



Documentation of Conference

Lilongwe, Malawi

November 27th – December 1st 2018

Table of contents

1. Introduction and background.....	1
1.1 Welcoming adress by the programme steering committee (PSC)	1
1.2 Foreword by the organizers	3
1.3 Schedule of the Partner Conference	4
1.4 Table of facts about the partner conference	6
2. Results regarding the topics brought in by the PSC	7
2.1.1 News of the ww programme.....	7
2.1.2 Impact of weltwärts regarding the Sustainable Development Goals (SDGs).....	9
2.1.3 South-North-Component	12
2.2 Results on cross-sectional issues.....	13
2.2.1 Which expectations do partners have regarding the volunteer programme?	13
2.2.2 Which topics from the conference are relevant for the future development of the programme and will be reported to the PSC?.....	14
3. Individual part of the documentation	15
3.1 Expectations and wishes of participants regarding the conference and topics.....	15
3.2 Child protection.....	16
3.3 Crosscultural Encounters.....	18
3.4 South-south-networking	20
3.5 How to deal with sick volunteers?	21
3.6 Evaluation of the conference	22
4. Impressions	24
5. Appendix.....	27
5.1 List of Abbreviations.....	27
5.2 Presentations.....	28
6. Imprint.....	100

1. Introduction and background

1.1 Welcoming address by the programme steering committee (PSC)



Dear members of the partner organisations and sending organisations,

we are delighted to welcome to you on behalf of the weltwärts Programme Steering Committee to this, the first partner conference to be held in Malawi.

We from the weltwärts Programme Steering Committee would like to thank you for travelling so far to attend this partner conference. Thank you for your commitment, motivation and input.

2018 is a special year for us. weltwärts has now been running for ten years - an achievement made possible by the good working relationship between all stakeholders in the partner countries and in Germany. The weltwärts anniversary was celebrated at an event in Berlin on 15 September. We were joined by volunteers past and present, employees from sending and international partner organisations, political representatives and representatives of civil society organisations to discuss the challenges facing and the future of the programme.

The theme for the anniversary event was “weltwärts changes”. In fact, it changes not only the volunteers but all of the programme’s stakeholders and people linked to the programme. Our common understanding: We are all learners. The great potential offered by weltwärts lies in the collaborative effort to promote development volunteering worldwide. And, working together, we have managed to live up to that potential over the past ten years. We would like to thank you, too, for the part you have played in this achievement. With ten years now passed, we need to continue looking out into the world, “worldwards”, to cite the German name of the

programme, and engaging in dialogue in order to tackle future issues together.

We are looking forward to discussing current developments on the weltwärts programme with you over the next few days. We will be seeking to answer your questions but also, and above all, to take your comments and ideas concerning the weltwärts programme back to the Programme Steering Committee. Our aim is also to continue the dialogue that past conferences have initiated. In recent years, there have already been 30 conferences like this one - all over the world. In South Africa in 2012, 2014 and 2016 we were able to share our thoughts with each other with regard to the weltwärts programme and general issues concerning international volunteer services and engagement in society. Your feedback provides important input for the continuing development of the programme.

We would like to thank Franciscan Sisters Madisi Malawi and Sisters of Charity of Ottawa Ludzi Mchinji Malawi, as well as the weltwärts organisations fid-Service und Beratungsstelle für internationale Freiwilligendienste (AGEH) and Kongregation der Franziskanerinnen Salzkotten for all of the effort they have put in to organising this conference, which will make that dialogue possible. As well as enabling you to discuss issues with us, the representatives of the programme steering level, the partner conference offers you the opportunity to put forward topics of your own, share experiences in your day-to-day work with the volunteers, set up joint projects and thus to establish contacts and take away fresh ideas for your work.

So what topics do we want to report to you on and discuss with you in the next couple of days?

This year, a comprehensive study of the weltwärts programme was published. Conducted by the German Institute for Development Evaluation (DEval), it looked at the effects the programme has had in Germany. We would like to present the study's findings at this conference and look forward to discussing them with you. We would then like to find out about your views and the effects you think weltwärts has. What effects do you, as representatives of partner organisations and places of

there are 13 volunteers from Namibia, 6 from Zambia and 5 from Mozambique on assignment in Germany with weltwärts.

Last year, a number of stakeholders took part in a participatory process, based on an evaluation, to exchange views and ideas about the continued development of the South-North component. We would like to give you an update on this process, which has seen the participation of a total of 40 partner organisations from 20 countries German host organisa-



Figure 1: Welcoming speech by members of the PSC.

assignment, notice around you as a result of weltwärts? What development aspects do you see in the implementation of the service on the ground? How would you say your work fits in with the SDGs? How significant is the principle of partnership in this work?

In addition to considering your work with volunteers from Germany, we would also like to look at the volunteers you send to Germany. Demand for the South-North component launched in 2013 is considerable and constantly growing. We started out with 150 places in 2013/2014. There are currently around 620 volunteers on assignment in Germany. During the course of 2018, there will be 800 volunteers working at the various places of assignment in Germany. This, too, has been achieved through the very good working relationship with all stakeholders. At the moment,

sa-
tions and places of assignment, returnee South-North volunteers and the Programme Steering Committee.

We are looking forward to engaging in a dialogue with you, and we wish everyone enriching conversations, productive workshops and interesting ideas to take home.

With our very best regards,

the members of the Weltwärts Programme
Steering Committee

1.2 Foreword by the organizers

The *fid* counselling and service centre works with numerous, mainly catholic, sending and receiving organizations in the weltwärts programme. One of our long-term partners is the Franciscan Sisters of Salzkotten FCJM. Together we decided to conduct a weltwärts partner conference in Malawi. Our mission at *fid* is to enable and empower sending and receiving organizations to put their ideas into action. Therefore, we now give the floor to the Franciscan Sisters and their partners in Malawi:

The Franciscan Sisters of Salzkotten FCJM, the Franciscan Sisters of Madisi and the Sisters of Charity of Ottawa had the honor and the pleasure to organize and support the weltwärts partner conference 2018 in Malawi, the warm heart of Africa. We were happy to welcome representatives of the Federal Ministry for Economic Cooperation and Development, of the Program Steering Committee of weltwärts, of Engagement Global and an overwhelming number of participants working with volunteers from several countries.

showed that all over the world many people care about the idea of a united world, about meeting as equals and friendship among different countries. As we knew before and were allowed to experience during the conference again, the personal encounter cannot be replaced by phone calls, letters or emails. The exchange of information and of best practices enabled all of us to achieve a deeper understanding of our common goal, namely a fruitful and enriching cooperation between the volunteers, the host organization and the sending organization. The sharing of difficulties and misunderstandings offered the possibility to develop, personally or as a project.

We would like to say thank you to every single person for his or her contribution to this partner conference and we hope that this experience enriches your daily work just as it does to ours.



Figure 2: Welcoming speech by the Franciscan Sisters of Salzkotten FCJM and the Sisters of Charity of Ottawa.

1.3 Schedule of the Partner Conference

2018-11-26	Afternoon and Evening	Arrival of participants
2018-11-27	09:00-10:00 Welcome and introduction	- Welcome Speech of PSC representatives: Carola Blendermann (SAGE Net) and Johannes Lauber (BMZ)
	10:00-11:00 Introduction of the agenda	- Moderators present the agenda - Participants present their views and topics
	11:00-12:30 Fair of participants	- Participants represent their organizations with flyers, posters and anything they like
	<i>12:30-14:00 Lunchbreak</i>	
	14:00-15:30 Fair of participants	- continued
	<i>15:30-16:00 Break</i>	
	16:00-18:30 weltwärts – current Developments of the programme	- Experiences of the participants - Introduction to the weltwärts-structures: Presentation by Christian Wochele (Engagement Global) - Introduction do current debates at the steering committee
	<i>18:30-19:30 Dinner</i>	
	19:30 Cultural Evening	Welcome to Malawi!
2018-11-28	09:00-12:00 Child protection (break included)	- Introduction to child protection by Bridget Chetama (Tikondane) and Father Chanda (Kabwe Diocese)
	<i>12:00-12:00 Lunchbreak</i>	
	13:00-17:00 City Tour and excursion to Tikondane (two groups)	- Excursion to street children’s project in Lilongwe - Guided city tour
	17:00 -18:30 Evaluation of the excursion	- Volunteer and child protection
	<i>18:30-19:30 Dinner</i>	
	From 19:30 South North Component	- Film screening and discussion
2018-11-29	09:00-10:00 Impact of weltwärts	- Views of participants - SDGs: Presentation by Johannes Lauber (BMZ)

	10:30-11:30 Weltwärts and SDGs	- Panel discussion with Mrs. Krenz (German Em- bassy Malawi)
	<i>11:30-11:45 Break</i>	
	11:45-12:30 South North Component	- Presentation by Carola Blendermann (SAGE Net)
	<i>12:30-14:00 Lunchbreak</i>	
	14:00-16:30 Networks of Partner Organizations	- Presentation of SAWN - Views of participants: group work - Presentation of group work and discussion
	<i>16:30-17:00 Break</i>	
	17:00-18:30 Crosscultural Encounters	- Sharing of experiences and irritations
	<i>18:30-19:30 Dinner</i>	
	19:30-20:30 Crosscultural Encounters	- Methods to increase mutual understanding
2018-11-30	09:00-12:30 Open Space Session (break included)	- After three days of programme, participants have the chance to bring in the missing or other relevant topics
	<i>12:30-14:30 Lunchbreak</i>	
	14:30-16:30 How to deal with sick volunteers?	- Presentation by the Sisters of Charity of Ottawa - Discussion
	<i>16:30-17:00 Break</i>	
	17:00-18:30 Outcome of the partner conference	- What are the important results of the confer- ence for the weltwärts-programme?
	From 18:30 Last evening: Celebrating Partnership	- Barbecue - Cultural programme
2018-12-01	09:00-11:00 Conclusion	- Evaluation of the conference - Presentation of certificates

The venue of the conference:

Msamba Catholic Centre

Area 36 (near St John's Parish)

Lilongwe, Malawi

1.4 Table of facts about the partner conference

Location of the conference, country and city	Malawi, Lilongwe
Sending Organizations in charge	AGEH/Fid: Service- und Beratungsstelle für internationale Freiwilligendienste
Cooperating sending organisations	Franziskanerinnen von Salzkotten
Partner organizations involved in the planning/organisation	Sisters of Charity of Ottawa Franciscan Sisters of Madisi
Date of the conference	November 27 th – December 1 th 2018
Total number of participants	40 (without Team and daily guests)
Number of Participants from the following countries	Botsuana: 5 Germany: 2 EO, 1 EG, 1 BMZ Malawi: 15 Mozambique: 3 Namibia: 3 Southafrica: 2 SAWN Zambia:8
Relation men/ women	17/23
Language of the conference	English
Main topics	SDGs, south-north component, south-south networking, child protection, cross-cultural encounters

2. Results regarding the topics brought in by the PSC

2.1.1 News of the ww programme

To begin with, a presentation with general and current information about the weltwärts (ww) volunteer programme was given by Christian Wochele as a representative of Engagement Global. Engagement Global is the organization responsible for the coordination of weltwärts and funded by the Federal Ministry for Economic Cooperation and Development (BMZ). Due to the fact that participants had different levels of knowledge about the programme there was a great need of basic information about the weltwärts structures. The following topics were covered: history of the programme, partner conferences, aims, funding lines, statistics, financial framework, website and Facebook, stakeholders in weltwärts and the principle of partnership in the weltwärts programme.

After this general introduction into the programme Johannes Lauber from the BMZ (Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung/ Federal Ministry of Economic Cooperation and Development) informed the audience about current debates in the programme steering committee. He especially focussed on the follow-up process of the last evaluation of the programme, where the impacts of weltwärts were measured. The evaluation will lead to a strengthening of the development profile of the programme and the introduction of a theory of change that includes the expected impacts of the programme. Other important topics discussed in the programme steering committee are the

development of a catalogue of quality for the south-north component as it already exists for the north-south part of the programme. This catalogue of quality is another step on the way to real equivalent components. Another step in this direction is the creation of a volunteer survey for the south-north volunteers as it already exists for the north-south volunteers.

Mr. Lauber is looking forward to the upcoming development and expects a further amendment of the programme's quality. He also emphasized the importance of the conference and its main aims as he counts networking and influencing the program steering committee.

In the discussion after the presentation many questions were clarified, and some points emphasized. Beside others especially the following topics raised a lot of attention:

- volunteers are supposed to be neutral to the local labour market but also need a certain task
- the importance of English contracts and specific guidelines for the work with volunteers
- encouragement for an ongoing communication with the partner organization to avoid misunderstandings
- importance of networking between the south partner organizations

All mentioned presentations are attached in the appendix of this documentation.

