



## Information Book for Volunteers and Student Projects



# Contents

<b>1. Introduction</b>	<b>3</b>
<b>2. About WINS</b>	<b>4</b>
<b>3. Voluntary work</b>	<b>6</b>
Volunteers	6
<b>4. Volunteer application procedure</b>	<b>7</b>
1. Volunteer agreement and assessment	7
2. Apply for a B211A Visa	7
3. Schedule your placement	8
4. Accomodation	8
5. Transport	8
<b>5. Visa</b>	<b>9</b>
Apply for a B211A Visa	9
Sponsorship conditions	9
Extending the B211A visa	10
Visa Service	11
<b>6. The Learning Centers</b>	<b>12</b>
Bali	12
Rules and safety procedures at all Learning Centers	13
Communication	14
Lessons	14
The groups	15
Holidays (no classes)	16
Facilities	16
<b>7. Accommodation</b>	<b>17</b>
<b>8. In case of accidents or calamities</b>	<b>17</b>
Before you go to Indonesia	17
During your stay	18
<b>9. General information about your stay in Indonesia</b>	<b>19</b>
Culture shock?	19
Climate in Indonesia	19
Dining and drinks	19
Transportation	20
Social intercourse and manners	21
<b>Appendix</b>	<b>24</b>
<b>1.. The Learning Centers</b>	<b>24</b>
Bali: Yayasan Widya Guna, Bedulu	24
Bali: Yayasan Belajar Widya Seraya	24
<b>2. Terms and Conditions for volunteering</b>	<b>25</b>
<b>3. The VIP-International Service Package</b>	<b>27</b>

# 1. Introduction

## Welcome

We welcome volunteers who have the desire to make a difference, and who want to do voluntary work or an internship in Bali, Indonesia.

If you who have the passion, drive, enthusiasm and an open mind, and are eager to help the children in Indonesia build their own future, we would be delighted to have you on our team!

## Placement

Currently we have volunteer /internship placements at the WINS Learning Centers in Bali, Please visit the WINS Foundation website, to discover more about the WINS vision.

<http://www.winsfoundation.com>

## This Information Book

This book informs you about the procedures and important information for doing voluntary work or an internship through VIP-International.

A good preparation is essential before you start your journey.

We invite you to carefully read all the information and procedures of this document.

If you have any questions, please feel free to contact us.

We will assist you with all necessary matters, such as Visa handling, housing, transport, etc., so that you can be focused on your passion, and your work with the children.

Thank you for your involvement in our project and we wish you an unforgettable and special experience with the children of WINS.

Kind regards,

The [VIP-International](#) Team



## 2. About WINS

### The WINS Project

The mission of The WINS Project is to provide for the education of poor children through sponsorships and supplemental classes conducted at a series of Learning Centers located in various parts of Indonesia. Some of these are operated directly by WINS and others in cooperation with other foundations. The word “Yayasan” is loosely used to describe the physical site where the Learning Center is located. However, not all the sites are called Yayasan. Yayasan is the Indonesian word for foundation. All non-profit organizations recognized by the Indonesian government are Yayasan.

The Learning Centers are also mistakenly called “orphanages”. Even though some of the Centers provide limited residential services for children in need, they are not true orphanages. The family first and the village second and only then by outside agencies provide for orphans.

### The WINS Program

The goal of The WINS Project is to give the children of Bali a chance to get an education and break the spiral of poverty; make them self-sufficient; and, be responsible for their own future. The WINS educational program consists of helping children get the standard education that conforms to the Indonesian Education System (SD, SMP and SMA). However, this basic education is insufficient for a child to grow to their full potential.

### Regular education

The children of the WINS project are sponsored to go to the regular school. After going to the regular school children of all ages come to the Learning Center to attend additional lessons given by volunteers. The education system in Indonesia is divided in:

- *Primary education:* Early childhood: from birth until the age of 5, Indonesian children do not generally have access to formal education. From the age of 5 to 6 or 7, they attend kindergarten (Taman Kanak-kanak).
- *Elementary School (SD):* An elementary school uniform in Indonesia. Children ages 7-12 attend Sekolah Dasar (SD) (literally Elementary School).
- *Middle School (SMP):* Generally known by the abbreviation "SMP" (Sekolah Menengah Pertama) is part of primary education in Indonesia. Students attend Middle School for three years from 13 - 15 years of age. After three years of schooling and graduation, students may move on to High School or College, or cease formal education.
- *High School (SMA):* Based on the national constitution, Indonesian citizens do not have to attend high school Sekolah Menengah Atas (SMA).
- *Tertiary education:* After graduation from High school or college, students may attend a university.

