 networking/ collaboration with other partner organizations
 feedback/commentaries/suggestions how to improve the program

group 9

connecting with other organizations
 exchange of contact details (emails)
 possibilities of an exchange program between other countries (e.g. Cambodia and India)
 to know more about the weltwärts program
 to know details about the sending organizations
 to connect with the Indo-German Organization

11.30 Update: latest developments in the weltwärts program: Follow-up and South-North volunteer service

presentation by Hartwig Euler (representative of the Program Steering Committee)

Weltwärts was started in 2008. The programs aims in general is to introduce young people to development policy issues, increase the skill levels and engagement of young people while at the same time strengthening international partnerships and networking as well as promoting the reinforcement of civil society structures in the host countries. It is a youth and learning program which offers young people to learn and develop important skills like intercultural communication, social responsibility, etc. Volunteer services have long lasting effects on volunteers for the rest of their life (e.g. regarding job selection, studies selection). The program was designed not to depend upon the financial status of the participants. The first evaluation of the program was done in 2011. In the year 2017 about 3500 participants from Germany have been volunteering abroad within the framework of the weltwärts program (North-South volunteers).

The idea to have a volunteering service in both directions, i.e. not only sending volunteers from Germany to host countries (North-South), but to receive volunteers from other countries within the framework of the program as well, came up quite

quickly. Five years after the first sending of German volunteers abroad, in 2013 the South-North component of the program was implemented.

In 04/2017 about 550 volunteers from partners in the South were volunteering in Germany. There is the option to increase the numbers of South-North volunteers in the future even more.

Regarding the current conference and the participating countries (India, Philippines, Thailand, China, Cambodia), the country sending the most South-North volunteers is by far India (59 volunteers), followed by China (15 volunteers). Since no volunteers from Thailand have been sent to Germany so far, the partners organizations in Thailand are particularly encouraged to participate in South-North program in the future.

The PSC shows great interest in having a discussion regarding expectations that sending organizations from abroad have towards South-North volunteers who come to Germany.

An imbalance between male and female participants in North-South program can be observed, with more than two thirds of the volunteers being females. In comparison, in the South-North program there are almost as many male as female volunteers. Also the North-South participants tend to be relatively of young age (19,2 years in average), while the South-North volunteers are in average about 4 years older.

The voices and perspectives of the partner organizations are important to the program. Although, it might not be very easy, there are some options for partner organizations to get involved within the weltwärts program apart from only receiving or sending volunteers:

> influence by trying to influence the discussions of the PSC : weltwärts as a joint undertaking of the Government and Civil Society has a program steering committee (PSC) that brings together the voices of the BMZ, interest associations of partner organizations and former volunteers. The PSC makes decisions regarding the program in accordance with each (but in case of dissenting opinions the BMZ has the deciding vote); there is a continuous discussion about how to involve partner organizations more in this committee and in consequence some more fundamental questions like how a small number of representatives of the partners in the PSC could have the legitimation to represent all partner organizations

> influence through the partner conferences: the partner conferences are an important instrument for partner dialogue within the program; the direct communication between PSC and partner organizations during the conference as well as giving the partner organizations a platform are two of the key aims for having these type of conferences

> influence through the German sending organizations: by having closely communication and mutually beneficial partnerships at eye level with their German sending organization, the German sending organizations can advocate for the interests of the partner organizations too.

> influence through the contact person for partner dialogue: there is a designated person in the PSC in Germany, who can be contacted by partner organizations regarding e.g. their needs and recommendations.

> influence by forming and participating in partner networks: a network of partner organizations within a country (or a region) can be built; although until now, only a very few exist (e.g. in South Africa and Bolivia), they have benefits not only with regard to the communication between partner organizations and the PSC, but on a more local level, too.

In order to foster the role of the partner organizations, the weltwärts homepage is now available in different languages (English, Spanish, and French) and not only in German. It offers basic and further helpful information about the program (see link in the presentation). Also there is the option for partner organizations to be represented on the homepage, too.

Weltwärts aims at reaching a diverse target group. It wants to be a more inclusive, diverse program. There is a discussion on how to include especially young people with the following features: vocational training experience, impairment/ disability, migration background. This topic was discussed in more detail later in the conference. The PSC was looking forward to get some feedback from the partners on the issue of social inclusion within the weltwärts program.

The Indian country contact person offered an exchange of experience for the Indian partner organization and could be approached by the partners with respect to issues with visa.

questions and comments of the participants

What are South-North volunteers doing in Germany?

„The projects in the South-North component are quite similar with regards to the North-South program. There is a similar focus on social work and activities as well as sometimes development work. Often South-North volunteers will work in e.g. kindergardens, ecological projects, community centers, health centers etc. It depends on the German partners and with which projects they cooperate with as well as on the on the volunteer's background and qualifications.“

Due to the evaluation, North-South volunteers are quite young, participate after graduating from high school and therefore are more likely to have only very limited skill set. In case the volunteer has a specific developmental interest, is there the chance that she/he may participate for a second time in the weltwärts program after she/he has started or completed her/his studies at a university?

„In general, it is not the idea nor currently possible to volunteer twice. Nevertheless, returnees are encouraged to stay/get involved after their voluntary service. Our experience is that a lot of them are very active in Germany after their voluntary service (e.g. in awareness raising or education for sustainable development).

Due to limited funding and the aim to offer this very specific opportunity for learning and committing for a cause to as many as young people possible, it is only possible to volunteer once with weltwärts.“

„Although it is not an option to return and volunteer twice with weltwärts, there may be other funds or voluntary services to do so.“

Are there any long-term studies or evaluations, which study or focus on the long-term impact the weltwärts program has?

"Yes, there is a current evaluation taking place regarding the impact the weltwärts voluntary service has on volunteers and on the German society. Anyhow, because the number of evaluated returnees will be quite small, it will only have limited informative value about the program in general. Therefore, the evaluating institute in Germany has asked the ministry BMZ to continue this kind of evaluation over a longer period and with specific aims to study the impact of the program on German society, if participating in the program has an influence on the careers choices or choices which subject to



Charlotta Saul and Hartwig Euler answered many questions regarding the follow-up process as well as the South-North component.

study, how and if former volunteers stay in touch with their partner organization or project etc.“

The program offers a great chance and a lot of learning possibilities for the volunteers. For us as partner organizations it is sometimes difficult to meet the expectations of the volunteers. We support the volunteers as good as we can, so they can develop their skills/talents and learn new skills, but it is often a challenge for us to motivate those young people regarding their learning process. A lot of volunteers have their own way of fulfilling their own set expectations/ideas. Is there a possibility to receive more skilled volunteers that can contribute more to partner organizations?

„There are two aspects I want to point out. First of all, the weltwärts program was thought and designed as a learning program. Hence the idea is not to send experts. Volunteers should give a helping hand to the partner organization, but not do professional work. Secondly, for the majority of young people the time between school and university, is usually the best moment for such a learning experience although they might have only a very limited set of skills.

Anyhow, from our perspective too, the number of young people with vocational training participating in the weltwärts program is too small. One of the reasons is, for sure, that young people who do a vocational training usually continue directly with their career as professionals, because they are offered job position in the company which trained them. So it is very difficult for these young to take a kind of gap year for a voluntary service. Furthermore it is a lot more difficult to motivate them to do an unremunerated voluntary service abroad,



The participants discussed very lively about many topics.

when they are paid the salary of a professional in Germany.“

In the South-North program it is stated very clearly that after volunteering in Germany the volunteers have to return to their home countries. Some of the South-North volunteers find themselves in a real difficult position, e.g. if they have a job offer or educational perspective after their voluntary service in Germany. This might be a very big chance for the volunteers, but at the same time the voluntary service is thought as an impulse for development cooperation in their own country.

For the volunteers this really is a dilemma and they don't know what to do: They feel bad if they wouldn't stay, because they are aware that it is a great chance. Also a lot of times their family motivates them to stay and to take that chance. However, they feel bad too, because at the beginning they had promised return. How can or should we react as a sending organization?

„The weltwärts program can't dictate how to handle this situation. In general, it would be interesting to know what the volunteers are told in advance from partner organizations which are sending those volunteers. During the preparation of volunteers for their service the sending organizations should bring this topic up in order for the volunteers to know and to be prepared that this type of issue might come up at some point.“

„There are rules and regulations in all countries and as long as the volunteers follow the frameworks it is fine. However, a lot of rules are not so much in favor of South-North weltwärts volunteers. For example, last year the EU changed its visa regulations and made it easier for volunteers doing a Europe-

an voluntary service to come to Germany is easier. Unfortunately, we were not successful to establish a similar solution for the South-North volunteers on the EU level. Nevertheless, we have to stick to these EU regulations in Germany.“

Weltwärts is a very good program implemented by the BMZ, but nevertheless some South-North volunteers are denied their visa by the German authorities. I find it difficult to understand that there is no close cooperation between the BMZ and the ministry of foreign affairs. This makes the program appear less reliable.

„I understand that this can be very frustrating. We are trying to smoothen the process of visa in cooperation with the ministry of foreign affairs.“

Gabriele Boner (German Consulate, Mumbai): „The two ministries cooperate, but at the same time the ministries of foreign affairs and its embassies and consulates have to follow quite strict visa regulations, because the volunteers stay more than three months. We are legally obliged to follow German and EU.“

Young persons in Germany are much more independent than young persons in India. They want to have their freedom, e.g. to go out at nights. However, Indian partner organizations have their experiences regarding dangerous situations in India which the volunteers don't have. Sometimes German volunteers are not ready to adapt to mentality of Indian culture or society, e.g. regarding freedom, boys-girls-behavior etc. This is a real struggle for us as receiving partner organization. Sometimes we have the impression that the volunteers are not ready or willing to learn and to commit interculturally.

„It is important to advise and to help the volunteers learn these intercultural issues. The volunteers are the ones who have to adapt to their surroundings and their host country and not the other way around. Even before the volunteer arrives in the host country, the partner organization and the sending organization should be in touch on this possible issue, i.e. the host organization advising the sending organization how the volunteers need to be better prepared for their service. Although one might think, this issue comes up most of the times with young volunteers, my impression is that it depends a lot of times on personality of the volunteer too and not only on the age of the volunteer.“

„I have made the experience that the younger the volunteer, the better. Often younger volunteers

learn better/easier.“

How can partner organizations meet the expectations of the program ? Can you share with us what we are supposed to do? This would help us partner organizations to know what we may expect of the volunteers and we can improve our actions towards the volunteers (and their behavior). Is it possible to receive a list of important issues or topics so that one can measure if he/she as a partner organization has successfully fulfilled their job or not?

„The sending organizations have various days to prepare the volunteers accordingly. So there is a good chance to do it well. Anyhow, each one of the about 180 sending organizations prepare their volunteers a bit differently. There is no centralized preparation existing (and wanted) by civil society. So what partner organizations can and should do when intercultural issues arise, is to get in contact with their sending organization in order to find out and to work on how the sending organization can prepare volunteers better in future.

It is a learning process for everyone: The young people want to learn as well which is why they decide to volunteer and they need assistance from the partner organization in this learning process.

Charlotta and I will definitely take the issue of sending/receiving more skilled volunteers back to the PSC for further discussion in Germany. The committee will have to look into the possibilities of how to reach older volunteers or such with a bachelor degree.“

„I want to point out that there is constant evaluation and monitoring about the learning processes of volunteers, e.g. the sending organizations in Germany have the volunteer reports. Furthermore there is an (anonymous) survey for all volunteers which covers topics such as preparation, visa, mentoring etc.

We are aware that the perspective of the partner organization is not yet included in the evaluation of experiences with the program, but when partner organization and sending organization work closely together the sending organization will be able to give you feedback what the volunteers reported about their voluntary service.“

14.30 – inauguration of market place

During the lunch break the Market Place was officially inaugurated. It was organized in the Dining Hall of the Rainbow Guesthouse to enable all the partners and other stakeholders of the weltwärts program to get to know each other and each oth-

er’s activities more thoroughly. Interested partner organization got could display their flyers, placards and information sheets of their NGO.



Charlotta Saul inaugurated the market place.

15.15 - Experiences with the South-North program including presentation of South-North volunteer Mukut Bodra
presentation by Jona Dohrmann, Sybille Franck, Mukut Bodra (DIZ e. V.)

General Overview

The idea to include a south-north component in the program has existed since 2008. Promoted by the evaluation of the weltwärts program in 2011, a working group was established, which presented its findings and a concept for mentioned component at a conference 2012. The first volunteers arrived in Germany in 2013.

The South-North component within weltwärts started only with very few volunteers, but the number increased significantly since then. More than 800 South-North volunteers will be received by Germany next year and there are up to 70 German host organizations at the current state. Most volunteers were sent, so far, from Mexico. Regarding the participants of this conference, there have been sent to Germany 59 volunteers from India, 15 volunteers from China, 1 volunteer from Cambodia and 4 volunteers from Philippines. Unfortunately, no volunteer from Thailand has been sent yet to Germany, but is more than welcome to do so. It would be great to receive more volunteers in the future particularly from countries which haven’t sent volunteers to Germany so far.

