

VOLUNTEER CENTRE CAPE TOWN - SOUTH AFRICA 2014-2015



NATIONAL PROFILE

1. PROFILE OF SOUTH AFRICA

1.1 The Historical Overview



- Population: 43,600,000 (2001 est)
- Area: 1.22 million sq. km (471,442 sq. miles)
- Legislative Capital: Pretoria(Tshwane);
Economic Capital: Johannesburg;
Mother City: Cape Town
- Languages: English is by far the predominant language, but there are 10 other official languages: Afrikaans, Zulu, Xhosa, Sotho, Venda, Tswana, Tsonga, Pedi, Shangaan and Ndebele.
- Religion: 80 percent "Christian" the balance being 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)**.
- **Currency rate of South Africa: it varies and fluxuate and most currencies are available with amenities for changing the different currencies eg. American express**
- Electricity: AC 220/230 volts. European or American appliances need an adaptor. You can find it in the numerous shopping areas.
- Weights and Measures: Metric
- International Dialling Code: +0027

San (or Bushmen) hunter-gatherers originally populated the area now known as South Africa. Some 2000 years ago Bantu tribes, who had been living in the area south of the Limpopo River for the previous 1500 years, migrated southward and eastward towards the Cape.

The first permanent large-scale European settlement began in 1652 when the **Dutch** came to establish a halfway station for their ships travelling between Europe and the Orient. The Afrikaans language developed from this group of people, who became known as the Afrikaners. They built towns, planted crops and kept cattle with the help of their Malaysian slaves who introduced Islam and some fabulous cuisine to South

Africa. Later a large group of **French Huguenots** escaping religious persecution joined the Dutch farmers. They were responsible for developing the vineyards in the Cape.

The **English** language came to South Africa when groups of English people arrived in 1820. At the height of the Industrial Revolution in England, the British encouraged people to emigrate and our country became one of those selected for this resettlement program. These settlers, who were largely middle class, introduced the factory system to South Africa. In reaction to the numbers of English settlers in the Cape, many of the Afrikaners took to their wagons in what has become known as "Die Groot Trek" (the great move). They settled in the North and Eastern parts of the country. Later, the discovery of diamonds and gold in these areas attracted people from all over the world and led to a large-scale development of trade, and further clashes with the English.

In the 1860's **Indian** labourers arrived to work on the sugar plantations on the East Coast. Since the pioneering work of Ghandi early in the 20th Century, this group has integrated itself into all sections of the South African society.

In the 20th Century, the Afrikaner nation was rebuilt following the Anglo-Boer War (between the British and the Afrikaners) early in the century. The National Party mainly supported by Afrikaners became the ruling party in Government in 1948, passing extremely racist laws which brought about "**Apartheid**" (apartness) - the grand vision was of all the people/ groups of South Africa living apart in their own separate homelands and areas. The minority White Government ruled over the Black majority, oppressing them and denying them the right to vote, human rights, education; etc. Apartheid was finally conquered through international pressure and the negotiation and the implementation of adult voting rights when South Africa went to the polls as a united nation for the first time on 27 April 1994. The ANC (African National Congress) won the elections by a wide margin and Nelson Rohihlahla Mandela became the nation's first black president on 10 May 1994. Important events highlighted during the Apartheid years and are today commemorated are:

Human Rights Day – 21 March - Freedom Day commemorates the first democratic elections held in South Africa on 27 April 1994



Nelson Mandela celebrates the victory of the election. Sharpeville massacre

On the 21 March 1960, police killed 69 people at Sharpeville. They were protesting against the law pass and most of them were shot in the back. Some days later, the apartheid government banned black political organizations and many leaders went into exile or were arrested. This celebration is just 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 SA.

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. In the wake of clashes with the police and the violence ensued during the next week about 700 of people were killed.



Hector Pietersen killed in Soweto, 1976

Workers' Day – 1 May

Workers' Day celebrates the role played by trade unions, the Communist Party and other labour movements in the struggle against apartheid. It originated from May Day, which was born from the industrial struggle for an eight-hour day

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. This holiday is a reminder of the great contribution that women made to society and to achievements of social and human rights.



