Manual Orientation
Global Village Program
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Welcome from Habitat for Humanity Indonesia

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Dear Friend,

Selamat Datang di Indonesia!

We are very grateful that you have shown interest and a desire to come to our country. Not just to work with HFH and its local affiliates and families but as well as to enjoy the culture and scenery of home country.

We hope that this trip will benefit you as you learn and experience the culture and life here and as you immerse with our home partner families in building houses. This will also be beneficial to our home partner families for them to broaden their relations with other people especially from other countries and share the gifts of presence that you bestow that will develop their daily lives.

This volunteer manual was made to give you a preview of what our program has to offer and what you can expect when you get here. This will also be important in planning your trip and other concerns that may arise. This will also give you cultural and general information on HFH.

Before travelling to the work site, we will provide you with an orientation session that will introduce you to the local culture, an overall schedule for the time you will be in the affiliate and a daily schedule for the time you will be staying at the work site. We will be more than happy to answer any questions you have regarding your stay in Indonesia.

During your stay with us we hope that you will build friendships as well as homes. Though we try hard to schedule the construction so that there will be one house completed and dedicated during your stay, that is not always possible. Living, working, and associating with the local community are equally important. The focus is on the process of teamwork and partnership and not the finished product.

We ask that as members of the Global Village team, you treat the experience of this trip as opportunities of learning. The enclosed material has been developed to further assist you in planning your Global Village adventure.

You may find that plans do not always unfold in the ways you might expect so please come with an open mind. Construction techniques may seem rudimentary and sometimes frustrating. Schedules may change unexpectedly. The pace may be slower than to which you were accustomed. Remember that this different way of doing things is part of experiencing and understanding the culture. Relax and be flexible. At any rate and at any way, we will try and do our best to give you a great time and opportunity in building with us.

Yours sincerely,

Habitat for Humanity Indonesia
1 - INDONESIA

History
The country known as Indonesia today was formed originally from many kingdoms and tribes. It is believed that the ancestors of the people was from Yunnan, Southern China. They were united when the Dutch colonized this area for about 350 years and called it Netherland – India. The word “Indonesia” known during the revolution and used by the founding fathers to unite the people to achieve independency. The Republic of Indonesia proclaimed its independency on August 17, 1945, right after the 2nd World War ended.

Climate
The climate is tropical – relatively hot and very humid year-round. The temperature throughout the year averages 22 degrees celsius to 29 degrees celsius (72°F to 84°F) and humidity averages a high 75%. There are two seasons – dry season (May to September) and rainy season (October to April). But because of changing earth nature symptoms, on the last years sometimes it’s still dry season in December and in May on some parts of Indonesia still have rainy season. The best time to visit the is during the dry season from May to September. The rain comes as a tropical downpour, falling most afternoons during the wet season and intermittently at other times of the year. The heaviest rain are usually around December to February.

Geography
Indonesia is an archipelago situated in the south east asia region. It stretches from west of PNG to Sumatra and located on the border between South East Asia and Australia. It is comprised of more than 13,000 islands and bounded by the Pacific Ocean in the north-east, the South China Sea in the north and the Hindia Ocean in the south to the west.

Indonesia archipelago (“Nusantara”) is clustered into five main big islands; Sumatra, Java (wherein the country’ capital city is located), Kalimantan (Borneo), Sulawesi (Celebes) and Irian Jaya (West Papua). Beside those five big islands, there are many smaller islands like Bali (#1 international tourist destination in Indonesia), Lombok (new tourist object known of their natural beach), East Timor, Maluku, Madura, Halmahera, etc.

Jakarta is the capital city of the country, located in the north-west side of Java. Indonesia has 33 provinces and is divided into three regions according to time division (West Indonesian Time, Middle and East).

Time Zone
The country lies just to the east of the international dateline and is 7-9 hours behind Greenwich Mean Time.

Flora and Fauna
Indonesia has a wide array of endemic plants and animals. It is a tropical country with lush vegetation and rainforests. These forests have an abundance of coconut trees, mangroves, bamboo plants, grasses, and reeds. Kalimantan island (Borneo) is known as one of the “earth lungs” for its enormous rainforest.

Government
Indonesia is a republic country with a presidential form of government. It has three main branches of government: The Executive (president and cabinet), the Legislative (House of Representative) and the
Judiciary (Supreme Court). President is the head of state and government and is elected every five years by the majority of population through electoral process.

Religion
Majority of the people in Indonesia are Muslims (80%). The second largest religion in the country is Christian (Catholicism and Protestant). The rest are Hindu, Buddhist, Confucian, and traditional beliefs (animism).

Language
Indonesia’s motto, ‘Bhinneka Tunggal Ika’ (unity in diversity) is seen in its most driving, potent form in the work of language. There are over 350 languages and dialects spoken in this archipelago! However, the one national language, bahasa Indonesia, will take you from the northernmost tip of Sumatra through Java and across the string of island to Irian Jaya (now called Papua).
Even formal Indonesian is a complex language demanding serious study, the construction of basic Indonesian sentences is relatively easy. The one significant difference from western languages is that there is no conjugation form in bahasa Indonesia. A verb of eat, for example will be said in the same form for today, yesterday, or tomorrow.

