

# Youth Action for Civil Society –

**Building Capacities and partnerships for youth volunteering programs  
between European, African, Asian, Caribbean and Latin American Countries'**



## **Staff exchange programme between European and Asian Countries**

**FINAL ACTIVITY REPORT**



Education and Culture DG

'Youth in Action' Programme



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## INTRODUCTION

The project “Youth Action for Civil Society“, which was supported by the EU YOUTH IN ACTION PROGRAMME (Action 3.2.), aimed at enhancing the exchange of experience and good practice in the field of youth volunteering as well as the development of sustainable partnership between youth organisations in Europe, Africa, Asia, and Latin America. A highlight of this large-scale capacity building project were 2-months reciprocal staff exchanges involving staff/co-workers from ICYE members and partners in 7 European and 7 Asian countries aiming at enhancing partnership building and the capacity of Asian youth organisations to plan, implement, report and document long-term EVS projects between Europe and Asia.

Within the above mentioned project, twelve two month staff exchanges were coordinated by the ICYE International Office and carried out by the respective European and Asian partner organisations between May and November 2009. The purpose of the present final activity report is to provide an overview on the main activities within each staff exchange period and to describe the most important learning outcomes from the perspective of the staff exchangees and their respective host organisations. For an overview, please find a list of participants, organisations and staff exchange periods on the next page and then a summary report on each individual staff exchange on the following pages.

In view of the great diversity of the cultural, social and political contexts in which ICYE member and partner organisations operate and of the different levels of the organisations’ experience, this 2-months staff exchange cum on-the-job training was the most adequate tool to enhance peer-to-peer training and exchange of good practice in running Youth in Action activities, and in particular EVS projects. The possibility to integrate and work closely with staff/volunteers from an EU country in Asia or vice versa for two months was vital for enhancing the partnership and cooperation among the participating organisations. It provided both sides with an intercultural exposure and many opportunities to learn from each other’s way of developing youth exchange and voluntary service activities and led to promising results in form of intensified EU-ASIA youth exchange and voluntary service cooperation.

Finally, we would like to thank all staff exchangees and host organisations for their efforts in making this project a successful and beneficial experience and for their contributions to this final activity report.

Andreas Schwab  
ICYE International Office



# Exchange 1

<b>Staff Exchangee:</b>	<b>EKO WAHYUDI (INDONESIA TO AUSTRIA)</b>
<b>Sent by:</b>	<b>DEJAVATO Indonesia / Coordinator KETUT PURWANTORO</b>
<b>Hosted by:</b>	<b>GRENZENLOS – ICYE AUSTRIA / Coordinator Barbara Hütter</b>
<b>Period:</b>	<b>09.07.2009 - 31.08.2009</b>

## MAIN ACTIVITIES

<p><b>✚ Programme Introduction:</b> Eko Wahyudi was introduced to the activities and the structure of the host organisation Grenzenlos and to Vienna. The first meeting was an important opportunity for expressing the expectation and needs of both partners and to adapt and adopt the working plan according to the outcome of the meeting.</p> <p><b>✚ Group leader training:</b> The staff exchangee participated in a preparation training for group leaders carried out by the Grenzenlos training department.</p> <p><b>✚ Integrative Theatre-project</b> Integrative short-term-project integrating participants with and without disabilities. - Eko Wahiyudi got an inside view and carried out various different tasks related to the programme and organisation</p> <p><b>✚ Office introduction and support ion daily tasks</b> Office introduction: Eko Wahyudi was introduced to all 7 programmes which Grenzenlos is offering to get an overview (MELANGE programme with a strong inclusion focus, Work Camp programme, preparation trainings, ICYE, Intercultural book, National profiles and local programmes).</p> <p><b>✚ Visit to wienXtra/City of Vienna</b> Dejavato expressed the wish to see how Grenzenlos cooperates with local partners and sponsors. Therefore, we set up a meeting with Melanie Pichler at the wienXtra Youth information centre, the main supporter of the MELANGE program, the EVS in Vienna. The youth information centre is furthermore a very useful service centre for young people living in Vienna and offering several youth education programs.</p> <p><b>✚ Visit to EVS Project “Wohnheim St. Martin”, Vienna</b> Wohnheim St Martin hosted at that time a volunteer from DEJAVATO and also an EVS volunteer with a physical disability. Therefore we visited the project which later on took part in the garden project with their clients. EKO could see how they handle the EVS in the daily project reality and the problems volunteers but also host projects are facing in Austria. Furthermore it was new for the staff exchangee to visit a home for disabled people.</p> <p><b>✚ Garden project</b> Garden project participation: The Garden project took place in the ancient garden of the castle Belvedere, 20 volunteers from all over the world and 4 short term EVS participants worked together on the renovation of the park. Eko could had the chance to compare 2 different projects. In this project he also had the chance to observe the evaluation of the project but also the evaluation of the youth leaders’ team after the project.</p> <p><b>✚ Final Evaluation</b> The last week was dedicated to evaluating the staff exchange, working on future partnerships and with enough space for clarifying doubts and open questions.</p>
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## MOST IMPORTANT LEARNING OUTCOME

### The Staff Exchangee:

"This project helped me to learn:

- About EVS and other voluntary service programmes
- To learn more about how to work with local partners
- To learn more about trainings and tasks of trainers
- To learn more about inclusion projects and how to involve disabled volunteers in our work and projects
- about the Austrian culture (food, traditions, system)"



### The Hosting Organization:

"Overall we see the project as very useful as it brought new inputs into the office and could strengthen the partnership between GRENZENLOS and DEJAVATO. We cooperated in the last year through the EVS and through the work camp program and are planning in the next year to enable their work camp staff to come to Austria and join our training for work camp leaders.

