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Volunteer Centre
Work Profil- South Africa
2019-2020

National Profile - South Africa



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1 South Africa

1.1 Welcoming letter

Dear Volunteer,

Thank you for choosing South Africa – as the destination to contribute in the development of world

WELCOME!

The **Volunteer Centre** was established in 1979 and is membership based organization, currently serving affiliate members organizations / partners and volunteers throughout the Western Cape – also in other provinces. The organization has worked with several international partners and we are the only organization that provides voluntary opportunities across all sectors.

We are a registered (NPO – 003 383) and also have PBO Status (Public Benefit in terms of tax exemption). The Governing Board (Mancom) oversees the Manager and Staff team (currently 1 full time, 3 part time/ project volunteers). Some of the key Programmatic areas include – amongst other up skilling local and national youth volunteering with an integration of international youth to address some critical social issues faced in South Africa. South Africa has a rich history of voluntary action that has led to it taking on a variety of different forms. These forms tend to correlate to the period of political history as well as the socio-economic and cultural area from which people emanate. These forms include formal volunteering that is coordinated by volunteering organizations and traditional/cultural volunteering in which, in especially our marginalized communities, support is given to informal support systems and networks of mutual aid and self-help.

Within the context of this transition, volunteering in South Africa is also changing. The economic pressure that is being brought to bear upon society combined with a slow movement away from traditional values and the impact of HIV/AIDS is causing informal support systems and networks of mutual help and self-help to crumble. To catch up the shortfall, volunteering organizations have had to adapt their activities to formalize what were often unspoken relationships and activities that were taken for granted. The relationship between volunteers and volunteering organizations is also starting to formalize as a result. This change is providing the stimulus for changes in South Africa's volunteering infrastructure. This at any point does not mean that volunteering is for the "have helping the have not's" – it is a personal decision that runs two ways.

The Volunteer Centre would like to welcome you in our beautiful country and city full of diversity and explorations. We hope that you will enjoy and learn about country.

Regards

The Volunteer Centre – Team

1.2 PROFILE OF SOUTH AFRICA



Population	54,956,99 (2015 est)
Area	1.22 million sq. Km (471,445 sq. Miles)
Legislative Capital	Pretoria (Tshwane)
Economic Capital	Johannesburg and Cape Town
Language	South Africa has 11 languages: Southern Sotho, Tswana, Northern Sotho, Tsonga, Venda, Swati, Ndebele, English, Afrikaans, Zulu, Xhosa,
International Dialling Code	+27
Religion	Christianity, Muslims, Hindus and Jews
Time Zone	GMT +2 hours, EST +7 hours (South Africa does not operate daylight saving, so from Apr-Oct, this becomes +1 hour and +6 hours) South Africa is in Central Africa Time Zone (CAT) .
Electricity	AC 220/230 volts. European or American appliances need an adaptor. You can find it in the numerous shopping areas
Currency	South African Rand (ZAR)

1.3 Significant Dates

Human Rights Day - 21 March

This celebration is an occasion to commemorate the human rights violations victims and to make aware all the people about their rights. The Bill of Rights is a cornerstone of the democratic Constitution of South Africa.



Pic. Sharpeville massacre 21 March 1960

Freedom Day – 27 April

Freedom Day commemorates the first democratic elections held in South Africa on 27 April 1994.



Pic. Nelson Mandela celebrates the victory of the election.

Youth Day – 16 June

On the 16th of June 1976 about 20 000 pupils from different schools in Soweto began a protest march against the introduction of the Afrikaans language as a compulsory in the educational system.