The aims of the South-North component are sim-

ilar to the North-South program. i.e. the volunteers not only to take along personal/individual experiences back to their home countries but also to have a long lasting impact on their home country's society. The program promotes to strengthen existing partnerships, an equal exchange at eye level, the strengthening of civil society in general as well as is a stimulus for development and policy work in Germany.

The designation/wording of the organizations is reverse to the north-south component. This can be confusing. In the south-north component a German sending organization is a partner organization and an e.g. Indian partner organization becomes a sending organization. The roles and tasks of the organizations are reverse too. For example the sending organization (in the south) selects and prepares the volunteers (often in cooperation with the hosting organization in Germany), the German hosting organization supports and offers guidance for the volunteer during the service. Volunteers can be placed at the German hosting organization directly or in one with the hosting organization associated projects or other organizations.

The volunteers are of 18-29 years of age or in exceptional cases older. In some countries, e.g. India, there is an ongoing discussion and the wish to send older volunteers in general. The volunteers are required to have the willingness to learn German latest when they arrive in Germany, but this can be contradictory to the actual requirements of obtaining a visa for Germany. The other requirements for volunteers are similar to those of German volunteers doing a voluntary service in their host countries abroad, i.e. openness and interest to learn in a global context.

tasks of the different stakeholders

> the sending organizations
to indicate to partners in Germany that they want to participate in South-North program
to select the volunteers accordingly, to prepare and support volunteers to know what to expect in Germany (e.g. food, language) and for the project they are assigned to
to remain in contact with the volunteer during the assignment
to support the volunteers after their return
to encourage the returnees to stay involved and to further promote the aims of the program.

> the German hosting organizations
to have the overall responsibility in the North-South as well as in South-North program
to take most care of the volunteer once the volunteers have arrived in Germany
to be part of the selection of volunteers (if wished by sending organization)
to select project posts
to support the projects the volunteers are assigned to with mentoring and guidance
to ensure the legal framework, i.e. that project posts are recognized with the legal framework of the program (the South-North volunteers run within the framework of the federal voluntary service (a certain voluntary program in Germany)
to support with organizational and administrative topics such as accommodation, pocket money etc.
to facilitate networking/connecting between the volunteers from abroad in Germany.

financial and legal framework

75 % by BMZ / German Federal Ministry, 25 % by host organizations, partner organization or volunteers (like in the North-South program)
the South-North program is more expensive than North-South program; a 12 month voluntary service costs at least 12.000€ per volunteer
the German hosting organization has the overall responsibility and has to ensure that everything is complied with (rules, title/visa, finance etc.)
South-North volunteers have social insurance during their voluntary service in Germany; the costs are covered by the German health systems
funds are used to cover costs for seminars, pocket money, food, accommodation, travel expenses from/to Germany, language courses etc.

possible projects/volunteer placements of South-North volunteers

The range of possible fields of work and projects is very broad. Typical projects are kindergardens, ecological projects, community centers, health centers, home for elderly etc.
Two specific examples: an integrated kindergarden in Frankfurt, Gossner Mission in Berlin.

questions and comments

comment by PSC: „Some challenges were identified in the evaluation of the North-South program, which need to be worked on for the improvement of the program:

In general, there is the need to sharpen the developmental profile of the voluntary service in its execution in Germany. It is necessary to work on the

on the legislative status of the program in Germany. [The South-North volunteers are in Germany within the existing framework of the „federal voluntary service“ of the German Federal Ministry for Family Affairs, Senior Citizens, Women and Youth. The administrative management and coordination of the South-North program within this framework is very complex.] Sending and partner organizations should work very closely to improve the general execution of the program.

The overall idea of the South-North volunteer service is the volunteer to have an impact on the society in his/her home country after having returned from Germany. It remains a key issue, therefore, to discuss the aims of the program in the long run. As a follow up of the evaluation it was decided to have a workshop in Cologne in Germany in order to work on the program's development profile. Partner organizations take part. Furthermore there will be three workshops in partner countries (e.g. India end of January 2018) on this component. Invitations will be sent as soon as the organizational details are clear. At the beginning of December 2017 the PSC will have in order to discuss further steps.“

Mr. Dohrmann (DIZ): „The South-North component is a good challenge for the German organizations and leads to better understanding the host organizations abroad. The German organizations have to change their perspective and experience the voluntary program from the perspective of a hosting organization. They get to know and to understand the challenges their own partners abroad face when receiving volunteers.“

Input by former South-North volunteer Mukut Bodra (India)

Mukut Bodra worked as a South-North volunteer in 2014-15 in Germany. Before he had been supporting German volunteers in his home country for two years and got to know the program. When he heard about the implementation of the South-North program during a partner conference, he decided to apply and was assigned the Gossner Mission in Berlin as a project post. [The cooperation of Gossner church (India) with Gossner Mission has existed since 1895.]

His task included working at one of the kindergartens, doing some public relations work by telling the public about the Gossner Mission, teaching in German schools about India, supporting youth groups and confirmation groups in the church, and, in general, intercultural exchange / share his

heritage with others, e.g. Indian games, Indian culture, teaching how to wear Sari etc.

In Germany he went to a language school for several months. He experienced how important it was to learn and to know the German language while living in Germany.

During his voluntary service he also met several other volunteers from abroad, with whom he related quickly due to similar experiences. Some of them got to be his friends in addition to friends he made in his projects and hosting organization. He also made friends and established some contacts in the language course.

The feedback of the DIZ as hosting organization on Mukut's voluntary service is very positive and left a great impact. Apart from his personal experience and impact in Germany, after his return Mukut continues to work in social projects and with the youth in India. There can be seen a lot of synergy effects between South-North and North-South volunteers, too, e.g. learning German, exchange about culture. Furthermore the South-North voluntary service of Mukut helped to enhance the partnership with the Indian sending organization further.

Mukut's sending partner organization sees the selection of volunteers as one of most important factors in the program. It is crucial identify youngster which will be beneficial for the South-North in a broader sense and not only with regard to their personal development and learning. Therefore it would be advisable if they were already involved in the sending organization and that young people are identified who don't only want to go to Germany for their own sake but to contribute to their society when they come back. Maitreyee Kumar suggests a standardized selection process as well as to have certain standards seminars for the South-North program.

16.00 - results of working groups on recommendations for selection/preparation and returnee's commitment in home country for the South-North program

Group I

> application / possible sources: ideal case: applicants from existing partner/sending organization; applicants should be known to the organization (or be found through its network), e.g. own staff or (former) volunteers. Sending organizations, nev-

ertheless, have to be aware, that sending a persons from the own organization to Germany also has the effect that a good worker/personnel can't work for a year at the sending organization in the home country; the applicant might also come from outside of the organization, but the screening process has to be more detailed then.

> contents of acquisition of volunteers: communicate what benefits they can have by volunteering, applicants should be able to choose where to apply

> requirements for selection: there should be a common understanding regarding the exact tasks of the volunteer. All applicants should be able to learn German; there can be language classes adapted to the voluntary engagement before they go abroad

> preparation and accompaniment of South-North volunteers: accompaniment will be done by host organizations, importance to take into consideration cultural differences, recommendation to share best practices and different approaches in order to adapt best practices to local settings

> returnee-work: participation of alumni volunteers, e.g. through mentorship with new volunteers; a motivation could also be to give them a certificate for their support of the North-South volunteers and work done the organization in the home country.

Group II

> recommendations for the South-North program: raising awareness and sensitization regarding the program has do be done by all stakeholders, e.g. people already working with the weltwärts program should be targeted first as South-North volunteers / encourage own people for South-North first; explain exactly what the objective of the program is; ensure clarity about job post: there may be many misconceptions and taboos in the home country, so things have to be made very clear in advance; South-North volunteers will do their voluntary service rather later than German volunteers; the age limit should be up to 35 years at least; German participation: former volunteers can be involved e.g. within preparation of South-North volunteers; important contents of preparation amongst others cultural differences, food etc.; qualification of South-North volunteer: important is that the volunteers have a good knowledge of English; they also have to have the opportunity to learn German



In three working groups the participants developed recommendations for the selection and preparation process of South-North-volunteers.

Group III

> The aim is learning and professionalizing abroad in order to return afterwards and contribute to society in the home country.

> possible areas of engagement for South-North volunteers during the voluntary service in Germany: they can get engaged as an external resource group in various areas of work; they can advertise regarding the program: ideas, benefits etc.; they can share their learned skills, like technical skills, cultural behavior/expertise, publicity, networking etc.; volunteers can be part of selection process for next volunteers, also included in all steps of finding and preparing new volunteers who going abroad; they can be mentor for German volunteers in their home country from a distance / while volunteering in Germany or mentor to current volunteers → various tasks possible depending on skills

> challenges: sustainability: when the volunteers come back they can't be forced to sustain what they learned abroad (e.g. many will want to marry, get a job); there is no „mechanism“ for „bringing them back“ from Germany as well

> recommendations for returnee – work: have a minimum engagement: at least one quarter or six months the host organizations should design and follow a commitment plan for selection, preparation etc.; the sending organization should have an idea of how to explain this commitment plan to the volunteer; to create a network of returnees: week-end/monthly etc. groups so that these can be contribute to program; to foster sustainability, trying to give the returnees the feeling of being partner in order to support their further development volunteers and financial support.

why volunteers and POs / SOs come together sometime

Please announce more skill volunteers for south no feedback of POs

equal for almost equal status as the sending organizations.

3.2. Tuesday, Sept, 19th: Crisis and Emergency Management

10.00 - summary of the day before
 by Rebecca Daniel

10.30- Crisis and Emergency Management

Introduction to the topic
 by Christoph Gille

In general and particularly weltwärts being a learning and educational voluntary service, (intercultural) problems and learning how to deal with those are a crucial part of it. Anyhow, there are situations which are or develop towards a crisis or emergency. All of the organizations, which host volunteers, have faced situations with the volunteers or within the voluntary program which can be considered as a crisis or emergency. [Crisis in this context is considered a situation, where one (sending organizations, hosting organization, volunteers) does not have the resources to deal with it.]



Christoph Gille introduces the topic crisis and emergency management to the audience.

Results of brainstorming and identifying different types of crises in groups

Group 1

personal/emotional crises
 health / medical crises
 violence, e.g. physical, emotional, sexual/harassment
 legal crises, e.g. visa, FRRO in India, police

natural disasters, e.g. floods, earth quakes, cyclone

Group 2

death of volunteers
 severe accident
 sexual abuse
 psychological problems
 volunteer's health & problems of acceptance of medical assistance (volunteer does not trust the doctors/the medical treatments in the host country)

Group 3

accidents: road
 crime: robbery, terrorism, gambling
 violence/sexual harassment
 natural disasters

Group 4

health: physical and psychological
 natural calamities
 culture shock, different perception of freedom etc.
 law: smuggling, drugs, visa, religion
 violation against the organization's rule

Group 5

health issues: physical and emotional
 safety of the volunteers/their accommodation
 conflict and then crisis between volunteers and host organizations (violation of rules)
 drugs
 behavioral issues



First, the participants collected different types of crisis; then they clustered these to work on them in groups.

Clustering of the results of brainstorming for in-depth working groups

by Christoph Gille and participants

1. severe legal issues
 2. physical health including death
 3. psychological health
 4. sexual harrasment
 5. natural disaster
- [culture / crises for mentoring was covered in the open space on Wednesday]
[visa was covered in a workshop by LAP of India in the late afternoon of that day]

10:30 - results on the workshops on crisis management

task sharing experience and best practices & giving recommendations for prevention

Group 1: severe legal issues



Socheat Suon from New Future for Children in Cambodia presents the results of the group working on legal issues.

- > experiences
 - committing crime (political issue)
 - violating the local rules, e.g. driving without license, smoking, drinking
 - not informing the local police when the volunteers are going on vacation
 - behavioral issue due to cultural difference which leads to legal issues (e.g. marriage rules; affairs)

- > recommendations
 - crisis management framework should be included

in standard of procedures
inclusion of the legal issues and regulation (in the host country) in the code of conduct of each partner
information and communication about rules and regulations with volunteers as a signed document
providing information / intimation to police about volunteers while on outstation visits or vacation
partner level through orientation: include this in the plan of the orientation (behavioral things
role of mentor & coordinator should be clear
orientation of volunteer by partner organization should cover behavioral and legal issues

> comments by other participants
„Every organization should have a code of conduct for the volunteers, which the volunteers need to be explained and have to sign. May be hosting organizations, which have a code of conduct, could share their existing COC with other partner organization, which don't have one yet. Also, the public image of a partner organization is important. The volunteers need to be aware that their actions may affect the public image and consequently the work of their hosting organization.“
PSC: „It is obligatory for all sending organizations to have a crisis management plan. The sending organizations are obliged to share this with their partner organizations. If a sending organization has not done so yet, partner organizations should ask for it. A code of conduct is not obligatory on behalf of the ministry, but a lot of sending and partner organizations have this.
There should be a bond of trust between the sending organization and partner organization as well as the interest to solve this problem together. The sending organizations should be informed and involved at an early stage of the crisis or even when it still unclear if a situation might become a legal crisis. When severe legal issues with volunteers arise, it is necessary to inform the sending organization and the German Embassy/ German Consulate.