Population
Indonesia is the world’s 4th most populous nation after China, India and the USA. In the end of the century, Indonesia has more than 200 million people and about 60% of it concentrated in Java island. The growing rate is about 1.7% every year.
Indonesia consists of many different ethnic groups with very different culture each. In Sumatra, there are Acehnese (north-end), Batak (north), Minang (west) and some others. The other major native ethnics are Dayak and Banjar (Kalimantan/Borneo), Makassar, Bugis, Toraja and Minahasa (sulawesi), Ambonese (Maluku), Timorese (East Timor). In Java there are Sundanese (East Java), Javanese (Central Java including Yogyakarta), Arek and Madura (East Java). They speak different local languages and live different life styles.

Economy
Indonesia is used to be part of the world’s fastest development economic region (with an annual growth rate of over 6% as on 1998)
Most of Indonesian people’ main source of income is from agriculture business, such as rice, tea, coffe, sugar cane, palm oil and many other crops, vegetables and fruits. Beside farming, there are also fishing, animal farming (chicken, cow, sheep, etc), livelihood enterprises and the like.

Major industries are mining, natural gas & petroleum, rubber, textile, plywood and electronics. Many international industrial companies invest in Indonesia, due to the abundant earth resources as well as relatively cheap human resources.

Enterprises and other business entities have grown in urban areas like Jakarta, Surabaya, Medan and Bandung. In these areas, the main enterprises are banking and finance, food, entertainment and recreation, telecommunications, media and other enterprises.

CULTURE
Traditionally, most of Indonesian society is based on communal principles and is lead by a heredity leader. Man is regarded as the head and breadwinner of the family. Most social elements and sectors are led by men – in business, politics, government and academic.
The Indonesian family is the nucleus and most basic unit of society and it’s common in Indonesia to find family that is “extended” – which include grand parents, parents, children, in-laws, relatives and grand children. This is because of the filial piety that is prevalent in most Asian countries.

The culture of Indonesia varies from region to region. What may be taboo in one region maybe accepted in another. So it is recommended to learn specifically about local culture.

Notable among the Indonesian culture is the value of being hospitable. Indonesia readily welcome visitors to their homes. The other important aspect of Indonesian culture is the value of “Gotong-royong” or communal spirit. Indonesian would help each other in time of need and despair. This is dated back for hundreds of years.

**Visa Requirements**

In most cases, since you are traveling to the host country as a volunteer, you will be applying for a tourist visa (Visa On Arrival). It is best not to mention “work” in the application. Immigration officers want to know if your visit to their country is for business (profit making) or not. For the purposes of obtaining a travel visa, global village participants are classified as tourists.

Visa requirements will vary according to your nationality, country of visitation, and length of stay. Please check with the nearest consulate of your visiting country regarding visa requirements and fees that apply to you.

A visa will be issued to most passport holders upon arrival at airport but must have a valid passport and a return or onward ticket for stays up to 30 days. Check with your travel agent or airline before departure regarding your visa requirements. For more than 30 days, an entry permit must be obtained from the Immigration Department. You may bring 200 cigarettes or 50 cigars and one litre of spirits into the country duty free.

**Departure Tax**

Departure tax is IDR 250,000

Departure tax is payable at the airport unless otherwise advised by your travel agent.

**Banking & Exchange Services**

There are many international banks in Indonesia - ANZ Bank Ltd, CitiBank, Standard Chartered Bank, etc. Western Union branches offer money transfer facilities and full international services. Major currencies such as American dollars, British pounds, German marks and Swiss francs. Traveller’s cheques are generally accepted only from bona fide hotel guests. Local banks such as BCA, Lippo Bank, Bank Mandiri, Danamon Bank accept money exchange. There are a lot of money changing institution in the big cities.

- **Credit Cards**
  Major banks, restaurants, hotels and shops accept major international credit cards, such as, Diners, Carte Blanche, Master Card and VISA.

- **Traveller’s Cheques**
  Travellers’ cheques can be conveniently cashed at all provincial banks and authorized moneychangers. Generally, hotel exchange rates are lower then those offered by banks and authorized moneychangers.

- **Exchange Control**
  Foreign tourists may freely bring in foreign banknotes or other types of foreign exchange. Upon leaving the country, a foreign tourist may freely take out foreign means of payments, which he brought in with him, with the exception that foreign notes or coins are limited to a maximum equivalent of US$ 12,000 or the amount declared in writing to Customs upon
arrival. Failure to do so may lead to arrest, confiscation of the excess amount involved and/or prosecution.

Electricity
Many building sites and homes in the village will not have the luxury of electricity. Electricity in Indonesia is 240/50 cycle. Power points are 2 pronged - for people came from a country implementing 3-pronged system will need connector

Communications
International telecommunications using land line, mobile, fax, telex, and Internet services are available. The international code is (+62). Most villages have postal facilities but there are many villages without telephones.
- Telephone – Public phones are common in the cities but fewer in the country side. Very few villages have access to a phone line. The state phone company – Telkom – is the big one company provides telephone service.
- Mobile phones – Can be used in every where. If you have international roaming facilities then please make inquiries with your local provider as to what access you can expect while here. The providers operated in Indonesia are Satelindo, Telkomsel, Pro-XL and Indosat M-3
- Mobile phone cards are available and may be a good alternative depending on the cost that your home carrier is charging you.
- Internet – The internet service tends to be slow at site and more easier in town. Free wifi in hotel and café.

Local Transport
There are a number of rental car companies.
Taxis are very affordable and readily accessible at almost every intersection and are a convenient way to get in the main cities. Usually taxis are equipped with meters, but for short distance or at night the drivers prefer to offer a certain tariff. Buses are an easy way of moving around and are also cheap. One thing to be careful of in using busses or microbus is pick-pocket.