The team was prepared for hosting Eko Wahiyudi within the regular team meetings. As Grenzenlos office staff is a multicultural team, the integration was no problem at all. As Agnes Vana came back already on the 23 August, both Exchangees overlapped again which was surprisingly nice for the team!(They knew each other already because they got to know to each other in Semarang at the start of the project).

The staff exchange was very inspiring and it was for the Grenzenlos team helpful to explain the way we work, (about which we normally do not reflect) to someone external, as it helped us to see things from a different perspective and re-think our working style.

Our expectations had not been very high but this opportunity brought us great new inputs and hopefully new projects which should be implemented in 2010!"

# Exchange 1



<b>Staff Exchangee:</b>	<b>Agnes M.C. VANA / AUSTRIA to INDONESIA</b>
<b>Sent by:</b>	<b>GRENZENLOS – ICYE AUSTRIA / Coordinator Barbara Hütter</b>
<b>Hosted by:</b>	<b>DEJAVATO Indonesia / Coordinator KETUT PURWANTORO</b>
<b>Period:</b>	<b>22.06.2009 - 27.08.2009</b>

## MAIN ACTIVITIES

<ul style="list-style-type: none"> <li>  Introduction to DEJAVATO and office                      Experiencing office life in DEJAVATO, getting to know staff members and many active volunteers, translating information into German to make it easier for German-speaking volunteers to get information in their respective language. Writing newsletter articles about the project, which the staff exchangee was going to join.                 </li> <li>  Co-leading Bali International Workcamp                      Participate in planning and implementation of an international youth exchange work camp project: painting and restoration of dormitories, assisting teachers and students at class and in workshops, assist with programme and organisational tasks.                 </li> <li>  Visiting project sites of LT (Long Term) volunteers/EVS host organisations in Semarang and Ungaran at which DEJAVATO's LT volunteers are working. Getting an idea of the projects aims, context and of the volunteers' impression, tasks and experience.                 </li> <li>  Joining Prambanan World Heritage Seminar and Work Camp with 12 International volunteers                      Seeing how international volunteers are prepared for their 2 weeks voluntary service at temple restoration. Following them to work for the first day. Reflection on the participants role and the idea and meaning of strengthening the active role of young people in such projects.                 </li> <li>  Preparation seminar of 6 German LT volunteers                      Joining the preparation seminar of 6 German LT volunteers who just arrived to Indonesia. Sharing experiences the staff exchangee made herself in a culture that is new to her, go shopping with them to practice Bahasa Indonesia (Indonesian Language), having cultural activities, leading discussion rounds about challenges and problems they encounter in interacting with Indonesian people.                 </li> <li>  Evaluation and Follow-up of the Bali-International Workcamp                      Evaluation of the first International Work Camp held in SLB Jimbaran from 18/7 until 02/8. Feed back of headmaster and discussion of possible further cooperation and projects in the school.                 </li> <li>  Final Evaluation                      Final evaluation and conclusions of the different elements of the training and staff exchange experience.                 </li> </ul>
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## MOST IMPORTANT LEARNING OUTCOME

### The Staff Exchangee:

The staff exchange was a unique opportunity not just for me personally but for an even closer cooperation between GRENZENLOS and DEJAVATO in any upcoming projects in the future. It changes the whole way of communication and interaction if one meets the persons one is e-mailing and telephoning with in real life and have the opportunity to get to know each other in person.

I am really thankful for this experience. I got something that could not be given by the best e-mail contact and telephone talks. I got a first hand impression and a good insight into the different short-medium and long-term programs, projects, project sites, the preparation of new incoming volunteers in which I could take part as an active team member. I could experience a whole workcamp in Bali in the function of co-leader which was a unique experience for myself and my further work in international camps as well as the work in school and with deaf kids.

The personal contact with DEJAVATO office members, volunteers and people around that I randomly met in activities or on other occasions was all in all a wonderful experience followed by warm smiles, good memories and surely with some lasting friendships.

### The Hosting Organization:

We would like to thank for the opportunity to take part in this staff exchange program. Through this job shadowing project we could send one of our Indonesian staffs to Austria, and we also had a chance to host one staff Agnes M.C. Vana from GRENZENLOS Austria, that for sure was an enriching experience and had a great impact on our work with volunteers. Furthermore it developed and strengthened the partnership and future cooperation between our two organizations. Agnes did such a great job and has given her best contribution to our organization especially in organizing and assisting our projects. Hopefully similar projects will be possible also in the coming years.



# Exchange 2

<b>Staff Exchangee:</b>	<b>Nguyen-Doan Cuong / VIETNAM TO BELGIUM</b>
<b>Sent by:</b>	<b>VOLUNTEERS FOR PEACE VIETNAM / Coordinators Don Tuan Phuong and Nguyen van Hoang</b>
<b>Hosted by:</b>	<b>VIA – ICYE BELGIUM / Coordinator Maarten Keulemanns</b>
<b>Period:</b>	<b>02.05.2009 - 19.06.2009</b>