## Additional lessons offered by WINS

- **English**

English is the international language. With this skill, the child can communicate with their sponsors, and visitors from other countries that come to Indonesia. Furthermore, this will give them a step ahead in their future professional careers.
- **Computer and Internet Usage**

These skills will enable the child to explore the vast educational possibilities of the Internet. They will also be able to email with their sponsors and friends.
- **Culture**

Teach them their own local culture such as history, traditional dance and music. This will strengthen their own identity and pride.
- **Sexual Education**

In most parts of Indonesia, this is still a taboo. With pregnancy of young girls, paedophilia and prostitution in the poor parts of Indonesia on the rise, children must be prepared to resist these realities. The subject of HIV/Aids is also taught.
- **Planning and Financial Management**

In many cases, “What do we eat tonight?” is the extent of a family’s financial planning. The children are taught to deal with planning for their financial future and with money. Each child gets a bank account. The sponsorship funds for their education are deposited into this account. The child keeps its own financial books under adult supervision.
- **Care for their Environment**

The children are taught to be responsible for their own environment. Subjects include garbage management; hygiene and the overall care for the environment. This curriculum conforms to the IDEP Foundation program. (For further information, see <http://www.idepfoundation.org>)
- **Children with Disabilities**

The WINS Project works to provide sponsorships for those children who are able to attend school. Those children who are unable to attend school may be sponsored with their therapy and in-house learning programs.

All supplemental lessons for sponsored children are paid for from their sponsorship accounts. They are free for other children in the local community. WINS doesn’t make a difference in “our” children and the “other” children of the community. They ARE the community.

With this WINS educational program, a child will learn to be self-sufficient, responsible for its own lives and learn the skills to build their own future.



### 3. Voluntary work

#### Volunteers

Our volunteers come from all over the world, are of all ages, but they all have something in common: they are enthusiastic, love to work with children, are open and adaptive to other/new cultures, have good social skills, are independent, take responsible and initiative.

The communication language in all our placements is English. So good English, spoken (and written if appropriate) is essential.

In the appendix no 2 of this book, you can read more about our terms and conditions.

#### You can design and develop your own plan.

Decide yourself what your learning goals are, and how you will work with and help the children of Indonesia. It is your energy, it is your time, you are the only person that knows what you are good at, and how you can best contribute to WINS. Of course, your plan must fit in the WINS vision.

We will schedule a video call with you to assess your English (if that is not your native language) and we can also talk about your planned activities.

We will also discuss your plan or project with the Management team of the Learning Center. It will be always different than the expectations you first had, for you have to keep in mind, that you are now in a different culture, than the one you are used to and everything is different. Be open and be prepared to adapt some principles and starting points in your plan.

For your information: **Volunteers are responsible for all their own expenses**, such as tickets, insurance, visa, housing, transportation, food and drinks, costs of materials for their own lessons/activities, etc.

For the service of VIP International, you pay a fee. More information about this fee you find on **page 29** in this book or on the website: <https://www.vip-international.net/fees/>

## 4. Volunteer application procedure

If you are interested in doing voluntary work or doing your internship, please follow the procedure below.

### 1. Volunteer assessment and agreement

To apply for Voluntary work, you can download the Assessment Form on our website: <https://www.vip-international.net/apply/>

Please fill in the assessment and send it back, together with your resume and a copy of your passport.

Only if we receive all of these documents we can proceed with the procedure.

After this we will schedule a video call with you to do a personal assessment, to talk more about your planned activities, and visa matters.

If you decide to go through with your volunteering we will send you all the documents you need to apply for a B211A to do the voluntary work or your internship.

### 2. Apply for a B211A Visa

To do voluntary work or an intership, a B211A Visa is obligated.

It is not allowed to do social work on a Visa on Arrival (VOA) or tourist visa for 60 days.

You need to apply online for this Visa, through an Authorized Visa Agent in Indonesia.

For all our volunteers, Mr Made Gunarta, our visa agent at Bali-Solusi-Bisnis, will help you through the process.

In Chapter 5 “Visa” we will advise you how to fill out the forms when applying for a visa. **(Read this carefully).**

Please keep us informed about the status of you visa application, so that we can proceed with scheduling your placement at the Learning Center.

### 3. Schedule your placement

Depending on your planned activities and your skills, and the demand of the Learning Centers, we will determine at which of Learning Center you will be placed.

We will inform the Learning Center about your plan and activities and verify if that will fit into their schedule.

As soon as your schedule is final, we will contact the Management team of the Learning Center, to arrange for accommodation, pick-up and further arrangements.

The first 2 days you will stay in Bedulu, where the VIP-International Instruction Center is located, at the WINS Learning Center in Bedulu.

Here you can acclimatize from your long journey and attend the Introduction.

The morning session will be a general introduction and will address information that you need to know to do your voluntary work.

The afternoon session is a tour at the Bedulu Learning Center, to get to know the people, the children, and the community, and taste a bit of the local culture.

After the Introduction, you will go to the Learning Center, where you are assigned to do your voluntary work.

*Depending on your personal arrangements the schedule of the Introduction can be adjusted.*

During your stay there we will offer you coaching and project support, which will be more focused on your project.

For prices see appendix 3 or the website: <https://www.vip-international.net/fees/>

### 4. Accomodation

If you wish to stay at the guestroom of the Learning Center, we will check the availability.

If there is no availability it is your own responsibility to arrange your accommodation.

We can assist you in finding the accommodation.

For prices see appendix 3 or the website: <https://www.vip-international.net/fees/>

### 5. Transport

We will arrange Airport Pick, transfer to the VIP-International Introduction Center at the WINS Learning Center in Bedulu.

After you have completed the Introduction, we will arrange transport to the Learning Center where you will do your voluntary work.