Another aspect that gained attraction during the whole conference are the extracurricular exchange projects in the context of the Agenda 2030. A new funding line for weltwärts organizations was introduced as part of the 2016 launched African-German Youth Initiative (AGYI). The AGYI promotes youth exchange between Germany and African countries in a concept summed up in its slogan, "Connecting horizons". Its aim is to strengthen cooperation between partners in order to create better opportunities for young people to enable them to develop into responsible

non-profit German organisation and partner organization from the south. (official description) For further information visit the following website:

<https://begegnungen.weltwaerts.de/en/home.html>

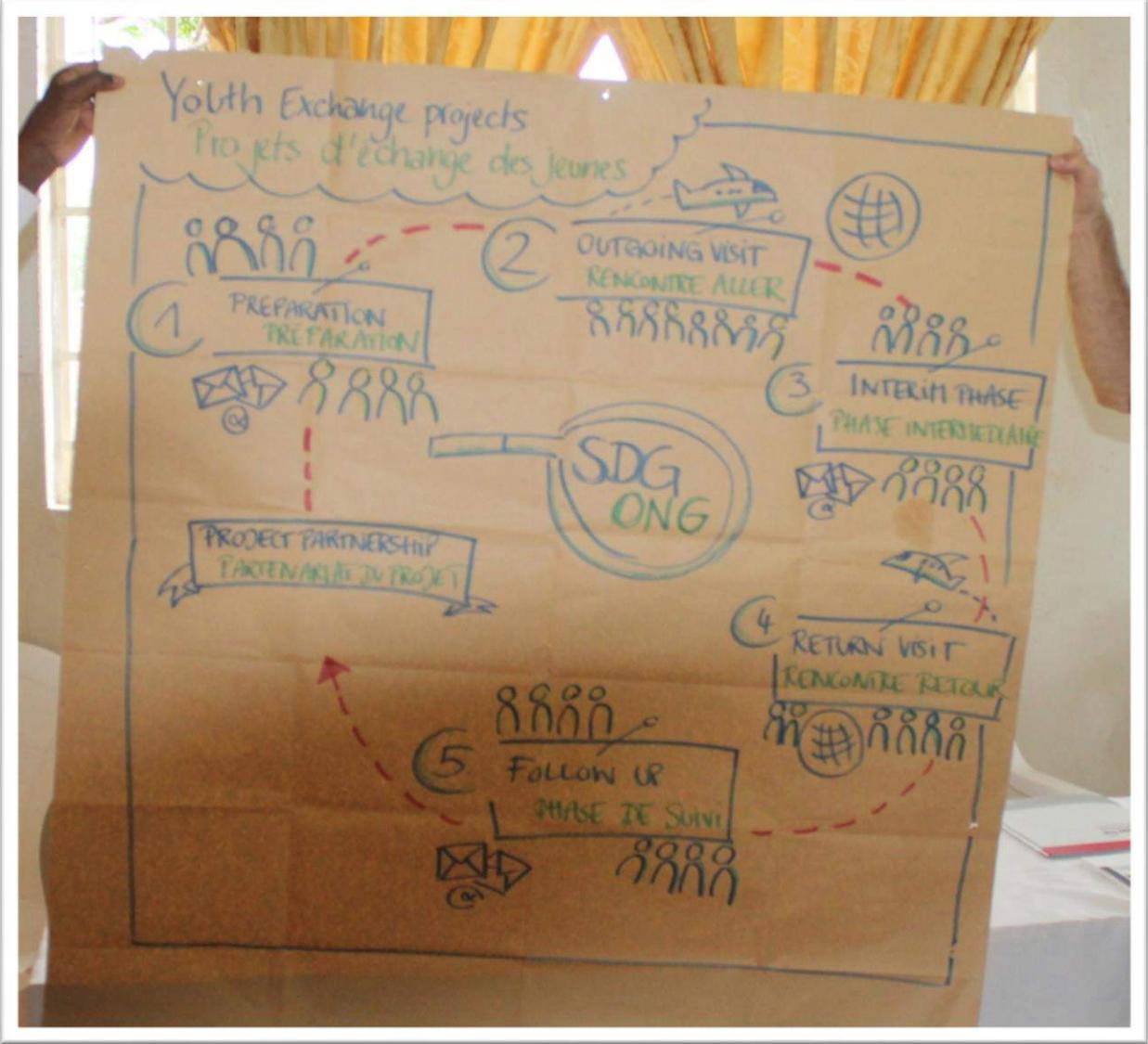


Figure 3: How to organize a Youth Exchange project.

global citizens. The AGYI is a political initiative set up by the Federal Ministry for Economic Cooperation and Development and the African Union. Applications can only be submitted by "application partnerships" which consist of a

2.1.2 Impact of weltwärts regarding the Sustainable Development Goals (SDGs)

Another topic implemented by the PSC was the relation of weltwärts with the Sustainable Development Goals (SDGs). The session regarding the SDGs started with a given task to the audience and group work about the intended impact of weltwärts. In the following discussion the most often mentioned impacts were:

- knowledge sharing
- bridging global contexts
- increase mutual understanding and shape global partnerships
- reduce stereotypes and racism
- support personal development
- community and social project support

But also the possibility of negative impacts were mentioned:

- culture shocks and hard adaption periods
- possibility of strengthening stereotypes
- culture comparison

Mr. Lauber continued with an in-depth presentation about the SDGs. The SDGs are the international goals following the Millennium Development Goals (the MDGs) and were introduced by the United Nations. To cite the goals: „This Agenda is a plan of action for people, planet and prosperity. It also seeks to strengthen universal peace in larger freedom. We recognise that eradicating poverty in all its forms and dimensions, including extreme poverty, is the greatest global challenge and

an indispensable requirement for sustainable development” In contrast do the MDGs the goals are focussed on all countries in the world and not only addressed to the governments, also civil society, trade unions and enterprises are called for action. The SDGs contains 17 goals, measured with 169 indicators. For further information you can take a look at the attached presentation or visit: <https://sustainabledevelopment.un.org/> .

Mr Lauber stated that volunteers don't solve a country's problems. He emphasized that the real change agents are the local people. But at the same time volunteers can support the local people in doing so and in fostering global partnerships and finding common solutions.

After this presentation the participants were asked, to which SDGs they relate their work with volunteers. The most mentioned topics were education and global partnerships which we might call the general volunteer service SDG topics. But even the other topics received endorsement because volunteers work in very different projects which normally focus in achieving a specific SDG.

To deepen the connection between the SDGs and weltwärts a panel discussion was realized. For this panel discussion we welcomed Ms Dagmar Krenz from the German Embassy in Malawi. Together with Victoria Endjala, Susanne Nieländer and Johannes Lauber she formed the discussion group.

The discussion started with a brief self-introduction of Ms Krenz and her work as the deputy head of development cooperation in the German Embassy. She highly appreciated the work of the partner organizations in their support of weltwärts and for their remarkable contribution to intercultural communication and developing young German “weltwärts” volunteers into global players. She was very convinced that the efforts of the partner organizations providing these learning opportunities to young Germans will pay back to the host coun-



Figure 4: Working group on SDGs.

tries: For example some might return as employees of development organizations – as she did. Her career did not started with weltwärts, as it didn't exist; but as volunteer in work camps in Ghana and India. Many volunteers start their own little projects to support the communities and organizations they worked with directly, but all will return with an experience that will make them to advocates for peace, mutual understanding and global partnership.

To the question, in what way weltwärts is related to the SDGs she stated that it contributes in all ways. But first she referred to the "Leave no one behind"-approach as a core principle of the 2030 Agenda, which finally leads to the support of the poorest Nations. That means that also the programmes of the German Embassy in Malawi focus on supporting the least equipped. The German Embassy in Malawi mainly has projects related to health, education and private sector development.

Finally, she referred to the political discussions with African Partner's – including Malawi - today, that it is not so much about the SDGs, but the African Union Agenda 2063 which is visioning a prosperous Africa based on inclusive growth and sustainable development. She mentioned that SDGs are hardly referred to in that Agenda, but it heavily relates to their realization. The new narrative of the Agenda 2063 is a much more Africa owned approach to achieving the SDGs – away from constant development partner dependency – towards an Africa whose development is people-driven, relying on the potential of African people, an Africa of strong cultural identity, an Africa of good governance, democracy, respect for human rights, justice and rule of law.

She finished with her hope that with this new and self-confident African approach SDGs can be more easily and sustainably achieved than with the Donor – Recipient relationship that has been dominant in development cooperation over a long time.

The following podium discussion which was enriched by a very active participation from an interested audience tackled the following

issues:

- the global north should not be seen as developed, it is enough to look at the environment pollution and resource usage to perceive it.
- The most tackled goals of weltwärts are goal 17 - strengthen the means of implementation and revitalize the global partnership for sustainable development - and goal 4 - ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.
- These two goals are the common ground for the programme, which the PSC would call the development profile
- the question in how to achieve the SDGs everybody agreed that people have to work hand in hand and at the same time should not wait for somebody to take your hand
- some people emphasized that even after 2030, there will be a program following the SDGs. Until then we will hopefully have moved the world to a better one

As the discussion also tried to identify bad impacts of the weltwärts-programme especially one aspect was mentioned. It seems as if organizations with German volunteers receives a higher reputation in Malawi and in the prospective an organization without a German volunteers has a lower credibility. In this case the foreign volunteer seems to demonstrate quality organizations for some



Figure 5: Working group on the impact of weltwärts.

people without looking at the work done. The answer offered by the audience was a growing self-consciousness instead of feeling minor to foreigners or westerners. The idea is that first the minds must change before the world-order can change. Maybe it is true that organizations who do high quality work receive volunteers, but this quality is rather despite the volunteer than due to the volunteer!

Another possible but negative impact of weltwärts is the possibility of returning home with even stronger stereotypes. Examples from the audience illustrated that this mostly happened when volunteers were not really integrated and had no real contact with local people. If volunteers really get into contact with the population, if they really work on eye-level stereotypes will diminish.

Susanne Nieländer: She emphasized the very positive impacts of the program for the volunteers, they are more reflected, more independent and with more willing to engage for one world after their return.

Victoria Endjala: Voluntary services are one way to share ideas and perceptions of the world. If we want to achieve the SDGs, we have to break our isolation!

Dagmar Krenz: The world has to leave the donor-recipient view behind and work in real partnerships on the equal level.



Figure 6: Panel discussion about the connection between the SDGs and weltwärts

The final statement of the panel members:

Johannes Lauber: Good Partnerships and good preparation for all stakeholders are the basis for a good learning program. People should have in mind that volunteers can support the local change drivers, but they are mainly there for learning.

2.1.3 South-North-Component

A smooth introduction in the south-north-component was done with a film screening: *One year in Germany* made by Christian Weinert and Ferdinand Carrière. The film tells the story of four young people from Tanzania and Cameroon who complete a year of weltwärts voluntary service in Germany. For each of them, it is their first visit in Europe. The film follows the volunteers throughout their year of service, it expresses different expectations, enthusiasm, goals and challenges. The volunteers describe subjectively their personal experiences as well as their view of Germany. The documentary is a thoughtful and exciting vision of the exchange program seen by four young people. was about (official film description). To request the film please contact Christian Weinert at info@globaleperspektiven.de.

All at the conference present former south-north volunteers punctuated that the film was very realistic despite its subjectively. They also mentioned that the film combined with conversations with former south-north volunteers could be a good start for the preparation of future south-north volunteers.

The introducing presentation about the South-North-Component was held by Carola Blendermann from SAGE Net and also part of the PSC. She started with the question: Who have not even heard about the south-north-component and she discovered that more than a fourth of the participants have not even heard about the south-north-component!

The full presentation is attached below and only a few points are mentioned here:

- For the participation an agreement between host and sending organization is needed, a german organization must manage the contact to weltwärts.

- 25% must be paid by the places of assignment which is not necessarily the host organization.
- the program evaluation was finished in June 2018. The summary of the results is still in progress
- there will be a moderate increase in the amount of places of assignment, but it won't double in the next five years

In the following question and answer session some further information were revealed:

- There is no specific focus on countries and areas and there are still free places in the current budget who are reserved for african countries because they are still underrepresented.
- The number is growing very slowly because it is sometimes hard to find places of assignment in Germany.
- A huge mentioned problem was the visa-experience with a huge amount of visa denied! Johannes Lauber as part of a german ministry explained that each embassy is autonomous and can decide on their own. Therefore, there are huge differences between some embassies. The BMZ also informed the Federal Foreign Office about the weltwärts programme but they don't have any power in a legal sense.
- A vital discussion was the 25% funding rule that 25% of the total amount have to be paid by host or partner organizations. Some organizations claimed that it is already difficult for them to pay the costs for south-north volunteers to apply for a visa e.g. for the transport to the embassy or a police clearance certificate.

2.2 Results on cross-sectional issues

2.2.1 Which expectations do partners have regarding the volunteer programme?

It is to mention that at the beginning of the conference there was wide range of different experience with the program structures, ranging from experienced participants like the members of the Southern African Weltwärts Network to newcomers in the programme who also participated for the first time in a weltwärts partner conference. Due to this point expectations differed widely throughout the audience.

All participants of the conference had in common that they see themselves as partners and weltwärts as a community project that only works in cooperation. Good communication between all partners is considered necessary as a basis for high quality work. All participants emphasize the learning character of the program, not only for the volunteers, but also for themselves and the other stakeholders involved in the programme. Most partner organizations participating in the conference seemed to be satisfied with the weltwärts programme so far. The implementation and increase of volunteers in the south-north-component and that the whole program is now moving towards a program at real eye-level is very much appreciated by the partner organizations.

Most broadly stated was the wish of the partners that their voice is heard in the development of the program. A direct channel or instrument of communication between partner organizations and the PSC would be desirable. Partner organizations would like to influence further developments of the programme and participate in the configuration of the programme. For the partners it seems as if volunteer's and german sending organization's

voices are much more heard or relevant for the program than their own. Even more, because the work of the partner organizations as well as their perspective on the voluntary service was not part of the programme's evaluation. Partner organizations are only included through the German sending organizations but not directly. Some participants criticised this matter of fact.

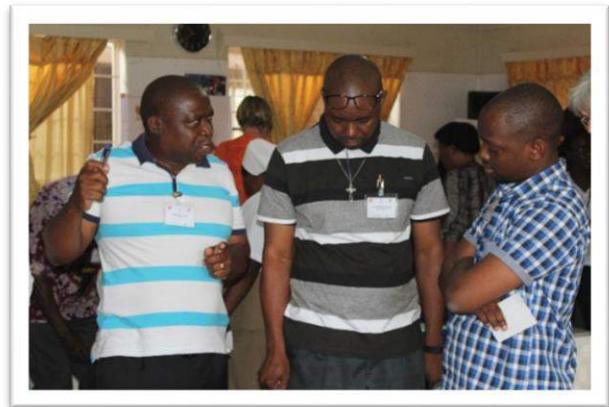


Figure 7: Participants networking.

During the conference it became obvious that many partner organisations expect South-North volunteers to have a professional education and gain experience in their field of work. It was emphasized that gaining professional skills is not the main aim of the programme but that it could be a nice possible synergy. An expectation named by the german sending organizations was that partner organizations should work with the prospective volunteers about their motivation and reduce false expectations regarding their volunteer service. In many cases there is a lack of a formal preparation for south-north volunteers and the partner organizations should ask their german counterparts for support e.g. about relevant topics in the preparation or for the application and selection process of future volunteers.

2.2.2 Which topics from the conference are relevant for the future development of the programme and will be reported to the PSC?

In different work groups, the topic of a database for projects in the global south came up. Partner organisations emphasised several times that they would appreciate a database with information about places of assignment in their countries to facilitate networking. The members of the PSC mentioned, that due to data protection restrictions they are not allowed to give this information to the partners. But the PSC members thought about the idea to contact all host projects in the south through the quality circles, that they could contact national network groups on a voluntary basis. This database would be a great help for the beginning south-south networking.

The partner organizations hope that the numbers of the south-north-component will continue to increase, including the hope that more German organizations will participate in the south-north component in the future. Many partner organizations expressed the wish for an expansion of the component with the goal to enlarge it to the same size and number of volunteers as the North-South programme contains. The partners wish that the south-north component would be promoted more among German organizations, too. They wish an encouragement to participate in this component as well. Several present partners voiced their interest in sending volunteers to Germany but are facing the challenge that their German counterpart does not have capacities to receive volunteers. Some participants did not even know before the conference about the possibility to send volunteers to Germany. Some also expressed

a need for trainings for partners in the global South.

Regarding the south-north component an even closer cooperation between the BMZ and the Ministry of Foreign Affairs would be beneficial from the partner organization's 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.