## MAIN ACTIVITIES

<p> Introduction to long term exchange program and support of volunteers During the first week the staff exchangee was introduced to the long-term exchange programmes run by VIA, particularly to the EVS programme, as well as to the structures and persons which provide support and learning experiences to our incoming volunteers.</p> <p> EVS evaluation meeting combined with preparation of outgoing volunteers The staff exchange then participated actively in this meeting which took place at the VIA office in Antwerp and could share experiences with the trainers and EVS participants about EVS features such as Youth Pass as well as about EVS aims and guidelines.</p> <p> Visit of ICYE/EVS host organisations: Bereklaauw in Herent and Sterrewijzer in Olen Presentation of hosts and staff exchangee, introduction to issues and tasks and particularities related to tasks, training and supervision of international volunteers.</p> <p> Visit of a host family in Sint-Joris-Weert Presentation of hosts and staff exchangee, introduction to issues and tasks and particularities related to hosting of international volunteers in Belgium with a focus on cultural differences in the EU-Asian exchange context.</p> <p> Work Camp program support Due to the staff exchangee’s previous experience, he could particularly support VIA’s work camp department. This included a sharing of experiences on an ongoing basis and enabled him to learn about the way this programme is managed by VIA.</p> <p> Participation in general office tasks related to EVS and other voluntary service programmes run by VIA.</p> <p> Hands-on task: elaboration of a monthly evaluation form for EVS and other long-term volunteers. Discussion on evaluation criteria and parameters such as the impact of EVS on participants and host communities.</p> <p> Final Evaluation Besides assessing the learning outcome, this was also an opportunity to develop ideas for future bilateral cooperation between VIA Belgium and Volunteers for Peace Vietnam.</p>
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## MOST IMPORTANT LEARNING OUTCOME

### The Staff Exchangee:

“With a view to long-term programme implementation and improvement of the capacity of VPV to implement EVS programs but also for medium and long term voluntary service in general, I was particularly interested in the “Youth Action for Civil Society”- Reciprocal Job Shadowing project between EU and ASIAN countries, in the frame of the EU Youth in Action Programme Action 3.2 “Youth in the World”.

Throughout this program, I could learn a great deal from our partner VIA Belgium, especially with regards to coordinating EVS projects in Europe, in this case in Belgium. Moreover I could also share my practical experience in working with EVS projects in Vietnam. Thus this program provided an excellent opportunity for me to learn more about the Youth in Action programme and gain valuable new knowledge & skills which will contribute to our future EVS projects.

### The Hosting Organization:

“We very much appreciated the personal contact and cooperation with the staff exchangee from Vietnam as it opened a new intercultural dimension for our work and was useful for both sides.

In particular we appreciated the talks about on-going evaluation methods for EVS volunteers as this is key to a successful EVS experience and we are sure that this also will help to improve EVS implementation in Belgium and Vietnam in the near future.

In general we hope that such experiences can be done on a more regular basis since on-going training and personal contact among partner organisations are vital in developing stronger partnerships and a better cooperation between European and Asian countries.



# Exchange 2

<b>Staff Exchangee:</b>	<b>An Vleugel / BELGIUM to VIETNAM</b>
<b>Sent by:</b>	<b>VIA – ICYE BELGIUM / Coordinator Maarten Keulemanns</b>
<b>Hosted by:</b>	<b>VOLUNTEERS FOR PEACE VIETNAM / Coordinators Don Tuan Phuong and Nguyen van Hoang</b>
<b>Period:</b>	<b>05.04.2009 - 01.06.2009</b>

## MAIN ACTIVITIES

- ✚ Participation in Volunteer Program Quality Assurance Workshop - Introduction to short-, medium- and long term exchange program and support of volunteers. Aim: Improvement of different components of the group programs such as the - incoming program, - work camps and communication between the coordinators of the different programs. This meeting was also a perfect moment to get in contact with the different area's coordinators.
- ✚ Preparing statistics on work camp programs all over the world, based on information found on the internet and creating templates for the welcome letter and evaluation form.
- ✚ Visit Thuy An centre for the disabled together with the coordinator. This institution is also host organisation for long-term volunteers. At the moment of visit, three Danish volunteers were working there and shared their experiences with the staff exchangee. Meeting with the director and discussion about future activities.
- ✚ Visit project: Volunteers Partnership for Biodiversity Through Ecotourism Project. Implemented in Giao Xuan Commune of Giao Thuy District, Nam Dinh Province.
- ✚ Indigo: Intercultural Dialogue  
The Intercultural Dialogue Group is organized bi-weekly by the VPV Club with the aim to provide its members and young people with opportunities to discuss about different topics in English with many international volunteers to improve their general knowledge and understanding, as well as to improve their communication skills. An excellent opportunity for both, locals as internationals, to get along on an intercultural path. The event is usually organized on Sunday afternoon at different locations all over Ha Noi. For update information, visit [www.vpv.vn/forum](http://www.vpv.vn/forum).
- ✚ MAG music festival in Ha Noi : 25th of April 2009. A festival helping to raise funds for MAG, an organisation which has cleared unexploded bombs and mines in Vietnam since 1999. Volunteers for peace helped by preparing logistics and selling raffle tickets. This was also an opportunity to promote EVS and other youth mobility programmes.
- ✚ Helping, based on former experience of the staff exchangee, to prepare and organise an awareness day concerning HIV/Aids to be organized in the Ha Cau Orphanage. Information collection and helping to put the organisation in contact with a doctor in social science, dr. Van. Her team is organizing meetings for vulnerable kids in the streets of Hanoi, mainly migrant kids. HIV and Aids is a common topic in this group.
- ✚ Coordinating a final evaluation and departure training involving different activities and themes helping the long term volunteers to evaluate their stay. This was as well a good introduction for the Polish EVS volunteer who had just arrived to get introduced to the team and to understand the way of working in VPV.
- ✚ Final Evaluation: evaluating the learning outcome, reporting and discussing about future cooperation. It was a great learning experience!