Tipping
Tipping is not very common among Indonesian, except in hotels (porters) and it depends on you. There is no “fix rate”.

Driving
Driving is on the left hand side of the road. The speed limit with in the villages is 40km/hr and 60 km/hr else where. Though many people often ignore it and drive faster.

Shopping
The shopping hours in traditional market usually starts at 6 am to 10 am. Shops are opens everyday from 9am to 9 pm.

Local Churches
Transportation to Sunday Church services will be made by the Affiliate Coordinator. The service hours are divided two times morning (6am & 8am), and afternoon (6pm)
Habitat as an Organization
As a nonprofit housing organization that founded by Millard and Linda Fuller, habitat works in over 70 countries and welcomes people of all races, religions and nationalities to partner in its mission. Globally, Habitat has helped more than four million people construct, rehabilitate or preserve homes since 1976. Habitat also promotes fair and just housing policies and provides training and access to resources to help more families improve their shelter conditions.

Habitat’s Local History
Habitat for Humanity Indonesia is founded in 1997 and currently works in 8 provinces (Jakarta, Bandung, Surabaya, Yogyakarta, Bali, Manado, Batam, Medan). Habitat Indonesia has served more than 42,000 families. Its largest program was rebuilding after the 2004 Indian Ocean Tsunami: in which more than 8000 help these families benefited from Habitat’s interventions. Estimated 15 million families in need of housing with only 400,000 housing built every year. HFH Indonesia is now implementing subsidize program and also partnership with others organizations which enable us to focus in community development.

Habitat Mission Statement
Habitat for Humanity works in partnership with God and people every where, from all walks of life, to develop communities with God’s people in need by building and renovating houses so that there are decent communities in which to live and grow into all that God intended.

The Goal
Habitat Indonesia launched the “I BUILD My INDONESIA” campaign which aims to serve 60,000 families from 2013-2018.

Habitat is not a give-away program. In addition to a down payment and regular mortgage payments, homeowners invest hundreds of hours of their own labour – sweat equity – into the building of their house and the houses of others which is called “sweat equity”

3 - HFH POLICIES

Donation Policy
Each Global Village team provides a donation to the project. The amount requested differs from adult to Youth teams. Without this financial help Habitat would not be able to continue its building program. The Team Leader will be advised by the SENDING Coordinator as to the appropriate amount.

Please channel all donations through the Habitat SENDING office or the Habitat HOSTING National office and the funds will be forwarded to your host branch. Funds should never be sent directly to an branches office, this is for accountability and audit purposes. Your SENDING coordinator will advise the Team Leader and provide specific procedures and actual breakdown of donations.

Please note: Your financial contribution may not necessarily be used on the actual house that you will be working on. The donation funds go into a pool of funds that are used for the continuous building program which local people may use to keep the building program going even after you have left the country.
All Habitat branches rely on either a per-person or per-group financial contribution in order to finance their building program. This contribution not only allows the branches to buy building materials, but to hire skilled labor and to develop sustainable affiliate programs.

**Gift giving Policy**
During your time in the village you may find that you are interested in make a further contribution directly to the family. In the past some team members/groups have done this. While well intended, such actions run counter to the purposes of the Habitat for Humanity program. It is important that a gift giver realizes the full impact a gift can have on Habitat’s greater goal of empowering families and communities.

Challenges that gift giving present to HFH, to the neighbors in the community and to the family receiving the gift are challenges to the relationship between the HFH affiliate and the family – especially in instilling a sense of responsibility and motivation from the family to make house payments. It is common that gifts can create a dependence on others to provide assistance, while the HFH model focuses on breaking the dependence.

You may also want to give a small gift to the community. Again we strongly discourage giving gifts directly to the families. We encourage such gifts to be given to the entire community such that all can enjoy the gift. This sends a clear message that all the families are valued. Some ideas include: books for the community center, basketballs, playground equipment, etc. Please consult your Host Branch Coordinator in regard to how to go about doing this culturally sensitively.

Many thanks for your wonderful support. Indeed you are a key partner in challenging and supporting families as they seek to improve their living situation – not as “a hand out”, but as “a hand up”.

**HFH Staff and the Team**
To host GV teams usually branch will form an organizing committee which consist of youth volunteers and staff. Since the aim of GV is not only building houses but also exchanging cultures and build friendship, we encourage the youth volunteers to accompany team members on their daily activities, including R&R.

**Youth Policy**
All Habitat work sites have a strictly enforced “Youth Policy which limits the type of working activities certain age groups must adhere. The minimum age for being present on a Habitat for Humanity construction site, when construction is taking place, is 14.

Youths aged 13 and below may accompany a Global Village team, at the discretion of the host branch in consultation with Habitat for Humanity International, but may not be present on the construction site when construction is ongoing. They may perform age appropriate functions away from the construction site.

Youths aged between 16 and the legal age of majority, as pre-determined based on hosting and sending country ages, cannot work on a roof or above 6 feet above ground level, cannot work with power tools, cannot work on demolition or excavation work and cannot do heavy lifting.

It is required that when on the construction site; the ratio of adults to youth shall be 1:5. Please note that this ratio can be met through the presence of Habitat staff in addition to those adults accompanying the youth team either as chaperone, advisor or Team Leader.
It is required that when team is away from the construction site, the ratio of adults to youth shall be 1:10.

The definition of “away from the construction site” includes all time away from the site, including R+R and international travel to and from the home country to the host country.