Sometimes it is better to terminate the voluntary service, to send the volunteer to Germany or to remove the volunteer from the situation, before it becomes a legal problem or if legal consequences are to be expected.
Furthermore, I really want to stress that the program has zero tolerance towards volunteers taking drugs.“
R. Doss (country contact person India): „From my perspective a Code of Conduct raises awareness,

with the volunteers for certain matters. Nevertheless, just because a volunteer has signed a COC, partner organizations should be prepared anyhow for crisis situations.“



In groups, the participants discussed the crisis management of the organizations.

Group 2: physical health (including death)

> recommendations for prevention (physical health is most important)

to have an emergency evacuation plan based on a risk analysis (earth quakes, fires, land sliding); it is necessary to rehearse the plan

to have important contact numbers available, e.g. display contact numbers on board/ publicly (numbers include: doctors, hospital, German Embassy/ Consulate, sending organization, numbers of next of kin)

volunteers should carry local emergency addresses and contact numbers, buddy systems

availability of first aid kit for volunteers

partner organization should have the vaccination history of the volunteers

ensure a good communication and update of all involved (sending organization, next of kin, other volunteers)

communication between partner organization and sending organization is a continuous process

> comments by other participants

„It is important that the volunteers trust the partner organizations. As locals they know the signs, treatments and steps to take for typical, local diseases the volunteer most likely is unfamiliar with.“

„The insurance of the volunteers has a 24h-emergency hotline, which can be called in cases of medical emergency for support. If a volunteer is

hospitalized then there might be also the possibility that the volunteer’s health insurance and a hospital will handle the payment directly without further involvement of the volunteers.

Furthermore there is a local emergency telephone number of the German Embassy, which can be reached on weekends, nights or late hours in order to support in very severe cases of emergency/ health.“

„Please, identify in your region suitable hospitals, with which the finance has already been sorted out or the nearest hospital recognized by the German insurance. If this is done in advance, it is a lot easier when dealing with an actual medical crisis.“

„Unfortunately, I have experienced that often volunteers don’t take the medication recommended, because after calling Germany they are confronted with another opinion from a German doctor or their family’s doctor. This, i.e. the influence of the people at home, sometimes can affect a medical crisis negatively.

I also want to point out that mental health is important. It is important to assess this before severe problems arise.“

„From my perspective as a mentor in India, I think it is very difficult, if the volunteer decides to believe more on the opinion of the family doctor’s back home than the local doctors in the host country. In many cases it prolongs the suffering and the illness. The doctors, e.g. in India, are the experts for local diseases, e.g. dengue fever. German doctors usually don’t have the practical experience in treating those local diseases.“

(PSC): „In case of death or severe diseases of a volunteer, one needs to take care of the other volunteers and may be the colleagues of the volunteer in the host organization, too. They might be emotionally affected by the situation and might need some support, too.“

Group 3: psychological health problems

> experiences

Two of the nine participants of this group are not aware of any severe mental problems amongst their past volunteers. The other participants had gained experiences so far, e.g. with the following problems: side-effects/ long-lasting impact of sexual harassment, anorexia behavior, cycle of drugs and sexual abuse, very strong homesickness and breakup leading to depression/depressive mood, hallucinations, psychosis, trauma due

to having been arrested by police and kept in prison for a while, strong anxiety.



K.S. Malathi from Karl Kübel Foundation for Child & Family talked about the results regarding psychological problems of volunteers.

> good practices and recommendations

- 1) Crisis management plan: A crisis management plan has to exist in every partner organization. It should include e.g. the emergency numbers (of partner and sending organization, of insurance, of embassy etc.) and a clear description of responsibilities (involving roles of all possible weltwärts stakeholders and possible external experts)
- 2) Code of conduct: The crisis management plan should be used in combination with other existing tools (e.g. the code of conduct). This code of conduct again should include all legal issues and it should be given to the volunteer as a written document, not only communicated verbally.
- 2) Good communication: In all steps of the process (right from the beginning) a good and clear communication is needed that creates confidence and an atmosphere which is strengthening the volunteer to speak out problems directly.
- 3) The role of confidential persons: There needs to be at least one person that the volunteer trusts in and that he/she can always approach (e. g. a mentor can function as life-coach and accompany the volunteer closely). Sometimes it is easier to trust neutral persons (like e.g. a mentor).
- 4) Multi-stake-approach: All stakeholders play a role and should cooperate helpfully. In cases of external stakeholders involved (such as the police in legal issues, e.g. in case of illegal behavior due to psychological problems) also their cooperation plays an important role.
- 5) Host organization can do a risk analysis re-

garding what might go wrong; based on code of conduct they can explain to volunteer which situations could lead to a risk/ crisis.

> prevention

- 1) Previous assessment of needs/preconditions: Sending and partner organization should assess in advance (in the selection process) if there are or have been any psychological problems of volunteers or in its family. Bezev has developed such an assessment form together with partner organizations which Rebecca Daniel will share with everyone.
- 2) Tandem volunteers: To send volunteers in tandems might help to prevent situations of mental crisis.
- 3) Capacity building workshops: In order to detect mental problems and react appropriately, persons in close contact with volunteers should build their capacity or raise awareness regarding possible situations (e.g. funded through accompanying measures of weltwärts)
- 4) Good preparation by sending organization: In preparation seminars sometimes there is a lack of preparation for the laws in the partner country and city. This should be an obligatory topic.
- 5) Initial phase: The initial integration phase is crucial for the mental status of a volunteer. It is advisable to accompany the volunteers by someone with whom he or she feels comfortable to share their problems with.
- 6) Right tasks: It can also help to support the talent of the volunteer by finding suitable tasks and by keeping flexibility within the organization to adapt, if needed, to the volunteer needs/wishes.
- 7) Limits of prevention: Sometimes there is nothing we can do before in order to prevent a mental problem. Or said differently: It does not help to look for anybody's fault in the moment of mental crisis, but it is important to react appropriately then.

> reaction to psychological crisis

- 1) Role of experts: Country person (legal issues), doctor, spiritual doctor (in medical issues) , psychologist (psychological issues), or other support by experts may be needed in crisis situations. It is always advisable to have ombudspersons for various kinds of crisis situations such as psychological problems.
- 2) Insurance: make use of the health insurance the volunteer has gotten from Germany for the weltwärts voluntary service. The 24/7 hotline of

the volunteer's insurance is there to be used in these kind of emergency cases.

3) Safety first: The safety of the volunteer should be the central goal in situations of critical mental problems.

> comments of participants

R. Doss: „In general, all partner organizations should have made a risk analysis to be able to imagine the potential harm. They should know how to identify signs of a potential crisis.

Sometime a partner organization is a one-man project. A prevention and intervention plan should be designed in this case, too. In bigger organizations, it must be mandatory that several people in the organization know what to do in cases of crisis.“

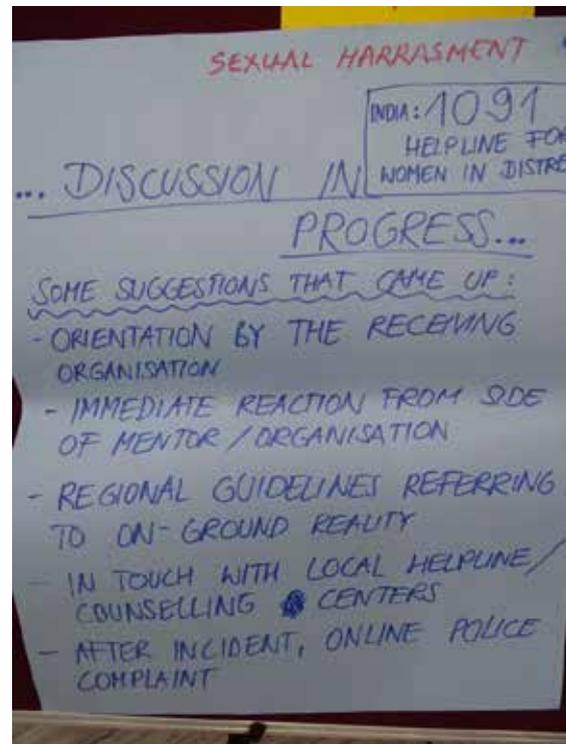
„During the preparation and orientation as well as in general, volunteers need to be encouraged to open up. Communication is most important with preventing and dealing with psychological crises. Sometimes volunteers don't want to or just don't do communicate their feelings or their unrest, but it is very important and in their own interest so they can be supported by the hosting and the sending organization adequately. Partner organizations and sending organization need to encourage the volunteers to be open from the start and to trust in them.

C. Gille: „From my perspective, it is important that organizations don't try to become a therapist. Also in a psychological crisis it is more important to work on the solutions. The reasons leading to a crisis might appear to be important and people tend to focus on them, but in the crisis itself the identification of the reasons for the crisis doesn't help. This might play a role later on in the follow up when analyzing the crisis and thinking of measurement to prevent this type of a crisis. Don't ask for the reasons. They are not that important. Furthermore, a lot of people in psychological crisis feel that they have completely lost control of their situation. Give the volunteers the self-control back by involving them directly in the solution of the crisis and by asking them what they want to do know.“

Group 4: Sexual harassment

The group stated that they had very intense and extensive discussions about this very sensitive topic. They did not manage to work on the topic as in-depth as they would have wished for and

they see it as a start for themselves to work further on the topic.



Results of the group working on sexual harassment.

> recommendations

to provide the volunteers with an orientation right at the beginning/orientation seminar in order to inform about certain issues or important aspects regarding the relation between the genders in one's specific region

there should be regional guidelines referring to the on ground reality, partner organization and the direct environment

to be in touch in advance with local genders organizations – usually there are some in the region, which can help and give advice, sometimes they even have a helpline for women and men being/having been sexually harassed

national helpline number in India for women in distress: 1091

> in case of a volunteer finding him/herself being sexually harassed:

need for an immediate reaction by mentor and hosting organization; the sending organization should be informed quickly

provide emotional support to the volunteers (get in touch with counselors/experts to help the vol-

unteer; accompany the volunteer closely have adequate, sensitive personnel in the host organization, who can handle such situations)
 file an online police complaint

> comments by other participants

„It is important to try to see through the entire incident and the potential consequences of the actions one takes. Volunteers sometimes don't want to go public about the incident. One needs to take into consideration that sometimes volunteers don't want to speak to the police or others about the incident. Also be aware that doctors are technically obliged to inform the police after they have treated a victim of sexual harassment. Sometimes this is not in the interest of the volunteer.“

R. Doss: „I absolutely agree with what has just been said. Partner organizations as well as the volunteers need to be aware that a police complaint can go on for a couple of weeks, i.e. the volunteer has to be prepared that he/she will have to talk about that several times and that the outcome is often unclear or very little. No one can give an exact recommendation regarding this issue, but try to assess together with the volunteer if the degree of a sexual harassment should be treated by the law (including all the possible difficult situation for the volunteer) or not. This is not easy and it is very unfortunate, but may be for some volunteers it might be even more difficult to deal with the incident when the constantly have to talk in general and particularly with strangers about what happened.“

C. Gille: „There has been a big discussion within the weltwärts program in Germany about this also including the perspectives of women's activists, all together concluding that, in the end, it is the victim/volunteer, who has to decide how he/she wants to go on with the incident.

There will be a flyer/small brochure on this topic, which all volunteers will receive.“

PSC: „I absolutely agree. In this special case, it has to be the volunteer who decides if he/she wants to go for a forensic medical examination or to the police or not. The situation needs to be dealt with according to the needs and wishes of the volunteer.“

„When we deal with sexual harassment, it is important to have the consent of the volunteers/victim, when the host organizations addresses this issue. In India it can happen that word of the incident will spread like wild fire and reach the me-

dia. All should be done that this doesn't happen, but one should be aware that this can happen.“

„The person, who decides / the victim needs to be informed thoroughly by the host organization what might the consequences if he/she decides to go public, to the police etc. This includes how the proceedings and consequences might be on a local level, on a regional or if one might even need to go to Delhi to a women's' association.“

„One must be aware that if media pitches in, it will be made sensational. The Person will be in the spotlight for a long time. It would be advisable to have a plan for such cases.“

„Prevention is most important. The volunteers have to understand them in advance and have to be motivated to follow preventional measures. This applies not only for female, but for male volunteers, too. Also things tend to get out of hand very quickly as soon as media is involved.“

PSC: „Particularly with respect to psychological health and sexual harassment: Partner organizations shouldn't try to solve everything by themselves. Seek help from professionals, the sending organizations etc. It is important, to be transparent in everything you do to/with the volunteers. With traumatic experiences, it is important, to give the volunteer the feeling of control back.“

Group 5: natural disasters



This group discussed on how to handle natural disasters during the voluntary service.

Most of the organizations might that this won't happen, but it is important to be prepared for different types of disaster: earthquake, tsunami, wild fire, flooding, typhoon, forest fire, vulcan eruption, extreme weather, land slides.

> best practices

contact volunteers immediately to avoid affected area

contact host family and mentor to assist for emergency plan and evacuation

share the emergency plans with all, who might be possibly involved, e.g. with volunteers during orientation days, repeat the emergency plan during the stay of the volunteer

discuss worst case scenarios, e.g. what do, when communication is down.

mock drills in order to train volunteer for emergency cases

> recommendation for prevention

make sure that the volunteers have registered with ELEFAND list of the German Government [ELEFAND is an online data base of the German Government in order to support German nationals living abroad in cases of emergency]

sharing the local emergency phone contacts and other important contact (e.g. insurance) with volunteers, sending organization, host organizations organize mock drill for organization and volunteers

add. comment: inform and remind volunteers to avoid political issues protest etc.