Another topic introduced by the PSC was the further development of catalogues of quality for the south-north-component. Partner organizations mentioned the strong interest in being involved in the development of such a catalogue.

This points to another important aspect, the general involvement of the partner organizations in the weltwärts structure. The partner



Figure 8: Reflection group on weltwärts future development.

organizations welcomed the opportunity to develop national and regional weltwärts networks but also claim their participation in the further development of the programme.

3.2 Child protection

To start with the topic of child protection we heard an outstanding presentation made by Bridget Chetema. Bridget Chetema works with vulnerable children for 15 years and is working in Tikondane, a street children project that we also visited during the conference. At the beginning of her presentation she focussed on the importance of child protection and the history of child rights since the Geneva Convention in 1989. And she also stated that “you can’t talk about child protection without speaking about abuse”. In her opinion people must know what is good for a child and what is bad in order to support a safe environment. Another important point during the presentation was *breaking the silence*. If you want to treat a topic you first have to make it treatable and yourself able to speak about it. Bridget used the example that in her opinion Malawian people don’t speak about sex in their culture. But if people want to empower their children to protect themselves against sexual harassment, they must start talking about it. In one way just simple to know what harassment is and in the other way that they are able to report cases!

Other important topics of the presentation were the four principles of child rights, child abuse, child protection and about best practices of working with children. Her full presentation is in the appendix of this documentation.

The homepage of Tikondane including their annual reports is as follows:

www.tikondane.wordpress.com

After the presentation the moderators invited all participants to write down some initiatives or efforts they do for child protection with regard to volunteer services. The aim was to use the audience knowledge and that we had many people working with children at the

conference to share experiences with each other. The merged recommendations to volunteers are listed below:

- don’t take pictures and publish them
- background check of staff members and volunteers
- know the children’s environment/homes
- provide the basic needs for a child
- have a security guard at night
- report cases of child protection
- take children to/from school or other events by a staff member
- prevention training for volunteers and staff members
- don’t invade in the children’s private space
- introduce child protection policies in your organization
- create awareness about children’s rights and inform especially children about their rights
- offer safe places for children
- forbid corporal punishment
- list with emergency phone numbers

And as the most important measure: Listen what the children say (even if they don’t say it)!



Figure 11: Bridget Chetema talking about child protection.

Another input of the audience was a video produced by stepping stones international. They produced a video called "Be the voice of your children". The video is about neglect of children's voices in cases of harassment and rape and how to support children. The video can be watched here:

English version:

<https://www.youtube.com/watch?v=4td888oOVxo>

Setswana version:

<https://www.youtube.com/watch?v=Q38jxmGno-k>

The further handling with the topic child protection was made by an excellent speech from Father Alexander Chanda from Kabwe Diocese. He focussed mainly on the institutional side of child protection and opened the word vulnerability to other groups. The example he used to widen the definition of vulnerability were german volunteers. They also can be vulnerable because they don't speak the local language, they don't know the local culture and they don't have social networks.

Father Alex speech focussed on three main points to focus on vulnerable persons or groups:

- Awareness
- Prevention
- Safeguarding

The script of his speech is also available in the appendix.

After his speech the audience was included with the question on what they think now about the topics of child protection and volunteers. The main aspects of this collection were:

- Volunteers should be trained to work

with children.

- Clear ways of reporting for the volunteers have to be offered.
- Volunteers need guiding and counselling.
- Volunteers can often be somehow interpreted as children in a strange environment.
- Volunteers often show how education without corporal punishment works.
- Communication is most important!

After this very informative theory sessions about child protection the partner conference still visited Tikondane, the project of Bridget Chetema. The inspiring visit of this project was another highlight of the conference. We thank the whole Tikondane team for welcoming us and for their great work!

We combined immediately the theory of child protection with the visit of Tikondane through four rules for our visit:

- Don't ask children about their stories!
- Don't take pictures!
- Ask for the toilet, don't use the children's toilet!
- Be sensitive!



Figure 12: Father Alexander Chanda talking about child protection in Kabwe Diocese

3.3 Crosscultural Encounters

A very often mentioned wish before the conference was to talk about culture or more specific about intercultural communication. The idea of this session was not to define culture. As Clara pointed out, culture is a very huge topic and it could be defined as a region, a state a tribe and many other things. The idea of the session was rather working on practice level than theorise the topic. Consequently, the audience was asked to work in groups to share positive and negative experiences with culture and especially some irritations. Subsequently the results were collected and presented to the audience.

The collected cultural topics were as wide as the topic culture is, ranging from differences in clothing (trousers vs. skirts/kitenge), in time-perception (time conscious, time-stressed), in the way people talk about sex in public, about attributively given abilities to people from other cultures, about different pedagogics, about beer drinking, about the perception of and the handling with hierarchy, about weather habituation, about homesickness, about living in host families including the topics of independence and privatsphere in particular, about individualism and collectivism, about dances and songs and last but not least about differences in how direct or indi-

rect things are communicated.

An overall topic was the importance of interest and curiosity in other and new things and people to learn from crosscultural encounters. Together with a certain sensitivity this was named as the most important skills a volunteer should bring with.

Another very interesting aspect was the difference between the perception of south-north and north-south volunteers. To give an example, the south-north volunteers mainly felt alone in their host families as if nobody cares about them. In contrary, the north-south volunteers often felt very constricted in their host family.

The second part of the section with crosscultural encounters started with examples like the above mentioned. The second half tried to increase mutual understanding by introducing two methods. The first presented tool for mutual understanding is the so called value square, well conceptualized from Friedemann Schulz von Thun. The value square basis on the idea, that all positive values have an opposite value, which is also positive. This opposite value is called a "sister value" and is necessary to reach the full potential of all values! With this sister value the value needs to have a certain tension. To put it in a nutshell: A value stays only positive if you don't exaggerate! You need the certain degree of it.

You can take the example of punctuality which is surely anywhere a positive value. The opposite value or the so-called sister value could be named flexibility. The important step of the value square is now to understand that not a single value for itself is only positive! You have to integrate flexibility in your punctuality, or it will turn into rigid behaviour! The same applies for flexibility: Without integrating a



Figure 13: Exchange about Malawian culture.

certain amount of punctuality it will turn into chaos.

The value square in its strict methodical way is maybe not very easy to adopt to own situations but it inherits the analytical potential to discover and appreciate positive values behind other people's sometimes irritating behaviour.

But and this is the most important thing, the basic underlying thought is to respect other people's values and to perceive commonalities beside differences. In a practical way that (hopefully) happens every day during our work with other humans, not only with so called other cultures.

Clara's presentation including other examples of the value square is displayed in the appendix.

The other presented tool to increase mutual understanding is the phase model of Bruce Tuckman, adequately presented by Bruce. This model mainly focusses on team development but can also be applied for intercultural encounters. The model states that all groups must go through four phases: Forming, Storming, Norming and Performing. The first phase (forming or contact) is marked by uncertainty and the importance to start getting into contact. The second phase (storming or conflict) consists of debates and power struggles. The third phase (norming or contract) is characterized by the formation of common norms and rules. In the fourth phase (performing or cooperation) the team works together on a common aim.

To put this model into practice Bruce referred to the film showed the day before about four south-north volunteers living in Germany. In phase one the volunteers behaved as if everything was fine and the mainly wanted to get into contact with local people. In the second phase they were fighting about rules with their host families and their places of assignment. In the third phase they accepted the

bargained rules and in the fourth phase they worked and lived in their now accepted environment. He also stated that all the phases can repeat again but that the consciousness about these phases may help to solve certain situations. Openness and self-reflection are the most important skills for intercultural communication.



Figure 14: Exchange about weltwärts projects.

3.4 South-south-networking

One special topic of this partner conference was the implementation of a session to south-south networking.

The session started with a presentation by Roweena Stuart and Abel Motokolo as representatives of SAWN, the Southern African Weltwärts Network. SAWN want to be the collective voice of weltwärts partner organizations in southern Africa with the aim to collect their concerns and bring them to the programme steering committee. As partners at eye-level organizations from southern African countries formed a group to be part in the decision making process belonging their work with volunteers. Their presentation included the history of SAWN, the foundation process and the current structure and situation. The



Figure 15: SAWN input about south-south networking.

presentation is attached in the appendix.

After this excellent input the participants formed nation groups and thought about recommendations for future networks. The main statements from the group work are listed below:

Zambia:

- They were happy to know each other now through the conference.
- They want to stay in contact and support each other with taking care of volunteers, either south-north or north-south

Namibia:

- They want to start a national network.

Mozambique:

- They would like to have a country seminar to know other organizations.
- They would like to connect volunteer programmes with local development programmes.
- They have the idea of a platform to share information e.g. about visa.

Malawi:

- They want to join SAWN but first want to start at a grassroots level.
- They formed a WhatsApp-group.
- A national meeting was planned.
- A committee was elected with Stuart Sumphi as an interim chairman, Cosmas Makala as the interim vice chairmen and Kisswell Dickson Mkhwazo as the secretary. (The gender-unbalance was criticized by the audience.)

Germany:

- The thought about support that partners' voices are heard in Germany.

Botswana:

- They would like to form part in SAWN and ask if each country can have one board member in SAWN to work with equal rights.

All groups mentioned the problem of a proper database which includes weltwärts partner organizations on a national level. More about this topic is written in 2.2.2.

The SAWN representatives promised to take the questions especially regarding membership and the implantation of national networks to the other SAWN members.

For further information visit: www.saweltwaertsnet.org.

3.5 How to deal with sick volunteers?

To work with the topic of how to deal with sick volunteers a presentation by the Sisters of Charity of Ottawa was organized. The presentation especially emphasized the importance of orientation. Orientation in this way is meant in a very broad sense and includes aspects like food, culture, common diseases and environment. All these aspects must be factored into consideration when dealing with young sick volunteers, particularly regarding the special volunteer illness called homesickness. Also stressed was the point that volunteers should be aware of all these factors already before they arrive in their host countries. In the presentation the sister focused mainly on three typical tropical diseases: Typhus, Malaria and Cholera and gave information on how to recognize, prevent and deal with these diseases.

The information given is attached in the appendix.

In the following discussion some further aspects were emphasized:

- The importance of Malaria treatment even before the results arrived.
- Volunteers should trust local doctors instead of Google, especially in cases of emergency.
- Don't forget the psychological part but look first on the physical part.
- Partner organizations do have a security and safety management, ask them to share their policies and about the preparations seminar's content.
- The importance of being informed about volunteer's chronic (also psychological) diseases.
- Communication between partner and host organizations and the volunteer is the most important aspect of prevention.
- The importance of knowing the country laws regarding homosexuality.

Don't underestimate the psychological part if you are not allowed to live your sexuality and not even show your full identity.

A further document about security management within the weltwärts system is the appendix of this documentation.



Figure 16: Networking partners.

3.6 Evaluation of the conference



Figure 17: Conference Evaluation.

The evaluation of the conference was done by using the weltwärts structure poster. Participants formed groups and worked on recommendations for all included stakeholders of the programme. The recommendations are summarized and matched to the concerned stakeholder.

Sending Organizations:

- Increase financial transparency.
- Emphasize norms and customs in host countries during preparation seminars.
- Share more information with the PO (e.g. the preparation seminars content, all security policy documents, health information about the volunteers).
- Include religion/ spirituality as a topic in the preparation.
- More advertisement for the south-north-component.

Quality Associations:

- Continuation of partner conferences to support face-to-face communication-
- Deliver training for the south-north component for African organizations.

SAWN:

- Develop and support standards for south organizations.

Partner organizations:

- Carefully review the contracts.
- Continue networking and idea sharing with south organizations, form national networks.
- Include child protection policies and a code of conduct.
- Boost interaction between south-north and north-south volunteers.
- Share more information with the SO.

- Internalize weltwärts structures

Volunteers:

- Should write his/her expectations and interests to the PO prior to the arrival to facilitate communication.
- Stay in contact with the mentor, follow the code of conduct.

Programme steering committee:

- Further involvement of PO to include their views.
- Communication with the embassies about the volunteer programme.
- Give as much transparency as it is possible (English newsletter? Homepage?).
- Include partner organizations in the development of a south-north catalogue of quality.

Engagement Global:

- Control host and sending organizations to care for their volunteers.
- Advertise and implement the south-north-component.
- Offer an english volunteer contract.

BMZ:

- Maintain weltwärts support policy.
- Sharpen the development profile of weltwärts.
- Do not give the programme to another ministry!

An extra group was formed by Carola Blendermann (PSC) and Christian Wochele (Engagement Global). They mentioned that they will write a report about the conference. Already next week in the meeting of the programme steering committee their recommendations will be dealt with. To live transparency, they presented their main topics:

- A huge amount of passionate engagement was shown, we really appreciate your work.

- 2/3 of the participants visited their first conference. Therefore, the structures were not really known and some challenges receiving information were identified. A Malawian network is starting its work.
- Everybody wants to deliver high quality work, at the same time the quality of eye-level work is not always implemented.
- The SDGs were not that well known as we have thought.
- The south-north component was also relatively unknown but we are very happy about your interest in the programme.
- The discussions were very lively, and they are a very important aspect of a partner conference.
- The Exchange programme raised a lot of interest and also the question on how to convince your partner to start participating.
- The preparation of the volunteers has to be dealt with your partner organizations and not with the PSC but we highly recommend to stay in contact about these topics with your partner organizations.

In the end the big efforts of all partners were honoured. Living partnerships were shown and that the volunteer service is a matter close to the hearts of all participants.

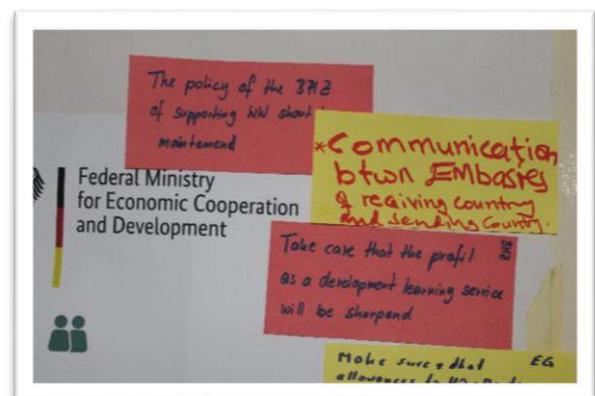


Figure 18: Recommendations for the BMZ.