Pic. Hector Pietersen killed in Soweto, 1976

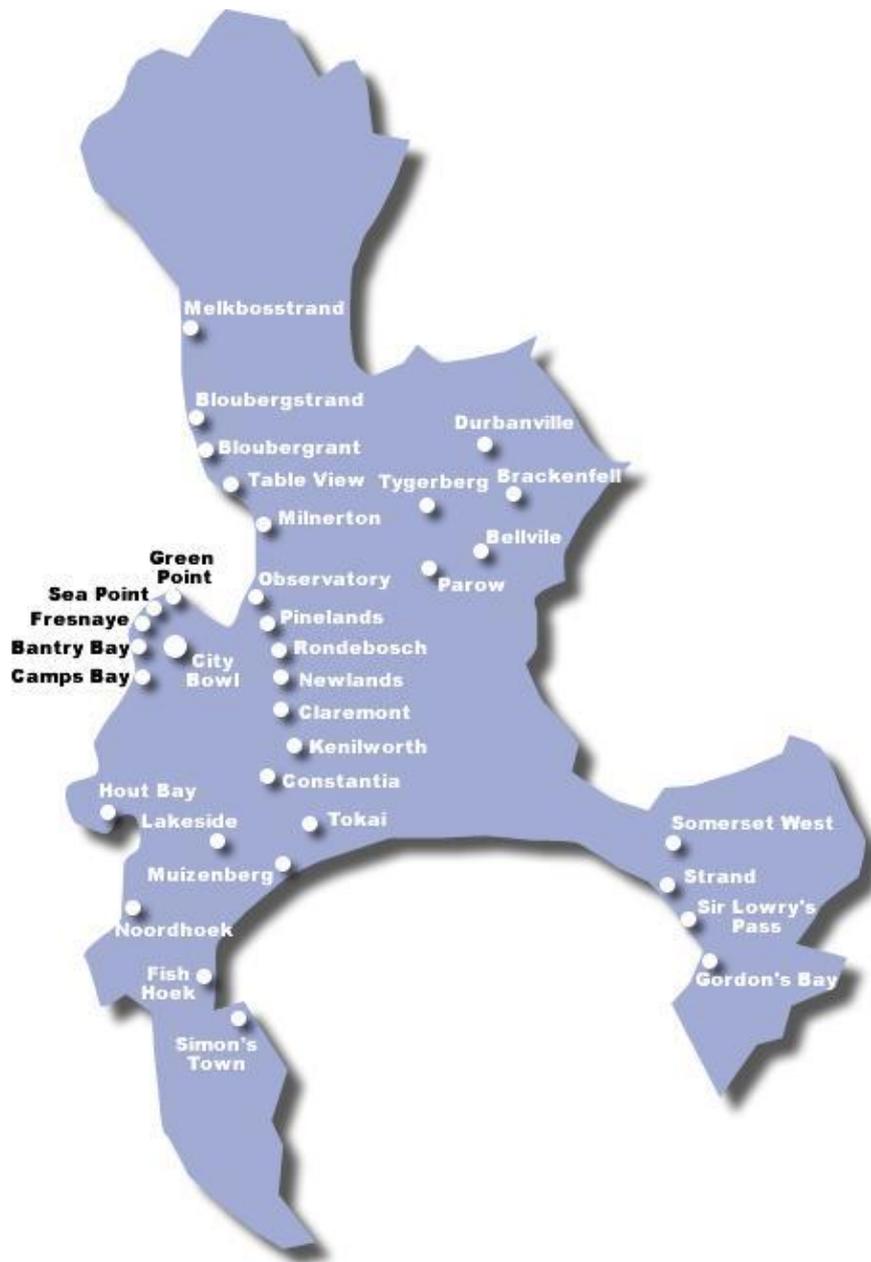
National Women's Day – 9 August

This day commemorates the 9 August 1965 when women marched to the Union Building in Pretoria to protest against the pass law.



Pic. Women's' protest March, 1956

2 Cape Town – Western Cape



A coming-together of cultures, cuisines and landscapes, there's nowhere quite like Cape Town, a singularly beautiful city crowned by the magnificent Table Mountain National Park.

More than a scenic backdrop, Table Mountain is the solid core of Cape Town, dividing the city into distinct zones with public gardens, wilderness, forests, hiking routes, vineyards and desirable residential areas trailing down its lower slopes. Here one will also find the University of Cape Town (internationally recognized) and the Groote Schuur Hospital (site of the world's first heart transplant in 1967). Cape Town is also a city of contrasts. It still retains the most racially divided residential areas (a remnant from our Apartheid past). The city also still reflects much of the colonial history of our past and the extremes of wealth and poverty which is also evident in other cities of South Africa.

Unemployment, particularly amongst youth remains high (at approximately 25%) and the country's crime and violence statistics are amongst the highest in the world. It is evident; however, that South Africa's population is incredibly resilient and dynamic and is engaged in a period of intense developmental transition.