> comments of participants

„One should also think of human made disasters, e.g. kidnapping. We try to prevent this by providing our volunteers with information as well as with some rule or guidelines to follow, e.g. not to get too adventurous, carefully select the tour agencies they are going with etc. Furthermore political and communal violence can be a big issue in India and some on the first glance harmless events, like a Gansha dancing party can lead to communal violence. Volunteers should know about that and given some rules.“

„I do agree that there are several domestic situations, where safety of the volunteers can be at risk. Anyhow, for us an organization promoting certain topics and rights, protesting is part of the voluntary service.“

further comments by Charlotta Saul (PSC):

There are other situations, like violence, war situations, and rebellions. From the psychological side, it is important, what recommendation/advice/rule you give to the volunteer. It is important that the risks and dangers are explained to the volunteer and transparent. Sometime we omit the difficult aspects, but that might even foster the feeling of insecurity or even put the volunteers in dangers. Volunteers have to be informed and follow the rules given. This needs to be done not only by the partner organization in the host country, but already by the German sending organization during the preparation seminar. Good and transparent communication is crucial.



Charlotta Saul always added some crucial information to the discussion.

14:30 – crisis emergency plan

The DIZ shares its plan for crisis intervention. The document will be included in the conference reader. It also treats risks like accident and blackmailing/ kidnapping.

Is the crisis intervention plan published to the volunteers?

DIZ: „The plan is explained to the volunteers. Also we provide the volunteers with the emergency card, in which important contacts can be listed. From our perspective it is even more important that the partner organizations knows what to do in cases of emergency and not so much the volunteer.“

„It is advisable that the hosting organization read the emergency plans regularly, so they know and don't forget what they need to do in the case of crisis. Before going to holidays, out of the project, they are supposed to read it

and to look over it. Also volunteers should be asked to give feedback on it. The plan should be established as an ongoing important tool.“

The quality association ventao/Anette Schwitzke has a Security Checklist for partner organizations, which will be included in the conference reader, too.

15:00 Introduction to South-South-Networking
 presentation by Anette Schwitzke

With the help of two existing examples for South-South networks (the West African weltwärts network Ghana established in 2016 and the South African (SAWN) weltwärts network founded in 2014) Anette Schwitzke demonstrated what is important to know, when starting a network, what different approaches and topics a network might have.

The most important questions to consider when thinking about creating a network are the aims and objectives of a network as well as the decision of what kind of network the members want to have.

For example, the South African network aims towards both directions of the weltwärts program, i.e. the North-South and South-North program. The network wants to play a role in influencing decision making and policy development that affects the placement of weltwärts volunteers in South Africa and Germany. Also they plan to lobby and advocate for their interests as weltwärts partners in the South African region or even want to establish an alumni network.

It is up to each individual network, what goals they want to achieve. The goals of the different weltwärts networks might be entirely different.

Furthermore, when founding a network, it is necessary to think about what kind of network one might want to have, e.g. will it be a solemnly virtual network, will it be network with regular regional meetings, shall it be an own independent organization. There are several options, which of course, depend on the capacities of the funding members etc., too.



Anette Schwitzke from the quality association ventao talked about the partner networks in different regions.

Comments and questions by participants

Regarding the South African weltwärts Network (SAWN)- how strong of a voice has it been towards the weltwärts program?

„It might not have a major impact in the program yet, but within the weltwärts program it is known that this network exists. Within the weltwärts program, if a player of a south is named, it is most of the times SAwN. Also we shouldn't forget that considering the fact that it takes time to develop strong network, the network is still fairly new.

Regarding the structure of the network, they have implemented a program steering committee as well.“

In which countries have south-south-network been created so far

PSC: „In the South-America there are currently at least two South-South networks. Bolivia has a quite strong one, and in Ecuador a more loose one. We find it quite difficult to establish a south-south network, communication is very difficult. We try to communicate via email, but everyday works comes in etc. Are there any

suggestion and ideas, funding etc. by the weltwärts program, which may help us?

A. Schwitzke: „First of all, that you are in contact and interested in forming a network is a good starting point - even if it is only via mail. Being in contact, exchanging ideas – this is often how one starts a network considering their current personal or financial resource or capacities.“

PSC: „We are aware that the networking also needs funds. There is no possibility to get funding for a network for a longer time through weltwärts, but there is the instrument of so called accompa-

nying measures. One of the aims of this tool is to impulse things like South-South networking. You should get in touch with the German Sending organization, which can apply with a formal project plan /application for such an accompanying measure. Anyhow, it is advisable to have an idea, of how and what you want to do.“

My observation working with Indian NGOs for a number of years now, is that they need a lot of support on how to create websites, run Facebook professionally etc. Most NGOs will need capacity building in that. Could we engage North-South volunteers to do things like technical support etc. for a year when starting a South-South network?

PSC: „In general, this should be possible.

PSC: „I want to mention that, first of all, one should ask, if one actually wants to do and to have virtual platforms etc. Of course, a volunteer can do that, but on the long run the host organizations respectively the members of the South-South-network will have to run the technical aspects, too. If there is not time nor the interest nor the efforts, then establishing a sustainable network will be hardly possible.“

PSC: „Most important is the question: Do we actually want to do and to have it? Of course, a volunteer can do it. Nevertheless, over the long run, the hosting organizations will have to run the technical administration of the network. If there is neither the willingness to dedicate nor a real interest, it will be hardly possible to establish a sustainable network.“

16:30 - results of the country working groups for possible South-South-network

Cambodia

participants agree that a country network would be beneficial

- > aims of the network
- sharing information/knowledge/best practices
- coordinate volunteering services
- link of the Cambodian network to other networks outside Cambodia, with the South-North Program
- > how to develop a concept note including a proposed budget
- set and agree on a structure
- call for a meeting on how to establish the network
- develop an operational plan for the network



The Cambodian group discussing a network.

Thailand

participants agree that a country network would be beneficial

- > aims of the network
- communication channel
- cooperation network
- (possible topics: visa issues, support, exchange, mutual helping, organizing activities)
- > how to
- create a cooperative channel like a Facebook group (closed group) with ground rules and responsible persons
- Keep group informed for any updates within the country.

Philippines

The participants are unsure, if it is possible to create a strong network right now. A Facebook group will be created and it is planned to reach out to other organizations on the Philippines.

India

In India there exist already some types of networks (email groups, google groups). By spirit all of the participants want to be part of a network. Everyday life and tasks usually don't allow having a lot of time for the networking tasks. Furthermore often company and NGO policies might make participating in a network even more difficult.

China

Since there is only one participant in this conference from China, it is not possible to work on establishing a network. Nevertheless, Mrs. Zhang participated in another country group and listened to their ideas etc. Furthermore Mrs. Zhang decided that she will get in touch with her German sending organization in order to ask for the contact details of other hosting organizations. Particularly the exchange and sharing of information and best practices with others she considers as very important and beneficial.

15:30 - visa/registration issues for weltwärts Volunteers in India

input by R. Doss, minutes by Nadine Breuer
present: 17 representatives of Indian weltwärts partner organizations, S. Franck (DIZ), N. Breuer

Visa

Indian Embassy located in Berlin, Indian consulates located in Hamburg/ Frankfurt (Main) / Munich
> common visa issues in Germany (input as insight for partners)

the different Consulates work independently, some officers might play more safe than others, e. g. visa for Kolkata: visa to be issued for regions close to borders are inspected more closely before granting them (=one reason for delay)

Indian Ambassador can take influence on Visa issuing process, but visa officers work directly under Indian Defense Minister

> which visa type is the right one for weltwärts volunteers?

according to Indian government volunteers are supposed to get Employment (E) Visa; in current weltwärts cycle (2017/18) four different types of visa were issued (E-3: charity and missionary work visa; E-4: voluntary work visa; entry visa; X visa type multiple)

consequence: the volunteers do not come under one bracket, i.e. having all the same visa
there are guidelines regarding the visa for volunteers that have been sent to all organizations

> observed changes in the visa application process:
new visa requirement for embassy in Berlin and consulate: motivational letter from volunteer needed (before it was only required for the application as weltwärts volunteer)

new visa requirement for embassy and all consulates: a detailed profile of the partner organization's work has to be handed in
recommendations: NGOs should have all information available on their website; the requirements can change very fast, which makes it not necessary to have an NGO profile ready right now: next year when arrival of new volunteers comes close, documents that are required that time need to reach the sending organisation very fast

> reminders regarding the volunteers' visa:
PO should check 3 things on volunteers' visa: type of visa, expiry date, special endorsement
no volunteer is allowed to come on tourist visa
the volunteer's visa is given as per the dates stated

on the invitation letter
the visa is valid from the day of the stamp date of the visa, not arrival in India

> FCRA license

the FCRA license is going to become crucial, so partner organizations should apply now
needed for license: PAN Card, document on 3 years income tax returns of organizations, registration certificate of either society or trust [society: has to be renewed every year, same procedure all over India; trust: not to be renewed, procedure varies from state to state]

registration in India

> general information

only 60 cities with FRROs (Foreign Regional Registration Office) in India

lobbying by partner organizations important because sensitive procedure

networking of partner within FRRO: partner should make them aware of the work you do

on ground staff in FRRO often does not know much about the whole procedure

registration procedure varies / is enforced differently in different states

sometimes a De-Registration is required, sometimes not

if volunteers are not in the place where they are registered, it is a crime

they can travel up to a period of maximum 8 weeks
exit form: new rule states that exit form is not required for foreigners in order to leave the

country (exceptions: certain countries listed, e.g. Pakistan), but recommendation that until law is clear and reflected on website of FRRO, advice is to go with exit-permit procedure everywhere in the country

> C-forms are required now in many cases from the NGO as well, not only the landlords; purpose of C-form is to track foreigners in the country

registration and change of projects

recommendations

no change in projects, if possible

change within the NGO also not allowed / not recommended

In case of any questions regarding the visa and registration process, please contact your sending organizations in Germany. The sending organizations will then contact Mr. Doss.

Gallery



The hall in the Rainbow Guesthouse was a great place to host the conference with 70 participants.



Often, the participants discussed the topics also during the lunch break.



Participants meet in the beautiful garden of the Rainbow Guesthouse.



At the market place, a big variety of different products was shown.



Tea break with participants from India, Thailand, Cambodia, the Philippines and China.



Intercultural experiences with mehndi ...



The Cambodian participants introduced a dance and invited everyone to take part.



... and Maharashtra turbans.



Many pictures and videos are taken!



Indian dance at the cultural evening.



We learnt a lot about the talents of all our partners!

3.3. Wednesday, Sept, 20th: Sustainable Developments Goals

10.00 - summary of the day before

by Jacqueline Schnicke

10.15 – weltwärts as Development Education and the Role of the Sustainable Developments Goals (SDG)

introduction by Christoph Gille

The weltwärts program and its aims are to raise awareness on development issues as well as to foster global education and, thereby, to contribute to a better understanding of common issues in a global word.

Questions arising in consequence: Do we fulfill the aim? Do we contribute to global education/ learning and raise awareness on global issues? What is development? What is development policy?

What development is exactly, is not entirely clear. There are many differences approaches and definitions depending on who one might ask and, in consequence, also the replies might differ a lot. CO2 production is a good example to show these global inequalities: To the CO2 production countries contributed very unequally. Furthermore, the amount produced is not dependent on the size/population of the countries. Hence, solutions such as allowing each country the same amount of CO2 production does even lead to more inequality worldwide. Another example can be the suggestion to build big damns in order to produce sustainable energies: For some regions/ countries this might be a good solution, but not for all, e.g. when causing further environmental problems like the lack of the water in a region or even social problems. In consequence, it is not easy to find one solution that applies to all.

This is where the sustainable development goals (SDGs) come into place. They are the new developmental goals and are replacing the millennium development goals (MDGS). In 2015 the General Assembly agreed on the SDGs. The 17 goals and various targets should be met by 2030. They are thought to be a tool both for sustainable development as such and for global education for sustainable development. For both reasons the SDGs might be highly relevant to the work of the part-

ner organizations and also for the weltwärts voluntary service.

Furthermore the goals are addressed to everyone (e.g. companies, governments, civil society) and, therefor in general, of relevant and importance for all.

What SDGs are there?

- 1: no poverty
- 2: zero hunger
- 3: good health and well-being
- 4: good education (also inclusive education)
- 5: gender equality
- 6: provide clean water and sanitation
- 7: affordable clean energy
- 8: decent work and economical growth (also inclusive growth)
- 9: industries, innovation and infrastructure
- 10: reduce inequalities
- 11: sustainable cities and communities (also inclusive communities)
- 12: ensure responsible consumption and production
- 13: climate action
- 14: life below water
- 15: life on land
- 16: peace, justice and strong institutions (also inclusive policies and institutions)
- 17: partnership for goals

[The SDGs and related targets for global education can be read at length in the conference reader.]