4. Impressions







5. Appendix

5.1 List of Abbreviations

AO	hosting organization
BMZ	Federal Ministry of Economic Cooperation and Development
EG	Engagement Global
PO	partner organization
PSC	programme steering committee
SDG	Sustainable Development Goals
ww	weltwärts

5.2 Presentations

Presentation of the PSC about weltwärts



weltwärts

Partner Conference

Malawi

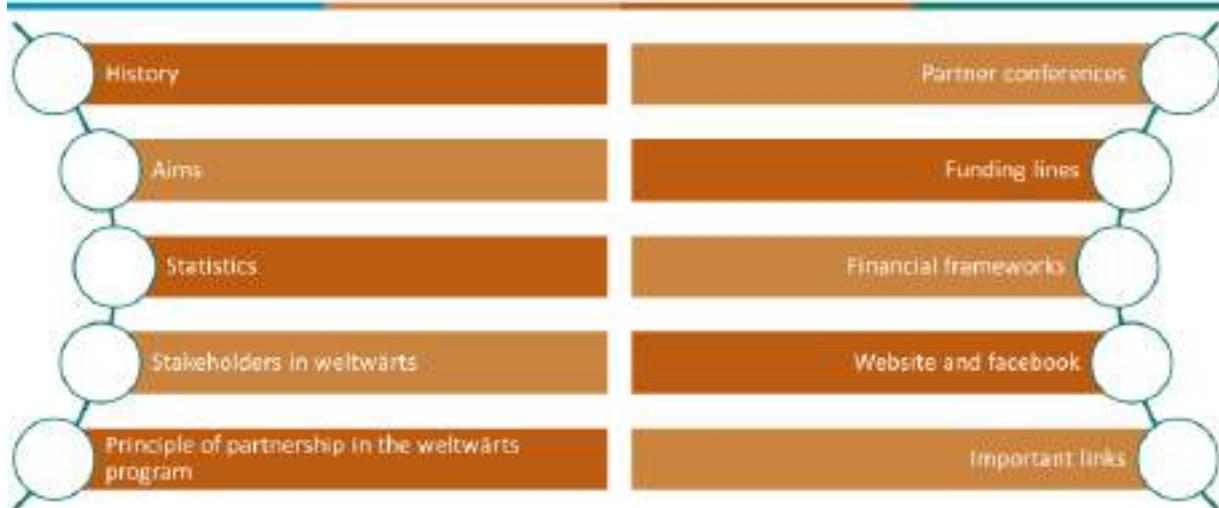
27. November – 01. December 2018

in Lilongwe

Basic Information – News & Update



Outline



weltwärts – a short history



Created in
2008



2013
Introduction of the
South-North Component

2016
Evaluation of
the pilot
phase of the
South-North
Component

First
evaluation in
2011

2016
Introduction of the
extracurricular exchange
projects in the context of the
Agenda 2030

2017-2018
Evaluation follow-up
process for the
South-North
Component

Since 2018 Follow-
Up Process to the
Evaluation



2017 Evaluation:
weltwärts volunteers
and their civic
engagement in
Germany



weltwärts 10th
Anniversary

2017-2018
Evaluation follow-up
process for the
South-North
Component

Since 2018 Follow-
Up Process to the
Evaluation

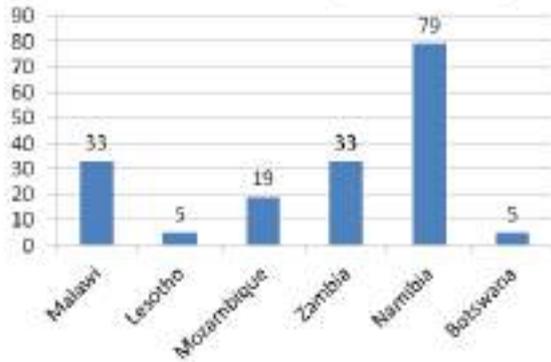


2017 Evaluation:
weltwärts volunteers
and their civic
engagement in
Germany

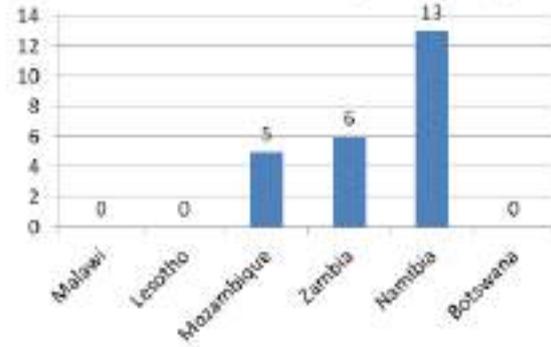


weltwärts 10th
Anniversary

North-South volunteers (November 2018)



South-North volunteers (November 2018)



Cross-organisation partner conferences 2012 - 2018







- Southern African weltwärts Network – SAwN
- Weltwärts India Network – WIN
- Red Weltwärts Ecuador
- Networking Initiative created at the partner conference in Ghana
- Other networks and networking initiatives

10 years of weltwärts joint operation.

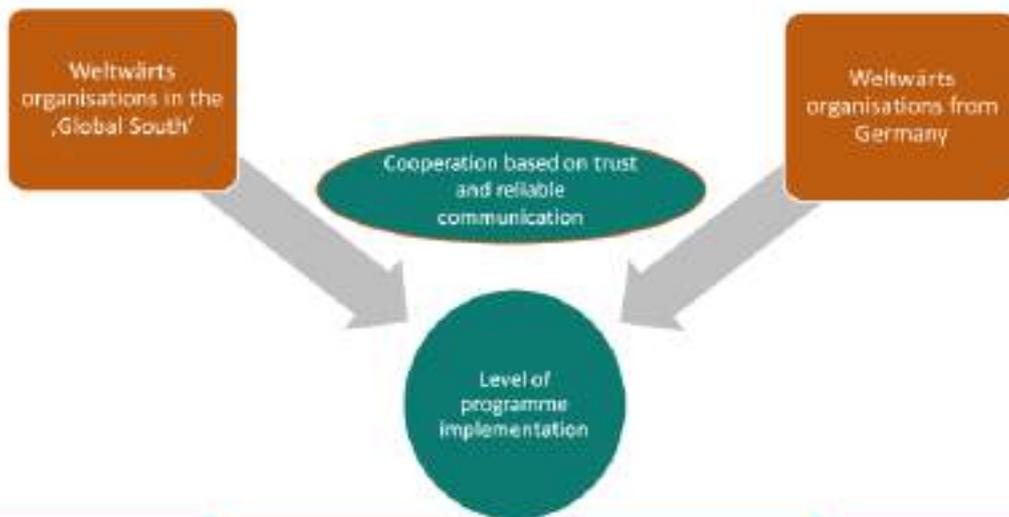




- The implementation of the weltwärts program is based on cooperation of three main groups

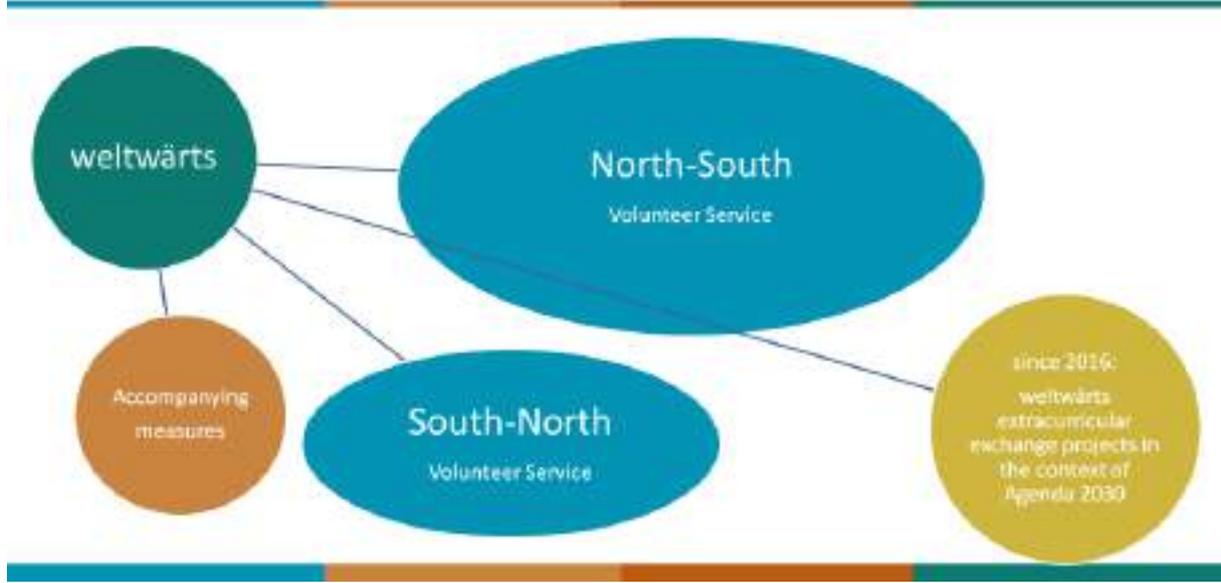
Shaping weltwärts policy together in the weltwärts steering committee





Two different levels of dialogue at the partner conferences





Funding lines in weltwärts: **NORTH-SOUTH**

support of volunteer

Max. 652 Euro/
per month/volunteer

Quality management
Measures (preparation seminars...)

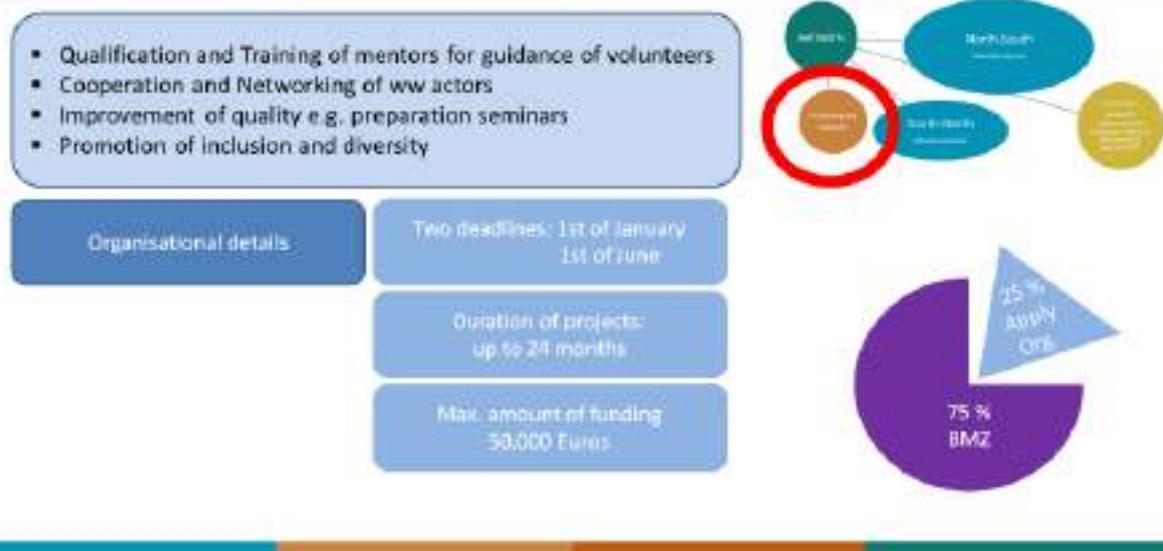
Medical examination before / after
assignment – from 2019



Funding lines in weltwärts: SOUTH-NORTH (2013)



Funding lines in weltwärts: ACCOMPANYING MEASURES



Funding lines in weltwärts: EXTRACURRICULAR EXCHANGE PROJECTS



- Youth Group Exchanges
- two personal encounters in Germany and in the partner country
- Preparation and Follow up within each country

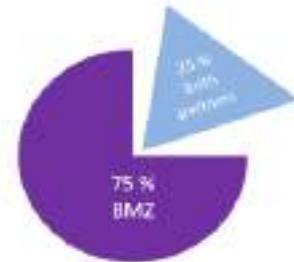
Organisational details

Application partnership

Duration of projects:
up to 24 months

up to 50,000 Euros
Four application deadlines
(end of each quarter)

over 50,000 Euros
30.09.



Information in English / French / Spanish



The screenshot shows the website interface with a navigation bar at the top. Below the header, there are sections for 'Volunteer service' and 'Exchange projects'. At the bottom, there are four columns of news or announcements, each with a small video player icon.

Networking with other organisations online



weltwärts on Facebook



- Since 2016: official weltwärts Facebook page

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

- Open to all weltwärts actors, though most content is in German



Important links on the weltwärts website



Funding guideline weltwärts	www.weltwaerts.de/en/detail.html?id=180
	www.weltwaerts.de/fr/detail-434.html?id=131
South-North evaluation report	www.weltwaerts.de/en/detail.html?id=268
	www.weltwaerts.de/fr/detail-434.html?id=266
Quality standards for ww scheme	www.weltwaerts.de/en/detail.html?id=136
	www.weltwaerts.de/fr/detail-434.html?id=171
Deval-Evaluation - summary	www.deval.org/en/volunteers-of-the-development-volunteer-service-weltwaerts-and-their-civic-engagement-in-germany.html
	www.weltwaerts.de/fr/detail-434.html?id=421
Partner conferences 2019	www.weltwaerts.de/en/cross-organisation-partner-conferences-in-2019.html
	www.weltwaerts.de/fr/conferences-partenaires-2019-pour-lensemble-des-organismes-promoteurs.html
General Information material ww	www.weltwaerts.de/en/informational-material.html
	www.weltwaerts.de/fr/materiel-dinformation.html

Child Protection

Prepared by Bridget Chetama
Tikondane care for children in/on the street

WELTHARTS-PARTNER
CONFERENCE- MALABAR 2018

OUTLINE

- Four principles of child rights
- Child abuses
- Child protection
- Child protection systems
- Child protection initiatives
- Why child protection
- Best practices of working with children
- Code of conduct
- Non acceptable conduct while working with children
- Child participation in CP
- Other areas of concern

WELTHARTS-PARTNER
CONFERENCE- MALABAR 2018

2

The four principles governing the rights of the child

- ❑ Non-discrimination (CRC Art.2): all children should enjoy their rights regardless their race, colour, gender, language, religion, nationality, tribe, social affiliation, health status, different political opinion or disability.
- ❑ The best interests of a child (CRC Art.3): All actions affecting children undertaken by social or legal institutions should put children's best interests first and benefit them in the best possible way.
- ❑ Survival, development, protection (CRC Art.3): Children must be protected and helped ensure their full development - physical, spiritual, moral and social.
- ❑ Participation (CRC Art.12): Children have the right to participate in decisions that affect their life (particularly in judicial and administrative proceedings), according to their age and maturity.

What are some of the Abuses in children that children face?

Physical abuse

- This is when there is bodily injury to a child it include punching, burning, choking, hitting, shaking, throwing the child.

Emotional abuse

- This result in the intellectual and psychological damage to the child. This include criticism, threats rejection, withholding love support and guidance, calling them name

Neglect or negligence

- This is when there is failure to provide for the development of a child in all spheres of life. This include failure to properly supervise and protect the child, health or education.