## MOST IMPORTANT LEARNING OUTCOME

### The Staff Exchangee:

“ This exchange gave me the opportunity to learn once more about the way of working in Vietnam and at the office of Volunteers for Peace in particular. It also gave me the chance to meet interesting people both internationals and locals. I had the chance to set up some workshops, to organize a workcamp, to support and accompany a camp leader during the preparation process. Through this I learned a lot and improved some of my professional skills. Thanks to the warm welcome and good work of my direct Vietnamese colleagues, this staff exchange was a great success for me personally and for our organisations.”

### The Hosting Organization:

“Before the beginning of the staff exchange, we had planned several activities that fit with the involvement of the staff exchangee and the time for the project. Communication between our organization and An was very good as she had been a former EVS participant. Our staff benefited lots from the opportunity to work with the staff exchangee - not only to gain skills and experience but also to see things from a different perspective and to learn to work with a different working style and attitude particularly regarding the implementation of EU and Asian exchange programmes.”



# Exchange 3

<b>Staff Exchangee:</b>	<b>Balasubramanyam Rangaraju / INDIA TO ITALY</b>
<b>Sent by:</b>	<b>ICDE INDIA / Coordinator Ravinder SINGH</b>
<b>Hosted by:</b>	<b>AFSAI – ICYE ITALY / Coordinator Cuca MASET</b>
<b>Period:</b>	<b>24.09.2009 - 15.11.2009</b>

## MAIN ACTIVITIES

- ✚ Welcome and orientation at office – getting to know the local area and how to get around in Rome (travel, food and shops).
- ✚ Getting to know AFSAI, the staff, programmes, networks and project as well as agreement on action plan of voluntary work in coming days.
- ✚ Reading AFSAI National profile as well as Youth in Action/ EVS programme guide to be better informed about EVS aims, priorities and guidelines. Discussing opportunities and challenges for EU and Asian cooperation.
- ✚ Getting to know the AFSAI work profile and learn about AFSAI Projects, particularly the tasks and experience of volunteers in the accredited EVS host organisations
- ✚ Contributing to the work of putting together and editing the EVS News letter “A YOUNG BRIDGE” focusing on EU-ASIA EVS cooperation: Reading all articles by the EVS participants from EU and Asia (India, Nepal, Indonesia, Vietnam, Poland, Italy, Spain, Poland) in this project. Writing mails to some EVS Volunteers get more Information and project pictures for the newsletter.
- ✚ Meeting a returnee volunteer from India / ICDE in Rome, discussing about her experience during her exchange year in India and suggestions for improvement.
- ✚ Helping with admin tasks related to EVS (i.e. collecting Declaration On Honour Of The Volunteers, elaborating volunteers’ lists and Activity Agreements reading volunteers application form, preparing data, etc.)
- ✚ Meeting with AFSAI director regarding history of AFSAI, structure and network of the AFSAI, AFSAI Programmes and planning of future activities.
- ✚ Training on how to organize volunteer meetings and discussion about challenges faced by host organisations in Europe and how they are dealt with.
- ✚ Workshop on: Criteria for AFSAI to choose projects, selection criteria of the candidates, method of advertisement; -Residential permit, Police reg..-evaluations of Programmes, projects and volunteers
- ✚ Final Evaluation and reporting.

## MOST IMPORTANT LEARNING OUTCOME

### The Staff Exchangee:

“The most important results for the staff exchangee were:

- a strengthened relationship and partnership between ICDE-India and AFSAI-Italy.
- I got more information about AFSAI work and working methods it will help me to work with volunteers from EU countries in the future.
- I improved my English knowledge as for the first time I wrote English articles and I did my work in English. I learnt also how to prepare a news letter and communication and writing skills in English. While working on the news letter, I learned a lot, not only about ICDE and AFSAI, but also about ICYE and EVS in general.
- I learned how the EVS programme is run in Europe what are the expectations of EVS candidates when going on an exchange. This will help me to work with them in India and also to prepare volunteers from India for a voluntary service in the EU.”

### The Hosting Organization:

“The staff exchange was a good opportunity to get closer connected to our partner organisation in India and to get a different perspective on our cooperation and work with Asian volunteers.

We learnt about the expectations of Indians when coming to Europe and could adapt our preparation documents and strategies.

On the other hand we noticed that the staff exchangee benefited a lot from this opportunity. He gained new skills and got acquainted with European dynamics, policies and programmes.

Since during this period we had sent two EVS volunteers to India, Bala could relate to them differently when coming back from the staff exchange. In the long-term we are convinced that this experience has definitely helped to improve his skills in dealing with European volunteers in India. We also had sent our staff Raffaella to India and she came back very motivated to engage in future EU-ASIA projects and is now working on a follow-up activity .



# Exchange 3



<b>Staff Exchangee:</b>	<b>Raffaella Palmiero / ITALY TO INDIA</b>
<b>Sent by:</b>	<b>AFSAI – ICYE ITALY / Coordinator Cuca Maset</b>
<b>Hosted by:</b>	<b>ICDE INDIA / Coordinator Ravinder Singh</b>
<b>Period:</b>	<b>20.09.2009 - 16.11.2009</b>