Women's protest March, 1956

Heritage Day – 24 September

This holiday celebrate the diversity of cultures, languages, traditions, histories and cultures of South Africa.

Day of Reconciliation – 16 December

During the apartheid era, Afrikaners used to celebrate the 16 of December as the Day of the Vow, remembering the day in 1838 when a group of Voortrekkers defeated a Zulu army at the battle of Blood River. In democratic South Africa, it's a day of reconciliation that reminds the need to overcome the conflict of the past to build a new, united nation.

CAPE TOWN is southern Africa's most beautiful, and most visited city. Indeed, few urban centres anywhere can match its setting along the mountainous **Cape Peninsula** spine, which slides into the Atlantic Ocean. By far the most striking – and famous – of its sights is **Table Mountain**, frequently shrouded by clouds, and rearing up from the middle of the city.



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.

The plains/wetland/prairie area which is known as the Cape Flats houses the stark dormitory townships and sprawling informal settlements where the majority of coloured and African black citizens live.

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.

1.2 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.

These local volunteers are at work every day doing home-based care for HIV/Aids patients, they are administering life-saving TB drugs in their communities, they are taking care of homeless and destitute children, providing mental and physical therapy for those living with disabilities, they are counselling survivors of rape and domestic violence, preparing nutritious meals for the elderly and children, in school feeding schemes, mentoring and coaching learners who are struggling to cope, assisting mothers in breast-feeding clinics – the list is endless! Volunteers are saving our country money and they are saving lives.

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.

1.3 Profile of the Volunteer Centre

The VOLUNTEER CENTRE'S Mission statement is predicated on its belief in both the power and impact of volunteering: ***The Volunteer centre exists to motivate and develop effective volunteering through consultations, training, information and placement services for the benefit of all.***



STAFF TEAM: VOLUNTEER CENTRE : 2014/15

The Volunteer Centre was established in 1979 and is membership based, currently serving a broad range of affiliate member organizations/ partners and volunteers. The organization is a registered NPO – (003 383) and also PBO status (Public Benefit in terms of tax exemption) – in terms of South Africa Non Profit and tax legislation. The Governing Board oversees the Staff team and local volunteers (currently 3 full time project staff AND volunteers involved in various aspects of the Volunteer).

Key Program Areas include:

- various Volunteer Management Training courses;
- consultation and support to local organizations who utilize volunteers;
- placement and recruitment services;
- Youth exchange programmes;
- Ongoing awareness communication and campaigns through our office at Claremont.

Membership in other structures include various local, national and international partners and the Centre is also the national representative for IAVE (International Association for Volunteer Effort).

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

Staff – diverse team with various skills and backgrounds. All staff members embrace the ethos of volunteering and remain involved in various volunteering and community service outside of working hours.

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.

2. WORK PROJECT PROFILES

2.1 Overview on work projects currently available at Volunteer Centre

Our projects are diverse and vary from working at a children's home to assisting the aged and the vulnerable. 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. This can sometimes be very difficult as it limits the amount of freedom you may have.

Volunteer Centre, as far as possible, tries to send as much information as possible, about your project – prior to arrival - however some projects chooses to interview the volunteers themselves, whilst others wants volunteers to spend some days with them before they agree to accept the volunteers at the organization. It is important that you are able to converse in and have an understanding of English.

What type of work will I be doing?

As a full time volunteer you are expected to participate as any other member of staff. Each project requires a volunteer to do certain tasks. This may be anything from cooking and housekeeping, helping in computer Rooms, to organizing a day outing for children or assisting the aged within their various needs. Volunteers are expected to be flexible and approach their tasks in an attitude of learning and open mindedness.

When will I work?

Volunteers usually work between 36 and 40 hours each week. The volunteers who live on-site may be required to work shifts or rota system where some work during the night (night shift) or at weekends.

Volunteers are entitled to two days off each week. You will also be given an annual leave, which should equal one week of holiday for every four months of work.

Location of the project?