Sexual abuse

- This include sexual comments on the child's body, provocation, harassment, fondling the child's genitals, incest, rape, watching pornographic material

Exploitation

This is when the children are used for someone's advantage or profit. Some types of exploitation include;

- › Economic exploitation; the child is used in profit making activities e.g. child labour and begging
- › Sexual exploitation; this is unjust cruelty and harmful treatment to a child. Abuse of power or position using the vulnerability of the child to ask for sexual favours.

Child protection

- Is the protection of children from violence exploitation, abuse, and neglect.
- Children need to be protected in and out of home (CRC article 19)

Child protection systems

- This is a set of laws, policies, regulation and service needed across all sectors e.g. social welfare health education justice security
- These are all put as standards to make sure that children are protected against any harm that the children can face.

Child protection initiatives

- These are efforts that can be deliberately put in place to help in making sure that children are protected by all in all spheres of life.
- These initiatives are supposed to facilitate that children can be free from things that can put them to risk

What are some of the initiatives or efforts that our various organizations have put in place to support children against harm?

Why Child Protection

- ❑ Promote good practice in the provision of a safe environment that protects children.
- ❑ Helps to empower children with the knowledge of their rights and guide them on how to protect themselves and also report any abuse that they may be suffering.
- ❑ Protect children from members of staff from malpractices that can harm the children, expose the staff to risk and spoil the reputation of the organization.
- ❑ Helps workers to support the parents/guardians and the wider family in carrying out their primary responsibility as care-takers and protectors.

Best practices in working with children

- ❑ These are standards that are set so that we should work better with children.
- ❑ Best practices are designed in a way that children are empowered with knowledge about themselves and are able to be protected and protect themselves against any abuse or danger

Code of conduct of people working with children

- ❑ Confidentiality: stories that are heard from the children should be dealt with privacy.
- ❑ Be sensitive and build up a secure and trustful relationship.
- ❑ Respect: children who are found need to be treated with dignity.
- ❑ Uniqueness of each child should be taken into consideration. Every child is different to the other

Code of conduct continues

- ❑ Move at the pace of a child; Do not push children to share their story, they will share when ready. Be patient and simple.
- ❑ Children should be assured of safety and that we are there to **support** them.
- ❑ Do not make promises or provide children with gift or incentives when we are working on their stories.

Code of conduct continues

- ❑ Work in cooperation with the child (be an educator).
- ❑ Listen to the children and give them time to express themselves.
- ❑ Be clear, consistent and logical in interacting with the children.
- ❑ Be an advocate for the children's rights
- ❑ Be alert and protect themselves by always keeping a professional distance.

Non acceptable conducts when working with children

- ❑ To put ourselves in a situation where our actions or intentions with children can be questioned.
- ❑ To allow/accept or be indifferent to any abuse of children inside and outside our scope of work.
- ❑ To use any form of physical "punishment" including hitting, pinching, physical assault or physical abuse, as well as all other harsh ways of disciplining children.
- ❑ To use language or act in a physically or sexually provocative and inappropriate manner.
- ❑ To humiliate, insult, belittle or degrade children or engage in emotional abuse.

Non acceptable conduct

- ❑ To have a private relationship with a child.
- ❑ To favour a child.
- ❑ To speak about children's stories in public.
- ❑ To expose children to the media while at court or in a situation that attracts media attention.
- ❑ To leave children alone in situations which isolate them and where behaviour cannot be observed such as in cars, offices and private places.
- ❑ To leave the child alone with a stranger.

Child participation in CP

Children need to learn that they can be agents of change in abuses they face;

- Learn to use ways that can prevent them from facing abuse i.e. move in groups when coming from school
- Empower them to report breaking the culture of silence
- Support them that they should not be perpetrators of violence or abuse

Other Areas of Concern in CP

- Risk management; identifying potential for an incident or accident to occur and taking steps to reduce the possibility of it occurring.
- Safe recruitment; laying procedures that can be followed so that a person joining the organization has a good record.
- Reporting systems; how a child and where they can go to report incase of abuse.
- Online child protection; with the increase of people using technology children are at high risk of being exploited or exposed and manipulated.

*"We are the agents of change we are the voice
to speak for the afflicted, we are the torch
bearers to the hopeless"*

Thank you for listening!

Presentation 3: Child Protection policy from Kabwe Diocese.

Kabwe Catholic Diocese Policy for Protection of Children & Vulnerable Adults. (Awareness, Prevention, Protection, Safeguarding)

The Kabwe Catholic Diocese, a caring and loving family of the people of God, in its quest to extend its duty to love and embrace all God's creation has a duty to work with and mould the young and the children into God respecting individuals. This love and caring begins in the home where the family takes on the primary role of nurturing children, and then it extends to other Institutions, the Church, Schools and Health Facilities mostly.

It is in time of caring for the young and vulnerable adults that adults forget their key roles and knowingly and unknowingly tend to abuse those that are placed in their care. It has therefore dawned on our young Diocese that the family of God in Kabwe Catholic Diocese be mobilized in taking the Centre stage of fully caring for the children and the vulnerable adults under their care.

This therefore call on individuals, Families, SCCs, Lay Apostolic Movements, Institutions, personnel in our institutions, without exception, to mobilize proudly, diligently and happily against any form of abuse in minors and to arrest any behavior inimical to the wellbeing of children today to ensure their optimum security and protection in all our institutions.

Our approach in this noble task shall be, first Awareness of this evil among us. For a long period of time the Church has not been very helpful in the formation of families in terms of releasing their primary role in protecting the children and vulnerable adults. We hope that, awareness through formation will prevent possible abuse which is mainly done in Families. We do release that, most of the abuses are done in our families and by a close family members. Furthermore, persons who have been abused before or when they were young automatically become abuser of others unless help is given to them. After awareness and prevention, we will commit ourselves to protecting and safeguarding the children and vulnerable adult.

The Holy See in 2011 called upon all Episcopal Conferences to develop their Child Protection Policy. Similarly, the Congregation for Doctrine of Faith on 16th May 2011 issued a circular letter intended to assist Episcopal Conferences in developing guidelines for dealing with cases of sexual abuse of minors by clerics as well as the religious. The general considerations of this policy comprises of how to deal with victims of sexual abuse, protection and safeguard of minors, the formation of future priests and religious, support of priests, and cooperation with the civil and ecclesiastical authorities.

The Kabwe Catholic Diocese is committed to protecting children and through this policy provides guidelines on procedures and expectations for all Kabwe Catholic Diocese operations. This policy on child protection largely agrees with and encourages effective state legal machinery in addressing human rights.

*John Paul II, Encyclical letter on Hundredth Anniversary of Rerum Novarum; Centessimus Annus, #54.)
2 John Paul II, Encyclical: Motu Proprio Sacramentorum Sanctitatis Tutela (SST), 30th April, 2001.*

From the ecclesial point of view, the Canonical legislation on sexual abuse of minors was clearly defined by Pope John Paul II in 2001 in his: Motu Proprio Sacramentorum Sanctitatis Tutela (SST) on sexual abuse of minors under 18 years of age committed by a cleric.

The Kabwe Catholic Diocese supports the rights of children and is committed to their safety and wellbeing. Therefore, all The Kabwe Catholic Diocese staff share a common responsibility and commit-

ment to the awareness, prevention and protection, reporting of and responding to child abuse in the course of their work. The policy sets out common values, principles, and beliefs and describes the steps that will be taken to meet our commitment to safeguard children. In addition, The Kabwe Catholic Diocese shall:

- i. Not permit a person to work with children if it has been established that they pose a risk to children's safety or well-being;
- ii. Take all child abuse concerns raised seriously by taking positive steps to ensure the protection of children against all forms of abuse and discrimination;
- iii. Support and safeguard children and vulnerable adults; the Kabwe Catholic Diocese staff and other people who raise concerns of child and vulnerable adult abuse.
- iv. Act appropriately and effectively in initiating or cooperating with any subsequent process of investigation;
- v. Be guided through the child protection process by the principle of 'for the best interests of the child'
- vi. Listen to and take seriously the views and wishes of children and vulnerable adults
- vii. Work in partnership with parents/care-takers and/or other professionals to ensure the protection of child and vulnerable adult is adhered to all the time.

1.1 Definitions, Principles, Values and Commitments

1.1.1 A Child and a Minor

For the purpose of this Policy, the definition of a child is "every human being below the age of 18 years". This is in accordance with Article 1 of the United Nations Convention on the Rights of a Child. From here on they shall also be referred to as a minor.

1.1.2 Child protection

"Child protection" is the processor method or tool of safeguarding the interests of children by preventing and responding to violence, exploitation and abuse against children.

1.1.3 Child Abuse

Child abuse consist of anything which individuals, institutions or processes do or fail to do, intentionally or unintentionally, which harms a child or damages their prospect of safe and healthy development into adulthood. Child abuse is all forms of physical abuse, mental or psychological violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including commercial exploitation, child subsisting, sexual abuse while in the care of the clergy, religious, parent(s), legal guardian(s) or any other person who has the care or custody of the child.

1.1.4 The Kabwe Catholic Diocese

For the purposes of this policy, the Kabwe Catholic Diocese shall cover all the clergy, religious lay faithful members of the Catholic Church all living and working together as a family of God. The principles laid down here shall apply to members of the clergy and religious working under the auspices of the Catholic Church in the Kabwe Catholic Diocese, the lay faithful as well as all catholic institutions and personnel that work for the Church.

1.1.5 Staff

The title staff shall refer to the clergy, religious, the lay faithful (including interns and volunteer experts) working under the auspices of the Kabwe Catholic Diocese

1.1.6 Volunteers

Volunteers shall refer to persons on self-voluntary service or contractual service with the Kabwe Catholic Diocese and its affiliate institutions that require their services.

1.1.7 Clergy

The term shall refer to the Archbishops, Bishops, Diocesan and Religious Priests as well as Deacons.

1.1.8 Minors

Minors hereafter refer to children under 14 years old whose conscience is regarded not fully responsible to make sound judgment on their own.

1.1.9 Religious

Religious in this document shall refer to Consecrated Religious Men and Women.

1.1.10 The Kabwe Catholic Diocese Protection Policy

The Kabwe Catholic Diocese Child Protection Policy hereafter refer to the policy document that shall provide guidelines and procedures to be undertaken when matters pertaining to the violation of Children's safety, interests, and well-being are stifled with.

1.1.11 Review Committee

The Review Committee shall refer to the Kabwe Catholic Diocese Select Committee to represent all the Deaneries in the Diocese that will review the relevance and updates of the Child Protection Policy document, after every three (3) years, in line with the Zambian Civil and Customary laws and in relation to the Regional and Global Child Rights, Civil as well as Canonical requirements.

1.1.12 Vulnerable adult – A person above the age of 18 years who finds oneself in a position of possible abuse by virtue of his/her vulnerability at that particular time. Anyone can be vulnerable in one way or the other. Eg; Priests and Religious, Volunteers, Parents and Guardians. Therefore the Diocese has a responsibility of protecting everyone from abuse.

1.2 Vision Statement

Kabwe Diocese, a caring and loving family, where. The rights of every child and vulnerable adults are upheld and respected.

1.3 Aims

The Child and Vulnerable Adults Protection Policy aspires to provide a framework upon which the Catholic Church in Kabwe Catholic Diocese and all its subsidiary institutes will protect and safeguard the interests of children. Therefore, this policy provides the framework upon which the religious and clerics and the lay faithful who work with children shall be guided in safeguarding the interests of and protection of children from all forms of harm or abuses.

1.4 Objectives

- 1.4.1 *Create awareness and enlighten the Diocese on child rights and their right to dignity starting with families.*
- 1.4.2 *Create a God loving and caring healthy family of God.*
- 1.4.3 *To awaken stewardship awareness in all adults over every child and vulnerable adults.*
- 1.4.4 *Provide appropriate support and training to the clergy, lay workers and religious working with the Kabwe Catholic Diocese as well as the Catholic Church in Zambia.*
- 1.4.5 *Supporting all aspects of children and young people's development, learning and keeping them safe*
- 1.4.6 *Creating a safe environment for future generations to live a dignified life.*

2.0 *VALUES, PRINCIPLES AND COMMITMENTS*

2.1 *Values*

The Kabwe Catholic Diocese through this Policy document shall promote the following values:

- 2.1.1 *Justice and Solidarity with the poor and children in difficult situations - We are committed to creating an environment where the children claim and access their rights.*
- 2.1.2 *Hard work in the provision for and care of the children - We remain duty bound for the improvement of children's lives.*
- 2.1.3 *Professionalism in responding to and handling children - We remain duty bound to handle the needs of children in an impartial and professional manner.*
- 2.1.4 *Fear of God - We recognize that children are a gift from God and therefore they should be initiated into the fear of God as their basic faith/value - Cf. Proverbs 9:10 and Psalms 111:10 - "The fear of God is the beginning of wisdom."*
- 2.1.5 *Respect for human life and dignity. The Kabwe Catholic Diocese believe in the dignity of every person made in the image and likeness of God. Therefore every child will be treated with love respect, trust and compassion, mutual acceptance as well as integrity of creation, common good, and subsidiarity.*
- 2.1.6 *Respect for cultural diversity – The Diocese acknowledge the diverse multicultural backgrounds of children and therefore in its responses will take that into account to promote mutual acceptance and trust.*
- 2.1.7 *Transparent and Accountable - The Kabwe Catholic Diocese is committed to care for the children in its institutions and families with high levels of confidentiality, transparency and accountability.*
- 2.1.8 *Integrity of Creation – The Diocese recognize that children are our future and will as such take care of the environment and the earth as our common home.*

2.2 *Principles*

2.2.1 Zero tolerance to Child Abuse

The Kabwe Catholic Diocese does not tolerate any form of child abuse or abuse of vulnerable adult, nor does it tolerate possession or access to any material that is abusive towards them. Guidance and training on child protection risk management shall be provided to all the staff in the Kabwe Catholic Diocese institutions, Parishes, the religious and lay institutions. Further the Diocese will issue certificates of clearance to the Clergy, Religious and Volunteer personnel that work in the Diocese and lay people elected in leadership positions in parishes will have to obtain a police clearance on matters of child abuses. Thus institutions shall not knowingly engage anyone who poses a direct risk to children.

2.2.2 Recognition of Children's Best Interests

The Diocese recognizes that some children and adults are at a greater risk of abuse. Of particular vulnerability are children with disabilities, children in conflict situations, as well as children in natural or post natural disaster situations. This includes broken down family, children in child headed households and those in blended homes and difficult environments.

2.2.3 Sharing Responsibility for Child Protection and protection of Vulnerable Adults

The Kabwe Catholic Diocese shall ensure that parishes and associate will abide by the Kabwe Catholic Diocese Child and Vulnerable Adults Protection Policy and Code of Conduct as enshrined in the social teachings of the Church and the gospel values.