## MAIN ACTIVITIES

<ul style="list-style-type: none"> <li>✚ Orientation on ICDE office and introduction to youth exchange and voluntary service programmes run by ICDE India.</li> <li>✚ Meetings and familiarization with ICDE staff and office work.</li> <li>✚ Visit to EVS host organisations and possible new EVS host organisations:             <ul style="list-style-type: none"> <li>- Kaliyuva Mane school and residential project, · Interview with the two hosted volunteers, - detailed description of the volunteers activities; ·getting to know the host organisation’s structure and preparing a full description (project profile) for future volunteers together with the coordinator.</li> <li>- Visit to hosting project “Ashraya”, a special school for the mentally challenged children who have associated disabilities, meeting with the director Dr. Sharon Samuel; ·tour of the school; ·description of volunteers’ activities; ·discussion about teaching methodology; · participating in a Bakery class run by the volunteers; ·interview with the volunteers</li> <li>- Project visits to “Sree Sarada” and “JSS”-Home for the Elderly</li> <li>- Visit to hosting project “Association of People with Disabilities”:-Tour of the school; ·interview with the volunteer; ·-discussion about volunteer's duties with a teacher; Meeting with Dr. Sudarshan on the possibility to host volunteers in future in Center of mental disabled woman and making an agreement with him.</li> <li>- Visit to EVS Host organisation “Ooty children's home”: Evaluation of experiences with EVS volunteers hosted in 2008-2009.</li> </ul> </li> <li>✚ Getting familiar with different programs other than EVS such as the German “Weltwärts” and “CIU” programme: in various meetings with the coordinators of the respective projects to enlarge knowledge on different cooperation schemes and programmes and ICDE’s activities and roles in these.</li> <li>✚ Workshop to exchange ideas and share experience about the tasks and programme involved when hosting international volunteers suggestions for possible improvements.</li> <li>✚ Understanding of Indian bureaucracy and documentation needed when hosting and sending EV S volunteers i.e. for the visa application.</li> <li>✚ Evaluation and preparation of final reports.</li> </ul>
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## MOST IMPORTANT LEARNING OUTCOME

### The Staff Exchangee:

“A stronger partnership has been built during these months and the knowledge of ICDE working methods will give us the possibility to improve the collaboration on youth exchange and mobility programmes.

The political, cultural and economical differences between India and European countries are very difficult to understand without experiencing them in person. Living 2 months in India taught me the strengths and weaknesses of our programmes, for example how sending organisations in Europe could prepare their volunteers better for the stay in India. Hopefully I can contribute to this through my experience.

Visiting the host organisation and speaking directly with the project supervisors and volunteers gave me a good insight and will be helpful in the preparation of future EVS candidates to India”.

### The Hosting Organization:

“We believe that it was very important for us to have someone from a National Committee in Europe working with us. It was a learning experience for both sides.

The staff exchangee took over the task of improving our work profile for the host projects working with EVS in India. She also visited various projects to analyze the expectation and performance of the host projects and the volunteers participating in the programme.

In addition she helped launch a workshop with ICDE-India staff to strengthen the team in their cooperation and use the implicit knowledge of the organisation in order to increase the efficiency of the processes. These efforts were welcomed by the staff and led to consensus on the issues to be tackled and measures to be taken.” This was in immediate benefit and will have a positive impact on the running of our programmes in the future.”



# Exchange 4



<b>Staff Exchangee:</b>	<b>Agnieszka Politowska / POLAND TO CHINA</b>
<b>Sent by:</b>	<b>FIYE POLAND / Coordinator Dorota Wlodarczyk</b>
<b>Hosted by:</b>	<b>Wen Chang Overseas Exchange Association / Coordinator Chen Zhu</b>
<b>Period:</b>	<b>15.04.2009 - 17.06.2009</b>

## MAIN ACTIVITIES

- ✚ Introduction to getting around WenChang: getting practical knowledge of the town and the environment of trainee's housing and work.
- ✚ Making a research about how the EVS is working in WenChang, about the previous EVS volunteers etc. to have a clearer idea about how the EVS programme can be implemented in WenChang.
- ✚ Assisting to English Conversation Classes in WenChang Foreign Language College and attending every Tuesday English Corner to establish good contact with young students and discuss about voluntary service and youth mobility and promoting the EVS idea among them.
- ✚ Participating in activities in local Kindergarten / English teaching through fun (singing, painting, drawing) talks with the staff, sharing of experience and analysing differences in educational system which EVS volunteers should know beforehand.
- ✚ Preparing and carrying out presentations at local Youth Center to promote EVS experience together with EVS volunteers hosted by Wen Chang Overseas Exchange Association.
- ✚ Participation in Youth Center activities such as English conversation, drawing and painting, calligraphy.
- ✚ Meetings with the director of the Wen Chang Youth Centre. Discussing about the previous experiences with EVS volunteers and defining tasks for future volunteers.
- ✚ Final Evaluation and completion of reports.

## MOST IMPORTANT LEARNING OUTCOME

### The Staff Exchangee:

“Staff exchange in China was a unique and unforgettable experience for me. Thanks to my sojourn there, I got to know Chinese culture and how I could integrate in another culture. I also got a better understanding of what it means to be a volunteer in China. I got closer to the staff and friends I met and could share different points of views and learn about their lives, concerns and problems particularly regarding the EVS and other exchange programs. Furthermore I had a hands on experience working with children at preschool age which made my stay even more joyful and taught me how volunteers feel when working with children in China. My stay there, also made me understand, how important it is to spread the idea of EVS as it is a great tool to build understanding among different nations and cultures. My stay in China gave me also lots of new friendships and...one more concrete outcome...I have learned how to use chopsticks.”

### The Hosting Organization:

“We appreciated Aga as a very reliable, active and self-contained trainee. She completed her tasks always very conscientious with a great motivation. Through her presence we learned a lot about the EVS programme

Especially we would like to mention that Aga has a great empathy with children of all ages and cultural backgrounds. Through her open and communicative mind, she integrated herself very easily in the daily live of Wenchang and in the Chinese culture.”