Our projects location varies from city centre, townships to country side. The main areas where projects are located are Mitchells' Plain, Athlone, Rondebosch, Grassy Park, and Woodstock. Volunteers who live with others at the same project often organize social activities together, however the access of public transportation after hours is not recommended. Volunteers who have the opportunity to use public transport during daytime should use this as a social activity experience.

Mitchell's Plain is a largely coloured township about 20 km from the city of Cape Town. It is located on the Cape Flats on the False Bay coast between Strandfontein and Khayelitsha. Conceived of as a "model township" by the apartheid government, it was built during the 1970s to provide housing for coloured victims of forced removal due to the implementation of the Group Areas Act (many families relocated here from District Six when it was razed to the ground). The former government liked to showcase Mitchell's Plain to overseas visitors – the houses, although dreary, are considered 'middle-class', and neat rows of houses stretch for miles between wide thoroughfares. Nevertheless, parts of it quickly deteriorated into little more than 'urban ghettos' – a description so often applied to these ready-made slums erected by former apartheid rulers to separate whites from other race citizens. Mitchells Plain became the seat of the United Democratic Front, a movement where all political parties and NGO's fighting against the Apartheid Government met as the umbrella body. It was organized in August 1983 with such leaders and was the single most important body helping towards the unbanning of the ANC and Dr. Nelson Mandela in the eighties and early nineties. Today Mitchell's Plain houses almost a million residents and a diversity of class backgrounds. It is economically divided into east and west - the western half of Westridge, Rocklands and Portlands is wealthier than the eastern half of Tafelsig, Beacon Valley and Eastridge. It also consists of a few major *informal settlements*. Mitchells Plain is one of fifteen areas identified as high priority for action against crime and drug abuse - renowned for its gangsterism and tik addiction amongst its youth., and although violent gangs are a way of life, Mitchell's Plain in no way resembles the informal settlements that line the N2.



Athlone is a suburb of Cape Town located to the east of the city centre on the Cape Flats to the south of the N2 highway. The Suburb of Athlone lies approximately 9 km West of Cape Town International Airport.

Athlone was previously known as West London and had its name changed to 'Athlone', in honour of the Earl of Athlone, who served as Governor General and Commander in Chief in South Africa in the 1930's. He was also a member of the British Royal family and was married to Princess

Alice, the granddaughter of Queen Victoria. Two of the suburb's main landmarks are Athlone Stadium and the decommissioned coal burning Athlone Power Station. This area is mainly residential and is served by a railway station of the same name. It however includes Industrial (Athlone Industria 1 & 2) as well as strong commercial zones (Athlone CBD and Gatesville) as well. There are actually many "sub-areas" within Athlone, including: Manenberg, Gatesville, Belgravia Estate, Bridgetown, Crawford, Hazendal to name a few. It is also the home of the Trojan Horse Memorial, a reminder of the Trojan Horse Massacre which took place in 1985, when three anti-apartheid protesters were killed and fifteen others wounded in a police ambush. Athlone remains a cultural hub and a Centre for the community of the Cape Flats. Athlone really grew into a melting pot of different cultures. In which to find traditional Malay and Indian food and delicacies, The Athlone City Centre is filled with a daily hub of grocers selling their fresh delicious fruits and Veggies, to residents selling bric 'n brac. It has become an example of how different cultures can join together and become a single society.



Woodstock is a suburb of Cape Town. It is located between the docks of Table Bay and the lower slopes of Devil's Peak, about 1 kilometre east of the city centre of Cape Town. This colourful community was once a farming village called Papendorp. Woodstock is, as many suburbs in Cape Town, divided into two by Main Road - upper Woodstock with its larger, graceful and carefully restored Victorian semidetached homes, reminiscent of Observatory a little

further along Main Road - and Woodstock proper, which managed to survive the trauma of the Group Areas Act to become a mixed-race suburb associated with crime, litter and dilapidated drug houses.

This image has drastically changed and an urban renewal has seen a number of warehouses and Victorian cottages converted into trendy character spaces to encourage commercial investors such as the Neighbour Goods Market in the refurbished Old Biscuit Mill - an extremely popular Saturday morning meeting place, where buying local food has taken on new meaning. The converted mill houses a number of quirky shops selling jewellery, ceramics and stationery, among other things. There is also a gallery in the complex.