At the end of your project, you can arrange transport yourself to the airport, or to any other place, in case you want to continue your stay in Indonesia.

For prices see appendix 3 or <https://www.vip-international.net/fees/>





## 5. Visa

**For doing voluntary work or an internship a B211A Visa is required. It is not allowed to do social work on a Visa on Arrival (VOA) or a tourist visa.**

The B211A visa is for foreigners who would like to come to Indonesia to do social activities, culture, activities, learn about Bali, etc.

You can apply for the B211A visa at an [authorized visa company](#) in Bali.

The purpose of your visit will be a social cultural visit to Indonesia, like:

- Practical training,
- Family visit,
- Short course,
- Cultural performance, non-commercial.

The initial Visa is valid for 60 days, **including the days of arrival and departure**. It can be extended in Indonesia, for 60 days at a time, up to a maximum of 180 days.

### Apply for a B211A Visa

The Visa application procedure and the visa extension procedure is the responsibility of the volunteer.

Only an offshore visa B211A sponsored [by authorized company](#) can be arranged at Directorate General Immigration Jakarta.

### Sponsorship conditions

- Please be aware that the Indonesian Immigration office holds your sponsor responsible for your stay in Bali or Java, and see him as the sole contact person in case of any problems during your stay;
- He will have to pay huge fines or even risk imprisonment if not abiding the law.
- The Sponsor should therefore always be informed about your whereabouts and legal documentation such as visa extensions, passports and other documents.
- Be aware also that a B211A Visa holder is forbidden to do any business activities or taking up employment in a company.

## Requirements for applying for a B211A visa:

Only offshore Visa B211A sponsored by authorized Visa Agent can be arranged at Directorate General Immigration Jakarta.

The requirements, soft copies of:

1. Colour copy of detail page and **cover** passport;
2. Copy return flight ticket;
3. Vaccination certificate, full doses with barcode;
4. 2 signed statement forms;
5. Soft copy photographs of yourself;
6. Copy health/travel insurance or life insurance.

## Process

Mr. Made Gunarta, at Bali-Solusi-Bisnis will arrange the paperwork, the application process and send you the initial Visa.

VIP-International will send your details to Made Gunarta.

### **Applying for a visa can be a time-consuming procedure.**

Therefore we advise you to start applying for the visa as early as possible, to make sure you have plenty of time to make the necessary arrangements in case of problems.

## Extending the B211A visa

After 60 days in Indonesia, you will have to extend your Visa for 60 days at a time. Diverting from the established legal process can bring trouble to the Sponsor since it is considered to be the responsible entity.

Visa extensions must be handled by an authorized agent.

For all our volunteers, this is Mr Made Gunarta, at Bali-Solusi-Bisnis

To extend your visa, you will have to report to the local Police and Immigration Office in Jakarta or Denpasar. Mr. Made Gunarta will handle this for you.

Please be aware that this procedure is time consuming and several fees have to be paid.

### **Estimation of the fees**

*These fees are current at the moment, but can be changed without notification and are depending on the exchange rates.*

### **Prices Visa Service (all prices in Indonesian Rupiah)**

- Mandatory forms, company sponsorship and visa arrangements (valid for your initial 60 days) IDR 4.450.000;
- Extension I and II: 2.675.000 RPH per extension (each valid for 60 days).

### **Requirements only for the first Extension**

Your original passport, from you as a volunteer ONLY:

You will have to visit the immigration office in Denpasar with every extension for a biometrical registration: your photo and fingerprints will be taken.

The appointment for the extension will be made by Made Gunarta.

He will inform you about the schedule at least one day before. He will also provide the necessary documents. The extension process will take about 15 business days.

**Please contact him 10 days prior to the expiring date of your visa.**

### **Benefits of this fixed price service**

- Delivery service for the Gianyar and Denpasar area;
- You save time and effort: you don't need to go make an appointment with immigration office yourself, and stand in queues;
- You never need to obtain stamps or fill out application forms;
- You never have to talk with immigration officers; Made Gunarta will handle this;
- You don't pay extra fees for stamps, photocopies, etc.

### **Visa Service**

Our advice is to let the procedure be handled by our local authorized Visa Agency. Also for extending your B211A visa.

Our current local Visa Agency in Bali is:

*Mr. Made Gunarta*

*CV. BALI SOLUSI BISNIS*

*Address: Jalan Raya Batuan Sukawati*

*PO.BOX 1 Sukawati Gianyar Bali 80582*

*Phone: +62-361-295784 / +62-81936059540 Fax: +62-361-295784*

*Website: [www.balisolution](http://www.balisolution)*

*E-mail: [email@balisolution.net](mailto:email@balisolution.net)*



## 6. The Learning Centers

See the appendix for contact and address information of the Learning Centers.

The Learning Centers are located in:

### Bali

- Bedulu: Yayasan Widya Guna (also focused on disabled children).
- Seraya: Yayasan Belajar Widya Seraya
- Samsaman: Yayasan Eka Chita Pradnyan

WINS started in Bedulu, the Yayasan Widya Guna. Now this Learning Centre primary focuses on disabled children. And if you want to help out In Bedulu, we will have to ask if there is a vacancy, because usually there are a lot of volunteers wanting to work there. You will also work in the morning and afternoon.