*Note: Age is calculated starting with 0 on the date of birth with the next anniversary of the birth resulting in the age increasing by 1 year. For example, someone born on December 25, 1980, will be 1 year of age on December 25, 1981.

### 4 - GLOBAL VILLAGE

The Global Village program is designed to introduce concerned people to the exciting hands-on, grassroots house building work at Habitat affiliates around the world. Teams work alongside homeowners and partners, experiencing firsthand HFHI’s global ministry. Each team benefits the host community by providing human resources and contributing construction funds. Volunteer participants have a unique opportunity to experience another culture and become active partners with people of that culture. As partners, team members help build a true “global village” of love, homes, families, community and hope!

Global Village Trips Are Different!

Unlike tour groups, the itineraries are not highly structured. Itineraries are balanced with plenty of work, rest and free time. Our hosts offer teams a “backdoor” welcome to their community and encourage teams to visit some of their cultural “treasures” available locally. Team members form a once-in-a-lifetime team. They travel, live, work, share and eat together, often in primitive settings. Traveling and working in foreign countries can be as frustrating as it is rewarding. It is vital for participants to remain flexible and committed to their team leader and team members. The rule of thumb for every team member is: “be a blessing”.

Joining an International team

Accepting the opportunity to live and work with an international affiliate is often a life-changing experience. Through your willingness to partner with people in other cultures, you learn about poverty housing, development challenges, international economics, world cultures and HFHI’s ministry and mission. As you learn about our important principles such as “self help” and “sweat equity,” you also find out how to give of yourself while learning about the host community’s culture, language and social practices.

Team Sizes

The preferred size of teams is between (12 and 20). The size of the team will partly determine where the team will build and will directly affect the cost to transport the team and other logistics.

### 5 - PREPARATION

Documentation

Often a curse but usually necessary, documentation needs to be completed. Without the information requested we at Habitat are limited in what we are able to offer you. Please complete all documentation given to you by the Team Leader and return as soon as possible. Documentation covers things like legal waivers, medical advisories and emergency contacts to name but some of the issues covered.
Before departure

- Book the international flights soon after receiving confirmation of your host affiliate site.
- Review country visa requirements.
- Read through the orientation materials and return the necessary paperwork no later than 6 weeks before your scheduled trip.
- Hold group meetings. Discuss the mission of Habitat for Humanity, expectations of the group and that of the host affiliate, and try to address any concerns that you as a team may have.
- Coordinate fund-raising activities to sponsor a house(s).
- Publicize your trip by holding fund-raising events in your local communities.
- Brainstorm and plan all activities for the trip.
- Learn more about the country you are visiting.
- Divide responsibilities among the group.
- Seek medical advice from your local doctor.
- Check the latest information from your government travel advisories.

Team Meetings
During the early stages of Team preparation it is strongly recommended that the team meet to have the opportunity to get to know each other before traveling. This is not always possible but highly encouraged. This can be a time for the team members to discuss with the Team Leader any suggestions that may affect the itinerary before it is locked into place.

A Packing List – see appendix (A)
A recommended “Packing List” is included.

The Team Leader Check List
- Have you discussed the arrangements for your accommodation while in transit?
- Have you discussed the arrangements for your transport while in transit?
- Have you sent holding deposits for your accommodation and transport to the HOSTING country?
- Have you sent the Team donation to Habitat?
- Have you sent your insurance payment for the group?
- Have you sent all of the forms to the appropriate contact person?
- Have you made a set of copies of the emergency contact information to keep with you?
- Have you informed the HOSTING national office of your international flight schedule?

The Team Members Check List
- Do you have enough information about Habitat for Humanity and understand its mission?
- Have you studied the country you are going to visit?
- Have you decided upon and received the proper immunizations for the host country?
- Have you discussed your expectations with your group members?
- Have you read the list of expectations of the host community?
- Have you talked about what your group wants to do on non-working days?
- Have you prepared any songs or entertaining programs to present in the community?
- Have you planned any further activities upon returning from your trip?
- Do you have extra cash on hand for emergency purposes?
Team Expectations
Team expectations need to be addressed from the outset of team preparation. This is the responsibility of the Team Leader. Therefore communication between the Team Leader and the Affiliate Coordinator needs to be established as early as possible and the expectations addressed. Expectations such as:
- Will the new home owner be on the work-site working along side the team?
- Will the community welcome us and will we be safe?
- Will we complete a house in the time we are in-country?
- With little building experience will I be wasting your and my time?
- Are we likely to complete the build in the time we are in the village.

Community Expectations
When a team of foreigners arrive on a building site in some remote village the local communities are often baffled by who they are and why they have come which is why the community should be prepared in advance.
It is the responsibility of the local affiliate to meet with the community several times during the weeks preceding the visit at which time the community should be given a full brief on the pending visit. This is a good time to involve the community as a whole, to make plans, to assign responsibilities and to convey the message that the visitors are coming with an intention to help improve the quality of life for people in their village. The community will have their own preconceived expectations that need to be met which will often be based around the culture. Generally these will be an expectation that local traditions will be respected and village laws obeyed.

Home Partner Expectations
- Significant labor aid
- Well constructed house

Branch Expectations
- Having a Global Village team visit brings with it many expectations such as:
  - Exposure to international ideas and methods
  - A donation towards the local house fund project
  - An opportunity to learn
  - A higher standing in the community
  - An opportunity to develop new friends
  - An opportunity to develop youth volunteer’s activities

False Expectations
- The donation amount given by the team will build a complete house!
  Sometimes this may be true but not always, depends on the amount donate!