Rondebosch is one of the Southern Suburbs of Cape Town. It is located approximately 5km from the city center. Rondebosch was where

the very first permanent title of land in Africa was issued by Van Riebeeck. He named the area after a clump of thorn trees - 'Het Ronde Doornbosjen' - which over time, evolved into Rondebosch (*round tree*). In the 19th and 20th centuries, Rondebosch became a predominantly English-speaking area and was declared a whites-only area under the Group Areas Act. Since the end of [Apartheid](#) in the mid-1990s, the area has become increasingly integrated. Rondebosch has places of historical interest; one of them being the Presidential home, where Nelson Mandela and FW de Klerk signed the "Groote Schuur Minute". Groote Schuur has been used as the official residence of the leaders of South Africa since 1911. The Baxter Theatre is situated on Main Road, sporting a theatre, music hall, studio venues, bar & restaurant.

It is primarily a residential suburb, with a medium-size shopping area, a small business district as well as the main campus of the University of Cape Town (UCT), South Africa's oldest university. UCT has more than 60 specialist research units that provide supervision for postgraduate work and is home to more than a quarter of South Africa's A-rated researchers - academics who are considered world leaders in their fields.



3. THE SOUTH AFRICAN PROGRAMME

3.1.1 ARRIVAL AND THE ORIENTATION PROCESS

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 ensuring that volunteers get orientated to the South African lifestyle.

During the first week of orientation

As the 3 to 5 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; culture; gender roles and history. At these orientations (as far as possible) we will have the hosting project come to give a brief talk on the project and what their expectations of the volunteers will be.

As part of the orientation process - volunteers are required to prepare a 5 minute presentation disseminating information about themselves; their family (inclusive of pictures). This opportunity is granted for our "newcomer volunteer" to showcase their country and family.

Orientation also includes:

- Relaxing touristy excursion and cultural museum;
- Visit to a local township; basic Afrikaans lessons – or one of the 11 official South African languages;
- Volunteering in South Africa - the roles and responsibilities of the volunteer in South Africa;
- Using public transportation in Cape Town – South Africa – and other logistical information.
- Overview of work placements and expectations

Once the volunteer has been orientated on all of the above sections, the volunteer will be taken to the project where they will receive in-depth orientation of their project.

3.1.2 MID TERM EVALUATION

The volunteer has a one-on-one session with the mentor. This is also an opportunity to meet with staff members and other exchangees 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.

3.1.3 FINAL EVALUATION

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.

3.2 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.

3.3 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.

Volunteers - with the consensus with their project can accumulate their vacation time till the end of their project.

3.3 LIVING ARRANGEMENTS

The various types of accommodation may include:

- Living with the family in a home stay
- A bedroom that you share with other volunteers in the project
- Your own bedroom in a project with access to a shared bathroom and kitchen

The accommodation is normally basic but comfortable, which means that only the necessary things (such as a bed) are often presented in the room.

3.4 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.



4. THE ICYE VOLUNTEER

4.1 PROFILE OF THE ICYE EXCHANGEE

Volunteer Centre expectations of volunteers are that they:

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

4.2 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, but also in cases of emergencies.

During the programme, volunteers have the opportunity to learn the basics of one local language. Depending on the duration of their programme, volunteers often prefer to learn the language which is used at their project.

4.3 Age

VOLUNTEER CENTRE accepts exchangees who are older than 18 years of age. Due to the requirements of projects, we cannot accept exchangees who are younger than 18 years of age.

4.4 Certificate of good conduct (Police Certificate)

All ICYE exchangees must be honest, trustworthy and law abiding in character. In the case of volunteers who will work with young children it is essential to obtain a certificate from the Police in their home country, confirming that the volunteer does not have a criminal record.

This is a requirement of all receiving projects, which insists on this certificate in order to ensure a safe environment for those with whom they work, many of whom may be children, or be most vulnerable and at risk.

This certificate must be submitted to the VOLUNTEER CENTRE, for onward transmission to the Work Placement.

4.5 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 if possible, should be in English. Where possible references should be written on headed paper.