2.3 Commitments

We the Catholic Diocese of Kabwe is committed to guarantee that child rights are upheld as guided by the following:

2.3.1 Awareness: We will ensure that Kabwe Catholic Diocese staff and partners as well as stakeholders are aware of the problem of child abuse and the risks to children.

2.3.2 Prevention: We will ensure, through awareness and good practice, that Diocesan and Catholic Institutional staff, collaborators and partners and the lay faithful minimize the risks to children.

2.3.3 Reporting: We will ensure that Kabwe Catholic Diocese staff, collaborators and partners are clear (and free; without intimidation) on what steps to take when concerns arise regarding the safety of children.

2.3.4 Responding: We will ensure that action is taken to support and protect children where concerns of abuse arise.

Conclusion

In conclusion, the above presentation is just an extract from the Booklet called Diocesan Child Policy and Protection for Vulnerable Adults. Therefore, in the book you will find the full information concerning Child and Vulnerable Adult protection, where the Scope of the Policy defining who does what, also issues on creating a safer Organization and safer Recruitment, General procedures, Guidelines for reporting suspected or Actual abuse of Minors and Vulnerable adults, Training and Implementation of

the Policy, Responding to concerns, Legislation and Code of Conduct. In short, for anyone to understand and appreciate the Kabwe Diocese Child and Vulnerable Adults Protection Policy, one has to read the whole booklet which is only available from the Diocesan offices, in Kabwe. I thank you for listening, may the good Lord bless our efforts in protecting our Children and Vulnerable Adults and bless you all. Amen

Weltwärts and the Sustainable Development Goals



- The Programme Steering Committee is currently working on a process aimed at placing more emphasis on the SDGs in the weltwärts programme
- In particular, the focus is on SDGs 4 and 17 – goals to which weltwärts contributes





Particularly Target 4.7:

By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development

→ **Weltwärts is a LEARNING service that creates opportunities for people to come together to engage in formal and non-formal learning**



Establishment of global partnerships to shape our ONE world together

- **Weltwärts helps to strengthen civil society structures in the partner countries and Germany**
- **The joint operation ("Gemeinschaftswerk") approach underlines the significance of and strengthens the partnerships between the weltwärts organisations in Germany and the partner countries**



The South-North component, the evaluation + the follow up process



Content



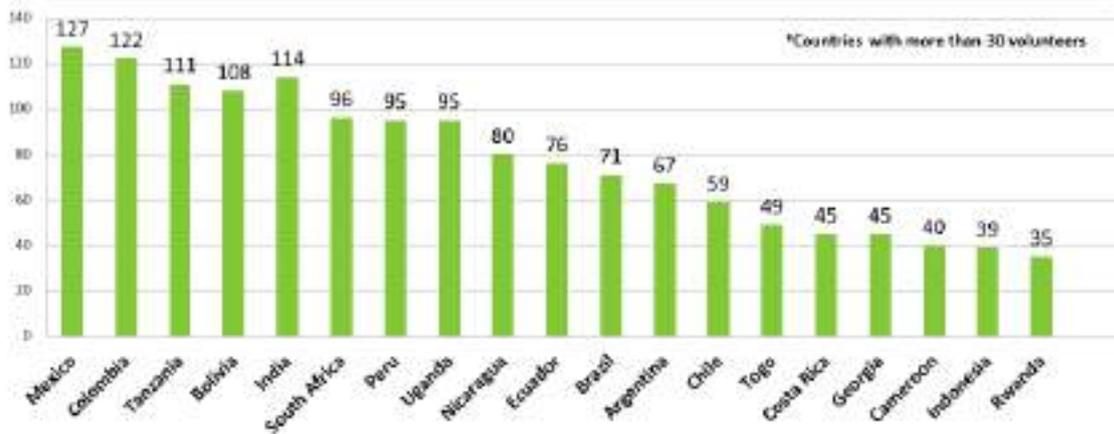
- Facts and figures/ Overview of largest sending countries
- South-North information
- Financial framework
- Evaluation of South North Component
- Follow Up Process + Preliminary Results
- Outlook on Decision Making Process
- Expected Changes for Partners

Facts and figures

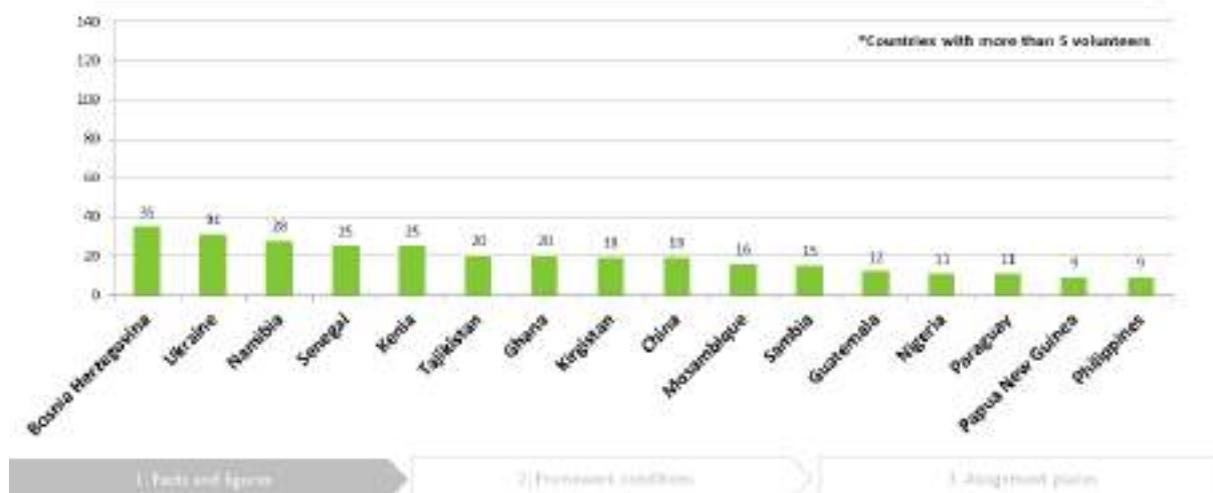
- Between 2013 and 2018, there have been around **1880 weltwärts volunteers in Germany** with **85 host organisations**
- In total, up to **800** volunteers may come to Germany in 2018



Largest sending countries in the South-North component since 2013*



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



Who can participate?



Sending organisations

Experienced partners from the weltwärts programme

Host organisations

Recognised weltwärts organisations and initiatives of returned volunteers

volunteers:

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



1. Facts and figures



2. Placement conditions



3. Assignment points

What are the organisations responsible for?



Financial framework conditions



Evaluation of South North Component

- 2013 Start South North Component Pilot Phase
- 2015/2017 Evaluation carried out by independent consultants from Syspons
- Key finding:
 - *South-North Component works!*
 - *Some needs for improvements!*
 - Results <https://www.weltwaerts.de/en/detail.html?id=268>



Be aware! Weltwärts at this time highly occupied with different important processes!

- shortly after South-North-Evaluation another evaluation on the impact of North-South-Component on volunteers and on German Society started (DEval Evaluation)

Follow Up Process

- 2017 PSC agreed on a participatory Follow Up Process involving many actors of the South North Component
- dealing with the topics of the recommendations:
 - **Development policy profile** in general and at the implementation level
 - **Programme framework** (legal/procedural)
 - **Volunteer target group** (selection, requirements, expectations, post-assignment development-related work)
 - **Role of partners** in the South-North Component including engagement of Alumni

Follow Up Process - timeline



Participatory Part of Follow Up Process is closed
→ **Decision-Preparing-and-Making-Process at PSC level**

Preliminary Results



1. Development Policy Profile

- Sustainable Development Goals as frame of reference
- reciprocal Global Learning on various (actors) levels
- South-North-Component input brought together with Deval Evaluation Follow Up
- **programme theory level**: development of a **theory of change** for the whole weltwaerts-programme 2018/2019
- **implementation level**: 2019 and following – development of an integrated **catalogue of quality criterias** for the whole weltwaerts-programme

2. Programme Framework – legal/procedural

- BMZ asked for an expert advice by Price Waterhouse Coopers on possibilities within existing legal frameworks and possible adaptations
 - by now no clear agreement for changes in PSC
- meanwhile continuation with existing framework = cooperation with Bundesfreiwilligendienst by Federal Ministry for Family Affairs and Youth
- **Ongoing topic** in BMZ and PSC – to be dealt with December 2018

3. Volunteer target group and matching

Decision PSC June 2018

- recognizes differences in the target groups of volunteers North South to South North
 - weltwärts continues to be a volunteer service that emphasizes more on non-formal Global Learning than on skills related service
- influences programme theory and profile
- at implementation level (Quality Criteria or Recommendation)
- task to manage and match expectations of volunteers and projects of assignment
 - recognize the interest of volunteers for skills development during their volunteer service

4. Role of partners in the South-North Component

Programme Level

- Strengthening Partnerships – Equal Partnerships
- instruments for strengthening partnerships (capacity building, alumni work)
- shift of responsibilities and resources

Practitioners Level

- capacity building
- accompanying measures
- shift of responsibilities and resources to POs



5. Alumni Engagement South-North

- recognize that conditions and structures for alumni engagement of South North and North South components are different
- recognize that there are instruments and networks for North South Alumni in place – for South North not yet
- partner discussions about responsibilities and obligatory engagement
- **no concept yet** – no one size fits all
- still learning from experiences and proposals

Expected Changes for Partners



- major changes to be expected by ongoing improvements among partners and in the programme
- By now continuation of the cooperation with Bundesfreiwilligendienst → probably only moderate growth of South North Component in the next years
- not predictable if there will be changes in legal and procedural framework → aim rather make it easier than more difficult
- moderate changes for partners mainly to be expected from quality catalogue
- development of concepts for alumni work needed – regionally adapted

Conclusions



Follow Up Process of South North Evaluation

- has been a **success** – high level of participation, enriching discussions, recommendations for further development
- has been a **challenge**
 - for the coordinators managing so many different views and stakeholders
 - for the PSC managing diversity of feedbacks to results/decisions
- has been part of **the ongoing learning and adaptive management** in the weltwärts programme



Presentation 6: SAWN presentations.



Vision

SAwN is an effective network for the collective decision making voice of all Sothern African host/partner volunteer organisations and thus optimising the volunteer environment in Southern Africa focussing on weltwärts and potentially on other programmes.

CONCEPTION

- Many PO's who are recipients of Ww volunteers were facing similar challenges in the management of the programme.
- *Started in Port Elizabeth in 2014 weltwärts partner conference in 2014*
Initiative was the already for a long time carefully worded request of the POs to have an own voice in the weltwärts process.
- *Fortunately this desire met with the interest of the BMZ to open up the process to the POs a development that was in line with the introduction of the South North component.*

This conference in a way was a cornerstone of the opening of weltwärts towards an exchange programme.

Mission

1. Supporting South North and North South volunteering programmes and this giving of self for humanity (Ubuntu)
2. Increasing the opportunity for Southern African young people to experience transcultural learning, by sending more Southern African young people abroad to Germany and respectively other countries.
3. Providing strong supporting structures for the Southern African partner/host organisations and returnees/alumni.
4. Strengthening partnership relationships between organisations.

Establishment of SAwN

- *In a workshop group of this conference SAwN was established and the steering committee elected. the 10 members came mainly from SA POs as well as one each from Namibia, Botswana and Mozambique.*
-





- ### Working Groups
- Database
 - Communications
 - Marketing
 - Fundraising
 - South /North Development

Steering Committee

Roweena Stewart – Chair - from AFS Interculture SA
Mary Mlambo- Co Chair from Lungelo Youth Development(SA)
Ingrid Daniels – from Cape Mental Health (SA)
Gerry Gordon – Mothers Unite
Mpolokeng Setswammung- Voice of a Child - Botswana
Joy Marsh – Sparrow Schools- SA
Thomas Meisterknecht- SAGENet- SA
Abel Motokolo- Letsema Centre (SA)
Andreas Moeckel- Omaruru Childrens Haven- Namibia
Mantopi M.Lebofa - *Technologies for Economic Development - Lesotho*
Helder Laice- ACOSAD- Mozambique

OBJECTIVES of SAwN

1. Form a network of partner organisations in the Southern African region which would be the conduit through which direct communication would be facilitated between the host/partner organisations and the weltwärts Steering Committee in Germany.
2. Play a fundamental role in influencing decision making and policy development that affects the placement of weltwärts volunteers at partner/host organisations in the Southern African region and in Germany.
3. Facilitate and ensure accessible communication internally with SAwN member organisations.

OBJECTIVES of SAwN

4. Lobby and advocate within the Southern African region with relevant government structures to safeguard the interests and social developmental benefits of the weltwärts volunteer programmes and potential other volunteer programmes.
5. Strengthen the relationships with and between the SAwN member organisations, German partner organisations and weltwärts Steering Committee with the aim of enhancing & supporting the weltwärts volunteer programmes.
6. Influence and be an equal partner in the development of the North - South and South - North weltwärts volunteer programmes.

OBJECTIVES of SAwN

7. Create an information portal to facilitate and access relevant information with the view to building and bolstering the weltwärts programme in the Southern African region and potential other volunteer programmes.
8. Ensure that weltwärts is taken up on the bilateral government consultation agenda in the forthcoming years.
9. Ensure that an accurate data-base of all Southern African member and other volunteer organisations is available for the SAwN members.

OBJECTIVES of SAwN

10. Ensure that quality measures are adopted, adapted and implemented in the Southern African countries to ensure volunteer best practice.

11. Facilitate research to strengthen relationships between partner organisations, sending organisations and volunteers in South Africa and Germany.

12. Establish a network of alumni to continue education and training to support SAwN and its member organisations.

13. Promote learning exchanges between member organisations and volunteers within Southern Africa.

June /July 2016

A delegation of SAwN Steering Committee members attended the AGYI Launch in Germany
Introduction to all Weltwaerts role players
Meeting with BMZ and Weltwaerts SC- Insightful

Where are we Now?

NPC Now Registered– RSA
MOI- has been formulated and registered
Finalisation of Recruitment of Network
Coordinator to assist with administration and
communications
Visited/Engaged PO's in Countries
Nov 2019- Launch & IGA
Planning of way forward



FEEDBACK ON STAKEHOLDER ENGAGEMENTS



OBJECTIVE OF THE TOUR:

“STRENGTHENING THE SOUTHERN AFRICAN WELTWAERTS EXCHANGE LANDSCAPE”

PURPOSE – Building on strengths, consolidating challenges and moving towards improved exchange in the weltwärts landscape

To gain visibility as a network and to find out the type of support PO's need in the volunteer landscape in southern Africa.