Top sights in Cape Town

1. Kirstenbosch National Botanical Garden



2. Cape of Good Hope



3. Table Mountain



4. Robben Island



5. Boulders Penguin Colony

6. Zeitz MOCAA Museum



7. District Six Museum



8. Groot Constantia



3 The Volunteer Centre and ICYE South Africa

3.1 Volunteering in the South African context

South Africa has a volunteering profile, which is rich, diverse and deeply steeped in heritage. Many people acknowledge the contribution of volunteer action and the voluntary sector in our struggle for democracy. In fact, in South Africa today, we have the most towering icons of volunteering, in persons such as former president Nelson Mandela, Desmond Tutu and their peers.

The first real empirical evidence of the value of volunteerism in South Africa is demonstrated in the Johns Hopkins Study on *The Size and the Scope of the Non-profit sector in South Africa*, published in 2002, which deduces that local volunteers are contributing in excess of R5 billion worth of free service in the non-profit sector. The same report indicates that as many as 49% of the workforce in the non-profit sector are unpaid local volunteers.

Volunteering also brings benefits to the volunteers themselves- as they learn skills that make them more employable. Their self-esteem is enhanced and they become more positive and productive. This is vital in our situation where volunteers are often unemployed, job-seekers (women and youth), who have been demoralized by their fruitless search for gainful employment. Volunteering has been shown to unlock capacity and energy that enables people to assume control of their lives and circumstances.

3.2 Profile of the Volunteer Centre

Staff

The Volunteer Centre is driven by volunteers who are diverse team with various skills and backgrounds most of them participated in our programs. There is one paid staff member and four volunteers. All staff members embrace the ethos of volunteering and remain involved in various volunteering and community service outside of working hours.



Nozuko (Manager), Anita (Volunteer) and Zandile (Volunteer)

Ayanda (Volunteer) and Yara (Administrative and Organizational staff)

Key Program Areas

ICYE (International Cultural Youth Exchange)

- The Volunteer Centre is affiliated with more than 36 countries for opportunities to volunteer for short to long term.
- Hosting and placements for the international volunteers/groups

WBL: “Work Base Learning”

WBL is an opportunity to assist scholars to be exposed and to receive work experience as determined by the FET colleges.

VCYC (Volunteer Centre Youth Clubs)

“Aspire to Inspire, individuality matters”

- Raises awareness campaigns on issues affecting young and youth in South Africa
- Training and development
- One time volunteering projects

Specific Expertise

Volunteer Centre is a recognized organization which works across all sectors in the development of the volunteering environment.

Competencies and Motivation

The Volunteer Centre meets all governance and legislative requirements, holds a public Annual General Meeting and meets all annual financial and auditing certification requirements. The organization’s structure is however not bound in bureaucracy and it is able to institute programmes and activities with ease. Motivation of servicing our partners, member organizations and most importantly – volunteers - remains priority – and would be the primary objective of participating in this program.

3.3 Overview on work projects

Our projects are diverse and vary from working at a children’s home to assisting the aged and the vulnerable, youth and sport, environment, admin –office work. All these projects involve working directly with a range of human needs.

IMPORTANT: All of Volunteer Centre projects rely on volunteers, both local and international. You are not “just a visitor”. In South Africa, volunteers are seen as **extension of staff**. You have important **responsibilities** and will need to take time off when the project agrees to you doing so.

Volunteer Centre, as far as possible, tries to corresponds as much information as possible, about your project – prior to arrival -. It is important that you are able to converse in and have an understanding of English.

Our current Projects

Baitul Ansaar: <http://www.baitulansaar.org>

Mary Harding School: <http://www.maryharding.co.za>

Belthorn Primary School: https://www.facebook.com/pages/Belthorn-Primary/137505256422173?hc_ref=ARQQ-g_eDIVF3YmDuhjiKciAbz8knWBWwFArgtmMuAm4mXOBAz9XDna0kx2ntvkdq1w

Christine Revell Children's Home: <http://www.crch.co.za>

Saartje Baartman: <http://www.saartjiebaartmancentre.org.za>

YMCA (Youth Christian Men's Association): <https://ymcaathlone.org>

Velokhaya Life Cycling Academy: <http://velokhaya.com>

Cape Nature: <https://www.capenature.co.za>

Tembaletu LSEN School: <https://tembaletuschool.wordpress.com/home/welcome/>

EROS School for Specialized Education: <http://www.erosschool.org.za/about-us/>

!!For more information see the work profile!!