11:00 - working groups on SDGs

Guiding Questions for working groups:

- 1) How do we contribute to reaching the SDGs? What do you do exactly? Towards which goal do we work?
- 2) Goal 17, Partnerships for the goals, especially applies to the voluntary program. It can serve as one instrument to reach this goal. Therefore the question comes up: How can we provide that this weltwärts partnership can help to contribute to the implementation of the SDGs relevant to our work? How can the volunteers learn something about the development goal that we work on? And how can we contribute, so that volunteer also contributes to what we are doing during the year and afterwards?

12:15 - presentation of results of the working groups

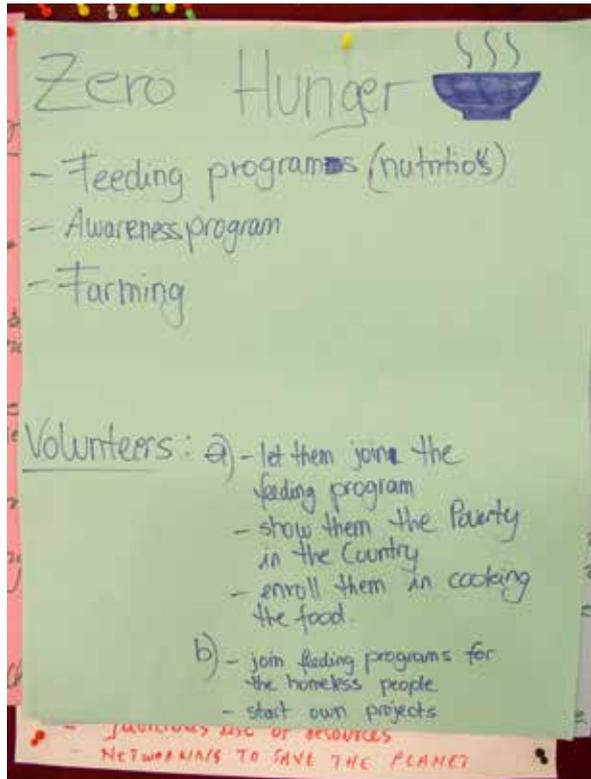
SDG 2 zero hunger

> question I:

feeding programs (nutrition)

awareness program: teach to eat nutritious food

farming: teach how to farm (vegetables that can be planted)



Results of the group working on SDG 2.

> question II:

during service:

let them join the feeding program: give food to people

show them the poverty in the country: go to poor areas (with street – children, no food etc.) in order to let them know what hunger means

enroll them in cooking food

after service:

support programs for homeless people in Germany (do similar things like in India)

share their experiences with the people in Germany;

start their own projects: for people in similar living situations

SDG 3 health

this topic includes physical, mental, emotional and spiritual health

> question I:

prevention is better than cure

health is a wealth

living with nature

if health is lost, everything is lost: strive for better health always

issues:

food security, socio-ecological development

awareness and education

community health (drug abuse, women, children, old age)

health and nutrition

accessible and affordable services

water and sanitation (infrastructure)

healthy life style

principles/goals: accessibility, affordability



Group working on SDG 3.

> question II

during service:

good health services (e.g. self-help)

spread the message → holistic practices (yoga, meditation, Ayurveda, exercising..)

keep close communication between volunteers and organization (for technological transfer, resource mobilization, technological transfer, platform for sharing and learning, see below)

promotion of health tourism

support in affordable health services

malnutrition and women's health, geriatric care..

psychological health: support stress manage-

ment, help with depression and hypertension
skill training or facility and services for the physically or mentally disabled persons
exchange of knowledge e.g.
superspeciality medical science and professional (exposure, exchange)



Shilpa Mirashi from IYW in Nagpur presents the results of the group working on SDG 3.

after service
resource mobilization
communication in Germany
technology transfer (agent to tell government in Germany about basic needs in India; source/resource)
affordable health service: knowledge about how to get access for support for rural areas

facilities for mentally and physically challenged
motivate professionals from abroad to come to India

SDG 4 education

> question I

the participating partners work in a variety of areas in the education field – both in formal and non-formal education, some examples:

kinds of institution
orphanages
community education centers
schooling (pre-school, primary and secondary school, college, university)
office work of NGO
self-help groups
target groups
students (e.g. school drop-out students)
children (generally and specifically e.g. working with children in conflict with the law or working

with children from dysfunctional families, children from all socio-economic backgrounds)
grown ups
youth and adolescents
elderly persons
vulnerable groups (e.g. children, persons with disabilities, women)
government schools, technical schools
communities
further resource persons: village leaders, community people (e.g. „peace club members“)
refugees

kinds of offers
vocational training
living independently
support re-integration of students to community
community education (e.g. free education: moving, yoga, handcrafts, English...)
country side support for students
languages: e.g. take English, Tamil
further topics: General education, math, computer education

vocational training e.g. technical skills, nursing and other medical issues
daily activities: e.g. singing, reading newspaper, educational training, communication, home cleaning, cultural „adaptation“ (for refugees e.g.)
transportation: e.g. bring children from further households to (better) schools
give housing facilities for students
giving scholarships to enable children/youth to attend the school they like
support for future education
(also support finding a job after education „programs“)
street education (e.g. urban school and library → bus with materials inside)
house-to-house meeting for motivating youth to get enrolled to school
organizing parents so that they also educate their children
support with birth registration

out of school support
help persons to help themselves and to develop dreams, to re-integrate in life and life independently;
give holistic education → physical. soul, intellectual health
training for sustainable life skills (e.g. technical, mechanical, carpentry...)

supporting sustainable school: community garden etc. done by children
 value based education
 demanding no or little fees for education
 information delivery (e.g. community/village libraries)
 awareness raising programs: e.g. regarding superstitions; or raise awareness in communities of higher income families about the situation of the lower income families by raising funds

„slow is good, less is more“
 capacity building with teachers, finding solutions for lack of qualified teachers
 support so that school drop-out children can continue
 teach the children at home

question II
 during service
 computer skills
 promote products of project at fair trade shops
 help to teach English
 teaching at school
 assist after school of students (in leisure time)
 culture and introduction week
 summer camps together with students from abroad (e.g. on intercultural exchange, topics)
 global education for sustainable inclusive development
 work with women, senior citizen, village projects
 showing „cultural“ behavior as cleaning up
 teach what they know
 participate in office work such as micro crediting/savings/accounts
 organize joint classes: playing with children, adolescent groups, cultural exchange (acting)

after service
 raise funds afterwards
 form support groups (for their partner organization) in Germany
 continue modules that they have started abroad also back in Germany
 sending friends to project abroad
 raising awareness so that more people can visit the project abroad
 bringing all friends and volunteers together in Germany e.g. to plan new projects
 local teachers can teach kids also after the volunteers returned: capacity building done by the volunteers
 do something similar in Germany related to their

service; plan own/new projects
 future plans: meeting together to work on SDGs in future projects
 sending information regarding South-North, or South-South networks; tools;
 political work/lobbying?

SDG 5 gender and gender equality

> question I:
 Without gender equality all the other goals will not be achieved, particular discrimination of women.

> question II:
 How can German volunteers/outsider support in this struggle?
 during their service:
 serve as role model, e.g. boy and girl living together in a flat
 inspire local people by talking to them about their experiences and perception

after their service:
 influence policies on German or international level
 advocacy: advocate for women's rights
 sensitize men and boys

SDG 9: Industry, Innovation, Infrastructure

the industry should have a policy to develop an eco-friendly infrastructure industry should use natural resources without any damage to the environment (e.g. solar energy, water management etc.)
 corporate citizenship & CSR: social citizenship, e.g. through supporting NGOs, community volunteering, etc., social responsible business practices
 companies can support green/ blue-green infrastructure: e.g. sponsor such projects
 volunteers could be placed in those projects and companies

SDG 10 reduce inequalities

> question I:
 inequalities can be seen on all levels:
 education
 health
 gender
 community power
 resources
 social-cultural practices
 disability
 environment

This SDG, therefore, treats a cross-cutting issue.



Group discussion on SDG 10.

> question II
during the voluntary service
involve them emotionally
transfer these emotions on a „higher level“
enable the volunteer to make a draft of a learning objective: e.g. aims connected very closely to what they are working with
exposing them to thematic dialogue: e.g. where can you see inequality, how to tackle these issues
design task engagement: Reflect together with host (and sending) organization what they could do to turn things better
support also learning process of others: identify and help children/youth in host country to get enrolled at university level or at least write „statistics“ on where those not enrolled are
transmit own culture to the one of the social environment abroad (cultural exchange)
after the voluntary service
design future study topics
spread knowledge
support in information collection/provision on various issues
they become conscious about inequalities (in their own countries)
South-North program supports/is a step to more equality, too. It enables also volunteers from abroad to learn from Germany.

SDG 13 climate Action

> question I
principles: people – profit – planet
balancing factors: land, water, air, sun (Energy)

central issues: life below water (SDG 14), life on land (SDG 15), climate action (SDG 13)

causes of degradation:
population
over exploitation of nature
industrialization, mechanization
natural disaster

solutions
nature conservation and protection (soil, water, trees, biodiversity)
regeneration (planting trees...)
„Reuse, Recycle, Reduce“ the resources
Judicious use of resources
networking to save the planet!

> question II:
including volunteers in actions on all three dimensions (people, profit, planet) and that way safe the environment.

SDG 16 Peace, Justice and Strong Institutions

> question I:
end all forms of violence against children (by workshops with children, parents, teachers, local authorities, CBOs, FRIs, CPC etc.); interface meeting between children and stakeholders, suggestion boxes in school and communities, children clubs
promoting peace and harmony in community (campaign „know your neighbor“, community meetings, awareness camps, building of peace, committee; legal support to affected people as women, children etc. and most vulnerable community
promoting peace in Bengal (meetings of government, population apart and together

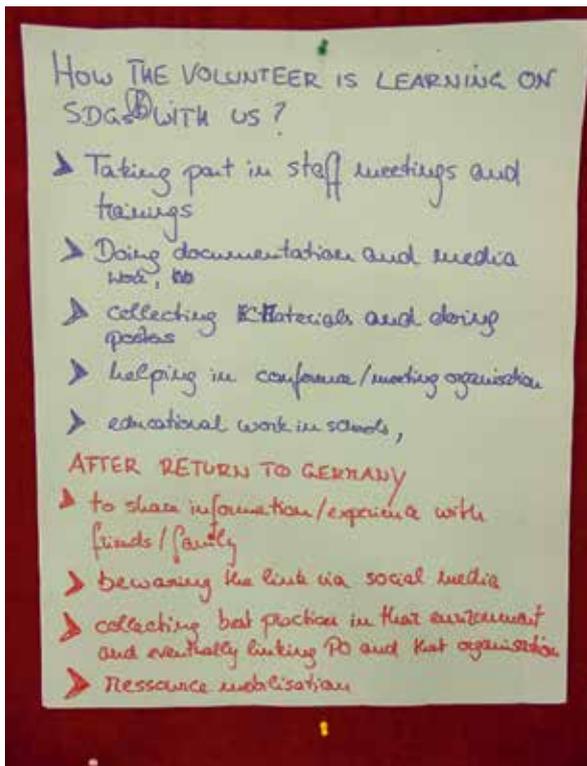


Group working on SDG 16.

> question II:
during voluntary service
taking part in staff meetings and trainings
doing documentation and media work
collecting materials and doing posters

helping in conference / meeting organization
educational work in schools
take part in various areas/ fulfill various tasks
creating awareness amongst teachers, children, communities etc.
facilitate conferences
contributing and developing soft-skills
working at schools
use social media

after voluntary service
share information about what they learned with friends and family
staying connected via their social media
sharing good practices regarding this SDG in their own country
collecting best practices in their environment and eventually linking partner organization and that organization
support resource mobilization for NGOs
resource mobilization by informing about work of project (e.g. in church events, projects in school)



Results of the group discussing SDG 16.

comments by the participants

„Sensitization of volunteers for various issues is necessary. Furthermore they will take back to Germany many innovative ideas from abroad.

Resource mobilization and the encouragement to start own projects from my point of view could be very beneficial .“

„It is great to observe, how all the present partner organizations are deeply immersed in working towards the SDGs. Promoting developmental aspects is one of the goals of the program.“

„The hosting organizations play an important role and are the ones making the volunteers understand what it means to work in these fields.“

„I wished for volunteers to talk more about the developmental aspects and not only their personal experience. Instead of sharing their personal stories, they should point out as well on what issues his/her hosting organization is

working for. We have to try to enable the volunteers to be ambassadors for developmental issues and possible solutions. They should be aware regarding which goal they are working abroad together with the partner.“

„I am particularly happy that we have been talking today about the SDGs. Sometimes we tend to focus too much on the everyday challenges in our organizations as well as with the volunteers. This puts it in a broader perspective. We should be aware and remind ourselves in our daily work that we work in favor/with these SDGs.“

„We discussed, if it is possible to include the SDGs in our work as well in organization’s philosophy. I am convinced that this is possible and should be done with the SDGs being the base and important for our shared future.“

„At the beginning of my NGOs at the time of funding, we did not have an understanding of MDGs although relating to these on our homepage. This might happen to other organizations now with the SDGs. It is important to make small NGOs aware of the role of the SDGs in the field of development cooperation. Furthermore this can also help to raise funding from German government etc.“

„From my perspective, it is mandatory to work with the SDGs, particularly because they are relevant for all levels of our work (own staff, local, governmental, global level). My suggestion is trying to identify the goals and targets close to our localities needs and to work with that. I think, it is time to step up and connect our work to the SDGs. Weltwärts volunteers can play an important role in this during as well as after their voluntary service.“

14:30 - open space – brainstorming on topics

Ideas range from a conference declaration to forming an Indian network, the evaluation of the program, mentoring and the exchange of good practices to how host organization should structure the orientation days. In the end it was decided to work in depth on five topics:

- mentoring
- monitoring
- weltwärts in a nutshell
- the evaluation of weltwärts
- preparation of volunteers.