### Disabled children

These challenged children with a physical or mental handicap visit the Learning Center (in Bedulu only) almost every day. They need specific coaching, but the idea is that the parents play a big role in it all. We started some special lessons or they join in with other classes.

Many of these children come from extremely poor families and cannot attend school because of their physical or mental condition, and are therefore denied an education.

In Bali disabled children are kept “behind the scenes”, which means they usually don’t participate in society.

Often these children will be hidden away and some of them have never seen any daylight. For reason of poverty and shame they can be neglected will not be attended to properly. This finds its origin in the Balinese Hindu religion, in which they believe in Karma and reincarnation. Due to this they believe that a handicap is a punishment from the gods for being bad in a former life (bad karma) or as a result of “black power”.

Often the parents have died or her husband is leaving the mother and logically the children will end up in very poor circumstances. Due to extensive investigations in the villages (kampongs) more and more challenged children could be traced.

Besides physical training, mental training is crucial too. And this is what we are committed to. Since February 2009 there is a program for physical, mental and double challenged children.

An Assessment Procedure is being developed, to assess the children and their capacities. After that we will initiate a project with the aim to compose an individually tailored education package for each child.

The children are being brought in the morning and brought back at the end of the day. Before having their turn they play with puzzles, teddy bears or balls or do some coloring, with the



most beautiful colors. The children arrive mostly with their parents or care takers, because we want the parents to be involved. This results in an ongoing process, because they learn how to take care of the child at home which contributes to a good physical development. We also implemented our child sponsor program for this group of special needs children. Each child sponsors donation will be used for:

- All education costs such as: school fees, transport to, school;
- Health care: Physiotherapy, medicines, special equipment;
- Game and play, such as: toys and other educational materials.

Teaching Schedule Monday - Friday Daily lessons:

- 10.00 - 10.30 The local teacher takes the students through personal hygiene matters.  
10.30 - 11.00 Chi-kong class to assist the students with their concentration and flexibility.  
11.00 - 11.15 Break, drink, healthy food snack  
11.15 - 12.00 Learning in class environment  
12.00 - 13.00 Lunch time  
13.00 - 15.00 Learning in class environment, for the older children, a craft class is taught for the students to create handicrafts such as bracelets, necklaces, postcards, picture frames, etc.

Two local teachers and some teacher's aids are present at each class for the children with mental disabilities, it is the volunteer's role to assist the teacher. The volunteer is welcome to introduce new activities and teaching methods if applicable and appropriate. The volunteer is welcome to assist with cooking a preparing the lunchtime meals for the children.

### Rules and safety procedures at all Learning Centers

The following safety procedures are designed for the protection of all. Although the vast majority of the visitors to the Learning Centers come either as volunteers or visitors interested in learning more about The WINS Project, there is the possibility that individuals may come with the purpose of possibly doing harm to the children.

1. **No child will leave the Learning Center alone with one adult.** There must be at least two children at all times, one of which must be a minimum age of 16 years. This pertains to volunteers and visitors but not staff. Staff and volunteers must be aware of this policy but children must be taught why such policy is necessary.
2. **In a classroom, there must be more than one child and one teacher in the room at all times.** This is a general policy and applies to both males and females.
3. **When leaving the Learning Center, the children must be with a licensed driver** whether on a motorbike or in a car.

4. **The children must be taught that no matter where they are, they should never accept a ride with a stranger.** Teach the children the “why” before setting a rule. This is already taught as part of the sexual education curriculum.
5. **The children must not accept food from strangers** outside of the Learning Center. As more tourists come to Indonesia, there are more potential problems.
6. **Indonesian law does not provide for liability protection for the Learning Center.** Volunteers and visitors are responsible for their own well being.

## Communication

Mind that the Indonesian culture and manners and accordingly the way of talking to each other is different than yours. Be clear, but respectful and gentle. The best thing to do is to take initiative and ask questions. The staff of the Learning Centers is willing to help you with new ideas, as long as you keep them informed and ask for information. There is also a form with new ideas for lessons/activities, which departing volunteers fill in.

Regularly we hear that volunteers have a specific opinion about taking care of a child; For example about health care or any medical treatment. Of course this is due to great involvement and concern of a volunteer. They talk about it with the parents or care takers and raise expectations and confusion (about paying the costs). Please keep in mind that the parents or caretakers are poor and the local situation is very different from your own home country (no health insurance, different health care facilities, etc.).

So if you have any ideas in this area, talk to the coordinator of the Learning Center. He/she knows best about the situation, has all updated information and might already concern him/herself with the situation. In this way you will avoid confusion and raising false expectations!

## Lessons

The lessons are usually between 13.00 and 17.00 hours, although this may differ in each of the Learning Centers, depending on the amount of children attending and the amount of volunteers present.

You will find a schedule in each Learning Center on the board. Some of the lessons are constant being taught, for this kind of lessons there is a curriculum. For all the other additional lessons the objective is more personal development of skills and attitude. There is no description and you can make use of all the material available, preparing your activities. If you still have any questions, just ask the local teachers, the directors of the Learning Centre or first watch or work with someone else as a grip.