Projects may also ask for a CV or a list of your previous employment, should the level of volunteer task require a specific skill. These will however be requested on an individual basis.

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 volunteers application form.

5. PRACTICAL CONSIDERATIONS

5.1 Finances

Pocket money

Volunteer Centre may be responsible for handing pocket money/monthly allowances of volunteers – should this part of the arrangement with the sending organisation.

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.

Banking

South Africa has a world class banking system. There are banks, bureau de change and automatic teller machines in most parts of the country.

South African's big four banks:

- ⤴ [Absa Bank](#)
- ⤴ [First National Bank](#)
- ⤴ [Nedbank](#)
- ⤴ [Standard Bank](#)

Bank opening hours: 09:00 am – 15:30 pm (from Monday to Fridays)

08:30 am – 11:00 am (on Saturdays)

- ⤴ Banks at the airports adjust their hours to accommodate international flights.

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. Be warned that this can be a timeous effort!

Volunteer Centre will liaise with volunteers with regard to travel allowances and cash which volunteers may need to receive.

5.2 HEALTH

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, should an emergency arise.

5.3 CHECKLIST (pre-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
- All appropriate ICYE papers – including the National profile
- 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.

5.4 Visa Information

GENERAL INFORMATION ABOUT VISA

1. Who is a South African visa for?

Visitors' visas are for international travellers (citizens of other countries) who have permanent residence outside South Africa and who wish to visit the country on a temporary basis for tourism or business purposes for a period of 90 days or less.

2. What is a South African visa for?

A visa simply indicates that your application has been reviewed at a South African embassy, mission or consulate and that the consular officer has determined you are *eligible to enter the country* for a specific purpose.

The visa will allow you to travel to a South African port of entry where an immigration official will then determine if you are allowed to enter South Africa and for how long you can stay for that particular visit.

Visitors are restricted to the activity or reason for which their visas were issued.

3. Period of validity of the visa.

On entry to South Africa, a visa is considered to be a visitor's permit. The permit's period of validity is calculated from the date of entry into the country and will be set out under the heading "conditions" on the visa label. You must ensure that you apply for the correct visa/permit.

Entry in the country may be refused if the purpose of visit was not correctly stated.

Note: Requirements for visitor's visas differ from country to country, and the requirements are subject to change. As each application is treated as an individual case and you should make enquiries with your nearest South African mission or consulate abroad or any office of the Department of Home Affairs to see whether or not you are required to apply for a visa.

VISA APPLICATION

1. Visa Fee.

There is a fee charged for issuing a visa, and you should check the cost with the office as well as this is updated annually.

Visas are not issued at South African ports of entry, and airline officials are obliged to insist on visas before allowing passengers to board. If you arrive without a visa, immigration officials are obliged to put you onto a flight back to your home country.

* The fee is payable in different currencies in different countries.

2. Documents required to apply for a visa

- ⤴ A passport or travel document valid for **no less than 30 days** after the expiry of your intended visit.
- ⤴ The passport must have **at least one unused page** for entry / departure endorsements
- ⤴ A completed [Form BI-84](#) (application for a visa) – the form can be requested at the South African office (embassy) in your own country
- ⤴ Payment of the prescribed fee
- ⤴ A yellow-fever vaccination certificate, if required (yellow fever certificates are required if the journey starts or entails passing through the yellow fever belt of Africa or South America)
- ⤴ Statement and/or documentation confirming the purpose and duration of your visit
- ⤴ Two colour passport [photographs](#)
- ⤴ A return or onward ticket if you are travelling by air
- ⤴ Proof of financial means to pay for your living expenses while in South Africa in the form of:
 - Bank statements
 - Salary advances
 - Undertakings by the host(s) in South Africa
 - Bursary
 - Medical cover
 - Cash available (including credit cards and travellers' cheques)

For study permits:

Official letter of acceptance from South African academic institution.

For work permits:

Official letter of employment from South African company stating salary and position.

For business visas:

Letter from employer.

For volunteering visa:

Letter of invitation from the Volunteer Centre – or the work placement organization.