- The donation given is being used for the specific house we are working on!
  Not so! The donation given by teams goes into a pool of funds that contributes to all families. This way the local communities are able to continue building homes for other families long after the team has returned home.

- The new home owner will not need to repay the house because the team has donated the funds.
  Not so! All home owners repay the cost of the home and their repayments are also put into the pool of funds that goes towards the next family’s home.
Team Leadership
The team Leader is the overall leader of the team. All questions and directions should be channelled through him or her. The leadership structure is for the good and stability of the team. From the first contact all potential team members should communicate directly with the team Leader. This will apply throughout the whole period of the trip. Even on the building site look to the team leader for direction. The team leader will be receiving advice and instruction from different people from within Habitat.

The following defines the areas of responsibility for the key parties.

Sending Coordinator
- Recruits and trains Team Leaders
- Introduce Team Leaders to Hosting National Coordinator, establishes communication links
- Assists in recruiting team participants for “Open” teams
- Forwards applicants for “Open” teams to Team Leader for interviewing
- Works with Team Leader and host on itineraries, budget, and as needed
- Collects monies from Team Leaders
- Handles Team Member insurance and registration
- Sends money advances to HOSTING country
- Send final monies due to HOSTING country
- Maintains database on participants selected
- Provides HOSTING country with emergency contact details of Team Members

Hosting National Coordinator
Establishes and prepares guidelines, procedures, and materials with National Office concerning:
- Initially sends out a draft budget & itinerary to Team Leader.
- Works with the Team Leader to refine & set the Team budget & Itinerary.
- Oversees the affiliates ability to HOST the team and meet the teams requirements
- Risk Management (safety manuals, emergency contingency plan, etc)
- Distribution of teams to affiliates
- Organizes accommodation, transportation, and meals for teams (sometimes done by Affiliate Coordinator)
- Monitors all aspects of Safety standards & requirements
- Monitors timeline procedures to keep everything on track.
- Provides Team Leader with breakdown of expenses paid prior to teams arrival & outstanding expenses.
- Sends out Orientation Manuals and materials to Team Leaders
- Arranges the welcoming and escorting of the Teams
- Prepares and updates Emergency Plans
- Trains and assists Affiliates to HOST GV teams
- Conducts “Welcome” ceremonies for visiting teams (sometimes done by Affiliate Coordinator)
- Communications with the Sending Co-ordinator and the Team Leader
- Provides Team Leader with assistance in planning R&R activities
- Provides evaluation tools/forms to Team Leaders
Hosting Branch Coordinator

- Formally invites teams through the national office
- Organizes accommodation, transport, & meals for teams (sometimes done by National Coordinator.)
- Arranges work-related logistics
- Responsible for team’s health and safety throughout the build
- Serves as liaison between the Team Leader and local committee, while in Host Affiliate
- Introduce teams to the local committee and host community in which they will work.
- Ensures that there is a Host Affiliate representative at the site at all times that the team is present.
- Arranges plans sightseeing, educational activities and outreach to the larger community
- Provide affiliate-specific information to Hosting National Co-ordinator for team orientation materials.
- Reconciles Team expenses, incurred with the Affiliate, with Team Leader prior to Team’s departure from Affiliate. All receipts and expenses are to be signed off by both the Host Affiliate Co-ordinator and the Team Leader.

Please note: Often the function of National Office and Branch Coordinator are performed by the same person depending on the size and resources of each Affiliate.

Team Leader

- Recruits, interviews & selects Team Members
- Facilitates all traveling arrangements prior to arrival in country
- Provides the overall leadership and guidance to the team
- Prepares Team. Sends them timely information.
- Works with Sending and Hosting Coordinators
- Conducts Team meetings prior to departure
- Liaison between team and HFH, Affiliate and community
- Watches over the Health and general well being of the Team
- Facilitates devotions
- Informs team of itinerary and changes as appropriate
- Keeps accurate and open financial logs
- Reconciles all Team expenses at the end of the trip
- Keeps all receipts
- Debriefs and assists with evaluations at end of trip
- Collects evaluations and forwards them on to the Area office within 2 weeks of return

Team Members

- Raising funds – in their home country
- Raising walls – in their host country
- Raising awareness – in their home and host country
- To be flexible
- To respect and be sensitive to the culture of the host country
- To respect and follow HFH policies
- Complete individual evaluation to pass on to Team Leader prior to departure

Construction Supervisor

- Assists the National Office in developing work site Safety Standards for volunteers
- Delivers Safety Standards information to team on the teams first day on the work site
- Prepares a daily job schedule/plan in consultation with Team Leader for the team.
• Together with the Team leader orientates the Team daily regarding the daily job schedule.
• Makes sure that EVERYONE has a job to do, regardless of skill, age or gender
• Willingly teaches new skills to volunteers
• Relates directly to the Team Leader
• Watches over all Safety aspects of the building site
• Organizers all construction materials for the work site
• Allows team to do the job, even if it’s slower
• Develops friendships with Team Members
• Gets the house built! (Completed?)

Communication & Documentation Channels
Sending country will introduce team leader to hosting country and hosting country will introduce the team leader to branch coordinator. For further, branch coordinator will communicate directly with team leader and copied both national coordinator.

Should team members have any questions or need guidance then they should first approach the Team Leader. The Team Leader will know the answer or will know who to ask. The Team Leader is the conduit between the Team and HFH, and the Team and the Community. All questions and directions should be channeled through him or her.