## The groups

The classification of the groups is mainly done by age and level of English although the English communication skills of the children might vary per Learning Center.

### **Class A (age: 6- 9 years)**

- *English communication skills:* very basic conversation.
- *Tip:* speak English in a clear, slow and easy way. Use images and imaginary language. Often they are too shy to say they don't understand.
- *Attention:* they will listen with a great deal of interest and pay attention. Sometimes when a child doesn't understand, its mind can wonder off. You will notice. Keep repeating and explaining.

### **Class B (age: 9 - 11 years)**

- *English communication skills:* moderate, much more confident and skilled.
- *Tip:* They understand a lot and you can do all kind of assignments. Keep on talking in easy and understandable English, because there will a big difference between the skills in English conversation. Some of the children are too shy or don't have the guts to speak and their skills won't improve easily. So keep on encouraging these children.
- *Attention:* They are very enthusiastic and want to participate in everything. Only, they are distracted easily with everything going on. This class is the most active of all.

### **Class C and D (age: 12-16 years)**

- *English communication skills:* These children very educated and their skills are good. They understand almost everything as long if you don't use language that is too formal.
- *Tip:* If you use a word or sentence they don't understand yet, let them search it their dictionary; most of the time they will do that by own initiative. But keep on asking if they understand properly, because also in this group there are differences.
- *Attention:* They are eager to learn and open minded to new things. They are used to all kinds of different lessons and very interested in new assignments, games or materials and they will ask you a lot of questions.

## Holidays (no classes)

Both in Java and Bali religion plays a big role in daily- and school life. So it might happen that there are no classes (sometimes for several days) at the learning Centers, because of important religion holidays.

Of course we can't inform you about all holidays, but below are the most important ones, which could influence the lesson schedules. You can ask the coordinator of the Learning Centre about the exact dates and in what way this will influence the lesson schedule.

### Java

The **Ramadan** (the Islamic holy month of fasting (*sawm*) and Eid'l Fitr (end of Ramadan), The holiday celebrates the conclusion of the thirty days of dawn-to-sunset fasting during the entire month of Ramadan.

### Bali

- **Galungan** is a Balinese holiday that occurs every 210 days and lasts for 10 days. So twice a year, in June and December.
- **Kuningan** is the last day of the holiday. Galungan means "When the Dharma is winning." During this holiday the Balinese gods visit the Earth and leave on Kuningan.
- **Nyepi** is a Balinese "Day of Silence" that is commemorated every Isakawarsa (Saka new year) according to Bali's calendar.  
It is a day of silence, fasting, and meditation. The day following Nyepi is also celebrated as New Year.

Although Nyepi is primarily a Hindu holiday, non-Hindu residents of Bali observe the day of silence as well, out of respect for their fellow citizens.

Even tourists are not exempt; although free to do as they wish inside their hotels, no one is allowed onto the beaches or streets, and the only airport in Bali remains closed for the entire day. The only exceptions granted are for emergency vehicles carrying those with life-threatening conditions and women about to give birth.

## Facilities

At every Learning Centre there is a standard Resource set, (Books, CD's, Flashcards), which are based on the current WINS Curriculums. Ask for them!

The other facilities in each Learning Centre may differ.

You can access all curriculum and additional materials in the Dropbox folder by a special code. The local Education Manger on Bali will send you an invitation for this folder.

Once you accepted this invitation, it will always be available to you on line.

For the most recent developments and updates at every Learning Centre, please read the latest newsletter from your country. If you don't have it, ask the representative of your country to send it to you.





You may also check out the WINS page on Facebook:

<https://www.facebook.com/WINSprojectNetherlands> or the VIP page:

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

## 7. Accommodation

There are possibilities for housing in or close to the Learning Centers.

If you want to stay at the Learning Center you are staying with the family and you will experience daily life in the village. There is hardly any traffic, no pubs, no swimming pool and no hustle.

And another good thing is that you help the Learning Centers financially by staying there. You can pay for food and other expenses on the location.

In order to be able to block a room for you, we will need to be informed about the exact dates of your stay as soon as possible.

Please tell us as far in advance as possible, where you would like to stay, because only a few rooms are available.

If there are no guestrooms available at the Learning Centers, you can stay at a guesthouse or hotel in the neighbourhood, we will assist you and arrange this for you.

If you don't want to stay at or near one of our Learning Centers, you will have to arrange housing yourself. You can find a lot of information about guesthouses or hotels on Java and Bali on the internet.

**Please be aware if you book a room in the home say of a Learning Center, you will have to pay in advance. VIP-International will send you an invoice.**

## 8. In case of accidents or calamities

Volunteers are responsible for his/her own wellbeing during the stay in Indonesia. If in any case you are involved in an accident or other calamity the Management of the Learning Centers or the Team of VIP International will assist and support you what is in their power, but it always remain your own responsibility to prepare yourself and take (safety) measures for your own wellbeing, before and during your stay.