15:00 – results of the working groups

group 1: mentoring I

different types of mentors: external, internal, cross-mentoring between different-POs
overview over their responsibilities
challenges: discussions, lack of communication, mentor interfering in the day to day work of PO
suggestion of guidelines
PO should have freedom to choose
mentors should receive regular orientation and training



Vilas Shende introduces the results of the discussion regarding mentoring.

group 2: mentoring II

> challenges: freedom towards social norms, structural challenges (esp. if mentor is not neutral/if he didn't receive proper training), cultural challenges: clash between local and German culture

- > suggestions
- monthly meeting between mentors (platform for exchange of experience)
- guidance / formalized prevention measures

communication /reporting on a regular basis
volunteers should be aware of hosting organization's policies
provide appropriate support for volunteers when needed

> The quality association ventao has a short written mentoring guide, which will be available to the participants of the conference. K.S.Malathi with her extensive knowledge on mentoring will make available other documents regarding mentoring for the conference participants', too.

group 3: weltwärts in a nutshell

partner organizations can't collaborate
the only way of POs to get in contact with weltwärts is through SO
South-North-Program: request to raise age limit to 35 years
how and if capacity building is possible: request for funding
qualifications of volunteers: is it possible to send more qualified volunteers, is weltwärts the right program

group 2 & 4: quality and monitoring

open, effective communication between SO and PO
to be considered: different levels of evaluation: PO-SO-volunteers; program evaluation
common facilitators might channelize capacity building
existence of quality associations to ensure certain standards
sending organizations have to get a certificate on quality, which has to be renewed every couple of years
it can be advisable for the hosting organizations to look into such things as well

group 5: preparation by the sending organization

country specific information (country, culture, behavior, dos & don'ts)
living conditions / how volunteer
emergency procedures and contacts
skill building towards the projects
team building
exchange of experience with former volunteers
foster intercultural readiness
introduction to local language



Socheat Suon presenting the results of the group working on preparation.

3.4. Thursday, Sept, 21st: Inclusion

10.00 - summary of the day before

by Jacqueline Schnicke

10.15 a) inclusion I: Introduction to the topic

presentation by Rebecca Daniel (bezev)



Rebecca Daniel from the centre of competence introduced the topic „inclusion of volunteers with disabilities/impairments“.

The topic „inclusion of volunteers with disabilities/impairments“ was chosen as one of the main topics by the program steering committee for the weltwärts partner conferences in order to motivate and foster the inclusion of volunteers with disabilities/impairments, who have been underrepresented in the program so far.

As one of three competence centers for inclusion of certain group of underrepresented volunteers, bezev focuses on the inclusion of volunteers with impairment/disability within the weltwärts program offering consulting services to interested organizations. Bezev (Behinderung und Entwicklungszusammenarbeit e.V.) has been engaged since 1995 as an education and information center in order to improve the life of people with disabilities, especially in Africa, Asia and Latin America.

The two other competence centers focus on the inclusion of people with vocational training, who usually try to get a job right after their vocational training and for whom it is particularly difficult to have a break of one year when already employed, and young

people with migrant background in Germany, who tend to have a lower degree in education,

often face language barriers or are underrepresented in the public. Since most of the challenges of the inclusion of those two groups have their origin in German society etc., the according two competence centers focus their activities in Germany.

pptx and detailed information on topic see conference reader and drop box of the conference

Inclusion II: discussion, comments and questions by the participants after the presentation

Although in India there are currently several types of impairment recognized by the Government, it is often very difficult to include e.g. impaired children into the regular schools. It is common that those children don't go to school. Parents/communities fight for the children to go to a government school, but it denied. The government justifies this, saying that there are no trained teachers to handle and teach the impaired children. So from my perspective a profound preparation in India of and in the receiving organization and in Germany when sending impaired volunteers is key and is most important.

May be the inclusion of impaired volunteers should be seen as a separate program by itself. Because, from my perspective, a lot is necessary to think of, e.g. the impact of the language barrier, one should know how to mentor an impaired person, mind-set of the volunteer. In general, I think, this inclusive approach is a very good start, but we will have to take (and think) a step further. Furthermore, I am interested to know, if you also send the impaired volunteer as a tandem, i.e. a volunteer without disabilities together with an impaired volunteer, so that they can they support each other?

Bezev: „In the past, we have had good as well as very challenging examples with tandems. Sending tandem is supported by the weltwärts program, i.e. to send a volunteer with disability and a volunteer without a disability to the same project. But there are chances and challenges, particularly the question what kind of role and task does the volunteer without disability have. Our recommendation is to sit down with the two volunteers and to agree that the assistance of the volunteer without disability while supporting the impaired

volunteer is considered work and working time, be it when he/she helps the impaired volunteer to fulfill his/her tasks and duties, be it the time and support of the mobility of the impaired volunteer between home and project etc. It is important not to overstrain the supporting volunteer with tasks and duties.

Apart from that, I like to point out, that due to the context of the German culture there is the general challenge of the role as an assistant of the supporting volunteer. The word „assistant“ in Germany often means „servant“ and is done by professionals, i.e. some is the boss and the other one the subordinate. This can have an effect on the relation between the volunteer with disability and the assisting volunteer.

As bezev/competence center for inclusion, we know that not every volunteer post is suitable or can be modified to meet the needs of volunteers with disabilities. That might be the vision, but we are well aware that the reality is an entire different one.

We summarize projects profiles of volunteer posts or adapted volunteers posts, where volunteers with disabilities and their specific needs have been placed in the past, to have an overview for the weltwärts program, what kind of posts are or could be suitable for volunteers with specific needs because of their impairments. We also involve disabled peoples' organizations, which are not involved with the weltwärts program at all.“

I know, usually volunteers are placed in NGOs, schools, hospitals etc. and often those NGOs, non-profit-organizations cooperate with companies/corporations/business enterprises. There are corporate social responsibility projects (CSR) of companies I know of, which are working with vulnerable groups, among those people with disabilities. Would it be possible to host a volunteer in CSR-projects of corporations?.

PSC: „In general, it is possible as a partner organization to have a volunteer placed as you described it (i.e. a CSR project). As with all placements you and your sending organization have to define very specifically during the placement application process the tasks, aims etc. of the volunteer in his/her project be it with you directly or one of your own projects, associated projects etc.“

„This is good to know for everybody. I can only encourage my fellow participant to seek this

opportunity. To cooperate with corporations / their CSR-projects, offers from my perspective a great chance for us and the aims of our NGOs, the weltwärts program and the inclusion of volunteers with disabilities. It can open up new avenues, opportunities for building skills, acquiring knowledge, more professionalism and, in general, taking this program to a higher level.“

„I can only endorse what my colleague said. In the past, I have had positive experiences with this topic. For two years now, I have been cooperating with other NGOs like „Youth for jobs“ in Hyderabad. Our aim is to train people with disability, be it practical training, but particularly leadership training and communication training in order to get them ready for employment in the industry, in hotels, in corporations, in restaurants etc. Of 250 trained people about 60% have a job.

It is very challenging when I go to villages or slum areas to get and encourage the persons with disabilities out of their houses, but it can be done. Some of those people haven't left their home for years.“

How are the volunteers with disabilities prepared in Germany?

Bezev: „Every sending organization has its own topics/agenda during the preparation seminar, but particularly to those, which want to work in inclusive way or work with volunteers with disabilities we recommend to include this topic, topics like specific needs, marginalization because of specific features etc. in the orientation seminar. Bezev as a sending organization for example treats all this topics. Often we also cover how is status quo of inclusion in different countries (including Germany), how is disability seen worldwide or what cultural setting that they might meet. Particularly on the latter we ask our partners to tell us or forward us some information, i.e. how disability is seen in the community the volunteer will be working with.

It is not uncommon for volunteers with disabilities that they tell us and their fellow volunteers in the seminar what they need for and during the seminar, e.g. volunteers with hearing impairment might ask the group that only one person is speaking at the time, so they can follow the conversation and because it is very difficult for them when several person are speaking all at once. Also as a sending organization we might have to adapt or use different methods to meet the specific needs of volunteers with disabilities.“

How many volunteers, who have a disability, are sent abroad? What is the percentage?

Bezev: It is not that easy and can be quite difficult to reach and/or encourage young people with disability to participate in the weltwärts program. There are also several sending organizations like the DIZ, which are interested in sending volunteers with disabilities, but those young people we reach might not be interested in volunteering in India. There is still a lot to do.“

How is disability measured? Is there a certain degree/percentage of disability which is accepted and which isn't?

bezev: „No, there is no such thing. The weltwärts program uses the term „specific need“ or „higher need“ due to any kind of impairment as a base condition. So there is no rule that e.g. a doctor has to certify that a person has at least for example a degree of impairment of 20%.“

We know all about the (mis)conceptions and treatments about hospitals and treatments in India. Are there any requirements for the receiving partner organization, how to handle the health challenges of a disability a volunteer might have?

Bezev: „From my experience with disabled and not disabled volunteers, it is not more difficult with volunteers with disabilities. Most people with disability don't have a direct medical need and if there is, it is known before. In this case, they have prepared everything together with their doctor (and their sending organization), e.g. that they get abroad the medicine they need and they know. The latter is only important to some volunteers, but there are some, who are very particular about that.

Nevertheless, of course there are cases of health challenges, which can't be foreseen and that you have not been aware before, e.g. in a mental crisis. In the past, we had a case, where psychological and medical support was needed in a mental crisis and the volunteer feared he didn't get the right medicine, but from my perspective it would have been very likely that in Germany too, he wouldn't have accepted / doubted the medicine he was prescribed – no matter who the doctor is. More important for volunteers with medical issues are questions like if the a continuous cooled transport of their medicine can be guaranteed, if 24-hour cooling can be guaranteed where they live, questions regarding insurance etc.“

What kind of impaired have been you been sending? And from your experience what kind of pro-

jects/partner organizations are most suitable for volunteers with disabilities?

Bezev: „For us it, it has been a really interesting experience for us that it is quite easy to work with deaf persons. They are good at networking amongst each others and have good functioning online networks etc. Also it has been not so difficult to place them in suitable projects, because so far almost all of them wanted to support a host project with deaf people or working in a field, where there are other deaf persons. It was not question, that these were the only projects available, but because the volunteers wanted that. Also it is more or less easy for them to communicate with other deaf people in sign language. Often they needed to learn another type of sign language, but because they know signing it was so difficult for them to learn.

Also we have sent various short persons or other with physical restrictions not sitting a wheelchair. That was usually no problem at all. We also had volunteers, who were sitting in a wheelchair, but with some preparation in advance it worked very well.

One of the biggest groups among our disabled volunteers, are the ones, who have a medical precondition, e.g. rheumatism, diabetes, morbus crohn. We have had several applications of persons with autism. In the end only one went abroad, while it was the decision of the others not to go.“

„Regarding people with hearing impairment, some time ago, I was able to observe that now there are even apps for your smart phone with sign language. So the people could communicate,



The participants had a very long and fruitful discussion on how to include volunteers with impairments in the weltwärts program.

were able to build a connection/relation etc.“

„I have to agree with my colleague. If you come to our hospital, you will see many people communicating via their mobile phone. There is even a restaurant here in Nagpur, where 90% are deaf and people are communicating via sign language.“

Bezev: „We have experienced something similar with blind schools. We have several partners, who specifically ask for blind volunteers, because they made the experience that they know how to read and write braille, therefore they get around in the projects more easily than volunteers who are not blind or don't know braille etc.“

What are the hosting organizations expected regarding the preparation of the volunteers?

Bezev: „In this discussion, we have been focusing a lot on the host organizations, but in fact most of the preparation has to be done by the sending organization or, at least, has to be coordinated from Germany by the sending organization. Also the sending organization can or should cooperate with us as competence center. We have the capacity to support them with information, to research information or to give recommendations. One should always focus on the specific needs of the specific volunteer. If a hosting sending is hosting for the first time a volunteer with a certain kind of specific needs, they will have to do some local research too, particularly e.g. accessible accommodation, suitable pick-up at the airport, being received at the airport by somebody with a cooling box, transport between home and project, finding resources, adaption of the work place etc.“

Does the volunteer with impairment has to travel alone to his/her host country or is also assistance available?

bezev: „Usually the volunteer with disabilities travel alone / by themselves on the plane to their host country. Some preparation can be necessary. The partner organizations most of the times takes care of an adequate pick-up from the airport depending on the specific needs of the volunteer. So far, we never had a case, where a volunteer needed assistance during the flight.“

Inclusion III: inclusive voluntary service – mission (im-)possible?!

role play / fish bowl discussion by participants, Rebecca Daniel (bezev)

The participants of the conference were playing different assigned roles of stakeholders in the weltwärts program in favor or with severe doubts with regards to on an inclusive voluntary service. The setting of the role play was a public debate on the topic emitted on television and presented by a facilitator in the person of Rebecca Daniel. Furthermore it was possible for the TV audience, i.e. the rest of the conference participants to dial in via telephone and to participate in the discussion.

roles with specific point of view towards an inclusive voluntary service

PO positive: Vassanim, Alibaba

PO negative: ABC Education Center

SO positive

SO negative: happy volunteering

mentor positive: princess

mentor negative: Prika

impaired volunteer: Hanna (in wheelchair)

tandemvolunteer: Elisa

10.15 b) working group on an Indian network

While several participants followed with great interest the input on the inclusion of impaired volunteers in the weltwärts program, some of the Indian participants continued to discuss in a separate group how and by whom an Indian network could be founded.