8 - INCOUNTRY

Transportation
All your local transport needs will be met well before you arrive in country. In most cases a small bus will be used to transport the team:
• To and from the airport
• To and from the worksite (when necessary)
• To and from any pre-arranged tours

Accommodation
Be prepared for simple living condition, simple hotel but with complete modern facilities like electricity, toilet, telephone or internet.

Laundry
While staying in a hotel all laundry requirements and costs will be between yourself and the hotel. When staying in the village an arrangement will be made between the local community committee and the Branch Coordinator to have your needs met. This will be done on a Team to Team basis and arranged to suit as appropriate. If there are any costs involved it will be reflected in the budget.

Telephones
While staying in the hotel you will probably have access to a land line depending on which hotel you stay in but please note that overseas calls are expensive and will be charged to your room.
If you need to URGENTLY contact someone outside of the immediate area then arrangements can be made through the Branch Coordinator to have a message sent out. This is purely an emergency service and not for general use. Though usually we will put a schedule to go to the cities/town for the team may have chance to call their homeland, access internet or buy daily goods.

• Operator- assisted calls dial 101:
  Dial 100 + (country code) + (area code) + (telephone number)

• Direct call without operator assistance:
Dial 001/007/017/008+ (country code) + (area code) + (telephone number)

Meals
Food in the village or building site is generally simple. If you have special needs such as diabetic requirements, vegetarian or allergic to certain food then please make this known to your Team Leader so that provisions can be made to assure your needs are meet.

Breakfast – Will be provided by the hotel. Food is generally simple with basics like fruit, cereal and toast. Tea, coffee, drinking water and fruit cordial will be included. The time for breakfast will show on the itinerary.

Lunch - On working days you will have lunch at the work site (rice with vegetables and meat, fruits, drinks, etc). Lunch will be provided by the organizing committee and supervised by the Branch Coordinator. On non-working days the team will dine at a local restaurant or other location depending on the days activities. The time for lunch will show on the itinerary.

Dinner – Dinners will be organized as per your itinerary which will be planned in advance by the Team leader and the Branch Coordinator. Some dinners will be at pre arranged restaurants while other dinner meals may be at your own discretion and cost. Please see you detailed itinerary for more details. The time for dinners will show on the itinerary.

Morning & Afternoon snacks – there will be no snack time, it is not very common among the society. The construction work will pause only during lunch for about one hour.

Drinking water – Will be available on the building site. Please ensure that you drink only bottled water. It is a good idea to carry a small plastic bottle with you while in country. Local tap water is not drinkable directly!

9 -CONSTRUCTION

You are not only constructing a house; you’re building a spirit of cooperation within your own team, as well as integrating into the regular Habitat construction program. Most teams find it takes a few days to get into a rhythm with each other and anticipate construction tasks. Language differences may at first make the job seem impossible, but soon everyone finds ways to communicate and get the job done.

House Construction
HFH Indonesia uses design and materials for its houses depends on the local culture and ability homepartners to pay. But the common materials used are:
* Concrete floors
* Concrete block walls or half block – half GRC
* Wooden doors and shutters (windows)
* Wooden or concrete roof struts (supports)
* Roof tiles or Galvanised iron roofing

House Costs
The current cost to build a Habitat home is around USD 3500- USD4000
HFH strongly recommends that you do NOT bring items of any significant monetary and/or sentimental value.

**First Aid**
Even with an established safety program, accidents may occur. The host branch is responsible for ensuring that an injured worker receives proper first aid at the work site and, if needed, receives appropriate emergency medical care as soon as possible. Only people appropriately trained in emergency medical care should offer treatment. HFH maintain a policy that all building sites must have a fully stocked and assessable First Aid kit available at all times. The location of this First Aid kit will be shown to you as a team upon arrival at the building site. Having said that it is advisable for you to bring a First Aid kit of your own to cover the times that you are not on the build site “Not to be prepared is to tempt fate!”

**Inoculations**
HFH does not recommend specific inoculations for legal reasons but we do however strongly recommend that you consult your own local personal doctor before departure particularly in regard to hepatitis and tetanus. Many countries now have Medical consultants specializing in travel inoculations.

**Health and Safety**
HFH endeavors to provide a safe and secure experience to all Team Members but there are limits to what we can provide. HFH asks that you use common sense and caution when visiting us. Avoid situations that compromise yourself and bring with you all medicines that you may require. You may be eating food prepared locally, where the standard of cleanliness is not as high as that to which you are accustomed.

**Travel Advice**
HFH uses the government travel advisories as the basis for travel warnings and we recommend that you look these up on the internet. Most large 1st world countries provide this service which we have found to be consistent and regularly updated. HFH does on occasion stop or cancel a trip when we feel that there is a possibility of or unacceptable risk to a team.

**Security on work site**
Never bring valuables to the build site as there will not be a secure place to store them. It is recommended that you carry personal items in a waist bag and keep them with you as you work. Personal tools can be taken back to the hotel/home stay each day although the Construction manager will in most cases secure these items for you over night. It is a good idea to mark personal tools with an ID mark.

**Security off the work site**
Volunteers may be housed in private homes or hotels. While we will do our best to provide a safe environment for your personal belongings, we can’t guarantee the safe keeping of your personal items. Again we strongly recommend that you do NOT bring items with any significant monetary and/or sentimental value.