### Before you go to Indonesia

- Make sure that you have an adequate travel- and /or health Insurance for the period you spend abroad.
- If you are not sure this insurance is adequate, get advice at your travel agent.
- Check if your insurance will cover de travel fees, in case you will have to return back home unexpectedly.
- Put the numbers of the emergency phone of your insurance company and policy in your phone and/or have a printout ready.
- Always have your insurance card with you!



- Always have a copy of your passport with you.
- Put a card in your wallet with the telephone number of the person to call in case of an emergency.

- Main Emergency = 112 (like 911)
- Ambulance = 118
- Search & Rescue = 111, 115, 151
- Police = 110
- Fire Department = 113

#### *Dialing Procedure*

- If you have a mobile with Local SIM dial first 0361 (South Bali)
- If you have International SIM dial first +62 361
- Via Landline dial directly the emergency number

If you need to call abroad from Indonesia you need to use one of the following prefixes: 001 / 007 / 009 / 017 or 0107.

### **During your stay**

Always have a telephone list with you with:

- The phone numbers of the Learning Centers (see the appendix). It's important that the Learning Centre is notified, so that they can make an assessment of the situation and notify your family, if necessary.
- Phone numbers of other volunteers. Other volunteers can support you in many ways.
- The phone numbers of the local ambulance and hospital. Check these numbers at the Learning Center as soon as you arrive.
- Have a business card of your guesthouse/homestay in your wallet or bag so that the ones who help you know where you are staying.

If you are not able to undertake action yourself, ask someone else to help you. Last, but not least, if you are making a long trip on a motorbike:

- **Never go alone.** Be safe and take a friend with you.
- **Always** wear a helmet and protective clothes and charge your telephone up front.

## 9. General information about your stay in Indonesia

### Culture shock?

When you decide to go travelling to Indonesia you arrive in a different world. For instance the fragrance of food, the heat, the exhaust gasses, the rubbish, incense, everything smells different. Everywhere there are people sitting next to the road, some offering you things to buy or transportation, some come to you to beg or just start a conversation.

The traffic and thousands of scooters, some with entire families on them, which can overtake you from all sides, driving on the left hand side of the road and trucks with people or cattle in the back. Dogs, chickens or cats run free and there are a lot of them! The traditional rituals of offering, praying and the many ceremonies all with sound of their own.

All the new sound's you will hear at night and early in the morning, like crickets, gecko's, frogs, roosters and other birds, may keep you awake at first.

The whole experience can be overwhelming for some people. One speaks about a culture shock and often this is the case. Your body and mind need time to accommodate to this new environment, and you may also experience some difficulties due to the time difference. So, don't be surprised if you don't feel fit during the first week and not feel as good as usual. Of course this may not apply to you, but if it does you know the reason why.

### Climate in Indonesia

When you arrive in Indonesia, one of the first things you notice is the tropical temperature. Getting off the plane you are dazzled by the heat, fragrances, colours and sounds!

You will need some time to acclimatize. You may not be used to a tropical climate, so be gentle with your body and mind in order to accommodate this. It is wise to not use air conditioning if possible but a fan. In this way you will get used to the temperature sooner and prevent catching a cold.

With sunshine shining mostly throughout the year, Indonesia has a tropical monsoon climate, with pleasant day temperatures between 20 to 33 degrees Celsius or 68 to 93 degrees Fahrenheit. Rainy season starts from October to March, when the West monsoon brings heavy showers and there is high humidity. June to September is considered the driest season, with low humidity.

From April on the temperature will increase. You may find it hard to believe but on some days it can even be a little chilly and it is nice to wear a thin sweater or jacket in the evening. Especially when on a scooter it may get very chilly.

### Dining and drinks

Although it is wise to take care in deciding where to eat, and of what food you choose, there are no rules, and there are no guarantees. Some people will become ill from eating in the markets while others won't, yet some will become ill from eating in the most exclusive hotel or restaurant.



There are several possible illnesses that may be contracted from food or from poor hygiene in food preparation areas. Many people confuse the effects of a changed diet (especially the inclusion of ingredients such as spices and palm oil) with the symptoms of more serious illnesses. Many travellers will experience some form of changed bowel actions without showing any other symptoms (such as cramping or nausea). This is usually the effect of exotic rather than toxic ingredients and is unlikely to be any form of serious illness.

Bottled drinking water is highly recommended (surely everyone you know has already told you not to drink the local water), is available everywhere, and is good value and drink plenty. To order water, just ask for aqua. Just be sure the bottle has an intact plastic seal.

Indonesian food consists of rice as a staple, often served with dishes made of pork, a variety of *saté* and vegetables, often mixed with chilli. For vegetarians there is a lot of dishes you can order with tahu or tempe, fish and egg. Besides local food, there are also many Chinese, Western and Specialty restaurants. European cuisine is available in all hotels catering to tourist destination areas.

Tipping in Bali is not necessary. It is, however always appreciated and accepted. Nobody in Bali is expecting a tip, but if you experienced good service or a delightful experience whether that be at a restaurant or a tour, feel free to leave a tip. If you do decide to tip, 5-10% is an acceptable amount, nobody expects anything more than 10%. Also, there are some restaurants that may have a service charge already included. In this case, don't worry about adding anything extra.

## Transportation

In Indonesia you can travel by bus, train, demo, motorbike/scooter and taxi (remember that in Indonesia you drive on the left side of the road).