To do a needs assessment in order to find out the challenges and opportunities for improvement in order to ensure quality exchange.

“What is really happening?”

“What more needs to happen?”

“The how behind the what”

SOUTHERN AFRICAN VOLUNTEER LANDSCAPE: THEMATIC AREAS OF WORK

Predominantly comprised of organisations that work in the following thematic areas of work:

1. Vulnerable women and children
2. Home care for the elderly
3. People living with HIV/Aids
4. Disability and Health Care
5. Education
6. Youth Development
7. Environmental initiatives and Sports Education.

SOUTHERN AFRICAN VOLUNTEER LANDSCAPE: PARTNER/HOST ORGANISATIONS



LEARNING AND SHARING JOURNEY

1st Leg: Garden Route & Cape Town

2nd Leg: Southern African Countries: Namibia, Botswana, Lesotho and Botswana

3rd Leg: Gauteng (Johannesburg Workshop)

CHALLENGES:

1. HOST ORGS NOT INVOLVED FULLY IN THE SELECTION PROCESS
2. THE EXPECTATION OF THE WELTWAERTS VOLUNTEER EXPERIENCE IS NOT CLEARLY STATED OUT TO THE HOST ORGANISATIONS!



3. LACK OF TRANSPARENCY ABOUT FUNDS AND BUDGETS

**4. THE COST OF HOSTING IS SOMETIMES MORE THAN EXPECTED.
(COST TO COMPANY MORE THAN THE 'VALUE' OF THE EXCHANGE)**

5. LACK OF EYE LEVEL PARTNERSHIP BETWEEN HOST AND SENDING ORGANISATION



6. DATA PROTECTION LAWS – RESTRICTION (WHAT IS THE FUTURE OF THE PROGRAMME OR PROGRAMMES LIKE THESE WITH THESE RESTRICTIONS?)

7. COMMUNICATION LINES/MANAGING EXPECTATIONS BETWEEN HOST AND SENDING ORGANISATIONS



RECOMMENDATIONS FOR SAWN

To make information accessible to host organisations about **all aspects/conditions** of the weltwärts programme and about the South North programme (how to become a sending organisation and what are the requirements):

This speaks to Objective No.7:

Create an information portal that facilitates access to relevant information with the view of building and bolstering the weltwärts programme in the Southern African region and potentially other volunteer programmes.

Provide clarity for funding structure of the weltwärts programme and provide mechanisms to fund the 25%.

To establish general working conditions that should be standardised for all members (volunteer policies, code of conduct & code of ethics, workplace policies, orientation packages (safety, health etc), workplace rules – dress code):

This would speak directly to Objective No. 10:

Ensure that quality measures are adapted, adapted and implemented in the Southern African countries to ensure volunteer best practice.

ESTABLISH OR DEFINE A COUNTERPART IN GERMANY: THIS SPEAKS DIRECTLY TO OBJECTIVE NO. 1 & 2:

BE THE CONDUIT THROUGH WHICH DIRECT COMMUNICATION WOULD BE FACILITATED BETWEEN THE HOST/PARTNER ORGANIZATIONS AND THE WELT WÄRTS STEERING COMMITTEE IN GERMANY.

PLAY A FUNDAMENTAL ROLE IN INFLUENCING DECISION MAKING AND POLICY DEVELOPMENT THAT AFFECTS THE PLACEMENT OF WELT WÄRTS VOLUNTEERS AT PARTNER/HOST ORGANIZATIONS IN THE SOUTHERN AFRICAN REGION AND IN GERMANY.



RECOMMENDATIONS CONT.

To find a way to quantify the impact of exchange together with the POs

This ties in with Objective No. 4:

Lobby and advocate within the Southern African region with relevant government structures to safe guard the interests and social developmental benefits of the webwatts volunteer programmes and potential other volunteer programmes

To establish a standard 'cost of hosting' /criteria that should be applied to all organisations to be able to host volunteers

To establish communication protocols (communication lines etc.) for the organisations that can be standardised for all members.

A SUCCESSFUL AND INSIGHTFUL TRIP!

It was clear that the needs of the Host organisations match the objectives of SAwN.

This along with a clear action steps will determine the success of SAwN which has immense potential.

Partnerships & Relationships



BMZ  Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung

AGYI - launched 2014

SA IO
Wesso

SAwN

16

weltwärts
2009-2016

steering committee
(Germany)



Compiled of Southern
African ww organisations



Representative network
voice



Upcoming Networks

- SAWN - GROWING
- WIN
- EAST AFRICA
- WEST AFRICA
- SOUTH AMERICA



Presentation 7: Crosscultural understanding.

Ich habe deine Präsentation nur als PDF, da verschiebt sich alles. Entweder du schickst sie mir noch als ppt zu oder fügst sie selber noch ein (einfach die Folie als ganzes aus der Miniaturenansicht kopieren und einfügen)

Presentation 8: Diseases common to Malawi.

COMMON DISEASES IN MALAWI

Objective: By the end of the presentation, participants should be reminded of some few diseases that impact Malawi as one of the tropical countries.

Tropical disease: Diseases that occur solely in the tropical and sub-tropical regions of the world. Typically, this term refers to infectious diseases that thrive in hot, humid conditions.

MALARIA [tropical disease]

What is malaria?

Malaria is a disease caused by the parasite of genus plasmodium. P. falciparum is the most common parasite species in Malawi and is associated with significant morbidity and mortality.

Prevalence

Malaria remains the leading cause of morbidity and mortality in Malawi, particularly in children under five years of age and pregnant women. Malaria incidence is 323 per 1000 population.

Transmission

Transmission of malaria is higher in areas with high temperatures and during rainy season (in Malawi, rainy season is October – April).

The infection is usually carried from one person to another through an infected female anopheles mosquito which bites/injects the parasites into the bloodstream. From there, the parasites travel to the liver where they undergo asexual replication and then are released back into the bloodstream – this is the time when people start experiencing signs and symptoms of malaria.

Although anyone can develop severe malaria, certain individual groups are at greater risk:

- *People returning from highly endemic areas after prolonged absence (at least one year)*
- *Pregnant women*
- *Internally displaced persons*
- *Expatriates from non-malaria countries*
- *Patients with sickle-cell anemia*
- *Patients who are immunocompromised*
- *Children under five years of age*

Types of malaria

- *Uncomplicated malaria*
- *Severe malaria*

Signs & symptoms of uncomplicated malaria

- *Fever*
- *Chills*
- *Profuse sweating*
- *Muscle pains*
- *Joint pains*
- *Abdominal pains*
- *Diarrhea*
- *Nausea*
- *Vomiting*
- *Loss of appetite/refusal to eat*
- *Irritability*
- *Decreased activity*

Signs & symptoms of severe malaria

- *Impaired level of consciousness [cerebral]*
- *Respiratory distress*
- *Repetitive convulsions*
- *Prostration*
- *Excessive or persistent vomiting*
- *Circulatory collapse*
- *Extreme pallor*
- *Little or no urinary output*
- *Very dark colored urine*
- *Hypovolemic shock*

Severe malaria is a medical emergency and is a common cause of avoidable death, therefore must be treated or referred urgently. Do not wait for parasitology confirmation before treating the patient.

Absence of fever does not exclude a diagnosis of malaria.

Prevention

Prevention is better than curing, therefore it is necessary to develop early treatment seeking behaviors.

- *Long Lasting Insecticide-Treated Nets (LLINs): the most important method of preventing malaria is sleeping under an LLIN every night through the entire year*
- *Vector control: indoor residual spraying, removing stagnant water, use of insect repellent*
- *Intermittent Preventive Treatment in Pregnancy [IPTp]*
- *Case management & treatment: seeking medical attention upon immediate discovery of any signs or symptoms is important for preventing and treating malaria*

Treatment

All treatment drugs are given according to severity of the malaria diagnosis.

CHOLERA *[non-tropical, diarrheal disease]*

What is cholera?

*Cholera is an acute diarrheal disease caused by bacterial infection by *V. Cholerae*.*

Transmission

The bacterium is transmitted via the fecal-oral route. The bacteria is most commonly found in contaminated water, fruits, and vegetables.

People are at risk of contracting cholera through:

- *Eating uncooked/contaminated foods*
- *Drinking contaminated water*
- *Poor hygiene [e.g. failing to wash hands]*
- *Environmental factors e.g. rainy season*

Signs & symptoms

- *Acute rice-watery diarrhea*
- *Vomiting*
- *Dehydration*
- *Muscle cramps*
- *No fever or abdominal pains*

Prevention

Since death can quickly occur due to cholera, it is best to prevent transmission through the following measures:

- *Proper handwashing*
- *Use safe drinking water [treated with chlorine, boiled, filtered]*
- *Food safety: food should be well-cooked and eaten while hot; wash raw fruits & vegetables*
- *Avoid open defecation [e.g. proper use of toilets]*
- *Proper disposal of waste*

Treatment

Recovery is fast with early detection and treatment of cholera.

TYPHOID *[non-tropical, diarrheal disease]*

What is typhoid?

Typhoid fever is caused by Salmonella typhi bacteria.

Transmission

Typhoid fever spreads through contaminated food and water, poor sanitation, or through direct contact with an infected person (e.g. eating food handled by somebody with typhoid who hasn't washed carefully after using the toilet). The most common route of infection is the fecal-oral route.

Signs & symptoms

- *Fever*
- *Body weakness*
- *Stomach pain*
- *Constipation*
- *Headache*
- *Loss of appetite*

Prevention

It is best to prevent transmission through the following measures:

- *Proper handwashing*

- *Use safe drinking water [treated with chlorine, boiled, filtered]*
- *Food safety: food should be well-cooked and eaten while hot; wash raw fruits & vegetables*
- *Avoid open defecation [e.g. proper use of toilets]*
- *Proper disposal of waste*
- *Vaccines: highly recommended for expatriates traveling to an endemic country; vaccines are not 100% effective, therefore it is still important to take preventive measures*

Treatment

When a patient presents with the above signs and symptoms, malaria should be ruled out before treating for typhoid fever to ensure proper medication is prescribed.



The crisis and emergency system on the weltwärts funding programme

1. Introduction

Each year, some 3,300 young men and women volunteer in Global South countries through the weltwärts development volunteer service. These assignments are not without risk. The actors in Germany and the host countries that are involved in the organisation and implementation of the programme are aware of the responsibility that risk places on them. The volunteers receive extensive support during their service thanks to collaboration with experienced and professional partner organisations in the host countries and to the sending organisation's crisis and emergency systems.

The sending organisations prepare their volunteers for risks in the countries of assignment and country-specific requirements, procedures and rules of conduct.

Nonetheless, some volunteers experience crisis situations during their voluntary service. In response, the BMZ (Federal Ministry for Economic Cooperation and Development) teamed up with representatives of civil society to produce a guide to crisis management. In it, crisis situations are defined as "situations that jeopardise the volunteer's mental and physical health"¹. The guide cites the following as possible causes of crisis situations:

- 1.) Accidents, severe mental illnesses/stress
- 2.) Unrest and armed conflicts
- 3.) Natural disasters
- 4.) Crime
- 5.) Sexualised violence, rape
- 6.) Death of a volunteer

Since crises come in various guises and it is not usually possible to foresee them, the crisis and emergency system reacts flexibly, taking into account the different parameters and contexts. These include region-specific conditions, such as a weak medical infrastructure without country-wide emergency services and, for example, the longer transport times that might cause.

¹ Weltwärts sekretariat at the GIZ (ed.): Krisenmanagement im Freiwilligendienst: Ein Leitfaden für Entsendeorganisationen im Rahmen von weltwärts. December 2011 (to be updated in 2016).

It is particularly important to be able to respond to a crisis flexibly and rapidly when the crisis takes the form of an emergency that requires immediate action.

The key to a rapid, effective response capability is a shared understanding of crisis and emergency management by everyone involved. This requires all of the actors involved to communicate regularly, keep each other informed, know emergency contact details and crisis/emergency procedures and be aware of what insurance cover is in place.

The following provides an overview of the weltwärts funding programme requirements for crisis and emergency management and how the actors involved can ensure compliance with those requirements. This information is supplemented by findings from a review entitled *Beschreibung von Krisen- und Notfallsystemen im weltwärts-Programm* (Description of crisis and emergency systems on the weltwärts programme), which was commissioned by the BMZ/Engagement Global in 2015.²

2. Requirements for and implementation of crisis and emergency systems on the weltwärts funding programme

Through the *Quality standards for the weltwärts scheme* (January 2014) and the *Funding guideline weltwärts* (of 1 January 2014), the weltwärts quality system stipulates the following requirements to ensure effective crisis and emergency management:

a) (Preventive) healthcare

As part of their education and mentoring activities, the sending organisations ensure that the volunteers receive information about any necessary preventive healthcare measures (e.g. vaccinations) and general healthcare (e.g. list of important addresses at their place of assignment) as well as about the general safety situation in the country of assignment (e.g. code of conduct).

The sending organisations provide the volunteers with a 24/7 immediate-response contact (e.g. an emergency assistance phone number) for emergencies.

In addition, a number of sending organisations provide their volunteers with additional contacts (not available 24/7), e.g. local mentors, regional coordinators or their own weltwärts volunteer coordinators in Germany, for personal crisis situations.

b) Insurance cover

The sending organisations are obliged to insure volunteers for the full term of their assignment abroad. The insurance cover must comprise international health insurance, accident insurance including invalidity/death (insured amount of 200,000 euros with a multiplying factor of 225%), liability and repatriation insurance.

An analysis of the insurance packages used by most sending organisations for their volunteers (e.g. from Dr. Walter or Hanse Merkur) shows that the range of insurance benefits is similar (cf. review report by Dr Peter Schmitz). The report defined a checklist of minimum requirements for interna-

² Dr Peter Schmitz (2015): Review report, "Beschreibung von Krisen- und Notfallsystemen im weltwärtsProgramm" (Description of crisis and emergency stems on the weltwärts programme)

tional health insurance cover³ and recommended that it be used as the benchmark against which to compare different insurance packages.

In addition, the volunteers sent abroad are insured against commuting accidents, occupational accidents and occupational disease through *Unfallversicherung Bund und Bahn*.