Notes:

1. In the case of failure to comply with any of these regulations, visitors may be required to leave a cash deposit with the Immigration Officer.

2. You do not have to submit your visa application in person. You can ask anyone else (such as a travel agent or courier services or another family member) to submit the application on your behalf.

3. If you are subject to visa requirements, you should apply for your visa at least four weeks before your departure for South Africa and await the outcome of your application before departing.

Visas are NOT issued at South African ports of entry, and airline officials are obliged to insist on visas before allowing passengers to board.

If you arrive without a visa, immigration officials are obliged by law to refuse you entry

to South Africa and to place you on a return flight to your country.

EXEMPTION FROM VISA

1. General Visa exemptions

- ⤴ Commercial heavy-duty vehicle drivers
- ⤴ Staff members of the Southern African development Community
- ⤴ Holders of the UN laissez-passer

2. Exemption from a South African visa according to Country and intended period of stay.

A visa for South Africa is required by all except the following for business and tourist purposes:

- ⤴ nationals of **EU countries, Australia, Canada, Japan** and **US** for visits of up to **90 days**;
- ⤴ nationals of **Iceland, Liechtenstein, New Zealand, Norway** and **Switzerland** for visits of up to **90 days**;
- ⤴ nationals of **Argentina, Brazil, Chile, Ecuador, Israel, Jamaica, Malta, Paraguay, St Helena, Swaziland, Uruguay** and **Venezuela** for visits of up to **90 days**;
- ⤴ nationals of **Antigua & Barbuda, Barbados, Belize, Benin, Botswana, Bolivia, Cape Verde, Comoros Islands, Costa Rica, Cyprus, Gabon, Guyana, Hong Kong (SAR), Hungary, Jordan, Korea (Rep. of), Lesotho, Malawi, Malaysia, Maldives, Mauritius, Mexico, Namibia, Peru, Seychelles, Singapore, Slovak Republic, Thailand, Turkey (except holders of Turkish Republic of Northern Cyprus passports, who do require visas)** and **Zambia** for visits of up to **30 days**;
- ⤴ transit passengers continuing their journey by the same or first connecting aircraft provided holding onward or return documentation and not leaving the airport.

EXTENSION OF THE STAY

Extensions are subject to additional fees. To extend your stay further, you must keep your temporary residence permit valid by applying for an extension at your nearest **Home Affairs customer service centre** in SA

(<http://www.home-affairs.gov.za/Service%20Centers.html>).

You should do this well before your permit expires.

Inquiry sources about visa:

- For more detailed info, see **Department of Home Affairs:**
 - ⤴ **webiste:** <http://www.home-affairs.gov.za/>
 - ⤴ **contact centre:** +27 11 461 9252 (oversea callers) / 0800 60 11 90 (within South Africa)
 - ⤴ **e-mail address:** csc@dha.gov.za
- To look trough the list of the Southafrican offices abroad and to know where to apply for the visa in your own country:
http://www.dirco.gov.za/foreign/sa_abroad/index.htm

5.5 TRAVELLING IN CAPE TOWN

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

- 1) **Train (Metrorail):** is a safe, reliable and cheap transport means. It connects the city to the southern suburbs and reaches some renowned beaches, like Muizenberg and Simonstown. It is possible to buy train tickets at the train station ticket office in the daytime and it is more convenient to buy a season ticket. For further information about timetables and routes, see: <http://www.metrorail.co.za/>
- 2) **Bus:** it is commonly used and is slightly more expensive than train. There are a number of bus companies that offer their service in Cape Town like, Golden Arrow Bus service.
- 3) **Minibus taxi:** it is the informal "bus service" operating with neither timetables nor formal stops. There is no ticket office and the price of the service is paid directly to the driver on the minibus. The minibus is cheaper than ordinary bus and covers all the main city routes. Minibuses are very frequent in rush-hours. This service is not available at night.
- 4) **Taxi:** are hired at taxi ranks, hotels, in touristy areas and are popular in most populated places and streets or can be summoned by telephone, 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.
- 5) **Car:** other than international renting companies, you can find local one with very convenient price. Sometimes, buying and reselling a car can be the best choice, especially for a group of volunteers. Any driver's licence is accepted in South Africa; however vehicle hire companies may also require an international driver's licence. South Africans drive on the left-hand side of the road and the car therefore are right-hand drive vehicles.