There are many **taxis** in the tourist area. On Bali the most save one to take is the Blue Bird taxi; they will always use the meter. If you take another taxi company, be sure to ask if the taxi driver will put on the meter. So bargain a good price and be sure that the deal is clear before you go.

Also when you rent a scooter or a car with a driver. Make the deal upfront! Otherwise it may happen that it changes when you are on the way. Ask local people what a reasonable price is to various destinations, because prices are increasing these days.

Locals and tourists alike, have turned to an app called "Go-Jek".

The drivers wear green jackets and helmets and will not only take you where you need to go, but also can do your shopping, get your food from one of the over 2000 registered restaurants and deliver stuff for you. Basically, they'll do anything you need.

If you rent a **motorbike/scooter** it is important to check if everything works, like breaks, light and automatic starter. For longer term rent the price is about 60.000/70.000 rupiah per day. A reasonable price for a moth rent is about 500.000 to 600.000 rupiah.

There are numerous petrol stations around the larger towns, but out in the villages they can be difficult to find. Small roadside shops sell small amounts of petrol. There are issues saying some of the petrol from those stands is mixed with kerosene (lower in quality). It's best to refill whenever you see a petrol station (pompa bensin).

You need an **International Driving License** for which you have to apply for in your home country. They are only valid together with your own driving license, so you need to bring both along. You have to show both during a traffic stop. One is not enough.

You can get this with the ANWB in the Netherlands or Automotive Club of RAC in your country.

As the roads are not always well maintained, you should wear some protective clothes and always wear a helmet! Helmets are offered free with any motorbike rental and can be the difference between life and death.

So make sure that you have a good (health insurance), which covers all costs in case of trouble.

## Social intercourse and manners

Despite the influx of tourism, Balinese culture and traditions still remain very strong.

The Balinese people are very welcoming and polite towards foreigners and each other. You will always feel welcome but also remember that you are a guest in the country. Be kind, be respectful and make a positive difference for people who have welcomed you to their island.

They love to make jokes and not to take things too seriously in their everyday life. The way to approach new people in Bali is to make them laugh. Then the people involved have an open mind towards each other and a good first connection is made.

And on trips into the country beyond tourist paths, they will always greet and host you warmly. The local Balinese is familiar with tourists (the main source of income) and will welcome you and help you if necessary. Politeness and courtesy are the keywords for every occasion in Bali. They are proud of their own Balinese language and will encourage and help you to learn a few basic words.

### *Etiquette*

When in Bali, there are different kinds of etiquette and rules that are important to remember in daily life among the Balinese and when visiting the many temples on the island. The Balinese don't get offended if foreigners tend to forget the everyday etiquette, while the rules for visiting the temples are stricter because the focus here is to please and look after the gods, the forefathers and the demons.

Even though all these etiquettes can be difficult to remember in the beginning, you will easily and quickly learn how to behave among the Balinese. And remember, the people here will not be offended by you forgetting the everyday procedures, as you are a foreigner and not expected to know them.

### *Hospitality*

Handshaking is customary for both men and women on introduction and greeting. A common way to greet each other on the street is to press the palm of your hands together in front of your chests with the fingers pointing upwards.

It is considered rude to point with one's index finger; use the thumb and always the right hand rather than the left. The left hand is seen impure so also when giving and receiving things use the right hand. The head of the human is sacred; so don't pat children on the head. Also when sitting, try to avoid pointing your feet towards the people in front of you as the feet are seen as impure.

Visitors are always welcomed with refreshment. Guests may acknowledge the efforts of the host when a tray of refreshment arrives, but they shall not begin eating or drinking until the host says 'silahkan', meaning 'please begin'.

When leaving, a guest says goodbye by asking permission to leave 'permisi'. When eating the Balinese often eat with their hand. If you want to join in, you start with washing your hands and then eat with the right hand.

Eating to the Balinese is not the basic social event, like it is to the average western people. It is a private and bodily function. When a Balinese eats, they tends to isolate himself, either by going to a place where he is alone – the kitchen – or by 'closing' himself and his body from the surrounding environment.

### *Appearance*

Especially in the rural villages (where all the Learning Centers are located) and when visiting temples, it is important to dress appropriately. Shorts and single tops are not considered polite attire for women or men here. You have to leave your sandals / shoes outside of the room. When visiting the temples you have to wear a sarong and a slendang (scarf around the waist) But don't worry, if you forget to bring one you can usually rent appropriate attire at the temple for a small sum.

While most locals won't say anything, please show a bit more respect and at least put on a cover-up or sarong.

## *Behavior*

Touching between people of the same sex is common among the Balinese, a sign of friendship. Touching between people of the opposite sex seldom occurs in public. Accordingly, Westerners should avoid kissing or showing affection in public. Talking with your hand on your hips is a sign of contempt, anger and aggression - as displayed in traditional dance and opera.

As you may already know the Balinese are strong believers of their faith. For many Balinese it can therefore be difficult to understand that many Western people do not see faith that important. Even more difficult to understand is the fact that many Westerners do not believe in any god. Please be aware of possible misunderstanding when talking about this matter.