Apparently the discussion was very productive with in the end the result of the creation of co-team/ task group out of three Indian conference participants, who will work starting a network, defining furthermore the aims and objectives of the networks, which will relate to the SDGs as well.

It was decided to make use of social media and to establish a Facebook group as the first communication channel and platform for the network. The network will be called WIN, Weltwärts India Network.



The founders of the Indian network WIN, discussing the aims and objectives.

14.00 - summary and evaluation of the conference

by Christoph Gille and Leena Buddhé

We like about weltwärts...



The participants mentioned a lot of things they like about the programme.

works for human development
 volunteerism sense!
 great support and contribution for developmental work
 makes the world together!
 good human force support for grass root NGOs
 it is a win-win learning for both volunteers and partner NGOs
 another works is possible
 mutuality (south north) inclusiveness
 build network
 hospitality
 it organizes conference very systematically
 for any global volunteer program „weltwärts framework“ is a benchmark
 in that corner of the world a child knows that someone in the other corners of the world cares
 we like conference for sharing knowledge and experience. It advocates peace building and global learning
 yes! This conference was a precious experience for me!
 the very concept of weltwärts is unique – wish more countries give importance to youth development and cooperation
 we are so happy to see in this complicate world which suffering hungry or poverty, still some hope happen from weltwärts
 at least still some people fight for a better

world. That's so hopeful and beautiful.
 Being a great exchange program
 peace building
 sharing, learning, etc. about working with volunteers and communities that matter for sustainable development
 meet new fellows of other countries
 life-enrichment programs.

We have following recommendations regarding weltwärts...

evaluation from sending organization should be sent to hosting organization too
 it should be continued
 the age group of volunteers should be increased to expand the scope go beyond NGOS – to schools, hospitals, corporates etc.
 expand opportunities for local volunteer to Germany
 conferences every year with different country
 Thank you – go on in supporting partnerships south-north – consider socio-cultural conditions of local volunteers
 support partner NGOs in resource mobilization
 to think about all ages to be a volunteer???
 work towards forming „weltwärts world forum“
 strengthening motivation for SDGs is great
 better networking
 Please expand support!
 Official Gut. Diplomatic connections could do more to promote the program in the bi-lateral cooperation with Guts (?) of the host countries.
 change of the venue
 more detailed information on inclusion
 conferences have an enhanced knowledge and up-dated visa forms and clarity
 to facilitate the Indian Network (WIN)
 some short term internships with youth staff of partners
 time frame for sending volunteers from India to Germany
 conference with mentors and volunteers
 we would like to spend more time to orient German vols to Indian Dev. Scenatio – but we are small NGO with people/time limitations.
 How can weltwärts help?
 strong fostering of partner-networks like SAWN all around the globe.

Weltwärts is a contribution to development because...



The partner organisations collected many ideas in which way the weltwärts programme contributes to development.

it helps for support and contribution for developmental work
 it invests in human resources (volunteers and social environment) in the sense of SDGs
 it reduces misconceptions, builds relationships and fosters a sustainable- equitable progress
 it has grass root level contribution to the local level development
 it provides a common platform for all to stand upon, connect and voice out and share their ideas. even marginalized people get chance to know about foreign nation, particularly get chance to visit other nation.
 solidarity
 volunteers get opportunities to be sensitized and work towards achieving different goals of the SDGs
 indirectly financing NGOs
 broaden peace perspective and friendship among countries
 it supports the poor and the marginalized and physically challenged
 North-South and South-North exchange volunteers
 its inclusive approach contributes to overcome social inequity and marginalization
 it contributes towards the development of nations
 it is education in so many ways! And, how would we think development without education?
 countless people is doing or assist weltwärts program Covered so much things in this society
 it develops personality of the volunteers

it develops the NGOs standard and commitment there are plenty of welfare platforms but very few long term development programs with such focus volunteers get opportunities to be sensitized and work towards achieving different goals under SDGs.

We find difficult about weltwärts...

Collection of problems and challenges encountered with the weltwärts program.
 Please listen more to the voice of hosting partners
 volunteers should focus on the program objective rather than tourist purpose!
 a few volunteers too young to follow the school or local rule. We would like to require more trainee or preparation for them.
 voice of volunteers more influencing them PO/SO
 no direct contact to weltwärts except from SO
 support for south – north program
 a channel to know about development in weltwärts program in language common to all
 I personally do not have any difficult experience with weltwärts!
 duration of volunteers is short. Please try to increase the duration to 18/24 months.
 impact study on POs not done
 younger/less mature on program
 it has to be well known.
 we never find difficult. It is a great joy of happiness to work with them.
 don't have access to information of hosting agency in Germany who would accept local

3.5. Message from Nagpur

We, partner organisations of the weltwärts program from Cambodia, China, India, the Philippines and Thailand which came together on the Nagpur partner conference in September 2017 had a rich and fruitful discussion together with our German partners about various aspects of the weltwärts program. We agreed on the positive outcomes of the program and think that – with its detailed standards, long term stays and developmental focus - for any global volunteer program the weltwärts framework is a benchmark. But we also see still potential for improvement and some aspects not yet fulfilled. Therefore, we want to share some of the most important aspects we were discussing in Nagpur 2017 and agreeing on among the hosting organisations:

We appreciate weltwärts because:

- It is a contribution to everyday work of grassroots NGOs. It gives good humanforce support and serves sustainable developmental work and civil society efforts in the hosting countries.
- It is a learning win-win situation for both, volunteers and partner NGO's: While volunteers are learning about the societal challenges in their hosting organisations, local NGOs can reflect their own perspectives. For that reason, weltwärts volunteers are fostering qualitative work of partner NGOs.
- The mutuality of the program gets clearly visible in the south-north-component, which gives young people from our countries the chance to participate in this life-enriching program, too.
- We especially acknowledge that weltwärts is enhancing our own networks within and beyond beyond a country. While we meet different organisations which work with weltwärts volunteers, we strengthen local as well as global networks.
- Finally, the program reinforces the understanding of living together in one global world: In one corner of the world a child knows that someone in another corner of the world cares about it.
- Since we are convinced that weltwärts is a positive contribution to our work, we think that further efforts have to be undertaken regarding the following difficulties we observe:

- Not always the volunteership is a well-balanced give and take: Some volunteers are focussing more on tourist purposes then on their tasks in the partner NGO. Others might be too young to take over the tasks they are assigned to or do not appeal mature enough for living alone in a foreign country. A few volunteers do not accept local rules and can damage the reputation of the hosting organisation.
- Sometimes we do observe a lack of communication between sending and hosting organisations: Sometimes there is only little contact and information exchange between the sending and the hosting organisation and therefore quality standards and other aspects of the program are not always known and fulfilled by partner organisations. The program is not always as known as it should be, neither South-North, nor North-South. And finally, we do not know much about the feedback and evaluation regarding the experiences of single volunteers as well as the program as a whole in Germany.
- Thirdly, the voice of the partner organisations sometimes appeals to have less influence than the voice of the volunteers. Especially in the evaluation processes and the program development, partner organisations do not seem to be much included.

Regarding the the strengthens and difficulties of the program we observe, we have the following recommendations regarding the further development of weltwärts:

- It definitely should be continued and carried on with the same accuracy the program already displays in most aspects.
- Make sure, that the volunteer gets good preparation and training for the local environment and workplaces.
- In general, the actual age of the volunteers (now around 19) should be further increased. In a lot of areas we advocate to send more skilled volunteers, e.g. volunteers who have completed vocational training or Bachelor programs.
- In some workplaces, it would be interesting to increase the duration of the volunteership to 18 or 24 months.
- Continue the extension of the south-

north-south-component and upscale the opportunities for local volunteers to do a volunteer service in Germany.

- Regarding the south-north-component we strongly advise to consider rising the age bar to 35 years, to give more skilled people of our organisations the possibility to take part in the program and bring enriching experiences back.
- Foster networking within the partner organisations: It not only gives us the chance to strengthen the quality of the companionship of volunteers. It is also a great opportunity to discuss among various grassroots NGOs the topics and methods of how to develop a juster and more peaceful world. Make sure that conferences like the one in Nagpur takes place on a yearly base with the participation of different countries and of the sending organisations. Foster workshops where mentors and volunteers get together. Elaborate thematic workshops which concentrate on specific development topics like specific SDG goals or social inclusion.
- Facilitate information channels like english newsletters and program documents to be accessible to partner organisations.
- Make the voice from the hosting partners heard: We strongly advocate the idea of partner-networks in different countries and regions of the world like the WIN-network in India to be facilitated by the weltwärts program. Offer regular ways to listen to the voice of hosting partners in the structure of the program.
- Since we are convinced of the program, together we should think about expanding volunteer programs like the weltwärts service to all ages, population groups, regions and countries. Let's work towards forming a „weltwärts world forum“.

Finally, we are convinced that in its present form and while continuing the same quality weltwärts is a contribution to further development of the world:

- It enriches the resources of social NGOs around the globe: It contributes to the developmental work in the sense of SDGs and is a contribution to the stabilisation of socially engaged NGOs.
- Weltwärts is awareness rising: It sensitises the volunteer, the community he or she comes

from, as well as our own communities. It reduces misconceptions, builds relationships and fosters a sustainable-equitable progress. With its inclusive approach, it contributes to overcome social inequity. Finally, even marginalised people get a chance to know about foreign nation, particularly in the chance of working in another nation. Thus, it is education in so many ways. And how would we think development without education?

- Different from other programs, it supports grassroots organisations: It focusses on the local level development and connects to the everyday life of poor and marginalised people and of bottom-up movements in the hosting countries.
- Finally, weltwärts is a tool of hope to work together at a better world: It provides a common platform for all to stand upon, connect and voice out and share their ideas. It broadens the peace perspective and friendship among countries and contributes to peace building. By making the world together it gives hope that another world is possible.

4. Interviews with participants

All interviews by Alexandra Wirobek, DIZ



**Interview with K.S. Malathi
Mentor at Karl – Kübel – Stiftung**

A: How did you like the conference and what do you think are the benefits of this conference? In which ways did you benefit from participating in this conference?

P: First and foremost such kinds of conferences are needed because things have been changing continuously and an update and refreshing is very much required at all levels. So that way such conferences help greatly. If you see the benefits as it is, it is a kind of having a new inside view on certain things because every time when we come to a conference you find different kinds of partners bringing in different types of challenges and strategies. So, this gives us a platform to look at issues from multidimensional perspectives again and again and it really makes the program dynamic. So this is what I've been pretty much impressed by this workshop.

A: Okay and now I know that you're a mentor right at Karl Kübel Stiftung?

P: Yes, I'm a mentor of mentor.

A: So how long have you been working as a mentor?

P: This is my tenth year.

A: So you have a lot of experience, also with the weltwärts program I assume?

P: Very much!

A: And when you think of the program, what do you think is good or what do you think needs to be developed further, what needs to be changed? How can the program improve?

P: Okay, to talk about the goodness: This is continuous and sustainable for one decade. That itself is a good factor. It is not something like a bubble that came up and left though it started as an experiment. But as you can see all the kinds of resources, energy, technical knowledge and mentoring that have been invested in improving this by all states, this is amazing! It is the best effort. Okay! What can be looked forward to? Right, I think there are still some areas that are like for example the stops with the sending organization and partner organization from a NGO field perspective. But you see that in the host countries the partner NGOs are also shrinking and their capacities are also not that much developed because attraction rate is not high. People are leaving their job, new people are coming and there are lots of investments in organization again and again. So I think they should expand this program to other avenues like maybe hospital setup, corporate setup, maybe educational institution directly and not link only with the NGO sector alone. So, this will expand the scope of also the inclusion process because they have more know-how, more capacity too, to do all those things. And so this is what I think weltwärts should start looking at instead of only talking to NGOs because it started with something as the skill building transfer and other things but honestly speaking that is an incremental increase in everything. But if you look at the sustainable level of the last ten years you should see that there are a bunch of organizations that are model NGOs, a bunch of resource persons for this mentoring and other things but you are not able to find it. So that means, it is only continual, it is not sustainable. It comes and goes and I think on some terms it should be a program rather than a project from a view perspective.

A: You as a mentor of mentors you probably have had many experiences on crisis situations? You also spoke on this topic in the conference now and I would like to know if you think the conversations or the way the topic was handled will maybe help you to have a different look on crisis situations or to help you to handle them even better?