**Work site Safety & Responsibilities**
Regardless of your skill level, you can help build a house. Whether mixing cement, filling in mortar joints or carrying sand, there is a task that fits what you have to offer. By following the work rules
stated by the affiliate, you will help ensure the safety of everyone at the work site. A construction orientation, including rules and site procedures, will be conducted before work begins on the first day that the team arrives on the work site. This will be conducted by the Construction Supervisor or a qualified representative. HFH takes “Work site Safety” issues very seriously and ask that you treat the training given most seriously. A work site safety plan will be posted at all building sites for team members to consult during the build.

Safety guidelines that apply to any work site include:

- Think before doing your work or task.
- Concentrate on your task to eliminate distractions.
- Know where the first aid kit is located and how to get emergency help.
- Know the location of the nearest hospital or medical center.
- Take a rest before you become overtired.
- Protect your skin by applying sunscreen and wearing protective clothing.
- Drink enough water to avoid dehydration.
- Inspect all power tools, hand tools, ladders and scaffolding daily.
- Advise your supervisor immediately of any unsafe condition or hazard.
- Return all tools, ladders, etc. to the proper place at the end of a workday.
- Sleep well to give your body and mind “energy” to work!

Insurance Issues
On behalf of the team, Habitat for Humanity International purchases a comprehensive accident and illness insurance policy (ACE Insurance) that has been selected to provide for all contingencies and to meet the level of risks associated with international travel to remote locations, and work on a building site. This is a non-optional insurance and is additional to any pre-existing insurance policies held by the team members. It is calculated by the Sending Coordinator on a per person per day basis, covering all days in the host country including the day of departure from the home country and the day of return. It will also cover any R+R that team members take part in after the project, while in the host country. The Team Leader will collect insurance payments from all team members and remit in a lump sum to his or her Sending Coordinator. The insurance does not cover contents or baggage. The cover costs US$ 2.85 per person per day

Emergency Plans
Each Affiliate has a backup emergency plan to provide provisions for the unlikely event of evacuation. This plan has been formulated with the National office, ACE Service provider and the Habitat National office and is in place before any team arrives in country. The plan is not complicated and basically provides a fast, well controlled evacuation of the team to a safe location.

Emergency contact numbers
1. Tommy Pacatang, Chief Operating Officer
   Email: tommy@habitatindonesia.org
   Telp: +62 21 2991 6074 (National Office)
   +62 812 1082 962 (Mobile)
2. Herry Hutahaean, GV Coordinator
   Email: herry@habitatindonesia.org
   Telp: +62 21 2991 6074 (National Office)
   +62 812 1086 905 (Mobile)
Budget
The budget is prepared by the Branch/National Global Village Coordinator and the Team Leader. The Team leader has the final decision on what should or should not be included. Although every care is taken to keep costs to a minimum sometimes the estimates sent in advance are not exact. Habitat does not make a profit from the Teams in country expenses and passes on all savings and discounts that we have been able to secure for the team. Consult your Team Leader for all inquiries concerning costs or expenses.

Itinerary
Each day of the trip is carefully planned and balanced to provide an unforgettable experience. Several people are involved in this process but principally the National Global Village Coordinator and the Team Leader. The Team leader has the final decision on what should or should not be included. Itineraries can be flexible and tailored to suit the needs of the team.

Arrival
When you get off your flight upon arrival in beautiful Indonesia proceed through the normal customs clearance procedures. As you walk out into the arrivals hall you will be greeted by a sea of smiling faces. You will be met by an HFH Indonesia representative who will greet you with a loud “Welcome”.

Welcome Brief
At the first opportunity the Team will receive an official “Welcome” into the country, to the village, and to Habitat. At this “Welcome” each Team member will be given a “Welcome Pack”. The pack will be accompanied with a verbal orientation of what to expect including many of the more detailed information needed by the team.

Farewell de-brief
At some point at the end of the trip (see itinerary) the Team and HFH need to take time out to discuss how the trip went. HFH needs your help at this point. We need your opinion and comments on your time with us. PLEASE take a few minutes out to fill in the evaluation form that will be given to you. It will not take long for you to fill out and the benefits to us and future teams are unmeasurable. Don’t hold back; say it like it is because your opinion is valuable.

If you are able to share with us any photos or written articles that we you would allow us to publish HFH would be very grateful. Give them to either the Team Leader or the National GV Coordinator. A BIG THANK YOU, WE DESPERATLY NEED THIS!

Well it had to happen! Time to leave the country! The sad goodbyes are inevitable but the upside is you will be leaving and taking with you some amazing experiences and memories. Expect to make some life-long friends.

Departure
Sad but inevitable the time must come to jump back on the plane and head for home. Each Team ends their visit differently with some Teams departing soon after the House dedication while other Teams may stay on for some R&R time. The HFH Coordinators may or may not be able to see you off at the airport. This will depend on the arrangements made by your Team Leader.
Reflections - Quiet time
Each day, either morning or night, the Team Leader will put some time aside. This can take the form of either devotion or simply some quiet time if that’s what the Team leader decides. It is an opportunity for team members to express their feelings, concerns and emotions to the rest of the team. It also serves as a time for announcements to be made. This is not a compulsory time together although it does serve as a wonderful opportunity for the team to build relationships and bond. It is a Habitat tradition to gather at the beginning of the construction day for devotions before reviewing work tasks. This provides the context for understanding that house building is not just about laying hollow blocks or pounding nails, but also about community and relationship building. Morning devotions should be planned with sensitivity to the religious diversity of the group. Devotions and reflections that are personal, open, and honest and shared by the entire group make the activity more meaningful for everyone involved.