Most fascinating is the way the Balinese relate bodily to each other in a social situation. Whenever possible, they huddle and touch – or at least keep within 'breathing feeling' distance of one another. Very different indeed from Westerners, who tend to keep each other 'at bay', even when – or because – they shake hands or give each other a tap on the shoulder. All these betray a very different conception of the Balinese and the Westerner and a very different pattern of social intercourse. Being together by touching and hugging is where genuine communication is. It is where friendship and love actually originate. Speech, and in particular, opinionated speech, is secondary to body language.

The Balinese have a different way of dealing with time and appointments, they take their time. Keep that in mind when scheduling a meeting.

Besides boutiques, restaurants and convenience stores, the first price you're quoted is usually at least double what the seller will let the item go for, So, don't be afraid to haggle. Some stall owners will even encourage you to do so by telling you the price they think you should come back with. If you show respect and keep smiling, it can actually be quite fun!

## Appendix

### 1. The Learning Centers

#### **Bali: Yayasan Widya Guna, Bedulu**

Coordinator : Ketut Sadia & Nyoman Sri Wahyuni  
Address : Yayasan Widya Guna, jalan Yeh Pulu, Desa Bedulu, Gianyar, Bali.  
Cell phone : Nyoman:+62(081) 337036950 / Ketut:+62(081)24650773  
Email : [nyomanwg@gmail.com](mailto:nyomanwg@gmail.com) / [sadiaketut@hotmail.com](mailto:sadiaketut@hotmail.com)  
Website : [www.yayasanwidyaguna.org](http://www.yayasanwidyaguna.org)

#### **Bali: Yayasan Belajar Widya Seraya, Seraya Tengah**

Coordinator : Wayan Berata  
Address : Jalan Batu Telu Beach Banjar Celagi Seraya Tengah, Bali  
Cell phone : +62(081)353346630  
Email : [mailto:wayan\\_berata@hotmail.com](mailto:wayan_berata@hotmail.com)  
Website : <http://www.yayasanserayabundar.org>

#### **Bali: Yayasan Eka Chita Pradnyan, Banjar Dinas Samsaman Kaja, Samsaman**

Coordinator: Ms. Ketut Sunarmi.  
Adress: Banjar Dinas Samsaman Kaja  
Desa Angkah  
Kecamatan Selemadeg Barat (post code 82 162)  
Tabanan Regency  
Cell phone: +62(081)337105741  
Email: <mailto:ketutsunarmi@yahoo.co.id>



## 2. Terms and Conditions for volunteering

- **Age:** The minimum age to do voluntary work is: 18 years.
- **Language:** Good English, spoken (and written if appropriate) is essential.
- **Assessment:** An interview via Skype is requested prior to the application for voluntary work.
- **Expenses:** The volunteer is responsible for all own expenses, including: airline-tickets, insurance, vaccinations, visa, housing, food and drinks outside the Learning Center, diners, transportation not included in the VIP- Package, costs of materials for their own lessons/activities, etc. The service and registration fee, sponsor letter fee, the add-on package, your stay at the location, the transport to the assigned Learning Center will be paid in advance, through an invoice from VIP-International.
- **Visa:** You must apply for a B211A visa to do voluntary work in Indonesia. This Visa application procedure and the visa extension procedure is your own responsibility. We will provide you with the necessary documents to apply.
- **Insurances:** You are responsible for a Travel Insurance or Health insurance, with South East Asia or World covering.
- **Vaccinations:** You are responsible for the appropriate vaccinations for Indonesia.
- **Allocation:** Depending on activities and skills of the volunteer VIP will determinate in which of Learning Centre your activities are most needed. You can be assigned to any Learning Centre. VIP reserves the right to move a volunteer to another Learning Center, based on need for special project.
- **Canceling volunteership:** Your may decide to cancel the volunteer's relationship with VIP. Notice of such a decision should be communicated as soon as possible to the Local Education Manager.
- **Code of conduct:** You will sign the code of conduct (house-rules) on the introductory workshop.

## The VIP- International Service Package

We try to keep the costs low as possible for you as a volunteer, however there will be costs for the services, arranging the B211A Visa, airport pick-up, transport, etc.

Please visit the page on our website for all fees, what's included in the fees and what's not included.

<https://www.vip-international.net/fees/>

## Package Payments

You will receive an invoice for the package payment in advance.  
The payment will always include the Service and Registration fee (unless you volunteer for the second time with us) and the made to measurement arrangements.

**The total amount should be transferred within 15 days after receiving the invoice of VIP International.**

The bank transfer costs are not included and are at your own expenses.

We advise you to use: <https://wise.com/>

This is safe, cheap, fast way to send money abroad.

Overdue accounts subject to a service charge of 2% per month.

At cancelation the total amount will be returned, minus: Registration fee, Sponsor/Authorization letter costs and International Bank Transaction fee.

***The Package price is a fixed total amount due only in Indonesian Rupiah (IDR) and is affective from 1 October 2022.***

*Other exchange rates like the American USD\$, Euros €, British Pound GBP £, Australian AUD\$ and other currencies may vary on a daily bases. To check the current exchange rate with the Indonesian Rupiah (IDR), please refer to a currency converter.*