A list of companies offering renting service is available at the following link:

<http://www.capetowntransport.com/carhire.htm>.

For more info about driving in South Africa, see:

<http://www.southafrica.info/travel/advice/driving.htm>

- ⤴ To get information about train and bus times/price, you can call the following number: **0800656463**.

Times and prices varies in week-end and holidays

- ⤴ To know more about transport in Cape Town, see: <http://www.capetowntransport.com/>

5.6 Useful books, movies and websites

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.

5.7 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 *wors boer* (farmer) and *worse* (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, Madagascar 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

Samosa: 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 one 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

Truth and Reconciliation Commission (TRC): was a court-like restorative justice body chaired by Archbishop Desmond Tutu. The Commission was instructed to hear statements from victims of gross human rights violation and to receive testimonies for perpetrators. The letters were entitled to request amnesty for criminal and civil persecutions.

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: *Umuntu ngumuntu ngabantu (I am what I am because of what we all are)*.

5.7 Public Holidays

South Africa has 12 public holidays as determined by the Public Holidays Act. Any public holiday falls on a Sunday, the Monday following on it shall be a public holiday.

2012	
1 January	New Year's Day
2 January	Public holiday (traditional Cape Town holiday)
21 March	Human Rights Day
6 April	Good Friday (Friday before Easter Sunday)
9 April	Family Day (Monday after Easter Sunday)
27 April	Freedom Day
1 May	Workers' Day
16 June	Youth Day
9 August	National Women's Day
24 September	Heritage Day
16 December	Day of Reconciliation
17 December	Public holiday
25 December	Christmas Day
26 December	Day of Reconciliation

5.8 Internet access 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 a Internet USB Stick mobile in the mobile shops but the cost of the Interbet air time is not very convenient. For instance a 1.2 Gig is about 289.00 Rand.

Not all the Coffee shops or Internet points have Skype installed on their computers; it depends on the different city areas.

To call from South Africa to other countries, is it possible to buy a **World Call Card**. You can find the card as well as mobile air-time, in supermarkets, superettes, tobacconist's and gas stations.

Cell-phone

South Africa is 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 or a cell phone is required to show:

- Original passport
- Proof of residence in South Africa **

You will need to show the same documents on other occasions – for example – when hiring a movie; a car; or any other major purchases.

* A proof of residence can be:

- an electricity or phone bill with your names and address on it. Any utility bill will do.
- a letter from someone you stay with explaining that you live at the same address. A bill in that person's name will need to be supplied with the letter.
- if you don't have a formal address, you can write a letter explaining where you live, take it to a police station and ask for an affidavit as proof of residence. Sometimes a letter of invitation from your host organization stating your address of residence in South Africa can be accepted as a proof of residence.

6. Code of Conduct for Volunteers

Safety

- Volunteers are not to act in any way that could put themselves or others at the risk of personal injury or be exposed to external risk.
- Being under the influence of alcohol will interfere with the ability to deliver services. Volunteers are therefore to refrain from any form of alcoholic beverages immediately prior to or during their volunteer duties.
- Volunteers will also not consume alcohol with clients of host projects.
- Volunteers are expected to show respect in the use of all equipment of their host project in the way it was intended.
- Volunteers are also expected to always make use of any safety equipment which may be provided.
- Volunteers will follow all instructions and procedures to the best of their ability at all times.
- Volunteers will promote healthy and safe work practices by ensuring that co-workers adhere to a similar approach and by taking appropriate steps in relation to those who do not adhere to these requirements.

SAFETY TIPS

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.
- ✓ Keep mobile phones and wallets tucked away where no one can see them
- ✓ 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 in dodgy areas, 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.

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**

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**
 - **Programme Coordinator** : **Shahida Dudley** on **0795099560**
 - **Director** : **Janine Heuwel** on **079 5099 562**

Legal

- Volunteers are expected to respect the organizational policy of the host organization. This includes the health and safety regulations as well as any regulations outlining relationship boundaries.
- Volunteers must respect and comply with the South African law
- Volunteers must not take illegal drugs or other substances and understand that doing so may result in removal from the Global Learner programme or arrest.