3.4 Our Programme

Step 1: Arrival- Volunteers are met at the airport and are transported to a backpackers/ hostel / host family. The first day of the volunteer's arrival is normally an opportunity to relax.

Step 2: Orientation- As the 3 to 4 days of orientation resumes; a structured orientation programme is set out for the volunteer. Sessions are held on various subjects such as the South African lifestyle and culture; gender roles, history, safety and security, health (insurance), role and responsibilities of volunteering in South Africa, transport (using public transportation) and pocket allowance, project information and host family (accommodation).

Step 3: Working in the project

Step 4: Midterm- The volunteer has a one-on-one session with the mentor. This is also an opportunity to meet with staff members and other exchanges from other Volunteer Centre projects (if possible) to discuss any problems they might have encountered, and to spend some time reflecting on experiences, and preparing for the second half of your project depending on the duration of the stay. From day to at least three days.

Step 5: Final- The final evaluation is the final time when the volunteers and their mentor, staff member of the Volunteer Centre take the time to discuss and evaluate the volunteering experience and help prepare the volunteer for the return back home. These sessions may take place at an overnight venue

– or at the Volunteer Centre between 1-3 days/seminar/ camp

Other Activities

Volunteers are encouraged with the input of their mentor to organize an event or activity where all the volunteers of our organization can participate; this also means that volunteers are encouraged to meet once a month for check in and other planned activity

THE TRAVEL MONTH: For every month volunteered, the volunteers are allowed 2 days' vacation leave. However, if the project closes during a particular time of year, the *volunteers will have to take compulsory leave* during the time project that the project is closed. (Please see a VC code of conduct document).

Living Arrangements

The various types of accommodation may include:

1. Living with the family in a home stay
2. A bedroom that you share with other volunteers in the project
3. The accommodation is normally very basic but comfortable.
4. Privacy might be a thing of the past!

What shall I eat?

In a home stay - Volunteers are provided with basic meals per day. Most volunteers who live at a project have access to the basic meals available at the project. **Please note that cost of living for the host families is high even though they are hosting you it is based on the interest and the experience that volunteers leave behind and also take with.**

- The host family is obligated to provide a basic meal for the volunteer/s
- Should you wish not to eat the food for any other reason you will be responsible to cover this by yourself.
- Communication and openness on food situation is encourage as all house holds are different from each other
- Milk and bread are mostly basic foods and bought regularly (again please ask the host family) **while on the other hand** - Cheese – milk – beef- salads are mostly food for the privileged meaning “expensive”. – Breakfast would be basic – oats, wheetbix – bread for example. For dinner depending on the house hold and culture you might experience something different or familiar with
- In lunch time – bread – peanut butter –jam eggs will be probably available
- All other foods i.e. western is available at different shopping malls

3.5 The Volunteer Exchanges

Profile of the Exchange:

Volunteer Centre expectations of volunteers:

1. Embrace the entire experience as a **learning opportunity**.
2. Have a keen sense of **Responsibility**
3. Demonstrate **Respect** for their new living and working environment
4. Be **Enthusiastic** in terms of all their living, working and learning opportunities.
5. Show **Commitment** to persevere with the volunteering programme despite the challenges that may be encountered.
6. Be able to **communicate** in basic English and an interest and ability in learning basic conversational local languages

Language

English is one of the most common languages used in South Africa. Most South Africans are able to converse in English and are able to understand what is being communicated. It is very important that volunteers are able to communicate in English in order to benefit from their volunteering activities. 30h English lessons will be organized for Volunteers who stay longer than three months.

Age

VOLUNTEER CENTRE accepts exchangees who are older than 18 years of age. (Provisions for-17) can be arranged. Older than 25 this too by provision is allowed.

Certificate of Conduct

A police clearance will be needed for every Volunteer.

Written Documents/ References

Projects require two contactable references – these are also to be submitted with Application forms. One reference should be from an employer or teacher (confirmation of skills and qualifications) and the other reference confirms the character of the volunteer – and should be from someone who has known the volunteer for a long time. Both references should be from professionals and not from members of family or friends. References serve to confirm character, reliability, maturity etc. and should be in English. Please note that a motivation letter and CV are documents which greatly enhance the volunteer's placement process and wherever possible, these should be submitted along with the incoming volunteer's application form.