P: Okay. Honestly speaking this is a topic which must be furthermore deepened, opened, expressed. So maybe this is something that we have to start to have as a common favor like crisis management, a manual and if anything is the case of the participant and it will say what I will do et cetera. In connection to this, certainly the network building at a regional level will help first because there will be, I hope there will be, some pages which talks about this, of crisis management situations where people can just click on and like the German embassy emergency number. So I would like the next workshop to really enable people to even forecast crisis not wait for crisis but forecast and have pre-dential gears already set up. We don't want for another hundred years another crisis to come at all but we cannot say that there won't be any crisis. The crisis may be new challenges coming up but keep updated but also forecast. That should be the focus in coming workshops and I think the next discussions we should think about this.

A: I would like to know if you've had experience with the South-North component.

P: Yes, this is the third year for us.

A: So in which case do you think it is important to have this component?

P: The South-North component if you see now that we have been talking about inclusiveness today with the disability about the people with the different special skills or so. The same thing happens for this side of the country I see that there is a better country. So by this certainly there has opened up a gate for the most vulnerable and some who are aspiring may not always be vulnerable or something but someone who really wants to go to a next step. This program has opened up the gates for such people. And the second part how it does open like at first, it really if you're a really open organization you can bring people these people into your preparatory seminars, selection

seminars, distant monitoring and life coaching for volunteers who are going from here and as well volunteers coming from there. So you can, it is a process after three or four years the people so called including multi should be out of this picture and there should be a small cloud who takes up this. It should continue because they are exposed living there for a year and they have also got an experience of being on this side. So that is what I'm looking forward to and this gives these bridges the countries relationship more. We do not only want to take something but we also want to offer back and I think that is very unique.

One important issue for everybody is that how much we are sincere about each and every micro aspect. Volunteer program and organization should learn from the weltwärts framework because weltwärts framework, program framework, never misses out any micro issues. We are even concerned about every micro aspect and weltwärts never misses these. That way and this is the best way.



**Interview with Socheat Suon
Director of New Future for Children**

A: So you enjoyed the conference in general?

P: Of course, of course. I really enjoyed the conference very much. You know, I could see many people and many partner organizations of the weltwärts program. Yes and before I always thought that it's only Cambodia and the Asian countries that they only work with the weltwärts program. But when I come here, I joined here, this is like the big world, this is not our small world anymore, like I thought before.

A: Yes, this is globally, all over the world.

P: And of course like I am personally really interested with the Indians organizations. You know, like they work with the different projects, so yes to me this is something new that I have learned.

A: So then when you say that you enjoyed the conference, what do you think, in which way you benefitted from participating here?

P: Oh yes, of course like I ultimately benefitted

from the conference like first of all I get to know about India because it is the first time that I travelled to India and I met with Indian people with different language but we come up with only one language which is English. Sometimes I find it is hard to understand, but it is very good that I try to understand them and what they are doing. I can also get a deeper understanding about what are the demands and the main objectives of the weltwärts program. So the conference can let me know about for example how to work with the German volunteer and how to prepare for that and also how to react if there is any crisis or something like that. And also about networking which is very good about how we can work together. And then the next point is that I can understand more about the South-North exchange program or volunteer service or something like that. Yes, before I have only heard that mostly German volunteers work in various countries all around the world but now I get to know more about and understand about how to prepare the volunteers for example from Cambodia to work in Germany.

A: So, you are, your organization already is involved in the South-North or not yet and you are planning to involve your organization now in the South-North component?

P: Actually, we don't really have that kind of project yet but we have just started some kind of exchange program to send our intern students. Like the first week he or she will spend one week on German volunteer preparation before they come to work in Cambodia by teaching the Cambodian language, and the rest of the week he or she will be able to join the work time project. So and we also want to expand our program and we are intentionally to have some Cambodian volunteers do work in Germany.

A: Why do you think that could be very important for the Cambodian people to go to Germany or what do you think they can get out of this or why do you think not only sending volunteers from North to South but from South to North is important?

P: Yes, I think it is absolutely important to my point of view because of course like we already benefit and we have learned from there. When they were volunteering in our country for example and when they finish the project after one

year they go back home and this is something that we might forget in the future or something like that. But if we send our local people to get experience in developed country like Germany for example, so I think it will be an experience because they will learn how to work, how to perform while they work in the developed country and then they will bring that back home to their home country. I think it also expands their brain zone and we can also spread out their knowledge and experience to the other local people. So, this is what I strongly believe.

A: So, did I get you correctly that you would say that you believe that the South-North component has the advantage that people who have been to the North can then after their comeback contribute to the to a different kind of developments in the country they come from itself, like in your case then Cambodia.

P: Yes. I think so because like you know the educations and experiences they have in for example Cambodia, they have a limited system and we have not a standard yet, so I think they can see the new world and they have new ideas and a new comfort zone and then they'll think new.

A: Okay. So now you have actually spoken about the points that you liked about the conference and also that you had the chance to expand your knowledge and maybe we can just have a quick look at the program in general. I would like to ask you what are positive things about the program and what do you think has to improve? Because you have been working with volunteers for how long now?

P: Ah yes, with German volunteers roughly seven years already.

A: So you have some experience, so what do you think could be improved and what is fine?

P: Okay, so like to me the first one is about the language. I mean it's some time hard for the German volunteer when they first start in the project because they cannot speak my language and the students mostly speak the Cambodian language because they don't know a lot of English. So I think if if they can prepare volunteers like they can learn some local language before they come down. That would be helpful. Yes, and about the

second point, I think the volunteer preparations in Germany should talk about the cultures in the local country so I think of course they learn about the theory but you know when it comes to the host country so you know like a cultural song or something . So you know if there is any persons involved with the volunteer preparation, so let them understand more about the cultures about the hosting organizations or about their country.

A: So when you were talking about what you liked about the conference you mentioned the crisis situation and now I know that you have had workshops and you've been talking about that. Do you feel that now if you think of a crisis situation the inputs from the conference will help you to handle them better?

P: Yes, I think so. Yes, because for example the talks about the emergency contacts for the volunteers like if they had any problem or something like that and yes that is like a good point that we raised a lot of you know crisis and then let the sending organization or the weltwärts program know about it because like in various organizations, I mean like receiving or hosting organizations, should know that they work directly with the volunteer and they know easily what happens with the volunteer when or while living in their project. So I think first that the kind of crisis and I think it is very very important to let the weltwärts program know and the sending organizations understand about that and then they can prepare well for example during the seminar preparation in Germany you know it will be helpful.

A: You think the volunteers themselves should be prepared for crisis situation or the organization?

P: I think like at least the volunteers they know it in advance.

A: When something happens.

P: Yes, and then they can prepare themselves for it. And the sending, Like the hosting organizations also you know work together even like we know what happened before it might happen again if we are neglected.



**Interview with Yengying Chongchit,
 Hosting Program Support Manager
 at AFS Intercultural Programs Thailand**

A: What did you like and what did you not like so much about the conference?

P: This is the first time that I'm joining the weltwärts Conference. I heard that there are many functions that have been arranged earlier and I heard from the people who have been in the previous conference they mentioned that there will be more partner organizations joining, so for this time it seems to me that there is some kind of limit. But however my impression is that the atmosphere and things are good, we have a tons to discuss and meet the people from weltwärts which clarifies things you can and can't do and answers also of the questions I have and I really enjoy even though I miss the talking with my partners in person but I have a chance to talk with the NGOs here or in other countries. So it's kind of like to broaden my ideas because AFS it's like national level we're the one who recruit the projects like hundred project around Thailand.

A: So when we speak about the topics that were

covered by the conference which topics did you find the most important or most interesting for you?

P: For me it's South/North one. We didn't even think about starting. And from the people who have joined the Conference before they were mentioned that it was hard, they were like it's impossible. However, when I meet Mukut or even hearing from the people from Weltwärts I think it's some chance that we can send someone from Thailand on the South/North program.

A: So when you go back now you think you'll start working on this and including it into your project? Did I understand you correctly?

P: Yes... I'll have to ... It'll be an initiative but for me I am only working for hosting so my power is really for hosting side. So I can't really promise that how it's going to work but we want to make a numbers on that yes. At least one person from Thailand.

A: You want to initiate the project?

P: Yes.

A: And why do you think this is important? In this whole weltwärts program to not only have North/South exchange but also the other way around?

P: Because we are working in exchange programs. So, it is important you know not just to have a North/South because each year we host like weltwärts and other volunteers, it's like more than 200 altogether. And I think it's important to have a kind of balance. So it'll meet our organization's goal that we have as an exchange program. And also to have someone going to Germany on a community service program even though it is no very popular people on a volunteer's program. But I think there will be some groups that are interested on that.

A: And in how far do you think the countries that are sending their volunteers to Germany in this case can benefit from sending volunteers?

P: Here in Thailand even though we do a lot of student exchange program but with the volunteer you know it's not very popular. So it's I think the project we have someone funded by the gov-

ernment or by the ministry going abroad and do some kind of project there the organization will benefit, because we have someone with the experience coming back. I think it's really important to spread the ideas that volunteerism is also possible going to developed country.

A: If you look at the program itself, what do you think are the good sides of it and what do you think needs to be improved?

P: I feel the good thing is the sense of volunteer services. I really like it the idea that they send a group of people to these countries. The volunteers are helping in our organizations or the project and people benefit from having this. But however what needs to be improved is a clear guideline about the approval process. For example, we have a case in which the BMZ banded some project which is in Southern Thailand - we found that there are lots of projects you can work with sealife. But however we met at the Conference an NGO which is also from Thailand and is placed in the South so I don't know where the policies come from, so we need the clarities for the approval of project.

Furthermore, we need a clear guideline about how to select the volunteers to the programs, how the volunteers can be prepared and also the orientations guideline.

And you know a lot of times we have been given feedback from the weltwärts volunteers: "My friends in India they got this but why didn't I have this? [...]" You know the rules "[...] they can drive, but why can't I drive?". A lot of issues have been treated different individually.

A: So you feel like there needs to be a bit more transparency, did I get you correct?

P: It needs to be concrete ideas, or a policy or standards and guideline for the hosting partners for how to host.

A: You think that the guidelines should be the same for all weltwärts volunteers?

P: Generally the screening project guideline or the orientation guideline should have some kind of framework.

A: A framework so you understand what to do.

And also that you don't get these questions like why can they do that and...

P: Yeah and also like AFS Germany it's been very professional in giving us this kind of guidebook on how to do it. But a lot of times we have been given these questions about why can't we place participants here you know and the answer is like because the ministry has not approved and you know it's hard.

A: Yeah that I understand. I would like to know: you have had this input on crisis situation and I would like you to tell me if you think that the input from the conference will now help you to deal better with any crisis situation that comes up. Do you feel that the workshops and the discussions you had on this were fruitful?

P: I think but still every country has its different style, but I want the guideline also from weltwärts itself. Like for example in a case of psychological procedures what are the things that you should do? Because we face now a lot of cases a lot of people asking to return home because of mental issues. I would love to hear in some process this is the first step, this is the second step and so on. I'd love to hear more about standards and policies

A: I have one last question about the SGDs and I would like to know if the input in the workshop was important?

P: Yeah. Yeah. You know for us in an organization as a whole we didn't really use like similar we use like MDGs.

A: It's the Millennium Development Goals.

P: Yeah it's like I think that SGDs is like more simple and you can see the objectives and some things in more concrete way and I feel like I want to use this when we train the volunteers and in a project to think about a lot more possibilities for the volunteers to do stuff.

A: But also to probably really have the connection between naturally developmental work and developmental education and the voluntary service itself because maybe sometimes it might drift apart and when you use this...

P: Categories and stuff it's really good. Yeah.

5. Abbreviations

Abbreviation	German	English
bezev e.V.	Behinderung und Entwicklungszusammenarbeit	Disability and Development Cooperation
BMZ	Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung	Federal Ministry for Economic Cooperation and Development
DIZ e.V.	D e u t s c h - I n d i s c h e Zusammenarbeit e.V.	Indo-German Cooperation
SO	Entsendeorganisation	sending organization
PO	Partnerorganisation	partner organization
SDG	Sustainable Development Goals (of the UN)	Ziele für nachhaltige Entwicklung (von der UN)
CFSD	Centre for Sustainable Development	Zentrum für nachhaltige Entwicklung
DRK	Deutsches Rotes Kreuz	German Red Cross
PSA	Programmsteuerungsausschuss	Program Steering Committee

6. Vote of thanks



At the end of the conference, all the participants formed a network together, expressing what they appreciated about the conference.



Staff members of Ecumenical Sangam, who organized everything behind the scenes and worked very hard, together with participants.



Charlotta Saul thanked all the participants for their discussions and their contribution towards the success of the conference.



Leena Buddhe and Christoph Gille, the facilitators - happy and exhausted.



Especially, she expressed her thanks to Karen D'Souza from Ecumenical Sangam and her team.



Dr. K.N. Joshi, mentor of volunteers in Rajasthan, expresses his thanks to Karen D'Souza and her team.



Yenying Chongchit bids farewell to Christoph Gille.



Vicheth Chan from Cambodia thanks Leena Buddhe.



Elumalai Balamurali from India expresses his thanks to Nikhil Pedhekar from Ecumenical Sangam.



Phary Moeun from Cambodia thanks Hargovind Kaishyap from Ecumenical Sangam.



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