Respect and Integrity

- Volunteers should seek to promote integrity by being responsible, honest, fair and respectful of others
- Volunteers must always respect the fundamental rights, dignity, and worth of all people, including the rights of individuals to privacy, confidentiality, self determination and culture
- Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which you are exposed to while serving as a volunteer. Such information includes but is not limited to: information regarding a staff person, volunteer, member, or third party
- Volunteers should always use the resources of Volunteer Centre and host projects resources in an appropriate manner.
- Volunteers must respect and take good care of host accommodation that has been provided for their use
- Volunteer Centre needs to be kept informed about the whereabouts of volunteers during the exchange period. It is compulsory to inform the Volunteer Centre with regard to travel plans especially the planning of any travel which includes the crossing of the South African border.

Commitment to host organizations and the ICYE programme

- Volunteers have the responsibility towards the host organization and should demonstrate willingness to adapt to their surroundings and to carry out agreed tasks. While there you will be involved in activities of varied interest and importance. Please note that all the tasks could be routine but important to the running of the organization and volunteers are expected to complete these where necessary.
- Always strive to maintain high standards of competence whilst working. Also recognize and express to your supervisor the boundaries of your particular competencies and the limitations of your expertise.
- Volunteers must attend all the activities and training programmes which have been arranged by the host organisation and Volunteer Centre (including - on-arrival, mid-term meeting, final evaluation)
- Volunteers have the responsibility to remain in the project for the agreed duration unless there is a good reason to leave the project. These reasons should be discussed with the host organization and Volunteer Centre before leaving the project. Volunteer Centre will not be responsible for living costs of volunteers who choose to leave their project without discussing the matter with the Volunteer Centre.
- Volunteers, who decide to leave the ICYE programme, must notify the Volunteer Centre and sending organization of their intention to withdraw from the exchange programme and sign the contract of dissolution if relevant.

COMPLAINTS

- Volunteers should use the grievance and complaint procedure of the program which they will be informed about during the in-country orientation

- Volunteers have the responsibility to maintain contact with their mentor and to seek guidance when necessary.
- Concerns and challenges should be discussed with Volunteer Centre as the organization can only act when it is aware of a problem.

Representing Volunteer Centre

Prior to any actions or statements that may significantly affect or obligate Volunteer Centre; volunteers should seek prior consultation and approval from appropriate staff. These actions may include, but are not limited to, public statements to the press, coalition of or lobbying efforts with other organizations, or any agreements involving contracts, resources, finances, or other obligations.

NON COMPLIANCE

Volunteer _____ understands that failure to adhere to any and all parts of this code may result in suspension or cancellation from the Volunteer Centre exchange programme.

Signed: _____

Date: _____

7. CONTRACT FOR EXCHANGEES

1. I have read and understood the Volunteer Centre's profile and the Code of Conduct and accept its content. I have paid special attention to the section with regard to the project requirements
2. I must respect my living conditions, whether it is in a host family, private apartment or living within a project
3. I will be flexible regarding the type of placement and will not refuse to remain at a project due to its geographical location.
4. I understand the reasons why the Volunteer centre needs responsible volunteers who have a certain level of English and confirm that I am able to communicate in English.
5. I understand that I will receive my pocket money directly from Volunteer Centre and will not request any additional money from ICYE.
6. I shall not seek or accept paid employment during my exchange year and understand the consequences if I do.
7. I will attend the compulsory orientation; mid-term and final evaluation sessions.
8. I understand that travel out of town can only take place after consultation with and the permission of the project and Volunteer Centre.
9. I will return to my home country after my exchange year. If I fail to do so, I understand that Volunteer Centre can inform the authorities about my whereabouts.
10. I will respect the rules of the Volunteer Centre, the rules of the project and I will comply with the South African law.

I have read and understood the above contract and agree to adhere to its content.

Name: _____

Country: _____

Signature: _____

Date: _____