# Exchange 5



<b>Staff Exchangee:</b>	<b>Lova Gustaffson / SWEDEN TO NEPAL</b>
<b>Sent by:</b>	<b>IKU SWEDEN / Coordinator Maja JACOBSSON</b>
<b>Hosted by:</b>	<b>NVCYE – ICYE NEPAL / Coordinator Hom OJHA</b>
<b>Period:</b>	<b>12.06.2009 - 26.08.2009</b>

## MAIN ACTIVITIES

- ✚ On arrival training, brief orientation, cultural information, political situation, safety concerns upon arrival to Nepal. Information about the do's and don'ts, cultural differences, habits and behaviours of Nepali people.
- ✚ Language and cultural program  
Lova took part in the language and cultural immersion programme organized by ICYE Nepal in Kathmandu, learning Nepali language which was useful for the rest of the stay and facts about Nepalese culture.
- ✚ Cultural experience at Lamatar village – what does it mean for EVS volunteers to live in the Nepalese countryside?
- ✚ Participating in National Park Activities together with other volunteers and getting to know the ICYE Nepal volunteering program.
- ✚ Project visits Chitwan, West Rampur, for three weeks and getting hands on experience at three different project sites: Asna Child Rehabilitation home (orphanage), Shree Basandhara Community Primary School (teaching) , Conservation Nursery and vegetable Farm (Nature Conservation).  
An example of a project: Shree Basandhara Community primary School  
A school for children between five and nine years old even though some are older since they started school later or have had to re-take one or two classes. The volunteers normally teach children in classes 4 and 5 since they have better English knowledge than the younger kids. These experiences brought the staff exchangee closer to the reality of project work in Nepal and helped her to understand the socio-economic context in which our organisation works.
- ✚ Interview with Zita Bucher (Switzerland), ICYE volunteer during the summer about her experience and motivation.
- ✚ Visits to all EVS projects in Kathmandu (Fresh Nepal Hopad, Child and women promotion society, Padma Prakash School, Vaishnavi Secondary School, Aishworya Children Home, Orphan and Street Children Home, Asna Child Rehabilitation Home in Lamatar, Swayambhu Monastery) - interviews with the responsible contact persons at each project and get a better understanding of activities and structure of each organisation. Finding out what is expected from the incoming volunteers in their work and how the project functions in general.
- ✚ Final Evaluation – Many new impressions and learning outcomes. It is an interesting visit for getting a deeper knowledge about the conditions in a developing country. There are many positive memories from the exchange.

## MOST IMPORTANT LEARNING OUTCOME

### The Staff Exchangee:

“I got the opportunity to visit all the projects that cooperate with ICYE Nepal, which was a very enriching and important experience in that sense that it gave me a good insight in how they work in the respective context and what is expected from an incoming volunteer.

That also made it possible for me to include detailed facts about each project in my report, with the aim to encourage and inspire young people who are interested in voluntary service projects in Nepal.

I also got a good understanding of how ICYE Nepal works in general and how they design their volunteering programs. Of course, the staff exchange also helped me to understand more about the Nepali culture.”

### The Hosting Organization:

“This staff exchange was a good way to integrate someone from a different (European) country and culture in our organisation and work which was very enriching for us and a learning experience for both sides.

Lova has played a vital role in sharing her ideas and experiences with us and she learned about the challenges we are facing in running the EVS and ICYE program in Nepal.

This helped us to review our programmes and way of working and contributed to improvements. We therefore think that all ICYE members and partners should be able to benefit from similar experiences in the future.



# Exchange 6

<b>Staff Exchangee:</b>	<b>SUNG-TZU LIN / TAIWAN TO SPAIN</b>
<b>Sent by:</b>	<b>ICYE Taiwan / Coordinator Chen-Hsiu KUO</b>
<b>Hosted by:</b>	<b>ASERMUN Spain / Coordinator Rocio PEREZ URBAN</b>
<b>Period:</b>	<b>23.03.2009 - 24.05.2009</b>

## MAIN ACTIVITIES

- ✚ Orientation Castuera: Getting to know Castuera and the environment where most incoming volunteers are staying.
- ✚ Presentation of ASERMUN: The staff exchangee got to know the history and structure of ASERMUN as well as an overview on the different work areas.
- ✚ Introduction to EVS programme: Clearer idea about how ASERMUN organizes EVS projects, and guidelines which should be kept in mind.
- ✚ Sharing of experiences regarding the tasks involved in hosting EVS volunteers
- ✚ Exploring possibilities of starting bilateral short term exchange program knowing how both organization run their programs, and planning to start the exchange program from Oct.
- ✚ Reading and replying information enquiries of candidates who are interested in EVS and ICYE long / short term programs / getting to know the daily administration work in ASERMUN.
- ✚ Visiting schools in Extremadura as well as getting to know different types of hosting projects in Spain, and how the incoming volunteers work at the projects.
- ✚ Helping on elaborating an English version of the info pack and the schedule for MULTICAPACES (Multilateral Youth Exchange for Young People with Mental Disabilities to be hosted by ASERMUN in June 09).
- ✚ Visiting “Espacio para la Creación Joven” – a youth cultural centre to join the presentation of “El Anillo”
- ✚ Visiting Santa Marta to attend a presentation of the project MUJEREX run by the organization Punto Emprende.
- ✚ Participating in a workshop promoting European Citizenship / Getting to know the importance of the coming EU election in June and seeing how people here are promoting active citizenship.
- ✚ Going to Mérida for JEDES – Olympic for disabilities in Extremadura / Visiting the incoming EVS volunteers who are working at Centres for the disabled, and finding out how the local government supports disabled people.
- ✚ Spanish course: Learning some basic Spanish which helped in daily life communication.
- ✚ Final evaluation and reporting.

