



HILFSWERK

# **Neighbourhood**

## **Vienna – Berlin – Cologne**

### **Vienna Social Aid (Wiener Hilfswerk)**

Martin Oberbauer

Warsaw, November 23<sup>rd</sup> – 26<sup>th</sup> 2011

Grundtvig European Conference On Adult Volunteering

# Chronology 1

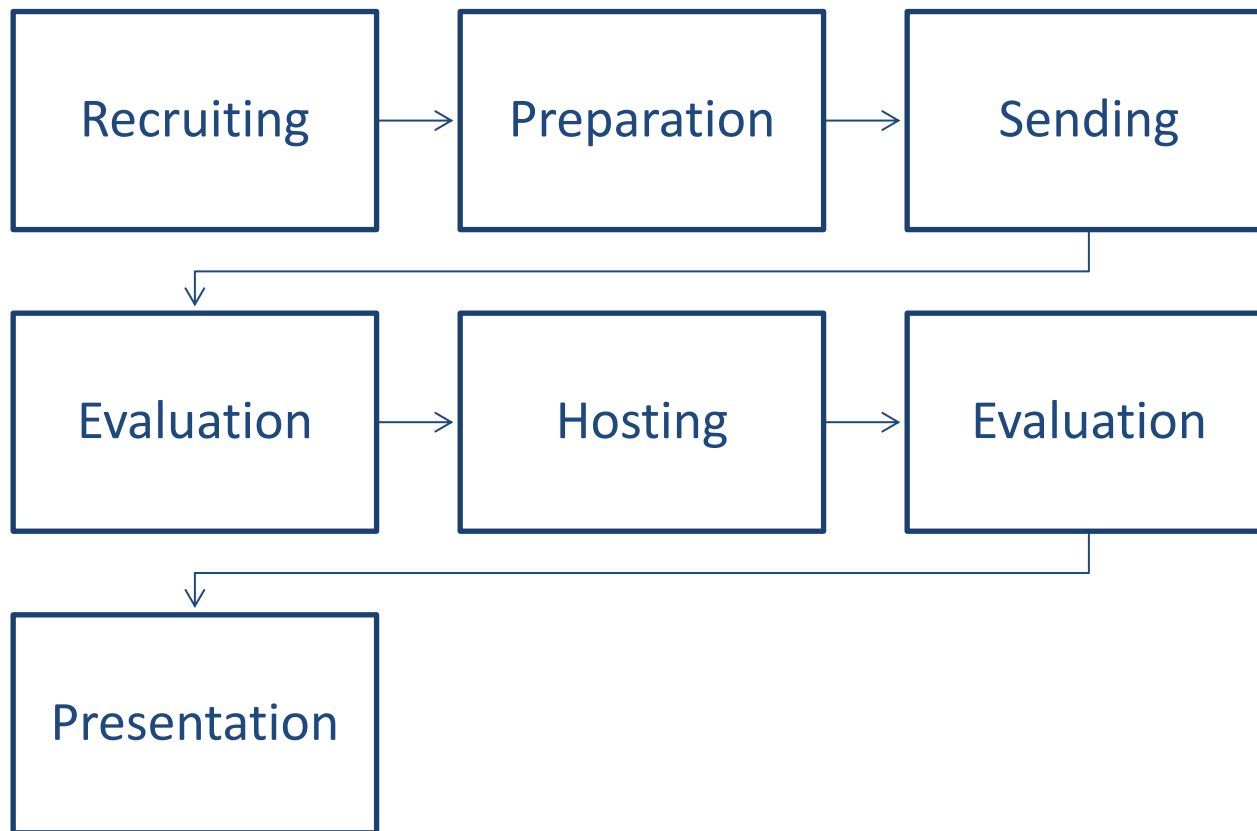


- 2008:** Senior Volunteers Exchange Project: Vienna-Berlin  
4 volunteers >> Berlin (2 weeks)
- 3 volunteers >> Vienna (2 weeks)
  - Funded by the Austrian Ministry of Labour, Social Affairs and Consumer Care.
- 2010:** SVP 50+ (Grundtvig): Vienna-Berlin
- 4 volunteers >> Berlin (3 weeks)
  - 4 volunteers >> Vienna (3 weeks)
- 2011:** SVP 50+ (Grundtvig): Vienna-Cologne
- 4 volunteers >> Cologne (3 weeks)
  - 4 volunteers >> Vienna (3 weeks)

# Chronology 2



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# The participants



- **Age range:** 65-75 years
- **Sex:** 3 women, 1 man (in each exchange)
- **Volunteers' involvement:** 1-10 years in a neighbourhood centre of Wiener Hilfswerk
- **Former occupation:** Broad range from salesperson to secretary

# Recruiting & preparation phase: Learning by volunteers



- **What am I about to do?** Learn about the frame conditions of the exchange project
- **Is it a good decision?**  
Deal with expectations, uncertainties, fears
- **Does it fit into my life?**  
Check possible effects on personal environment
- **Who are the other group members?**  
First orientation towards group dynamics

# Recruiting & preparation phase: Learning by volunteers



- **What is learning about?**  
Individual learning styles and their consequences
- **How about diversity?**  
Intercultural learning – dealing with foreignness
- **Individual skills**  
What are my skills, which of them are useful for the exchange and are there any I want to develop during the exchange?
- **Group dynamics**  
Including how to solve conflicts

# Recruiting & preparation phase: Learning by volunteers



- **Research questions**

About what are we supposed to find out something abroad?

- **Inquiry at home**

What are the structures, facilities and projects of my organisation?

- **Information about the 3 weeks abroad**

Travelling, accommodation, volunteering schedule, tasks, leisure time, ...

# Recruiting & preparation phase: Learning by the organisation



- **Which volunteers harmonise best?**  
Finding the most efficient way of recruiting volunteers for the exchange programme
- **Which procedures are convenient?**  
Adjusting the preparation measures to the needs and prerequisites of the participants
- **What do we want to know?**  
Preparing the research questions means dealing with organisational development



# Recruiting & preparation phase: Learning by the organisation



## **Cooperation**

- Intense communication process with partner organisation to establish a stable relationship.
- Joint effort of all projects and facilities of Wiener Hilfswerk to provide an attractive and useful time table for the volunteers from abroad.

## **Organisational development**

- Regular round table for all volunteers of Wiener Hilfswerk.

# Let us finally ask a volunteer!



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„I had learned a lot even before I went abroad. Before stepping on board of the plane I already knew much more about the organisation I was working for. (...) And I had learned much about myself and my behaviour in groups.“

# Contact information:



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## **Martin Oberbauer**

Wiener Hilfswerk, Schottenfeldgasse 29, 1072 Wien, Austria

Phone: +43 1 512 36 61 – 457

Email: [martin.oberbauer@wiener.hilfswerk.at](mailto:martin.oberbauer@wiener.hilfswerk.at)

Internet: <http://wien.hilfswerk.at>