4 Practical Considerations

4.1 Finances and Banking

Volunteer Centre may be responsible for handing pocket money/monthly allowances of volunteers – should this part of the arrangement with the sending organization. ***NB!! Volunteers will not be provided with any allowance, should they choose to leave a designated project before a new work placement project has been identified changing of projects without any health reason will result into volunteers absorbing the travelling cost –***

Credit Card: all major credit card can be used in South Africa like; Diners Club, American Express, MasterCard, Visa, Maestro, Plus.

In some small towns, you may find you'll need to use cash.

If for some reason you do not have enough money for your stay you will be able to use **Western Union Money Transfer** and ask your family or friends to send you extra money.

In most cases, your pocket money will either be paid to you in cash at the time of a site visit. In cases where this is not possible, alternate direct transfer arrangements will be made. Opening a bank account in South Africa has become quite challenging. Banks open accounts for volunteers staying for period of 12 or more months only. Volunteer Centre will liaise with volunteers with regard to travel allowances and cash which volunteers may need to receive also based on the federation minimal standards.

4.2 Travelling in Cape Town

There are mainly five ways to move in and around Cape Town:

Train (Metrorail): <http://www.metrorail.co.za/>

Bus: it is commonly used and is slightly more expensive than train.

Minibus taxi: it is the informal “bus service” operating with neither timetables nor formal stops.

Taxi: The taxi rate varies between companies and runs at about ZAR 10/km. It is advisable to ask for a fare estimate before you agree.

Car: Any driver's license is accepted in South Africa; however, vehicle hire companies may also require an international driver's license. South Africans drive on the left-hand side of the road and the car therefore are right-hand drive vehicles.

4.3 Internet and communication in Cape Town

Internet is commonly used in Cape Town and there are some wi-fi zones in shopping malls, restaurants and coffee shops. However, it is not so common for South African people to use the landline Internet at home.

However, is it possible to buy an Internet USB Stick mobile in the mobile shops but the cost of the Internet air time is not very convenient. For instance, a 1.2 Gig is about 289.00 Rand.

Cell- phone

South Africa in one of the fastest growing mobile communications markets in the world.

The dominating multinational companies in the mobile landscape are:

MTN, VODACOM, CELL C

NB – to buy a mobile SIM card, an internet USB Stick (Dongle) or a cell phone is required to show: Original passport & Proof of residence in South Africa **

4.4 Health insurance information

As an ICYE exchangee volunteers will be fully covered by a comprehensive health insurance in the event of any health problems or accidents during your stay. Volunteers are recommended to register at the local doctor or hospital closest to their accommodation, in case of emergency or any health problem. It is best to register upon arrival to avoid any delays, also identify closest hospitals/clinics. Volunteers are entirely responsible for posting – submitting their insurance information to the IO for reimbursement the Volunteer Centre will assist where can. It is advisable that volunteers read all the information regarding the insurance – Volunteer Centre will also explain such at the orientation camp.

4.5 SAFETY TIPS

- Keep mobile phones and wallets tucked away where no one can see them
- In South Africa crime can be a problem. However, all that you need is just take some usual sensible precautions and follow basic safety rules. Below a list of safety tips that can be helpful to prevent dangerous situations and unpleasant troubles.
- There are areas known as “more risky than other”. Some areas should be visited in groups or with a recommended tour operator. Avoid wearing visible jewellery and carry cameras and big bags over your shoulder.
- Travel with certified copies of your documents and keep the originals in a safe place. It is possible to have copies of your documents certified at the nearest Police Station or at the Post Office.
- Keep a note of your credit card numbers and bank contact details and separate cash and credit cards.

- Do not walk alone especially at night and do not hitching a ride.
- If you live in hostel or in a facility populated by other people, keep your room locked at all times and store valuables (like, laptop) in a hide and safe place.
- Before start driving, plan your route and fuel consumption in advance. While driving, make sure to have your destination phone numbers on hand in case you get lost and keep the car locked at all times. It is also advisable to keep the car windows wound up and valuables locked in the boot.
- When using automatic teller machines (ATMs) do not accept an offer from a stranger to help you with transactions. In case your card gets stuck in the machine, you can approach the bank or call the helpline number to have it released.
- In case of lost passport and visa, report it as soon as possible to the South
- African Police Services (SAPS), as well as your country's embassy or consulate in South Africa.