Day Trips
During the week of the home-stay and build, Team Members will be offered opportunities to engage in cultural or social activities and visit national points of interest. Such activities may include community visit (maybe Habitat’s or one that nurtured by other NGO), youth community visit (churches or campuses) to help the affiliate in distributing the awareness of poor housing issues, cultural traditions exchange between the team and local people (youth volunteers, homepartners), etc. These day trips will be organized by the Affiliate Coordinator/ Organizing Committee as requested by the Team Leader.

Activity Entrance Fees
If you wish to visit a tourist site or a place of interest you may be asked to pay a small entrance or customary fee. It is respectful to ask permission before visiting these sites, which helps the villagers to keep the site maintained. This fee is not included in the overall budget unless specifically itemized as being so. Also, please discuss it first with the team leader and the Branch Coordinator/ Organizing Committee, since there is probability to set extra time for this.

Rest & Relaxation
The R&R segment of any team visit is optional. The National GV Coordinator together with the Branch Coordinator will provide some option of R&R activities available in the area. Some teams may take a few extra days after the build and spend several well earned days lying in the sun at a local resort, or visiting some cultural tourist objects. The cost to include R&R in your visit can be included in the budget or kept and shown separately depending on the team requirements. The National GV Coordinator will be able to assist you with any inquiries you may have concerning R&R.

12 - CULTURAL ISSUES

Traditionally, the Indonesia is a patriarchal society wherein the man is regarded as the head and breadwinner of the family. Most social elements and sectors are also led by men – in business, politics, government, religion, the academe. This though has changed and somewhat shifted with women getting regard and respect for their work and capacities to equal that of men. The family is the most basic unit of society and it is common to find a family that is “extended” – that which includes grandparents, parents, children, in-laws, relatives and grandchildren.

Showing Respect
Respect, especially to the oldest or those in authority, is an important component of our culture. One shows respect in many different ways, including body posture and position, clothing worn, loudness and gestures.
Folding your arms while speaking to someone is a sign of respect, as is speaking softly. People in may smile and say “yes” to you in order to be polite. Be careful not to express your opinion first if you want to know theirs.

Shoes are usually never worn in the house; they should be left at the door. It is also impolite to wear hat inside the house. You may keep your socks on if you want. Never sit on the threshold of the door. As a sign of respect, all hats & shoes (or sandals) should be removed upon entering the house.

Always ask permission before taking photos (it will almost always be granted). Do not indiscriminately stand up and take photos during ceremonies. Ask permission before hand.

Taboos
* Note the correct way of sitting (generally on the floor), keep your legs bent, do not show the foot palm to others.
* Do not touch people’s heads.
* Ask permission before taking someone’s photo.
* Do not suggest a name for unborn children.
* Do not go on an unescorted walk or trip with a person of the opposite sex.
* Never point at someone especially when calling them to you.
* Don’t receive or give using left hand.
* Don’t use hand signals to call someone to you.
* Bend when crossing a room where others are already seated. Say “permisi” (Excuse me – from the word “permission”)
* Don’t wear shoes or sandals in homes (except the host ask you)
* Don’t leave the meal table before the chief or head of family does.
* Never address the chief casually.
* Never show affection in public
* Don’t eat food while walking through the village
* Never shout across the village.
* Never run through the village

Dress Code
Men – Most men dress casually but modestly. Long shorts are fine and “T” shirts or singlets are generally accepted. Shoes can also be casual such as open sandals. When attending church or more formal occasions, a long sleeve shirt and long dress trousers are expected. Ties are not generally worn.

Women – Depends on the community/ local culture, but generally they can accept “female strangers” to wear trousers and t-shirts, but shorts and sleeveless shirts are not recommended.

Socializing
Locals have a tendency to be very modest – follow their example. Men and women will initiate hand shaking, but hugs are only for close friends. Men and women do not walk around holding hands except in semi-rural areas or in downtown. Also it is very not common for men holding hands with another men. But it is fine for women or walking with their arms entwined.

If you tell people that you admire their positions, they are apt to give it to you, even if it is something that they need. Be general and wise in your compliments.

People of European ancestry are considered to be wealthy. Avoid ostentatious display of wealth. Remember that the most villagers never hope to own the kinds of goods that you may take for granted. If someone asks you to give up one of your possessions, do not feel obligated to do so. You
may chose to give the object away, but if you do not want to do so you can simply tell the person that the object is special to you or was given to you as a gift. They will understand, and not continue to ask. If you give something away, you may want to wait until the last day to prevent repeated requests from other people.

The political situation may be tense at times. It is best to avoid taking a strong position. There is too much to understand in a short visit to Indonesia. If discussing politics, listen politely but avoid making judgements.

Many local people desire to live in the West, and sometimes see foreigners as an opportunity to emigrate. Be sure to exercise good judgement in your relationships.

13 – IS THIS THE END?

Wish List
Often Team members ask us “What other contributions can I make that will make a difference?” so we have developed a “Wish List” that would make a difference. If you are able to assist our local branch by providing any of these items then please know that your gift would be greatly appreciated and used to further this ministry.

Back Home
Nothing advertises better than word of mouth and that’s where you can be of greatest service to us once you reach home. Please ... Tell anyone, everyone, about the amazing experience that you have just had. Encourage others to join a GV team like you have done. Or even better still; start up a team of your own! The Sending Coordinator from your home country will work with you to build a team and give you Team Leader training.

Thank you!
We appreciate you taking the time to review this orientation manual. It is an important investment in you, your team and the host community. A successful team requires personal preparation from each participant.

God Bless!