## MOST IMPORTANT LEARNING OUTCOME

### The Staff Exchangee:

“Through the staff exchange program, I learned how ASERMUN runs the EVS program, what crucial points have to be taken good care of (EX: youth pass, arranging language training possibilities, etc.). It was also good to see how ASERMUN interacts with incoming EVS volunteers and gives them full support, including arranging different kinds of meetings and outdoor activities. Also, through exchanging the hosting experience, we have come out with plans and ideas for future bilateral program opportunities.

By knowing the environment of Castuera, it is quite possible that ICYE TAIWAN can find some suitable candidate for the short-term program.

Getting to know the Spanish culture was also very important for me, I hope that will help ICYE TAIWAN to develop future joint programmes.”

### The Hosting Organization:

“Thanks to this staff exchange programme we have had the opportunity to share our experience in implementing EVS projects with someone from an organisation who is doing the same in a country outside of Europe. This has given us better understanding of the different possibilities that the programme offers and also the way organisations implement the EVS programme in their respective country and cultural context. We consider this quite useful knowledge to be applied when preparing our outgoing EVS volunteers. Besides, this project has been a great opportunity to exchange information about other programmes and actions. We would like to point out the agreement reached in order to start cooperation between ASERMUN and ICYE Taiwan through a short term volunteering programme due to start from October 2009. This we consider a very positive result. We also value very highly the support offered by the staff exchangee and her interest in Spanish language and culture.”



# Exchange 6

<b>Staff Exchangee:</b>	<b>Elena Martinez / SPAIN TO TAIWAN</b>
<b>Sent by:</b>	<b>ASERMUN Spain / Coordinator ROCIO PEREZ URBAN</b>
<b>Hosted by:</b>	<b>ICYE Taiwan / Coordinator CHEN-HSIU KUO</b>
<b>Period:</b>	<b>15.03.2009 - 14.05.2009</b>

## MAIN ACTIVITIES

- ✚ Orientation and introduction to ICYE TAIWAN office and staff. Visits to famous sites getting to know the culture and context.
- ✚ Visiting projects “St. Theresa opportunities centre” and “House of Hope” and host families in Tainan and Ping-Tong County, getting to know the type of projects ICYE Taiwan is working with, and exchanging opinions about the opportunities and challenges for European volunteers hosted in these projects. Discussion with host families about main cultural differences and difficulties encountered in the adaptation process of European volunteers. Discussion with Polish EVS volunteer hosted during that time about the experience and suggestions for improvement.
- ✚ Preparation of interviews with candidates for participation in short – and long-term voluntary service programmes. Helping with filling in application forms in English, reading them and making a pre-selection.
- ✚ Presentations on EVS and other programmes to candidates for participation in ICYE Taiwan’s programmes.
- ✚ Preparation of on-arrival camp for incoming volunteers - planning the process and prepare group activities and interactive methods.
- ✚ Supporting the staff in daily office tasks i.e. correspondence with ICYE National Committees and partner organisations, with candidates for EVS and other programmes, working on project descriptions as preparation material for future incoming volunteers, updating project information published in the ICYE Intranet, taking care of international volunteers who needed support, etc.
- ✚ Hands-on experience in preparing and planning a Final Evaluation Meeting/camp for long-term volunteers. The staff exchangee contributed with methods and group activities.
- ✚ Participation and presentation at environment program by CEO  
We collaborated with CEO in a youth awareness raising activity. Elena prepared a presentation during the days before, and then she and other volunteers participated in that activity which was a great success.
- ✚ Final Evaluation and reporting

## MOST IMPORTANT LEARNING OUTCOME

### The Staff Exchangee:

“During this time working in ICYE Taiwan, I have learnt several things:

- International network of ICYE and its programmes and partnerships. Amazing how people all around the world can work together, decide things together, etc.. It is really interesting to discover how internet is making the distances between world regions disappear.
- How EVS works in Taiwan and all the tasks involved to make EVS possible and successful.
- Discovering other programs which ICYE Taiwan works with, like CSV or the German Civil Servant programme.
- Participating in the recruitment and selection of future volunteers was a very interesting experience. I had the opportunity to meet young Taiwanese people and learned that they have a big desire to go abroad or to meet foreigners and get to know other cultures and different life styles.”

### The Hosting Organization:

“The main learning outcome for us was that by communicating and working with Elena on a daily basis, we could better understand the European way of thinking. We have been working with her for two months, 8 hours per day, and also spending free time together so we got to know her, and how she thinks. We tried to consider her opinion in our daily work and tasks. As a former EVS volunteer from Europe, her opinion was useful for us and helped us to understand the volunteers’ expectations, which will enable us to cooperate better with future European volunteers.

A concrete contribution she made to our work was to suggest methods, games and activities for our volunteer trainings which we will continue to apply in the future.

Furthermore we have been talking about Europe, and about the opportunities and challenges of implementing Youth in Action and EVS projects in the EU-ASIAN context. It was very important for us to learn from the EU example about how youth can be encouraged to become responsible citizens and to work together in international activities.”