4.6 Emergency Procedure

In the event of an emergency these are the steps to follow:

-Phone the police (if the situation so requires)

-Inform Volunteer Centre **immediately** THE Programme Coordinator: **Nozuko Masiba** on **0795099560**

Emergency numbers

Police (SAPS) Emergency number: 10111

Mobile Phone Emergency number: 112

Ambulance: 10177

Wilderness Search and Rescue: 021 948 9900

Office of the Consumer protection: 0800 007 081

Please visit the visa link to get the newest information about your application

4.8 Checklist before Departure

- ✓ A Valid passport
- ✓ Appropriate Entry Clearance / Visa for South Africa
- ✓ Letter of Invitation
- ✓ Police clearance certificate
- ✓ International Drivers licence (optional)
- ✓ Correctly issued flight ticket and confirmation thereof.
- ✓ A sleeping bag (optional)
- ✓ Warm clothes and good walking shoes

- ✓ Bring a copy of your Passport for Nozuko
- ✓ Small gifts from your country to give to people in your project / friends
- ✓ Music and games from your country for the camps
- ✓ Some information about your home country - pictures, brochures, maps, books, coins, recipes etc.

NB Do not bring too much luggage with to South Africa. Use a backpack it's easier and more convenient to store. Suitcases should be manageable and easy to carry comfortably.

Suggestions for Prepatation

Read and watch movies about South Africa, BEFORE arrival. Research and read books about Nelson Mandela, Desmond Tutu, Steve Biko. Watch many movies and documentaries about SA during your stay (Yesterday, Tsotsi, Classified people, Good bye Bafana, Red dust, In my country, District 9 – etc.)
Read - Cry the beloved country; My traitor's heart; Bang bang Club; Long walk to freedom, Invictus etc.

4.9 Small South African dictionary

Amandla: is a Xhosa and Zulu word meaning “power”

Bhuti: is a Xhosa word meaning “man”. It is usually used to address someone in a respectful way

Boer: is the Dutch and Afrikaans word for farmer

Boerewors: traditional sausages very popular in the South African cuisine. It comes from Afrikaans words *boer* (farmer) and *wors* (sausage)

Braai: is an Afrikaans word meaning “barbeque”. It is a very common habit for South African to have braai, especially during holiday or party-time. South Africa also celebrate the National Braai Day **Cape**

Doctor: a dry, strong, persistent South-East that blows on the South African coast from spring to late summer. The name is due to the fact that this wind was supposed to clear cape Town from pestilence and pollution.

Coloured: heterogeneous ethnic group who possess ancestry from Europe, Khoisan and Bantu tribes, Indonesia, India, Madagascar, Malay, Mozambique, Mauritius, and Saint Helena. This group has been

regarded from scientist as having the highest level of mixed ancestry in the world

Dankie: is an Afrikaans word meaning “thank you”

Enkosi: it a Xhosa word to say “thank you”

Lekker: is an Afrikaans word meaning something really nice; it is pronounced as “lekka”

Madiba: is the name of the clan of which Nelson Mandela is a member (it is usually considered very polite to use someone's clan name). This is one of the names he is used to be called by.

Taxi: small scale informal bus services operating with neither timetables nor formal stops

Molo: this is a Xhosa word meaning “hello”

Robot: traffic light

Rooibos: a herbal tea also called bush tea or South African red tea

Samoosa: a triangular Indian curry delicacy

Shame! : this expression usually means “you poor thing” or “I feel sorry for you!”

Sisi: it is a Xhosa word usually used to address respectfully a woman (usually, old)

Sprinboks: is the South African national rugby union team. It is on of the strongest team in the world league.

Townships: the word refers to underdeveloped urban living areas that during the apartheid were reserved to non-white people. Townships are mainly made up of informal settlements.

Toy!Toy!: picketing/protest

Tsotsi: a criminal gang member

Ubuntu: is a philosophical concept rooted in the Sub-Saharan Africa that is related to the people relationships. The bantu word of “ubuntu” means “benevolence towards other people” and this concept inspires a way of life based on compassion, solidarity and mutual respect. Frequently, it is common to explain ubuntu through the sentence: *Umntu ngumuntu ngabantu (I am what I am because of what we all are).*

5 Code of Conduct for Volunteers – and contract

Please note that a code of conduct is attached in document and should be signed by all volunteers and their project supervisor or managers. A copy will be sent to each party.