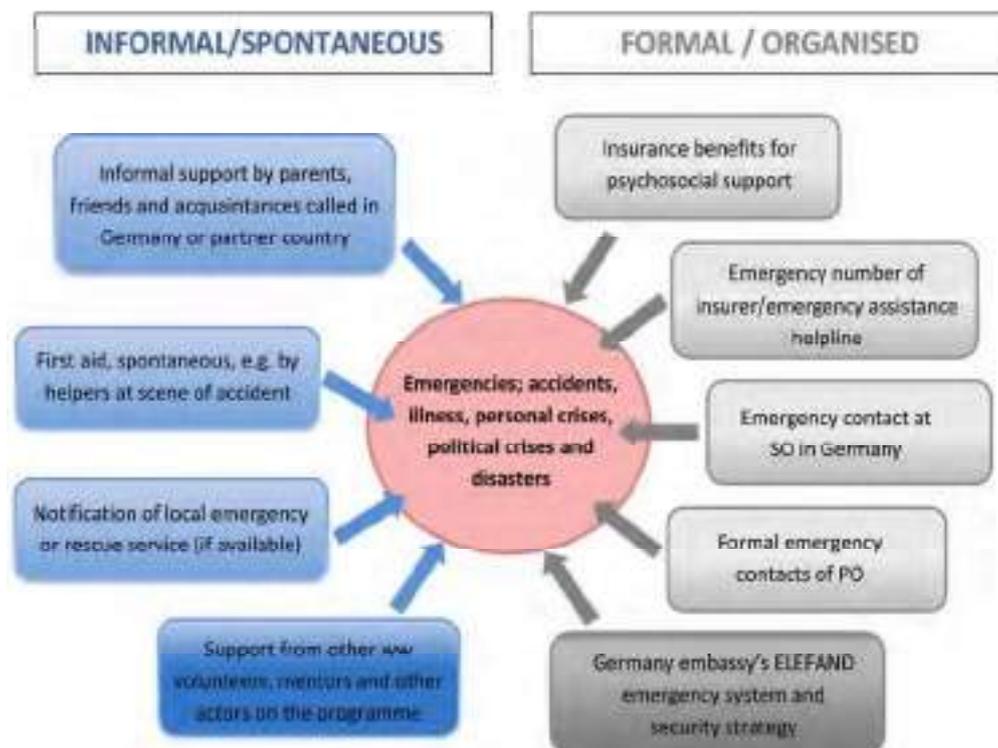
The volunteers “automatically” become insured with *Unfallversicherung Bund und Bahn* when their sending organisations register them with Engagement Global/the weltwärts Coordination Unit for voluntary service.

c) Crisis and emergency management plan

The sending organisations have a documented crisis and emergency management plan.

Each sending organisation fleshes out the crisis and emergency system in line with its own structures and processes. This also involves producing a crisis and emergency management plan. The details of the system are communicated to all actors involved. In part, this is done through the education and mentoring activities (e.g. in the preparatory seminars).

The crisis and emergency management system usually includes informal/spontaneous and formal/organised elements:



Networks in crisis and emergency management, from Dr Peter Schmitz (2015): Review report, “Beschreibung von Krisen- und Notfallsystemen im weltwärts-Programm” (Description of crisis and emergency systems on the weltwärts programme)

³ See Annex 1

The sending organisations provide a 24/7 immediate-response contact.

Most international health insurance providers offer emergency assistance as part of their package. These ensure a 24/7 contact number and 24/7 response capability with, for example, evacuation flights and cover notes. The only time that these emergency assistance packages are not used is if the sending organisation has a special organisational structure that enables it to offer these core services itself. The 24/7 contact number/emergency assistance number is known to all relevant stakeholders and can be documented on, for example, an emergency card. The 24/7 emergency contact details of the German embassy in the country of assignment are also provided. This enables the embassies to trigger the notification chain (see chart below) when they are informed of an emergency.



In certain exceptional circumstances, the country contact person (in those countries in which a country contact person is currently deployed⁴) can trigger the notification chains too and take action in accordance with their “emergency option” role. For example, they can provide an additional form of support in exceptional crisis and emergency situations in line with the role assigned to them in the implementation plan for the country contact person system⁵.

⁴

The country contact person system is currently in the pilot phase (from October 2013 to December 2016) in 18 countries. ⁵

Extract from the implementation plan for the “Country Contact Person” system in the weltwärts programme (as at 17.11.2014): *“In exceptional cases, the Country Contact Person shall contact volunteers, on the initiative of a quality association, an SO or a German Embassy, to provide them with support in extraordinary emergency situations (e.g. natural disasters or political unrest). Where the existing security structures prove ineffective, the Country Contact Person can also interact directly with volunteers in exceptional crisis or conflict situations (emergency option). Responsibility for crisis management remains with the SOs though. The Country Contact Person’s role as an emergency option must be communicated in a way that ensures that the SOs’ existing security structures are not circumvented or weakened.”*

d) Observance of security advice and restrictions issued by the Federal Foreign Office and the BMZ

The security information and travel warnings issued by the Federal Foreign Office plus the additional information⁴ from and restrictions⁵ specified by the BMZ determine whether weltwärts volunteers can be sent to a specific country.

It is recommended that sending organisations and volunteers keep themselves up to date with the security situation on the ground and the travel and security advice provided by the Foreign Office.

If they have not done so before, upon arrival in their country of assignment the volunteers must register themselves on the list of German nationals resident in the relevant consular district. This must be done using the German Foreign Office’s “ELEFAND” system for registering Germans abroad. Should the general security situation deteriorate (e.g. due to a natural disaster or political unrest), the embassies can then use the ELEFAND list to contact the volunteers (<https://service.diplo.de/elefandextern/home/registration!form.action>).

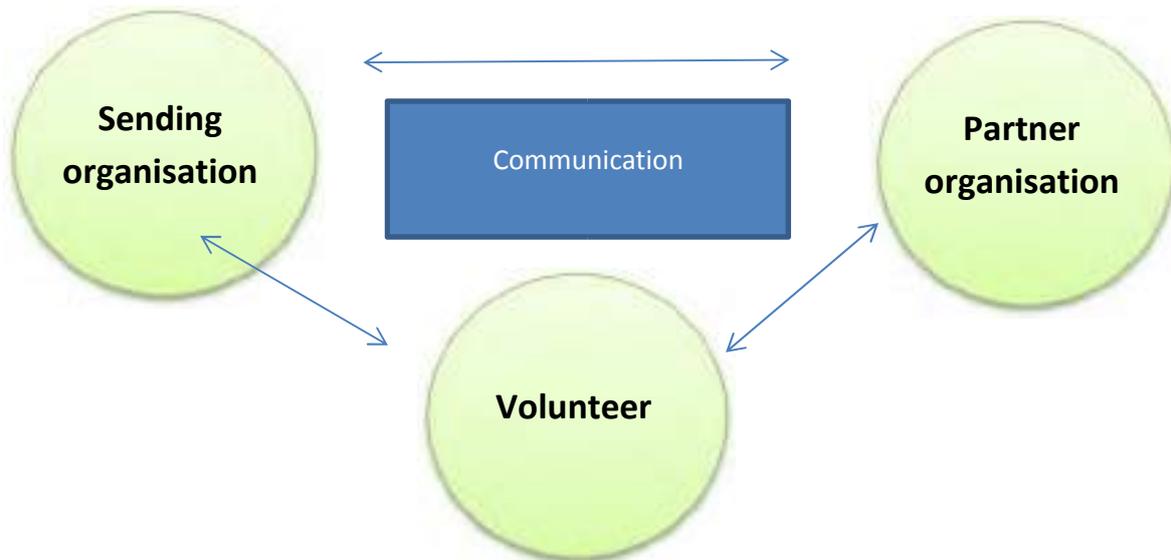
3. Quality assurance of crisis and emergency systems on the weltwärts funding programme

a) Quality assurance at the implementation level

At the implementation level of the weltwärts funding programme, the volunteer service consists of three main actors: 1.) the volunteer; 2.) the partner organisation in the country of assignment; and 3.) the sending organisation.

⁴ Information and security assessments to be considered when sending volunteers on assignment can be found here: <http://www.weltwärts.de/de/sicherheitshinweise.html>

⁵ A list of the restrictions is available here: <http://www.weltwärts.de/de/wohin-geht-es-mit-weltwaerts.html>



Using the channels defined for general communication purposes between the above-mentioned actors, the sending organisation, partner organisation and volunteer

- regularly communicate with one another about crisis and emergency management,
- forward any necessary information concerning crisis and emergency management to each other (e.g. the possible courses of action in a crisis or emergency, holiday cover, change in staff, new security assessments, etc.) and
- share information with one another whenever there is an acute need for action.

In order to support communication relating to crisis and emergency management, the information can be presented and/or visualised in, for example, the lingua franca or a shared working language (e.g. in the form of an emergency card, sticker, information sheets or workflow chart).

This ensures that there is a permanent flow of communication between the sending organisation, partner organisation and volunteers and that the crisis and emergency system can be implemented and enhanced in line with what is needed.

b) Quality assurance at the programme level

At the programme level, crisis and emergency management are embedded in the quality system of the weltwärts funding programme.

i. Certification by external institutes

Compliance with the requirements described in Section 2 with regard to the crisis and emergency system on the weltwärts funding programme are certified by two external bodies: Quifd - Agentur für Qualität in Freiwilligendiensten and RAL Gütegemeinschaft. In this mandatory certification of the sending organisations, they use various systems and their indicators to examine relevant quality aspects of the sending organisations' crisis and emergency systems. The following certification systems are used:

- Quifd certification for sending organisations incl. additional criteria for weltwärts (see http://quifd.de/123_Qualitaetsstandards.htm)
- Ausführungsbestimmungen der Gütegemeinschaft Internationale Freiwilligendienste (see <http://ral-freiwilligendienst.de/>)
- Evangelische Freiwilligendienste gGmbH handbook on “Quality development and quality management für volunteers abroad” (see http://www.ev-freiwilligendienste.de/index.php?eID=tx_nawsecuredl&u=0&g=0&t=1461851257&hash=813b83be556f7b926d944178a6c5cc1a03e2a2fd&file=fileadmin/01-Ev-Freiwillige-Inland/91-Website-Elemente/Freiwilligendienste_im_Ausland_QM_Handbuch_english.pdf)

ii. Support provided by quality associations for sending organisations’ internal quality development

Sending organisations on the weltwärts funding programme are obliged to join a quality association. This gives them access to support and guidance geared to their specific needs, e.g. in the form of individual advice, and enables them to participate in training courses and workshops so that they can enhance their own organisation’s crisis and emergency management in an effective manner. The quality associations also enable

- the sending organisations to share with each other on a regular basis the crisis and emergency management lessons they have learned,
- the sending organisations’ employees to participate in training courses dealing with crisis and emergency management and
- the sending organisations to engage in a dialogue, where required, with insurers and/or emergency assistance providers
 - about, for example, existing tasks and procedures related to crises and emergencies, and
 - to help modify existing insurance products so as to reflect the real needs of the sending organisations.

The sending organisation and quality association work together to continuously enhance the crisis and emergency management system, for example, by developing and agreeing on criteria and indicators. This enables the relevant actors in the crisis and emergency system to respond flexibly and effectively to the situation at hand and to make any necessary adjustments.

iii. Quality work group

The heads of the quality associations regularly share ideas and knowledge about relevant quality issues. They pass on to the Quality work group and any other relevant bodies the lessons learned in their work with the sending organisations and on the implementation of to the programme.

The Quality work group is composed of representatives of the quality associations, the BMZ, Engagement Global’s weltwärts Coordination Unit, volunteer representatives and representatives of large and small sending organisations. The Quality work group works at programme level to constantly assure and develop quality.

With regard to the crisis and emergency system on the weltwärts programme, the task of the Quality work group is to jointly monitor and support the needs-driven enhancement of the system, as well as regularly reviewing the quality requirements for the system.

It is also possible to bring in external expertise for the Quality work group's discussion of these matters and to provide support.

The framework illustrated here for crisis and emergency management on the weltwärts programme is intended to empower the actors involved in crisis and emergency management to identify room for improvement and make the necessary improvements themselves.

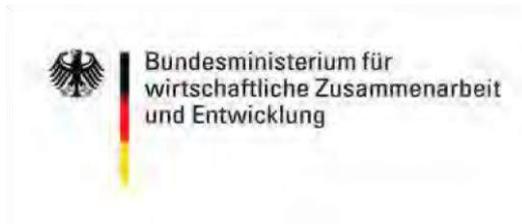
Annex 1⁶: Checklist – Minimum requirements for international health insurance

BENEFIT	WHAT IS COVERED?	
Outpatient medical treatment	Does the insurer pay the full cost of treatment and transport to initial treatment in the event of an accident/emergency?	
Medicines and dressings	Does the insurer pay the costs in full?	
In-patient medical treatment	Does the insurer pay the costs of accommodation and care in a hospital in full?	
Medical aids	Does the insurer pay the full cost of aids used to fix parts of the body in place and crutches prescribed by a doctor? How much of the cost of other remedies and aids does the insurer pay? E.g. up to 675 EUR for wheelchairs	
Corrective lenses	How much of the cost of corrective lenses does the insurer pay? - E.g. up to 150 EUR every 2 years of cover	
Dental treatment	Does the insurer pay the full cost of pain-relieving dental treatment and simple fillings?	
Dentures	How much of the cost of dentures required due to an accident and any type of inlay or crown required due to an accident, including the dentist's fee, does the insurer pay? – E.g. 80% and up to a maximum of 2,500 EUR per claim -	
Return transportation	Does the insurer pay the full cost of return transportation required for medical reasons – including mental health complaints?	
Rehabilitation	Does the insurance include rehabilitation measures (follow-up treatment) required for medical reasons?	
Preventive health checkups	Are usually not included. This is also true of pre-travel and post-travel examinations to establish whether the person is fit to work in the tropics	
Vaccinations	Are usually not included	
Pregnancy/childbirth	No. But the insurer pays the full costs in the event of an acutely abnormal pregnancy and/or abnormal delivery <i>or</i> When does the insurer pay the full cost of treatment required due to pregnancy? (E.g. after the new insured person has been with the insurer for 8 months)	
Suicide and attempted suicide	100 %	
Pre-existing illnesses	Treatment costs for pre-existing illnesses are usually not included.	
Excess	Is there an excess or out-of-pocket payment? This is usually not the case.	

⁶ Dr Peter Schmitz (2015): Review report, "Beschreibung von Krisen- und Notfallsystemen im weltwärtsProgramm" (Description of crisis and emergency systems on the weltwärts programme)

Medical treatment of mental health complaints	The costs of medication for or medically necessary in-patient treatment of acute mental illnesses are reimbursable in full for a period of, for example, 30 days.	
Outpatient psychotherapy or psychological counselling	The costs of outpatient psychotherapy are usually not reimbursable. However, first outpatient diagnosis or treatment of an acute mental health complaint is insured up to, for example, 2,000 EUR	
Free choice of doctor	Is the insured person free to choose their doctor? Usually, yes.	
Funeral costs	The insurer pays the costs in full, maximum of, for example, 10,000 EUR	
Repatriation costs (in the event of death)	The insurer pays the costs in full, maximum of, for example, 25,000 EUR	

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