# Exchange 7

<b>Staff Exchangee:</b>	Jocelyn P. Castañeda / PHILIPPINES TO ICELAND
<b>Sent by:</b>	EYES Philippines / Coordinator Rhenelyn Queen Dadulo
<b>Hosted by:</b>	AUS – ICYE Iceland / Coordinator Sabine Leskopf
<b>Period:</b>	25.06.2009 - 13.08.2009

## MAIN ACTIVITIES

- ✚ Orientation on how to survive in Iceland, introduction to AUS.
- ✚ Participate in a meeting of all organizations working for the youth and (2) summer activities of the youth. AUS ICYE Iceland is located at a Centre for Young People in Iceland run by the City of Reykjavik. Therefore, a lot of interaction occurs between the members of AUS and other organisations involved in activities for young people in Iceland. Volunteers participate, for example, in a project called “Bridge between Cultures” at this Centre.
- ✚ Orientation of the AUS programs thorough orientation on the 3 programs of the organization, namely: (1) StePs, (2) ICYE long term, and (3) EVS. Insights on topics such as culture, economy and gender, which the staff exchangee was particularly interested in referring to a cross-cultural context.
- ✚ Visit EVS Host Organisation “Red Cross”: Meeting with staff and Italian volunteer. The staff at the host project provided an orientation on how the project is run and who are their clients/beneficiaries as well as about challenges and opportunities of hosting international volunteers.
- ✚ Meet and mingle with former and current volunteers, which helped to understand their background, motivation and experience.
- ✚ Hands-on on the process of hosting volunteers for the StePs, EVS and ICYE long term Programs  
Hands-on on the process of sending volunteers for the StePs, EVS and ICYE long term Programs i.e. (1) answer queries by sending organization on requirements of volunteers(2) send email to International Office with information on the candidate (3) Follow up requirements of incoming volunteers. (4) Follow up with immigration authorities regarding residence permit of the volunteer(5) collect and assess relevant documents.
- ✚ Hands-on on the process of sending volunteers for the StePs, EVS and ICYE long term Programs, i.e. interviewing outgoing volunteers, reply to their questions, prepare information material, insurance enrolment, contacts with ICYE International Office and host organisations.
- ✚ Final Evaluation and report.

## MOST IMPORTANT LEARNING OUTCOME

### The Staff Exchangee:

The staff exchange enabled me to:

- Familiarize with EVS and other programs and activities of the organization.
- Understand the operation and the process of hosting and sending volunteers.
- Appreciate the intricacies in dealing with stakeholders, such as the volunteers, sending organization, European Commission, International Office, immigration, and host projects in hosting and sending volunteers.
- Employ the learning outcomes in my own new organization back in the Philippines.

### The Hosting Organization:

As an organisation, AUS ICYE Iceland profited through the intercultural dimension introduced to the work environment. Working in an international environment constantly demands adaptation skills and openness towards others, their values, work ethics and views. Joyce introduced a fresh spirit, her experience in working with young people with multi-ethnic and multinational backgrounds into the work of AUS ICYE Iceland. We have had European or South American volunteers at the office, but no South East Asian volunteer so far and we were able to learn a lot about a new culture so we feel more content to work further with organisations and volunteers from this region.

Joyce also introduced us to her experience in work camp volunteering which is a new area for AUS / ICYE Iceland and might be worth for us to explore further.



# Exchange 7

<b>Staff Exchangee:</b>	<b>HILMAR EGILSSON / ICELAND TO PHILIPPINES</b>
<b>Sent by:</b>	<b>AUS – ICYE Iceland / Coordinator Sabine Leskopf</b>
<b>Hosted by:</b>	<b>EYES Philippines / Coordinator Rhenelyn Queen Dadulo</b>
<b>Period:</b>	<b>01.07.2009 - 04.09.2009</b>

## MAIN ACTIVITIES

### Orientation:

The first days in Manila were used for staff training and general introduction to Manila and the Philippines. Home and working place in the Visian area was located on a small island named Olango Island which is part of the bigger planning unit of Lapu-Lapu City placed on Cebu Island, the central island in the Visias. The staff exchangee was informed about the aims, structure and different activities of EYES as well as the recent experience with hosting EVS volunteers

### Visit to South Korean Work Camp

The work camp participants were Korean university students who stayed in the Philippines for two weeks. The staff exchange assisted in programme and organisational tasks

 Working with the locals on planning and establishing of a long-term ICYE/EVS program in Olango Island built mainly on the local social and environmental projects that already existed, description of host placements and volunteers' tasks

 Participation in working on information material for EYES and the long-term volunteering programmes.

 Participation in an on-arrival training for the German volunteers arriving in Manila, discussion about the volunteers expectations and opportunities and challenges of different voluntary service programmes.

 Helping with various office work for EYES particularly with regard to the EVS projects implemented during this time.

 Wrap-up of the projects and tasks, final evaluation, working on reports.

## MOST IMPORTANT LEARNING OUTCOME

### The Staff Exchangee:

“My staff exchange project meant the chance to get to know another organization and get the opportunity to learn more about work procedures and norms from each other. It was a huge success; especially when it comes to understanding different cultural views regarding volunteering.

I found it very interesting to see the culture around volunteer work in a less developed country with such a mixed culture. And then compare this to my home country’s experience and general views on volunteering compared to the volunteering culture in Central Europe. I have learned a great deal about the culture in the Philippines which will be useful when sending and receiving volunteers to and from South-East Asia. The trip had a positive effect on my cultural understanding, broadened my horizon and what is in my opinion one of the most important aspects of volunteering, my perspective. It is impossible to define and understand your own culture if you don’t have anything to compare it with. The more countries I visit, more international people I meet, the more I understand all the different cultures as well as my own.”

### The Hosting Organization:

“The programme has provided great opportunity to our organization. Not only on the aspect of our staff exposure to our partner organization in Europe and vice versa, but the whole process of technical, work exposure and intercultural learning. The sharing intercultural learning has showed a very positive response as we try to relate to, learn from and mentor each other in the delivery of our services. We believe that Hilmar Eggilson has contributed a lot in helping, guiding and preparing our organization to develop the capacity to organize quality placements and host projects with his experience from his organization. We exposed him to our project sites, partners and prospective local partners in order for us to improve the quality of our projects as we start to receive more international volunteers.

We believe that the EVS program gave us confidence and a long term opportunity to develop our organization as a dynamic partner and advocate in promoting and advancing the quality of life of our local people and the globe in general.”

